

2023-2024 Portland Area TGA* Qualitative Data Client Experience Survey & Roundtables Discussions

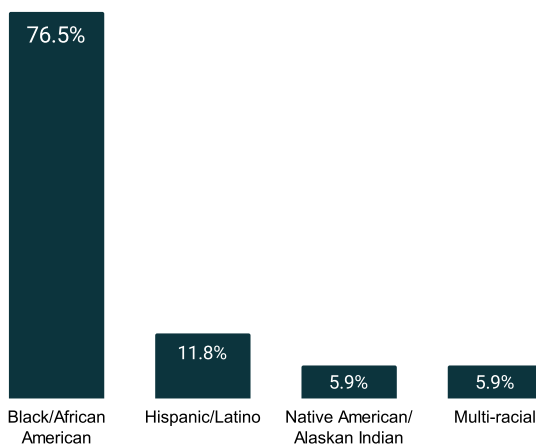
Project Overview

- Conducted as part of the Ryan White (RW) Consumer Engagement part of the biannual Quality Management Plan overseen by HGAP (HIV Grant Administration and Planning)
- 531 RW clients completed the surveys between October 2023-January 2024
- 17 Black, Indigenous, and other People of Color (BIPOC) RW clients attended 1 of 2 roundtable discussions by Empress Rules Consulting in February 2024
- This summary will focus on the Roundtable Discussions though some Client Experience Survey is also included



*The Portland Area Transitional Grant Area (TGA) consists of 5 counties in Oregon (Clackamas, Columbia, Multnomah, Washington, and Yamhill) and Clark County in Washington State.

Roundtable Participant Overview



Demographic Overview

- 3 in 4 participants identified as Black or African American
- 1 in 3 identified as women, and several participants identified as non-binary
- Over half the participants were impacted by one or more disability
- One or more participants experienced current or previous injection drug use (IDU) or having experienced incarceration

Roundtable Summary

General Appreciation of Ryan White Program, Services & Staff

Highlighted Importance of Peer & Community Support

More (and more accessible) services needed

Advocacy is needed for individual care & program change

Survey Data Summary

General Appreciation of Ryan White Program, Services, & Staff

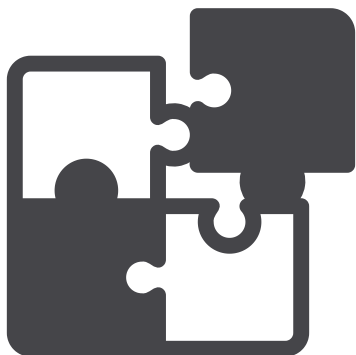
Concern that the system can feel “too bureaucratic and impersonal” at times, clients being treated like a statistic

Need for additional:

- Coverage/support for out-of-pocket costs (medication, vision care, etc.)
- Housing support
- Case managers
- Spanish-speaking staff and resources

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Roundtable Findings



Types of Services Needed

Affordable Food & Housing (especially Transitional)

Mental Health & Substance Abuse (SUD) Treatment

Peer and Psychosocial support

Education & Awareness re:

- Resources and Services
- Addressing Stigma and Discrimination

Service Delivery

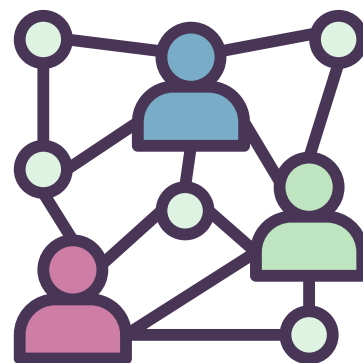
Improved Access to Services

- Physical access (e.g., transportation)
- Language access

Support Navigating the Complex Healthcare System

Improved coordination and collaboration among providers

More opportunities for advocacy (individual and program level)



Recommendations

Create more transparency & accessibility around distribution of Ryan White funds

Offer a more diverse range of providers

More options/support for healthcare

- Complementary & alternative therapies
- Location options (e.g, mobile, telehealth)
- Better continuity of care
- Support for pharmacy costs

More support for case management, psychosocial support, mental health, peers

More affordable and safe housing options

Partner for more access to transportation

More access to mindfulness interventions, self-help resources, and advocacy opportunities

More outreach about existing services

Offer trauma-informed services, and safe and supportive environments for:

- Clients of color by addressing systemic racism and dismantling barriers to healthcare access and outcomes and more culturally-responsive programs
- People who are gender-diverse, older, or living with disabilities, by offering focused programming & training for providers