

**2022-2023  
COMMUNITY INPUT  
INTEGRATED PLAN  
DEVELOPMENT AND  
VIRTUAL TOWN HALL**

PRESENTED AUGUST 17, 2023

# INTRODUCTION

Concerns gathered from Integrated Plan sessions, the Needs Assessment Town ,and other Public Input opportunities are included in this presentation, as well as updates on progress to date

## **2022 Community Input: 2022-2026 Integrated HIV Prevention & Care Plan**

In early 2022, as part of Integrated Plan development, 12 community listening sessions, focus groups, and key informant interviews were conducted across a variety of stakeholder groups.

## **April 2023 Town Hall**

On April 26, 2023, the Partnership hosted a virtual town hall for Ryan White clients. One client attended; all other attendees were subrecipient staff members.

## **Other Public Input**

The Partnership maintains a phone and website feedback line; no comments have been gathered.

# HOUSING

## Concerns

- There is a severe housing crisis with limited affordability and availability.
- Housing costs have risen, wait lists are long and slow moving, and incomes are limited.
- Housing Opportunities for Persons with AIDS (HOPWA) programs are not sufficient to cover short-term or long-term housing needs.
- Participants expressed panic and frustration about:
  - Escalating housing costs;
  - Awful landlords;
  - Run-down/unsafe housing;
  - Discrimination based on HIV status; and
  - Fear of eviction.

## Progress

- Additional Ryan White Part B funds have been allocated to housing
- Miami-Dade County released an Ending the Epidemic (EHE) Request for Proposal for a Housing Stability Service program, "housing as healthcare". Results of the RFP are pending.

# TRANSPORTATION

## Concerns

- Additional access to transportation is needed and Medical Case Managers (MCM) must make clients aware of available transportation vouchers.
- Getting to and from appointments is vital.
  - For some, a medical visit is an all-day event if traveling on public transportation.
  - Some clients choose to travel far from their home area in efforts to avoid the stigma of getting HIV services in their own neighborhood.
- Transportation to pick up prescriptions is vital.
- AIDS Drug Assistant Program (ADAP) locations are not convenient for many.
  - Participants were not aware of ADAP home delivery.
  - Participants were not aware of pick-up options at local CVS pharmacies.

## Progress

- ADAP has expanded pharmacy access through Magellan to 17 sites.
- Having a three-month supply of medications cuts down on some transportation needs.

# COMMUNICATION

Overall, participants indicated they were receiving the medical care needed.

## Concerns

Improvements in communication are necessary on every level of service delivery from front office to doctor's office to address:

- Language barriers in both verbal and print communication;
- Microaggressions and biases (overt and unrecognized) based on gender, race, ethnic, and economic factors;
- Self-stigmatizing behavior;
- Developing a relationship with clients so they don't just feel like a number;
- Opportunities for using modern technology (appointment reminders, telehealth, etc.);
- Maintaining confidentiality, particularly for clients who have not disclosed their HIV status; and
- Making clients aware of all available services (not just those at a single agency).

## Progress

The Integrated Plan includes an objective to address stigma by addressing HIV-status bias, trauma-informed care, status neutral care, and patient-centered care however, this is a complex issue.

# MENTAL HEALTH

## Concerns

- Mental health must be addressed to assist clients with treatment adherence.
- Particularly since the COVID pandemic, clients have increased anxiety and depression.
- Untreated mental health issues and increased substance use was reported.
- Many participants indicated not being aware of eligibility to mental health services. Subrecipients (MCM) need to make all clients aware of access points for mental health service. MCM cannot just refer to inter-agency services.
- Limited appointment times for psychiatric treatment was noted as a barrier to care.

## Progress

Ryan White Outpatient/Ambulatory Health Services was expanded to allow billing for mental health services (albeit with some restrictions).

# DENTAL (ORAL HEALTH CARE)

## **Concerns**

- Dentists have limited appointment availability.
- Appointments for specialty services are difficult to schedule.

## **Progress**

Additional funds have been allocated to oral health care in an effort to increase access.

# FOOD INSECURITY

## Concerns

- Many participants indicated being in need and not aware of food bank services,
- Subreceptients (MCM) need to make all clients aware of food bank availability.
- With increased financial pressures, cost saving measures may need to be implemented in FY 2023.

## Progress

- The Ryan White Program does not require a letter of medical necessity to receive food bank service.
- Federal Poverty Level requirement for Food Bank is 400% so all Ryan White clients are eligible.
- Additional funds were swept into Food Bank.



# APPOINTMENTS

## Concerns

- For those who are in school or are working full- or part- time, there is difficulty fitting appointments into their schedule
- More appointments are needed outside of conventional business hours.

## Progress

- Some subrecipients do offer appointments outside of conventional business hours.
- The EHE RFP includes expansion of telehealth.

**THANK  
YOU!**



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