

2022 CONSUMER SURVEY

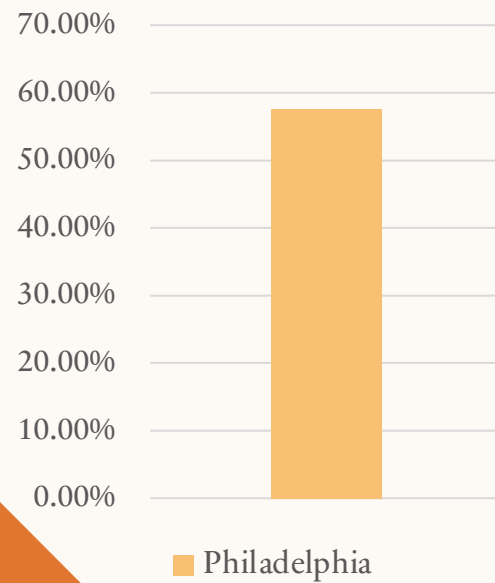
preliminary findings

OVERVIEW

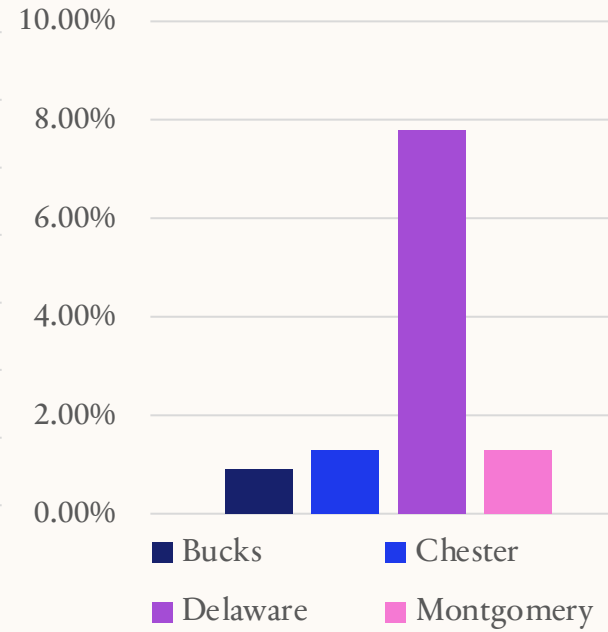
- Distributed March 2022 -- June 2022
- 236 Responses
 - 102 online (**43.22%**)
 - 134 hardcopy (**56.78%**)
- 193 PLWDH (**84.3%**)
 - **11.8%** were not PLWDH
 - **3.9%** did not know
 - **About 3%** did not answer
- 8 Spanish surveys
 - **16.29%** Hispanic/Latinx

COUNTY

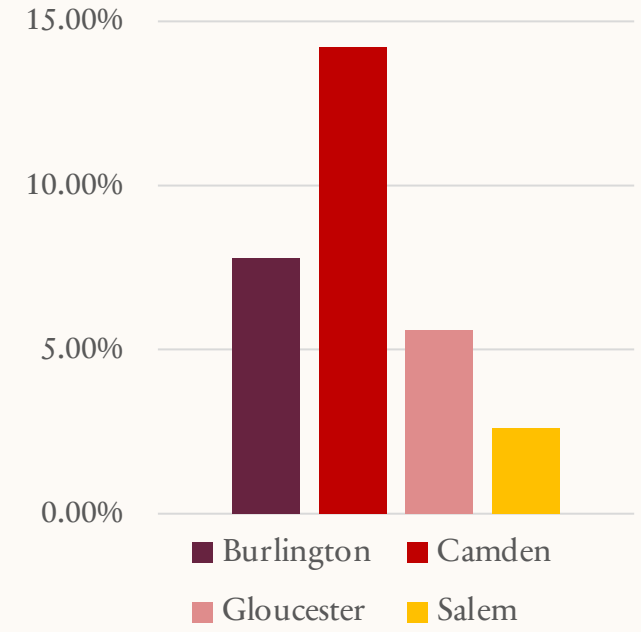
PHILADELPHIA- 57.6%



PA Counties- 11.0%

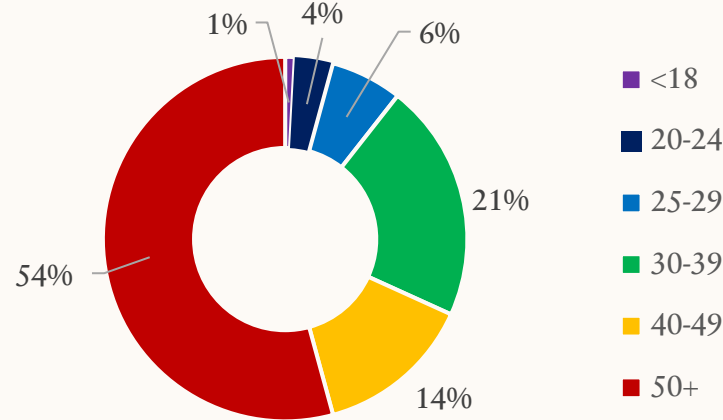


NJ Counties- 30.5%

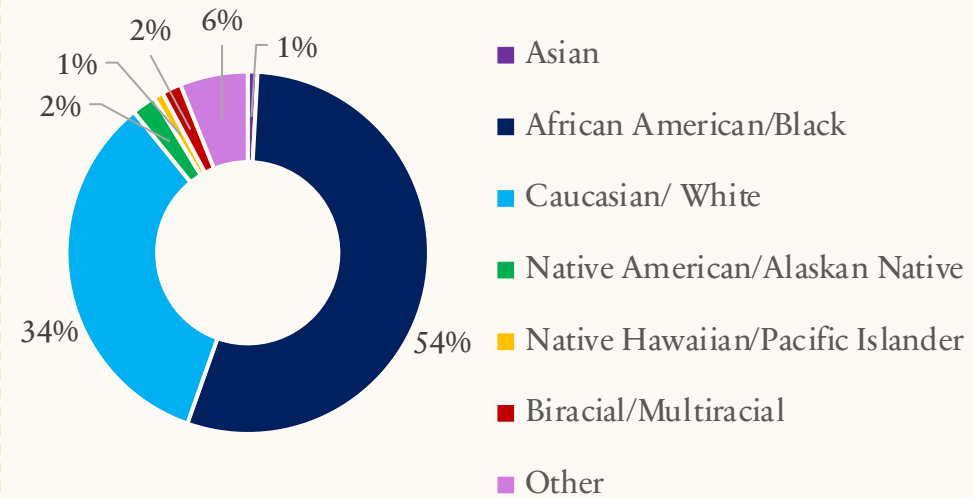


DEMOGRAPHICS

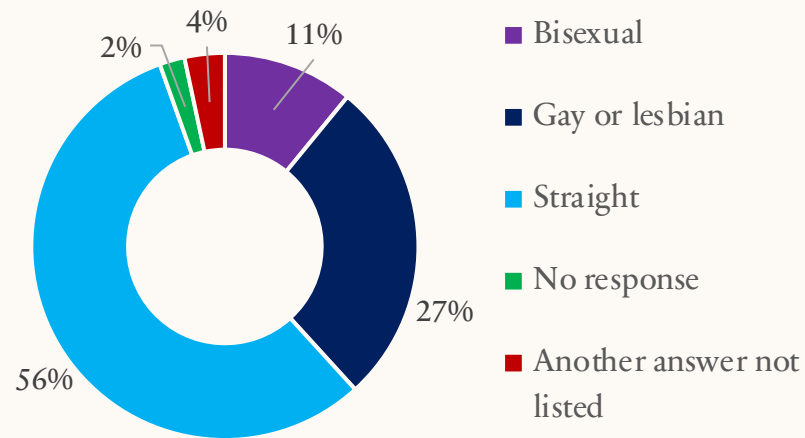
Age



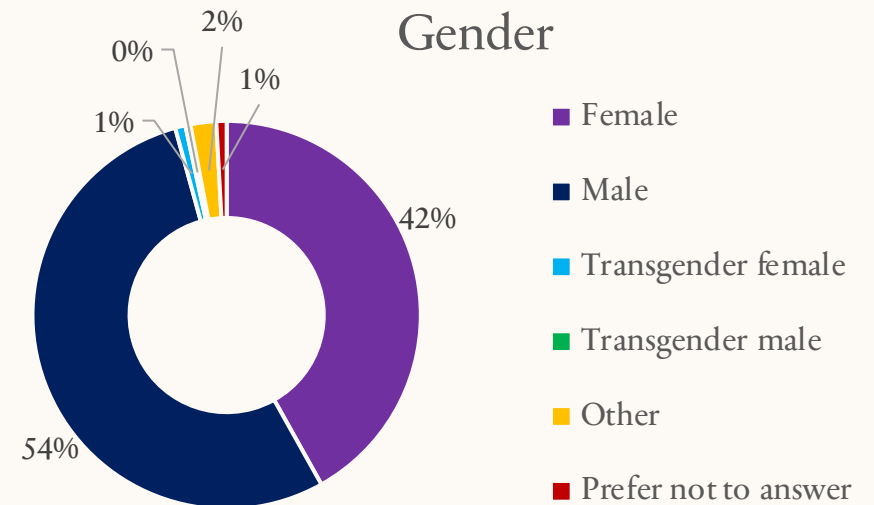
Race



Sexual Orientation

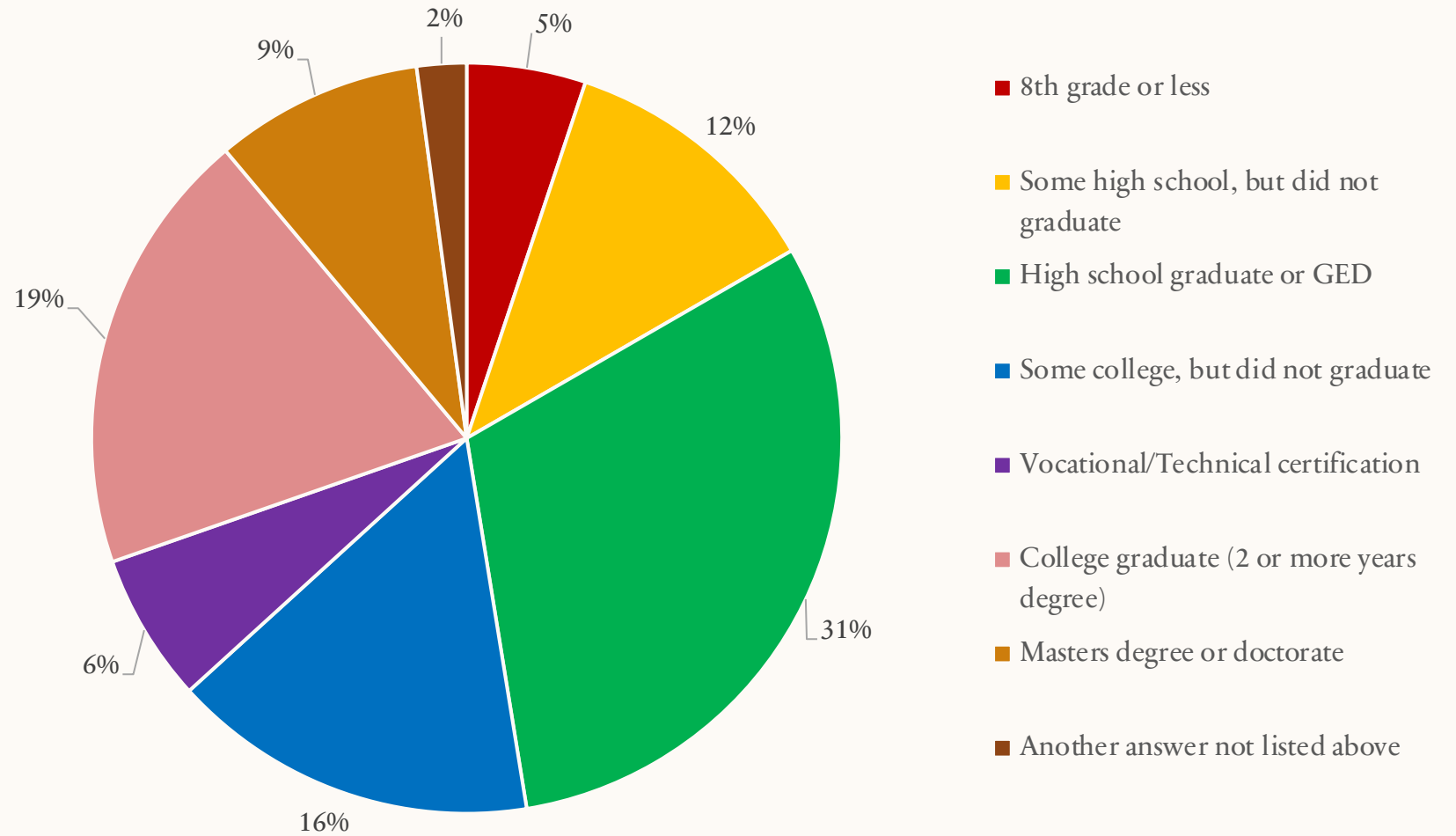


Gender



EDUCATION

Highest level of school/degree



FINANCES

Monthly Income

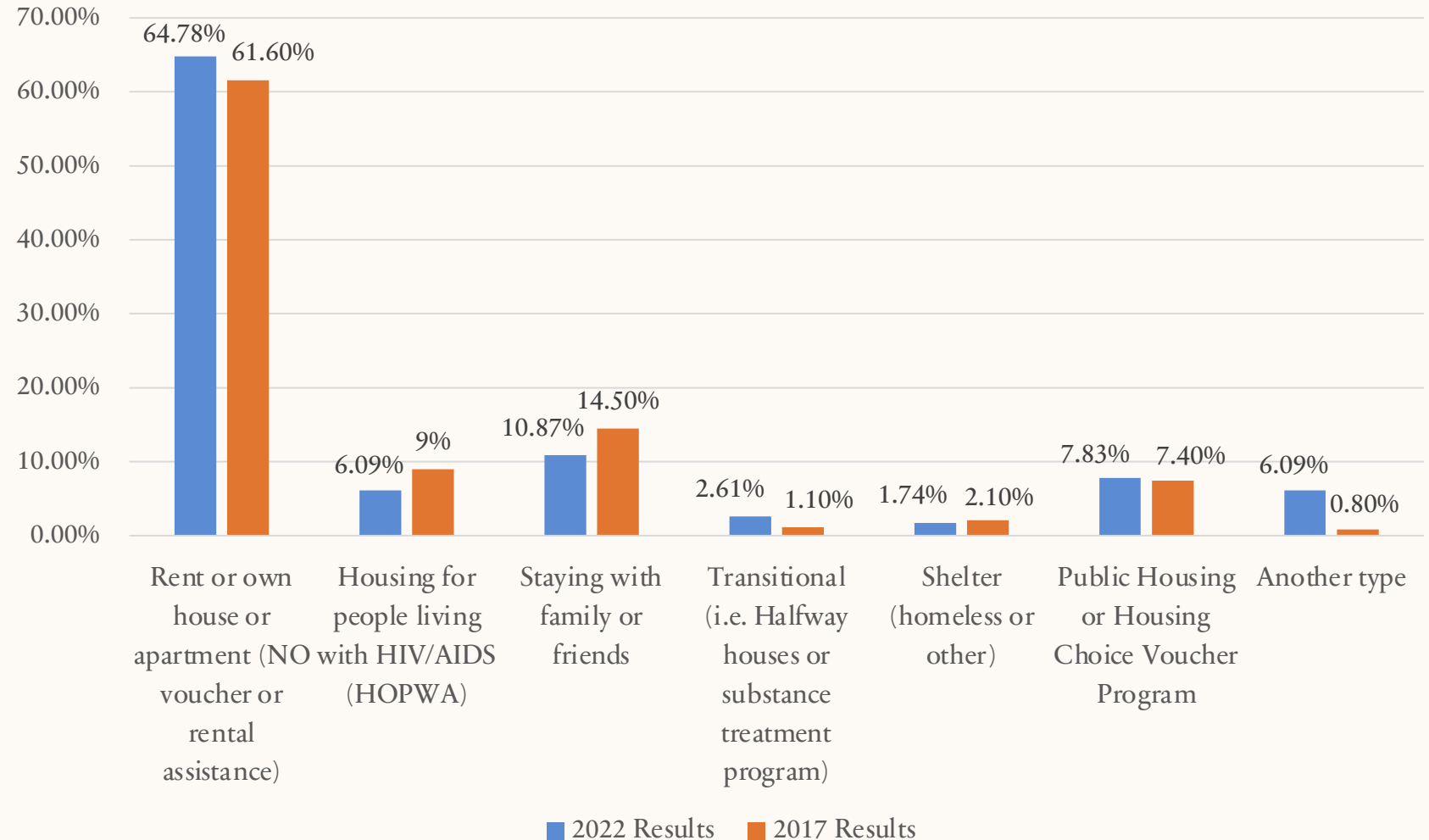
*35.34% supported someone else
64.79% did not*



HOUSING



Housing Type



SATISFACTION

WITH PROVIDERS

Medical Case Manager:

- 76.4% of applicable respondents had an HIV case manager (15.6% did not; 8% did not know)
 - 4.5% were not satisfied with their MCM; 4% were unsure)

Medical Provider:

- About 57% of respondents *always* felt comfortable talking about personal issues
- About 12% felt comfortable *some of the time*

UTILIZATION

—SERVICES NEEDED AND ABLE TO GET—

1

MEDICAL CARE

127 or 53.81% of respondents indicated that they needed and *were able to get* Medical Care

2

DENTAL CARE

118 or 50% of respondents indicated that they needed and *were able to get* Dental Care

3

MEDICAL CASE MANAGEMENT (MCM)

110 or 46.61% of respondents indicated that they needed and *were able to get* MCM

*** percentage is out of 236 respondents (including 61 or 25.85% no answer)

UTILIZATION

—SERVICES NEEDED AND NOT ABLE TO GET—

1

HOUSING ASSISTANCE

27 or 11.44% of respondents indicated that they needed and *were not able to get* Housing Assistance

2

DIRECT EMERGENCY FINANCIAL ASSISTANCE (DEFA)

23 or 9.75% of respondents indicated that they needed and *were not able to get* DEFA

3

LEGAL SERVICES

21 or 8.9% of respondents indicated that they needed and *were not able to get* Legal Services

*** percentage is out of 236 respondents (including 159 or 67.37% no answer)

UTILIZATION

SERVICES NOT NEEDED

1

HOSPICE SERVICES

136 or 57.63% of respondents did not need Hospice Services

2

TRANSLATION & INTERPRETATION

135 or 57.2% of respondents did not need Interpretation & Translation Services

3

CHILD CARE

133 or 56.36% of respondents did not need Child Care Services

*** percentage is out of 236 respondents (including 65 or 27.54% no answer)

UTILIZATION

—***SERVICES NEVER HEARD OF***—

1

**DIRECT EMERGENCY
FINANCIAL ASSISTANCE
(DEFA)**

25 or 10.59% of
respondents never heard
of DEFA

2

**TREATMENT
ADHERENCE**

16 or 6.78% of respondents
never heard of Treatment
Adherence

3

ADULT DAY CARE

15 or 6.36% of
respondents never heard
of Adult Day Care

*** percentage is out of 236 respondents (including 177 or 75% no answer)

COMORBIDITIES & MENTAL HEALTH

High blood pressure	39.41%
High cholesterol	30.08%
Lung/breathing problems	16.53%
Diabetes	13.56%
Nerve issues (epilepsy, neuropathy)	13.56%
Cardiac problems/heart disease	12.29%
Cancer	9.75%
Kidney problems	8.05%
Liver problems	7.63%
Don't know	1.69%

OTHER CONDITIONS 24.58% -- none of the above

Depression	43.64%
Anxiety	43.64%
Post-Traumatic Stress Disorder (PTSD)	13.14%
Bipolar Disorder	12.71%
Mood Disorder	10.59%
Substance Use Disorder	9.75%
Obsessive Compulsive Disorder (OCD)	5.93%
Schizophrenia/Schizoaffective disorder	4.66%
Dementia	3.39%
Eating Disorder (Anorexia, Bulimia, etc.)	2.12%
Don't know	2.97%

MENTAL HEALTH 29.24% -- none of the above

MENTAL HEALTH

45.1% of respondents reported not needing Mental Health Care in the last 12 months, but for those who did...

- 67.2% got it when they needed it
- 18.7% were unable to get it
- 7.6% were unable to get it because of the long wait time
- 6.7% stopped because they didn't like/couldn't relate to therapist

SUBSTANCE USE SERVICES

77.73% of respondents reported not needing Substance Use or Alcohol Treatment Services in the last 12 months, but for those who did...

- 74.47% were able to receive treatment when needed
- 25.53% were unable to receive treatment

COVID-19 EFFECTS

Reported Impact Due to COVID-19:

- 31.72% -- lost wages for one or more weeks
- 25.54% -- housing situation changed
- 19.9% -- missed medical appointment
- 13.14% -- skipped or delayed HIV-related lab tests
- 10.55% -- missed dose(s) of HIV medication
- 8.9% -- missed dose(s) of other essential medications
- 8.08% -- issues with prescription refills for HIV meds

TELEHEALTH

In-person or telehealth?

- 54.66% wanted in-person only
- 5.93% wanted only telehealth
- 24.15% were okay with either

Why in-person?

- Face-to-face with provider (55.51%)
- Better treatment (26.27%)
- Confidentiality (16.53%)

Why telehealth?

- Convenience (31.78%)
- No transportation (15.68%)
- Health is good (13.98%)

THANK YOU

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Office of HIV Planning