

**Sacramento County
 Department of Health Services
 HIV Health Services Planning Council
 Quality Advisory Committee
www.sacramento-tga.com**

Meeting Agenda:

June 6, 2023, 2:00 PM – 3:00 PM

Meeting Location:

**4600 Broadway, Sacramento, CA 95820
 2nd Floor Conference/Community Room 2020**

Facilitator: Kristina Kendricks-Clark - Chair

Scribe: Angelina Olweny – Council Staff

Meeting Invitees:

- Committee Members: Richard Benavidez, Jake Bradley-Rowe, and Kristina Kendricks-Clark
- Open to the Public

Public Comment: This provides opportunities for the public to address the Council as a whole in order to listen to opinions regarding matters within the jurisdiction of the Council during Regular meetings and regarding items on the Agenda at all other meetings. Public Comment time limit is three (3) minutes.

*Action items

Topic	Presenter	Start Time	Length
Welcome and Introductions	Kendricks-Clark	2:00 PM	As Needed
Announcements	All	As	
Public Comments	Kendricks-Clark	Need	

**Sacramento County
 Department of Health Services
 HIV Health Services Planning Council
 Quality Advisory Committee**
www.sacramento-tga.com

Agenda Review*	Kendricks-Clark	ed	
Minutes Review of March 2023*	Kendricks-Clark		
Post Card Survey	Caravella		
Client Satisfaction Survey	Caravella		
Public Comments	Kendricks-Clark		
Technical Assistance	Kendricks-Clark		
Adjournment	Kendricks-Clark	3:00 PM	

*Action Items

Attachments:

Minutes of March 2023*

FY22 Post Card Survey Results

FY22 Client Satisfaction Survey Results

Next Meeting: September 5, 2023
 December 5, 2023

HIV HEALTH SERVICES PLANNING COUNCIL – Quality Advisory Committee (QAC)

Meeting Minutes

March 7, 2023, 2:00 p.m. to 3:00 p.m.

Meeting Location:

4600 Broadway, Sacramento, CA 95820
Community/Conference Room 2020

Facilitator: Kristina Kendricks-Clark, QAC Chair

Scribe: Danielle Caravella, Council Staff

Committee Member Attendees:

- Richard Benavidez, Kristina Kendricks-Clark

Members Absent/Excused: Jake Bradley-Rowe

Guests: None

Topic	Minutes	Vote
Welcome, Introductions, and Announcements	The meeting started at 2:07 PM. Richard Benavidez announced he has been in touch with the new Janssen Community Liaison. He shared that pharmaceutical companies have some emergency funding that can be utilized by agencies.	N/A

Topic	Minutes	Vote
Public Comments-Agenda Items	None noted.	N/A
Agenda* and Minutes*	<p>The March 2023 QAC Agenda was presented for review and approval. Motion to approve the Agenda as presented was made by Richard Benavidez with a second by Kristina Kendricks-Clark. After discussion, the public comments section was specified to be on agenda and non-agenda items as well as adding a 3-minute time limit to public comments. Richard Benavidez amended his motion to accept the agenda with the changes made and Kristina Kendricks-Clark seconded the amended motion. The motion was passed with a majority.</p> <p>The Minutes of December 2022 were presented for review and approval. Motion to approve the Minutes as presented was made by Richard Benavidez with a second by Kristina Kendricks-Clark. The motion passed with a majority.</p>	<p>Approved: <i>Benavidez and Kendricks-Clark</i> Opposed: N/A Abstain: N/A</p> <p>Approved: <i>Benavidez and Kendricks-Clark</i> Opposed: N/A Abstain: N/A</p>
Post Card Survey	Post Card surveys have been mailed out to agencies. To date, the County has received back 232 of the 1,363 total Post Cards sent out. The return rate is at 17%. The postcard survey report will be completed by the next meeting.	N/A
FY22 QAQ Self-Assessment	QAC committee members were asked to complete the FY22 QAC self-assessment to assess how well they feel the committee did in meeting their goals in the 2022 fiscal year.	N/A

Topic	Minutes	Vote
FY23 QAQ Overview*	The FY23 Overview was presented for review and approval. Kristina Kendricks-Clark motioned to accept the FY23 Overview as presented and Richard Benavidez seconded the motion. After discussion, it was decided to remove the contact info at the top of the page since it was stated later in the document. Kristina Kendricks-Clark made an amended motion to accept the document with the changes discussed and Richard Benavidez seconded the amended motion. The motion passed with a majority.	Approved: <i>Benavidez and Kendricks-Clark</i> Opposed: N/A Abstain: N/A
FY23 QAQ Work plan*	The FY23 QAC Work Plan was presented for review and approval. Richard Benavidez motioned to accept the work plan as presented and Kristina Kendricks-Clark seconded the motion. The motion passed with a majority.	Approved: <i>Benavidez and Kendricks-Clark</i> Opposed: N/A Abstain: N/A
Public Comment-Non-Agenda Items	N/A	N/A
Technical Assistance	For Technical Assistance please contact Council Chair Richard Benavidez or Council Vice Chair Kristina Kendricks-Clark.	N/A
Adjournment	The meeting adjourned at 2:28 p.m. Next meeting: June 6, 2023	N/A

HIV Health Services Planning Council

Quality Advisory Committee

FY22 Performance Indicator Results from Client Survey Postcards

The Federal Government requires that all local Ryan White programs collect data regarding the performance of its funded service categories. In response, the HIV Health Services Planning Council, in coordination with the Ryan White Fiscal Agent, has developed a series of performance indicators for each funded service. The indicator data is collected through a variety of sources, including: The Sacramento TGA Client Database (SHARE); Fiscal Agent site visits of contracted agencies; and service surveys. The first two collection strategies will occur as part of existing, routine Ryan White Program operations. The service surveys require Provider participation. This report addresses the service survey which was conducted via postcards.

Methodology

- Survey postcards were distributed to providers during October 2022.
- Providers were given survey postcards for services provided at their respective agencies. The goal was to survey 25% of clients receiving any service, at any agency.
- Providers were to distribute the postage-paid postcard service surveys to clients from November 1 through January 31, 2022.
- Postcards were to be provided to clients upon the conclusion of a Ryan White client encounter.
- Clients were to be informed that:
 - The survey is anonymous and responses will not be connected to the individual.
 - Inform the client that the survey is being used to help determine how services could be better delivered and funded and that their response is very important to future planning and service delivery efforts.
 - Explain to the client that the survey is brief, and postage has been pre-paid, so all they have to do is answer the questions by checking the appropriate boxes and mail the survey at their convenience.
- Weighted responses used a 5-point rating scale of disagree to agree with 5 being the highest/agree and 1 being the lowest/disagree.

Outcomes:

There were 1,363 postcards distributed to providers to give to clients from November to February 2023 for consumer input on services received during FY2022. Of the 1,363 postcards given to providers to distribute, there was a response rate of 17.3% (236 postcards received), an increase from the 11.1% response rate in fiscal year 2021 (174 postcards returned out of 1,566 postcards distributed to providers).

Service Utilization and Survey Return Rates:

Below is a summary of the Postcard surveys rate of return based on the number distributed and percent of clients.

While Postcards are distributed to Providers, there is no mechanism to ensure they are appropriately distributed to clients. Unfortunately, even if appropriately distributed, there is no guarantee a client will take the time to complete and return the (postage paid) Postcard Survey.

Fiscal Year 2022						
Service Category	Postcards distributed	Postcards Returned	Return Rate	Number of Total Clients	Percent of Total Clients Surveyed	Percent of Total Clients Survey Return Rate
Child Care	9	1	11.1%	9	100.0%	11.1%
Emergency Financial Assistance	55	6	10.9%	147	37.4%	4.1%
Food Bank/Home Delivered Meals	55	14	25.5%	265	20.8%	5.3%
Health Education/Risk Reduction	51	0	0.0%	235	21.7%	0.0%
Health Insurance Premium Payment and Co-Pay Assistance	1	0	0.0%	11	9.1%	0.0%
Housing	11	9	81.8%	22	50%	40.9%
Medical Case Management	299	100	33.4%	1592	18.8%	6.3%
Medical Nutritional Therapy	50	0	0.0%	66	75.8%	0.0%
Medical Transportation	78	20	25.6%	525	14.9%	3.8%
Mental Health	83	10	12.0%	501	16.6%	2.0%
Non-Medical Case Management	151	12	7.9%	1158	13.0%	1.0%
Oral Health	102	2	2.0%	634	16.1%	0.3%
Outpatient Ambulatory Care	299	48	16.1%	1794	16.7%	2.7%
Outreach Services	63	1	1.6%	388	16.2%	0.3%
Substance Abuse Residential (Detox)	6	0	-	19	31.6%	0.0%
Substance Abuse Outpatient	50	13	26.0%	146	34.2%	8.9%

Fiscal Year 2021						
Service Category	Postcards distributed	Postcards Returned	Return Rate	Number of Total Clients	Percent of Total Clients Surveyed	Percent of Total Clients Survey Return Rate
Child Care	11	5	45.5%	12	91.7%	41.7%
Emergency Financial Assistance	25	4	16.0%	143	17.5%	2.8%
Food Bank/Home Delivered Meals	50	6	12.0%	405	12.3%	1.5%
Health Education/Risk Reduction	36	0	0.0%	191	18.8%	0.0%
Health Insurance Premium Payment and Co-Pay Assistance	3	2	66.7%	9	33.3%	22.2%
Housing	10	5	50%	41	24.4%	12.2%
Medical Case Management	373	81	21.7%	1547	24.1%	5.2%
Medical Nutritional Therapy	20	0	0.0%	114	17.5%	0.0%
Medical Transportation	90	28	31.1%	467	19.3%	6.0%
Mental Health	140	15	10.7%	433	32.3%	3.5%
Non-Medical Case Management	191	27	14.1%	1104	17.3%	2.4%
Oral Health	125	1	0.8%	613	20.4%	0.2%
Outpatient Ambulatory Care	360	0	0.0%	1750	20.6%	0.0%
Outreach Services	94	0	0.0%	379	24.8%	0.0%
Substance Abuse Residential (Detox)	2	0	-	9	22.2%	0.0%
Substance Abuse Outpatient	36	0	0.0%	152	23.7%	0.0%

Service Category	2022 Number of Total Clients	2021 Number of Total Clients	2020 Number of Total Clients	2019 Number of Total Clients
Child Care	9	12	17	19
Emergency Financial Assistance	147	143	273	185
Food Bank/Home Delivered Meals	265	405	391	197
Health Education/Risk Reduction	235	191	293	159
Health Insurance Premium Payment and Co-Pay Assistance	11	9	9	27
Housing	22	41	18	137
Medical Case Management	1593	1547	1724	1,516
Medical Nutritional Therapy	66	114	162	535
Medical Transportation	525	467	427	555
Mental Health	501	433	696	795
Non-Medical Case Management	1121	1104	752	1,161
Oral Health	634	613	481	602
Outpatient Ambulatory Care	1796	1754	1761	1,851
Outreach Services	388	379	962	906
Psychosocial Support				34
Substance Abuse Residential (Detox)	19	9	6	39
Substance Abuse Outpatient	146	152	220	307

SERVICE CATEGORY FINDINGS:

Child Care

9 total unduplicated clients served in FY22
12 total unduplicated clients served in FY21

There was only 1 response in FY22. There were 5 responses in FY21.

<u>Child Care Weighted responses:</u>	2022	2021
❖ Better Manage Living with HIV/AIDS:	5.0	4.6
❖ Improved Quality of Life:	5.0	3.8
❖ Improved ability to remain in medical care:	5.0	4.6

Emergency Financial Assistance

147 total unduplicated clients served in FY22
143 total unduplicated clients served in FY21

Only 6 consumers of the 55 postcard recipients (10.9%) responded to this service in FY22. There were 4 responses (16%) in FY21.

Number of Emergency Financial Assistance Visits per year:

	2022	2021
1 appointment	16.7%	33.3
2 – 3 appointments	33.3%	33.3
4 or more appointments	50.0%	33.3

All the respondents in FY22 (100%) reported receiving referrals or financial assistance when requested.

<u>Emergency Financial Assistance Weighted responses:</u>	2022	2021
❖ Better Manage Living with HIV/AIDS:	4.83	5.0
❖ Improved Quality of Life:	4.83	4.5
❖ Improved ability to remain in medical care:	4.83	4.25

Food Bank/Home Delivered Meals

265 total unduplicated clients served in FY22

405 total unduplicated clients served in FY21

In FY22, 14 consumers of the 55 postcard recipients (25.5%) responded to this service. This represents 5.2% of the total (265) Food Bank/Home Delivered Meals recipients. 42.9% of the clients responding received four or more food bank services during the reporting period.

In FY21, six consumers of the 50 postcard recipients (12%) responded to this service. This represents 12.3% of the total (405) Food Bank/Home Delivered Meals recipients.

Number of Food Bank/Home Delivered Meals Visits per year:

	2021	2021
1 appointment	21.4%	16.7%
2 – 3 appointments	35.7%	33.3%
4 or more appointments	42.9%	50.0%

Health Indicator: Food Bank/Home Delivered Meals services have improved my general health/quality of life.

In FY22, 79% of the respondents stated that Food Bank/Home Delivered Meals services had improved their general health/quality of life, and 21% responded it was not applicable.

In FY21, 100% of the respondents stated that Food Bank/Home Delivered Meals services had improved their general health/quality of life.

Health Indicator: My nutritional intake has improved through Food Bank/Home Delivered Meals.

In FY22, 85% of the respondents stated that Food Bank/Home Delivered Meals services had improved their nutritional intake, and 15% said it was not applicable.

In FY21, 100% of the respondents stated that Food Bank/Home Delivered Meals services had improved their nutritional intake.

<u>Food Bank/Home Delivered Meals Weighted responses:</u>	2022	2021
❖ Better Manage Living with HIV/AIDS:	4.50	4.17
❖ Improved Quality of Life:	4.62	4.17
❖ Improved ability to remain in medical care:	4.38	3.83

Health Education and Risk Reduction Services

235 total unduplicated clients served in FY22

191 total unduplicated clients served in FY21

Similarly to FY21, there were no responses from clients receiving Health Education and Risk Reduction Services in FY22.

<u>Health Education and Risk Reduction Services Weighted responses:</u>	2022	2021
❖ Better Manage Living with HIV/AIDS:	N/A	N/A
❖ Improved Quality of Life:	N/A	N/A
❖ Improved ability to remain in medical care:	N/A	N/A

Health Insurance Premium Payment and Cost-Sharing Assistance

11 total unduplicated client served in FY22

9 total unduplicated clients served in FY21

In FY21, two consumers of the 3 postcard recipients (67.7%) responded. Unfortunately, there were no responses in FY2022.

Number of Health Insurance Premium Payment and Cost-Sharing Assistance Visits per year:

	2022	2021
1 appointment	N/A	-0-
2 – 3 appointments	N/A	50%
4 or more appointments	N/A	50%

Health Insurance Premium Payment and Cost-Sharing Assistance Weighted responses:

	2022	2021
❖ Payments Processed Timely:	N/A	5.0
❖ Improved Quality of Life:	N/A	5.0
❖ Improved ability to remain in medical care:	N/A	5.0

Housing

22 total unduplicated clients served in FY21

41 total unduplicated clients served in FY21

In FY22, there were 9 responses (81.8%) from the 11 survey postcards distributed. This was a return rate of 39.1% of the total clients (23) receiving housing services in FY2022. All respondents in 2022 stated that their general health status/quality of life has improved with housing services. In FY22 37.5% of the respondents indicated their Housing Situation had improved or was stable, a decrease from FY21 where 80% of respondents indicated their Housing Situation had improved or was stable

In FY21, there were 5 responses (50%) from the 10 survey postcards distributed. This was a return rate of 12.2% of the total clients (41) receiving housing services in FY2021. All respondents in 2021 stated that their general health status/quality of life has improved with housing services.

<u>Housing Weighted responses:</u>	2022	2021
❖ Better Manage Living with HIV/AIDS:	4.4	5.0
❖ Improved Quality of Life:	4.1	4.6
❖ Improved ability to remain in medical care:	4.3	5.0

Medical Case Management

1,592 total unduplicated clients served in FY22

1,547 total unduplicated clients served in FY21

In FY22, of the 299 postcards distributed for medical case management services, 100 consumers (33.4%) responded to this service category. This represented 6.3% of all consumers (1,592) who accessed medical case management in FY 2022. Of the 100 responses, 58.4% reported attending four or more medical case management visits during the reporting period.

Comparatively, in FY21, of the 373 postcards mailed for medical case management services, only 81 consumers (21.7%) responded to this service category. This represents 5.2% of all consumers (1,547) who accessed medical case management in FY 2021. Of the 81 responses, 44.4% reported attending four or more medical case management visits during the reporting period.

Health Indicator: 60% of clients receiving medical case management services will report adherence to their anti-retroviral drug treatment plans.

In FY22, 100 individuals completed the Medical Case Management Client Surveys. Of them, 94.1% of the respondents reported that Medical Case Management services help them adhere to their anti-retroviral drug treatment plans. 3 clients stated it was not-applicable.

In FY21, 81 individuals completed the Medical Case Management Client Surveys. Of them, 94.9% of the respondents reported that Medical Case Management services helped them adhere to their anti-retroviral drug treatment plans. 1 client stated it was not-applicable.

<u>Medical Case Management Weighted responses:</u>	2022	2021
❖ Improved Knowledge of Available Services:	4.7	4.6
❖ Better Manage Living with HIV/AIDS:	4.6	4.6
❖ Improved Quality of Life:	4.6	4.5
❖ Improved ability to remain in medical care:	4.7	4.6

Medical Nutritional Therapy

66 total unduplicated Medical Nutritional Therapy clients in FY22

114 total unduplicated Medical Nutritional Therapy clients in FY21

In FY22, there were 50 postcards distributed to the 66 unduplicated recipients. Unfortunately, no one responded.

In FY21, there were 20 postcards distributed to the 114 unduplicated recipients. Unfortunately, no one responded.

<u>Medical Nutritional Therapy Weighted responses:</u>	2022	2021
❖ Better Manage Living with HIV/AIDS:	N/A	N/A
Improved Quality of Life:	N/A	N/A
Improved ability to remain in medical care:	N/A	N/A

Medical Transportation Services

525 total unduplicated clients served in FY22

467 total unduplicated clients served in FY21

In FY22, there were 78 postcards distributed to providers offering Medical Transportation Services. Of the 78 postcards distributed, 20 (25.6%) consumers responded to the Medical Transportation services postcard survey. This represented a response of 3.8% of the total consumers (525) receiving medical transportation services.

In FY21, there were 90 postcards distributed to providers offering Medical Transportation Services. Of the 90 postcards distributed, 28 (31.1%) consumers responded to the Medical Transportation services postcard survey. This represented a response of 6% of the total consumers (467) receiving medical transportation services.

Health Indicator: 75% of clients showing evidence of need for medical transportation services will receive medical transportation for HIV/AIDS-related care appointments.

In FY22, 75% of clients, compared to 96% of respondents in FY21, reported ALWAYS being able to access Medical Transportation services.

<u>Medical Transportation Weighted responses:</u>	2021	2021
❖ Better Manage Living with HIV/AIDS:	4.9	4.7
❖ Improved Quality of Life:	4.8	4.7
❖ Improved ability to remain in medical care:	4.9	4.8

Mental Health

501 total unduplicated clients served in FY22

433 total unduplicated clients served in FY21

In FY22, there were 83 postcards distributed to providers, however, only 10 clients (12%) responded to the survey. This represents 2.0% of the consumers (501) who accessed the services.

In FY21, 140 postcards were distributed to providers, and only 10.7% (15 clients) responded to this service category.

Health Indicator: - 60% of clients receiving mental health counseling will report improved daily functionality.

	2022	2021
Yes	100%	100%
No	-	-
Not Applicable	-	-

Health Indicator: - Increase in the percent of unduplicated clients reporting a decrease in symptoms that initiated referral into mental health services.

	2022	2021
Yes	90%	100%
No	-	-
Not Applicable	10%	-

Mental Health Weighted responses:

	2022	2021
❖ Better Manage Living with HIV/AIDS:	4.3	4.5
❖ Improved Quality of Life:	4.5	4.9
❖ Improved ability to remain in medical care:	4.6	4.9

Non-Medical Case Management

1,158 total unduplicated clients served in FY22

1,104 total unduplicated clients served in FY21

In FY22, of the 151 postcards distributed for non-medical case management services, there was a response rate of 7.9% (12 consumers responded) to this service category. This represents 1.0% of the total (1,158) non-medical case management clients served in FY22. In FY21, there were 27 responses out of the 191 postcards distributed.

Number of Non-Medical Case Management Visits per year:

	2022	2021
1 appointment	8.3%	15.8%
2 – 3 appointments	16.7%	52.6%
4 or more appointments	75%	31.6%

Health Indicator: 60% of clients receiving non-medical case management services will report adherence to their anti-retroviral drug treatment plans.

In FY22, 83.3% of all respondents stated that Non-Medical Case Management helps them with adherence to anti-retroviral therapy and two clients stated it does not help them. Comparatively, in FY21, no respondents stated that Non-Medical Case Management does not help them with adherence to anti-retroviral therapy, but two responded it was not applicable.

Non-Medical Case Management Weighted responses:

	2021	2021
❖ Improved Knowledge of Available Services:	4.5	4.5
❖ Better Manage Living with HIV/AIDS:	4.4	4.3
❖ Improved Quality of Life:	4.3	4.4
❖ Improved ability to remain in medical care:	4.5	4.6

Oral Health Care

634 total unduplicated clients served in FY22

613 total unduplicated clients served in FY21

In FY22, of the 102 oral health care postcards distributed, 2 consumers responded (2%) to this service category. This represents 0.3% of the total consumers (634) who accessed dental care. This is a slight increase in the response rate compared to the 0.8% responding consumers (1 out of 613 total clients) who accessed the service in FY 2021.

Health Indicator: - 60% of clients receiving Oral Health Care will report improved oral health through self report.

Of individuals completing Client Surveys, 100% of the respondents reported improved oral health in FY22.

Oral Health Weighted responses:

	2022	2021
❖ Better Manage Living with HIV/AIDS:	5.0	5.0
❖ Improved Quality of Life:	5.0	5.0
❖ Improved ability to remain in medical care:	5.0	5.0

Outpatient Ambulatory Care

1,794 total unduplicated clients served in FY22

1,754 total unduplicated clients served in FY21

In FY22, there were 299 outpatient ambulatory care surveys distributed. Of the 299 surveys, there were 48 responses (16.1%). This is a large increase in the response rate compared to the 0% responding consumers (0 out of 360 surveyed clients) who accessed the service in FY 2021. This represents 2.7% of the total consumers (1,794) who accessed Ambulatory care services.

Number of Outpatient Ambulatory Care Visits per year:

	2022	2021
1 appointment	14.6%	N/A
2 – 3 appointments	43.9%	N/A
4 or more appointments	41.5%	N/A

<u>Outpatient Ambulatory Care Weighted responses:</u>	2022	2021
❖ Better Manage Living with HIV/AIDS:	4.8	N/A
❖ Improved Quality of Life:	4.6	N/A
❖ Improved ability to remain in medical care:	4.8	N/A

Outreach Services

388 total unduplicated clients served in FY22

379 total unduplicated clients served in FY21

In FY22 there were 63 surveys distributed to clients who had received outreach services. Of the 63 surveys distributed, there was 1 response.

Similarly, in FY21, none of the 94 postcards distributed to providers were returned by consumers.

Learn HIV Status:

No relevant responses were received in FY21 or FY22.

If Positive, did you receive a medical referral:

No relevant responses were received in FY21 or FY22.

If Positive, did you receive a referral to a non-medical service provider for assistance with social services:

No relevant responses were received in FY21 or FY22.

If Negative, did you receive information on risk reduction services:

No relevant responses were received in FY21 or FY22.

Substance Abuse Treatment - Residential

In FY22, 19 total unduplicated clients received Residential Substance Abuse Services

In FY21, 9 total unduplicated clients received Residential Substance Abuse Services

In FY22, there were no responses from the 6 postcard recipients to this service category.

In FY21, there were no responses from the 2 postcard recipients from this service category.

Health Indicator: 60% of clients entering outpatient substance abuse services will reduce risk behaviors for substance use.

There were no responses received in FY21 or FY22.

Health Indicator: 60% of clients entering outpatient substance abuse services will reduce risk behaviors for transmission of HIV and other communicable diseases as measured by self-report.

There were no responses received in FY21 or FY22.

<u>Substance Abuse Residential Weighted responses:</u>	2022	2021
❖ Better Manage Living with HIV/AIDS:	N/A	N/A
❖ Improved Quality of Life:	N/A	N/A
❖ Improved ability to remain in medical care:	N/A	N/A

Substance Abuse Treatment - Outpatient

In FY22, 146 total unduplicated clients received Outpatient Substance Abuse Services

In FY21, 152 total unduplicated clients received Outpatient Substance Abuse Services

In FY22, 26% (13) of the 50 postcard recipients responded to this service category. This represents 8.9% of the total consumers (146) accessing outpatient substance abuse treatment.

In FY21, there were no responses from the 36 postcards distributed in this service category.

Health Indicator: 60% of clients entering outpatient substance abuse services will reduce risk behaviors for substance.

In FY22, 100% of the respondents reported risk reduction behavior for substance abuse. There were no responses in FY21.

Health Indicator: 60% of clients entering outpatient substance abuse services will reduce risk behaviors for transmission of HIV and other communicable diseases as measured by self-report.

In FY22, 92.3% of the respondents (12 out of 13) reported risk reduction behavior for HIV/Communicable Disease Transmission. There were no responses in FY21.

<u>Substance Abuse Outpatient Weighted responses:</u>	2022	2021
❖ Better Manage Living with HIV/AIDS:	5.0	N/A
❖ Improved Quality of Life:	5.0	N/A
❖ Improved ability to remain in medical care:	5.0	N/A

Client Comments:

Substance Abuse Outpatient
Food Cards
Wonderful services here at OCH
Saved my life!
These are wonderful people and I appreciate all of the loving help.
The services and the community are superior, thank you.
Shalon is wonderful.
This program helps you.
Oral Health
Like a thumb, you never know how teeth affect everything until they are damaged or sick
My only complaint is extremely long wait times, but staff is excellent
EFA
Thanks for maintaining services
SHRA Advocacy Needed, Causing distress
Housing
I need to start eating healthier.
This is not only wanted but needed as well. This is greatly appreciated, thank you dearly.
Ambulatory Care
Extremely Long Wait times when you call the phone.
Dr. MK is the best, and very caring to the patients. She cares about us. Praying she is always here. She is one of the best.
Love One Community Health
I wish the doctors here spent more time with the patients like 5 to 10 min more.
OCH has helped me so much. Thank you.
Dr. Frank Molina is the best!
Amazing, good service 100/100
Always have trouble getting pills delivered
Thanks to these doctors I am alive
Thank you Ryan White
OCH is amazing
Keep up the good work
I get taken care of well here
Sac County has been very helpful to my needs and they check on me regularly
Best Medical Service There Is
Outreach
The staff have been very helpful and very nice.

Summary:

During Fiscal Year 2022, there were 2,315 clients receiving services in the Ryan White Transitional Grant Area (TGA) and Yolo County at the time the survey was initiated. In an attempt to collect outcome data, the Quality Advisory Committee initiated its annual postcard service survey. The goal was to survey at least 25% of the clients receiving service in any service category. Of the 1,363 surveys distributed, the TGA had a response rate of 17.3% (236 responding clients out of 1,363 possible service responses). It is unknown if all the postcards were distributed to clients or whether or not a client received surveys for more than one service received as there is no method to document the process.

Although the overall response rates differ between the two fiscal years making it difficult to draw solid conclusions, it should be noted that there were some significant differences in the number of clients served in each service category. The greatest *decrease* in services was in Housing Services which decreased by 46.3% from 41 clients in FY21 to 22 clients in FY22. This may be due in part to the loss of the additional COVID Care Act funding that was received in FY21.

The greatest *increase* was in the Residential Substance Abuse Services category where there was a 111.1% increase in clients from 9 in FY21 to 19 in FY22.

Service Category	2022 Number of Total Clients	2021 Number of Total Clients	Percent Different	Decrease or Increase
Substance Abuse Residential (Detox)	19	9	111.1%	Increase
Health Education/Risk Reduction	235	191	23.0%	Increase
Health Insurance Premium Payment and Co-Pay Assistance	11	9	22.2%	Increase
Mental Health	501	433	15.7%	Increase
Medical Transportation	525	467	12.4%	Increase
Non-Medical Case Management	1158	1104	4.9%	Increase
Oral Health	634	613	3.4%	Increase
Medical Case Management	1592	1547	2.9%	Increase
Emergency Financial Assistance	147	143	2.8%	Increase
Outpatient Ambulatory Care	1794	1750	2.5%	Increase
Outreach Services	388	379	2.4%	Increase
Substance Abuse Outpatient	146	152	-3.9%	Decrease
Child Care	9	12	-25%	Decrease
Food Bank/Home Delivered Meals	265	405	-34.6%	Decrease
Medical Nutritional Therapy	66	114	-42.1%	Decrease
Housing	22	41	-46.3%	Decrease

This is one of several performance measures utilized by the Sacramento Transitional Grant Area to measure the TGA’s quality of services. Other measures include an agency client satisfaction survey, chart reviews, site visits, needs assessments and alike. Overall, the TGA

exceeded the outcome indicators and the weighted responses indicate clients are satisfied with the services, in that, the services help manage their HIV/AIDS, maintain their quality of life and remain in medical care. The clients' comments were overwhelmingly positive with only a few recommendations, concerns, or issues.

###

County Executive

Ann Edwards

Deputy County Executive

Chevon Kothari

Social Services



County of Sacramento

Department of Health Services

Timothy W. Lutz, Director

Divisions

Behavioral Health Services

Primary Health

Public Health

Departmental Administration

May 23, 2023

2022 Client Satisfaction Survey Results

The Ryan White CARE Program provides Ryan White funded Subrecipients with a Client Satisfaction Survey at periodic intervals throughout the fiscal year. The Ryan White Providers then distribute the surveys to clients who are requested to complete and return the surveys to the Ryan White CARE Program staff in a pre-addressed and postage-paid return envelope, which is stapled to the survey.

Surveys are then tallied to measure the client's impression of the overall performance of the entire program and not a particular agency itself. This offers a better understanding as to how the Ryan White program performs as a collaborative.

The following document will provide survey results. This report will cover the past fiscal year, from March 1, 2022, to February 28, 2023. There were 79 surveys returned this fiscal year from the Subrecipients in the Sacramento Ryan White CARE Program; compared to 34 in FY21.

EXECUTIVE SUMMARY

The FY22 Client Satisfaction Survey resulted in 79 returned surveys. There were 2,315 total clients served during FY22. This amounts to a 3.41% survey rate; an increase from the 1.41% survey rate in FY21. Not all clients received surveys and therefore, it denotes the percentage of clients that returned surveys and not a response rate as the number distributed to clients and not returned is unknown. Clients completed these surveys at their leisure and may or may not have completed all questions. As such, each question was averaged by the number of responses for that particular question. Unfortunately, there were some agencies where no responses were received, and the number of responses per agency varied.

Of the survey respondents, 46.8% of the clients reported on Question 5, being able to obtain an appointment the same day they made contact with the agency, which is an increase from 36.4% the prior fiscal year. Regardless of what day the appointment was scheduled, 70.5% reported having to wait under 10 minutes (Q4) for their appointment to begin, which is an improvement over 57.6% the prior year. All the clients, 100%, felt the respective agencies make them feel welcomed, comfortable, and respected (Q6), compared to 100% the prior fiscal year. 100% of clients reported receiving assistance from the agency with their questions about services at the agency (Q7). 98.7% reported the agency provided them information about services they may be eligible for at other agencies (Q8), which is a decrease compared to 100% the prior fiscal year.

Concerning childcare services (Q9), 67.5% of the clients stated childcare services were not applicable. This is a decrease from the prior year in which 73.5% of respondents indicated childcare was not applicable to their needs. Only 10.4% of the clients were made aware of childcare services while 22.1% stated they were unaware of childcare services. All clients should be informed that childcare services are available through the Ryan White system of care.

100% of clients reported that staff respects their privacy (Q10) compared to 97.1%, in the prior fiscal year. 20.5% of clients report not knowing how to file a complaint/grievance with an agency (Q11), which is a slight improvement from FY21 in which 23.5% of clients did not know how to file a grievance/complaint. 7.9% of clients reported that no one has discussed how to avoid infecting others with HIV (Q12), a slight increase from the prior year in which 5.9% of clients stated no one discussed how to avoid transmitting HIV to others.

Of those clients responding to the surveys, 28% have been clients at the agency they received the survey from for over 5 years (Q2). This is a slight decrease over the prior year where 33.3% of survey respondents reported retention at the agency for over five years. 77 respondents rated their overall satisfaction with the surveyed agency (Q15) for a combined satisfaction rate of 9.59 on a scale of 10 compared to 9.82 in FY21.

Client feedback can be found below in the responses to questions 13, 14, and 16.

**2022 SACRAMENTO REGIONAL
RYAN WHITE PROGRAM
CLIENT SATISFACTION SURVEY RESULTS**

Below is a summary of the performance of the Transitional Grant Area as a whole. The scores were obtained by totaling all agencies responses.

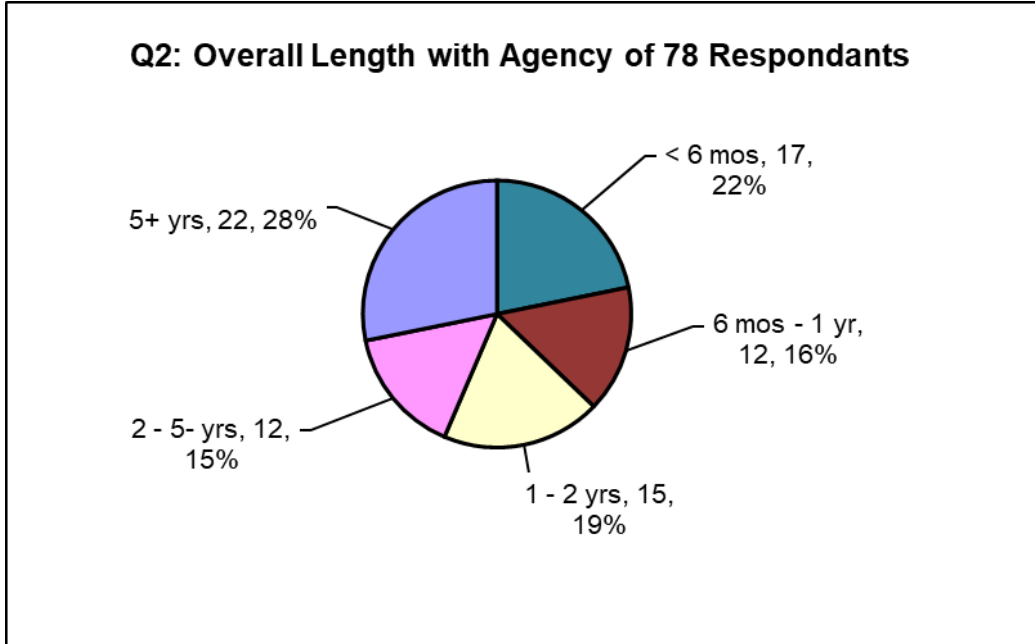
1. What service(s) do you receive at this agency?

0 Ambulatory Care	0 Residential Hospice	1 Food and Nutrition
0 Medical Case Mgmt	0 Substance Abuse	0 Health Insurance
1 Oral Health	0 Adult Care/Respite	3 Housing/Utilities
0 Home Health Care	0 Alternative/Complimentary	0 Outreach
2 Mental Health	0 Buddy/Companion	1 Transportation
1 Prescriptions	0 Childcare	72 Other Support
	1 Other Counseling	4 Other Critical Need

2. How long have you been a client at this agency? 78 of the 79 clients responded to this question. *Of the 78 clients responding:*

Agency	< 6 mos	6 mos - 1 yr	1 - 2 yrs	2 - 5 yrs	5+ yrs	Total Per Agency	Percent of Survey Respondents by Agency out of Total Respondents (78)	Percent of Respondents out of total TGA Clients (2,315)
3402	1	1	2	2	11	17	21.8%	0.73%
3414	0	0	0	0	1	1	1.3%	0.04%
0903	0	0	0	0	0	0	0.0%	0.00%
3415	7	5	5	2	3	22	28.2%	0.95%
3416	0	3	3	0	0	6	7.7%	0.26%
3411	0	0	0	2	2	4	5.1%	0.17%
5701	0	0	0	0	0	0	0.0%	0.00%
3417	6	0	0	1	0	7	9.0%	0.30%
0902	0	2	3	5	5	15	19.2%	0.65%
3418	3	1	2	0	0	6	7.7%	0.26%
3419	0	0	0	0	0	0	0.0%	0.00%
Totals	17	12	15	12	22	78	100.0%	3.37%

As seen in the pie chart below, approximately 28% of the 78 respondents have maintained working relationships with Ryan White funded providers for more than five years.



3. Overall, how would you rate the quality of the services you receive at this agency?

This question had a ranking between 0 and 10 with 10 being Excellent.

Number of Responses: **78** Average of All Responses: **9.64%**

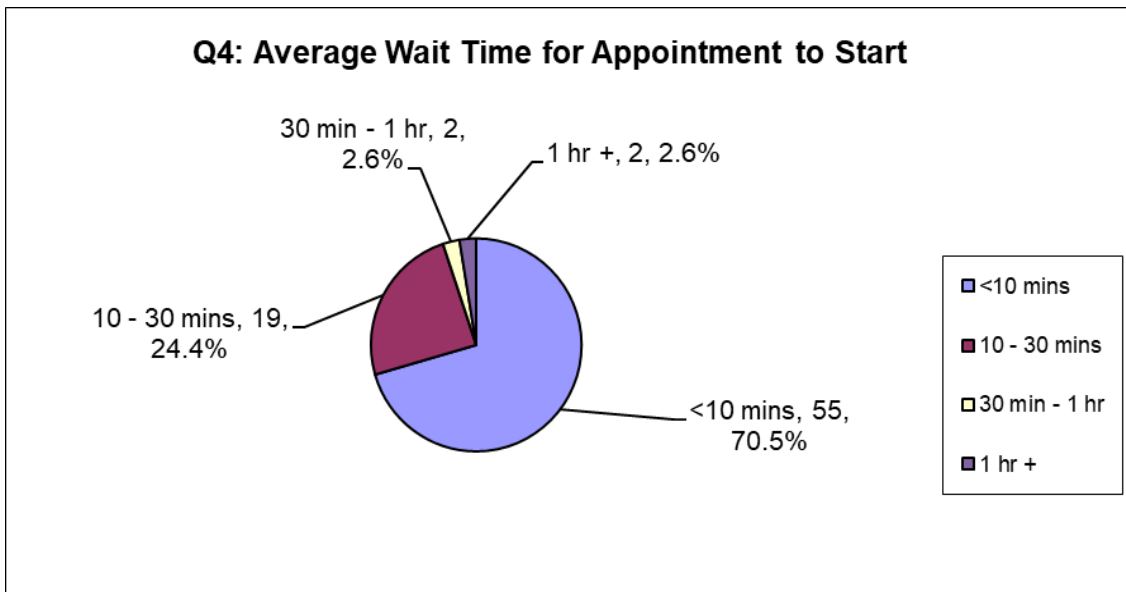
The average of all responses decreased to 9.64% in FY2022 compared to 9.91% in FY2021. There were 78 responses in FY2022 compared to 34 in FY2021. Despite an increase in the response rate for this question, the respondents reported a 0.27% decrease in the quality of services being received.

4. What is the average time that you wait for your appointment to start at this agency?

78 (98.7%) of the 79 clients answered the question. Their responses are below.

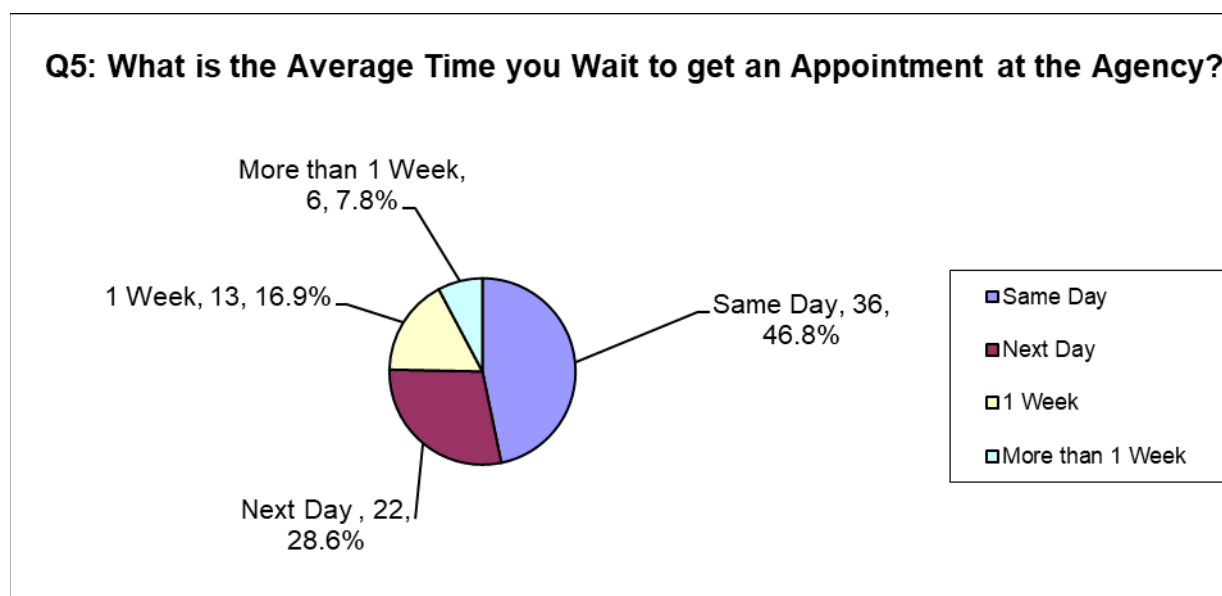
Regardless of what day the appointment was scheduled, 70.5% reported having to wait under 10 minutes for their appointment to begin. This is higher than in FY21 in which 57.6% waited under 10 minutes for their appointment to begin.

Agency	<10 mins	10 - 30 mins	30 min - 1 hr	1 hr +	Total Respondents	Percent of Total Respondents (78)	Percent of Total Clients in TGA (2315)
3402	7	7	2	1	17	21.8%	0.7%
3414	1	0	0	0	1	1.3%	0.0%
0903	0	0	0	0	0	0.0%	0.0%
3415	16	5	0	0	21	26.9%	1.0%
3416	5	1	0	0	6	7.7%	0.3%
3411	3	1	0	0	4	5.1%	0.2%
5701	1	0	0	0	1	1.3%	0.0%
3417	3	3	0	1	7	9.0%	0.3%
0902	14	1	0	0	15	19.2%	0.6%
3418	5	1	0	0	6	7.7%	0.3%
3419	0	0	0	0	0	0.0%	0.0%
Totals	55	19	2	2	78	100.0%	3.4%



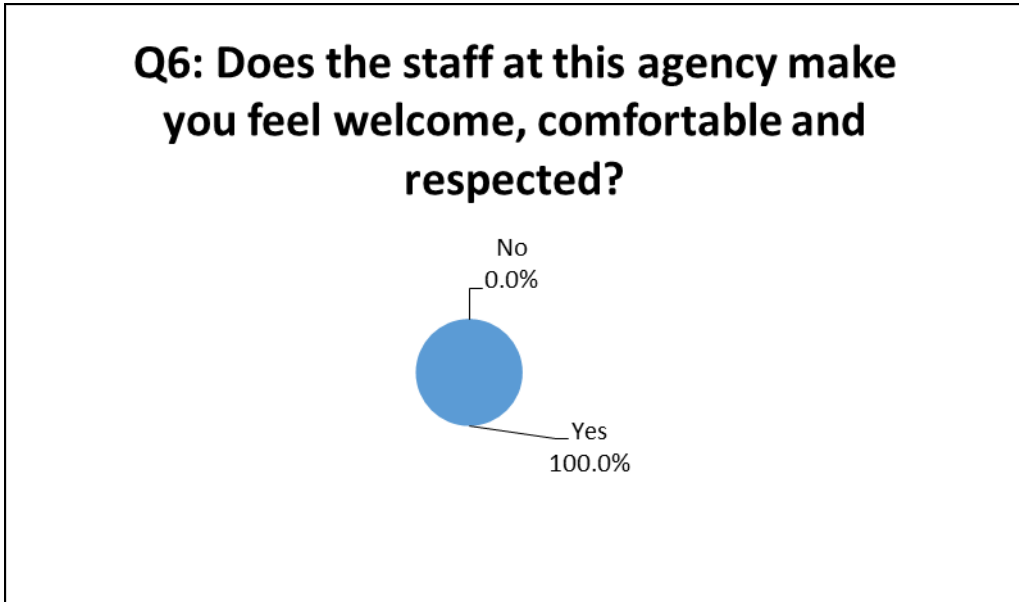
5. What is the average time you wait to get an appointment at this agency?
In Fiscal Year 2022, 77 (97.5%) of the 79 clients answered the question. Their responses are below. In FY22, only 46.8% indicated they received an appointment the same day which is an increase compared to 36.4% in Fiscal Year 21.

Agency	Same Day	Next Day	1 Week	More than 1 Week	Total Per Agency	Total Respondents by Agency out of Total Respondents (77)	Percent of Total TGA Clients (2315)
3402	3	5	7	2	17	22.1%	0.73%
3414	1	0	0	0	1	1.3%	0.04%
0903	0	0	0	0	0	0.0%	0.00%
3415	10	8	2	1	21	27.3%	0.91%
3416	3	2	1	0	6	7.8%	0.26%
3411	3	0	1	0	4	5.2%	0.17%
5701	1	0	0	0	1	1.3%	0.04%
3417	3	1	2	0	6	7.8%	0.26%
0902	9	6	0	0	15	19.5%	0.65%
3418	3	0	0	3	6	7.8%	0.26%
3419	0	0	0	0	0	0.0%	0.00%
Totals	36	22	13	6	77	100.0%	3.3%



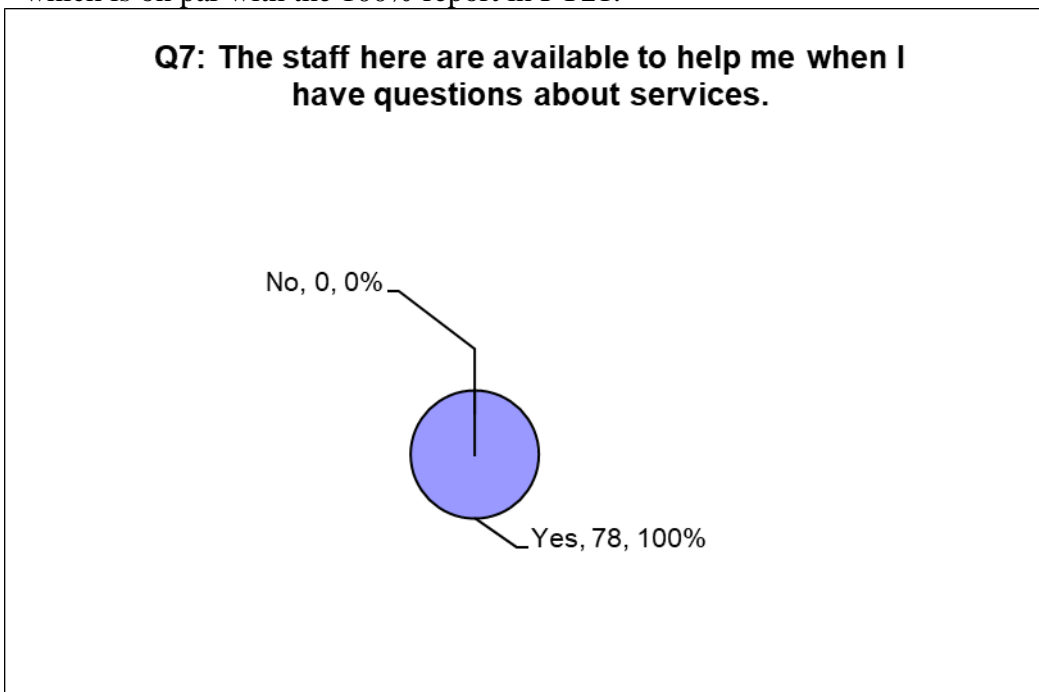
6. Does the staff at this agency make you feel welcome, comfortable, and respected?

Of the 78 clients responding to the question, 100% reported that staff made them feel welcomed, comfortable, and respected compared to 100% the prior fiscal year.



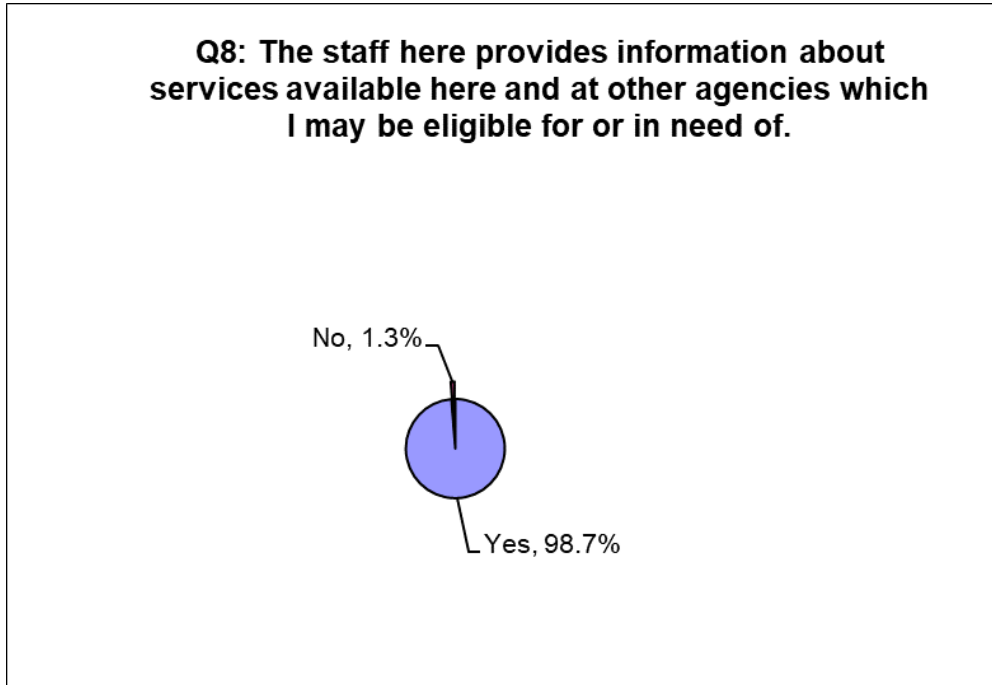
7. The staff here is available to help me when I have questions about services:

78 clients answered the question. Of the 78 clients responding to the question, 100% indicated the staff is available to assist when the client has questions about services which is on par with the 100% report in FY21.



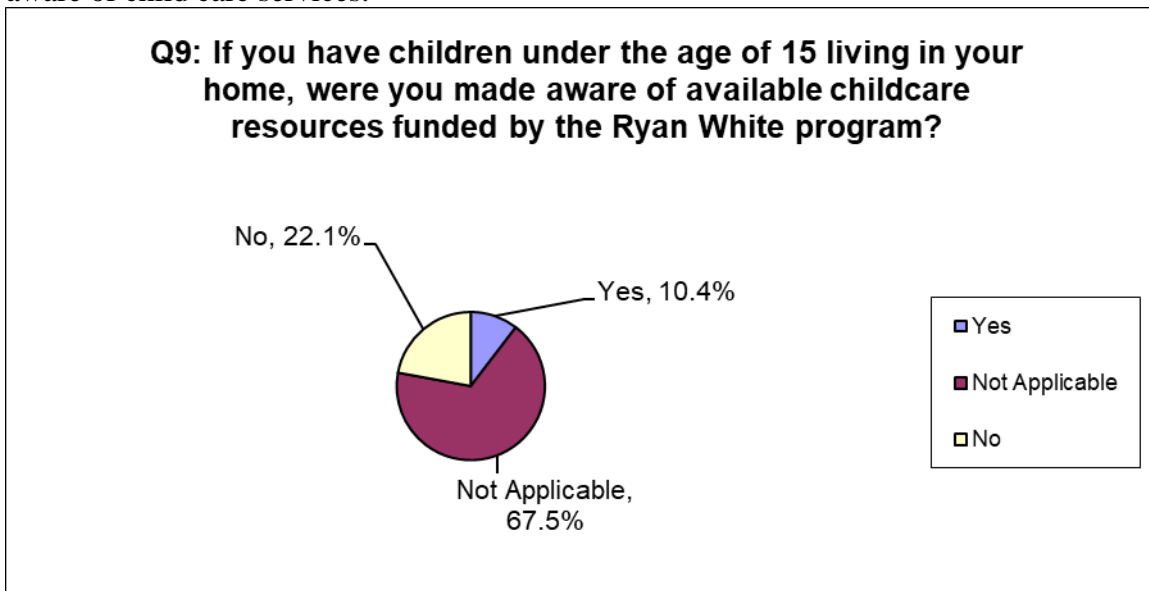
8. The staff here provides information about my eligibility for services available here and at other agencies which I may need.

98.7% of respondents (78 of 79) answered the question. Of the 78 clients responding to the question, 98.7 (77) indicated the staff did inform them about services. This is a slight decrease compared to 100% in Fiscal Year 2021.



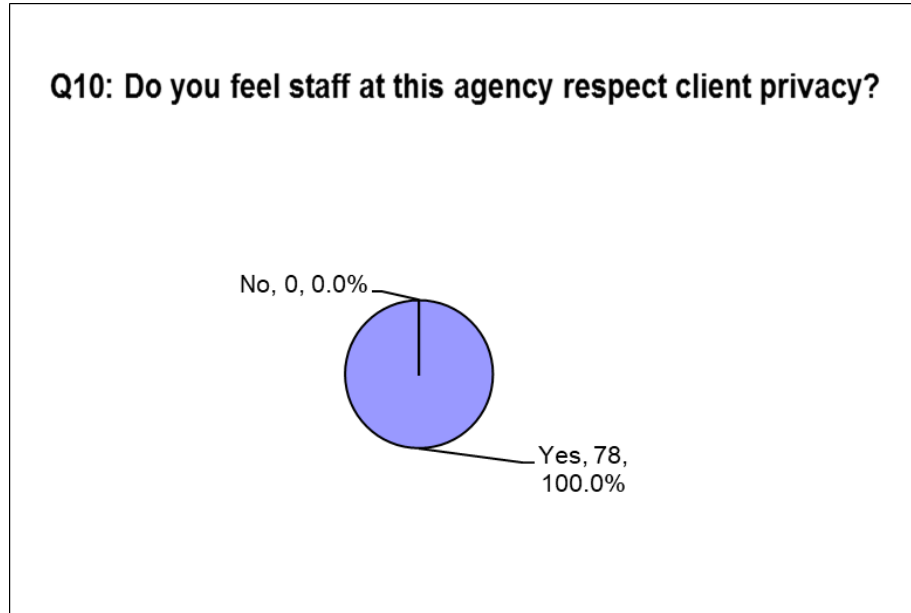
9. If you have children under the age of 15 living in your home, were you made aware of available childcare resources funded by the Ryan White program?

In Fiscal Year 2022, 77 out of 79 respondents answered the question. 67.5% (52 clients) responded that the question was not applicable to them. Of the 25 clients responding either “yes” or “no”, 32% (8 clients) responded yes they were made aware of child care services; while 68% (17 clients) stated that they were not made aware of child care services.



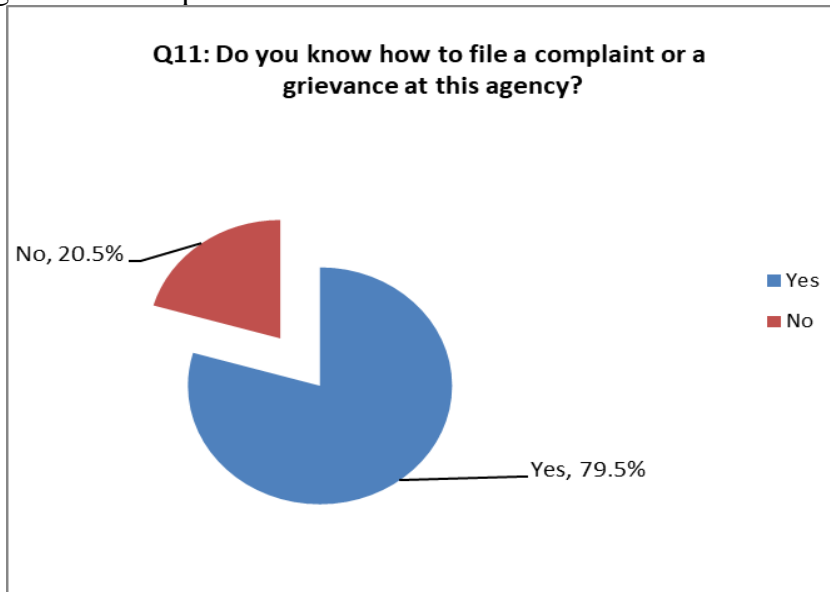
10. Do you feel that the Staff at this agency respect client privacy?

In this fiscal year, 100% of respondents (78 out of 79), indicated agency staff respect client privacy. In the prior fiscal year, 97.1% of respondents indicated that agency staff respect client privacy.



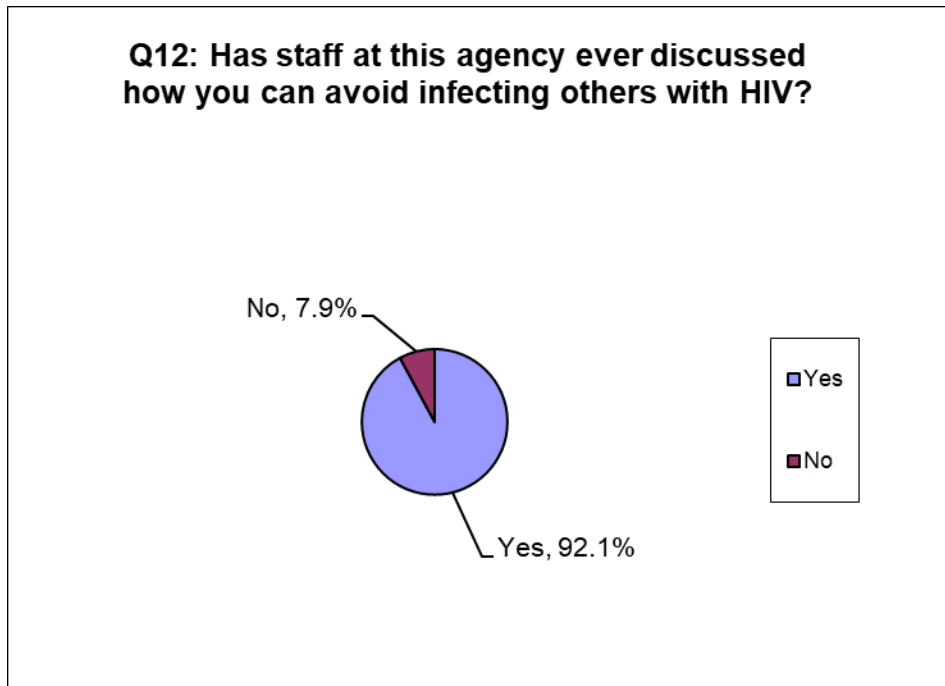
11. Do you know how to file a complaint or a grievance at this agency?

78 of 79 clients answered the question. Of the clients answering the question, 62 (79.5%), indicate they know how to file a grievance/complaint while 20.5% did not know how. This is a slight increase from FY21 in which 76.5% of clients knew how to file a grievance/complaint.



12. Has staff at this agency ever discussed how you can avoid infecting others with HIV?

In 2022, 76 out of 79 clients responded to the question, compared to 34 clients responding to the question in FY21. In 2022, the TGA saw a decrease in clients reporting that staff *discussed how to avoid* infecting others with HIV compared to fiscal year 2021. In 2022, 92.1% reported being informed about how to avoid infecting others compared to 94.1% in fiscal year 2021. Conversely, there has been a slight increase in clients reporting agencies have not discussed how to avoid infecting others. In 2022, 7.9% of clients reported *not discussing how to avoid* infecting others compared to 5.9% in 2021.



13. Please list any services provided at this agency that you needed but did not receive at this agency:

1	Gas
2	Housing
3	Housing Programs
4	Scholarship for cert. Program
5	I need vision, dental, and 1 on 1 therapy.
6	I don't know
7	More food and gas cards
8	More funds for food and gas
9	Extra food and gas
10	Not that I can think of
11	None that I can think of, but if I had to say anything it would be in regard to housing

12	Housing/Grocery Gift Cards
13	Legal Services
14	Primary Care
15	Not that I can think of
16	Housing and Career Search
17	All good
18	Every Service is Covered
19	Services ART
20	None apply, I get all the services I need
21	Computer Classes
22	Hotel Voucher
23	Free Food Coupons

14. Please list any ideas that you have for improving or adding services at this agency:

1	I don't think so
2	Everything is okay
3	More gift cards/bus passes
4	There is nothing to improve with SFAF
5	Bus passes
6	Gas Cards and Apartment Referrals
7	Bus passes
8	Pharmacy needs to keep medication confidential and not categorize it. Please be kind and respectful.
9	None
10	I would need to receive better food in bags. Can't eat can goods
11	Needs to increase the budget to increase for food and gas.
12	Foodbank
13	Need peer counseling, food bank, and transportation driver
14	Foodbank
15	Foodbank
16	Foodbank
17	More programs like this
18	None

19	Network with other sponsors and agencies to ensure the completion of the program with perm housing and resources.
20	Screen door and Gate Buzzer
21	More Money for services
22	More gas and more food
23	No
24	Housing/grocery gift cards
25	No ideas
26	They were perfect
27	Wish it was easier to find the clinic, need better signage
28	No ideas at the moment
29	The way referrals are done, the process needs to be sped up
30	An all women's HIV group
31	Everything is so far so good
32	None at this time
33	Please make it so that people that are in need of rental assistance do so anonymous forms so that they do not have to disclose or worry about disclosing to their landlords.
34	None
35	No ideas at the moment
36	Support groups
37	Poetry and a computer class
38	More things like bus tickets
39	Housing services, rental services
40	When possible would like to resume a women's group

15. Please rate your overall satisfaction with the services at this program:

This question had a ranking between 0 and 10 with 10 being Very Satisfied.

In Fiscal Year 2022:

Number of Responses: 77 out of 79 = 97.5% of all Respondents answered the question.

The Average of All Responses: **9.59% FY22 satisfaction rate.**

In Fiscal Year 2021:

Number of Responses: 33 out of 34 = 97.1% of all Respondents answered the question.

The Average of All Responses: **9.82% FY21 satisfaction rate.**

16. Please provide additional comments about your satisfaction rating below:

1	I've always had good results with the clinic insofar as my AOD, my case manager, and various staff members.
2	I don't have a car and transportation to my mental health is essential.
3	Thank you very much for all your services
4	Very helpful with helping and making sure that clients are very well taken care of.
5	No
6	Golden Rule services are excellent. Anytime I need them they are always available and positive. Also very prompt.
7	I gave it a nine because there is always room for improvement.
8	I'm satisfied.
9	Golden Rule is a great organization that helps our community, understand how HIV works and gives us info on how to live better lives and tell us how to live longer.
10	Need food bank
11	There's a counselor there that rocks.
12	A certain counselor works hard for me and helps me out
13	They are doing a good job
14	The program works if you work it
15	A counselor at the company is top notch
16	Would like more housing options
17	Thank you for everything
18	I always feel comfortable and safe being seen there
19	No changes are needed.
20	I feel the staff here are very effective and help with any extra they can. I've always felt that they do their best with what they have to work with.
21	Very good
22	Greater services.
23	Nice people
24	My case worker always answers my call or texts. She treats me with the utmost respect. Always lets me know of anything I can benefit from. My case worker is wonderful.
25	All medical staff has been wonderful to me.
26	I love my case manager
27	This agency has by far met all of my expectations.
28	10 so far because it is very helpful.
29	I'm safer being a client at sunburst
30	Sunburst has an amazing vibe. Instead of feeling like a place where I can receive mental health services, which can sometimes feel a bit demoralizing. The energy and comfortable pace of the staff remind
31	I love sunburst as it is.
32	None at the moment
33	Thank you
34	They have helped very much

35	Excellent agency and staff members, very little wait time, they respect your time.
36	I enjoy the people at the Sunburst office. I love the people who come to Sunburst. I ADORE MY CASE MANAGER.
37	The best thing I have seen yet
38	Golden rule services is by far the best agency in all of Sacramento that I have dealt with so far.
39	I need mental help and I get it at Sunburst.
40	The staff is very supportive
41	The assistance I receive from Sunburst is amazing.
42	I am very proud that we met. I love the services. Thank you.
43	My case manager and Executive Director are very professional and make sure all my needs are met.
44	The agency is better than any agency I ever had and I love the way my worker treats me. I think they're a perfect 10.
45	**** Four stars.
46	Wonderful.
47	Enjoy being a recipient.
48	The agency has been very supportive and kind. I appreciate them very much.
49	Everyone has been a treat. No complaints. The counselor is amazing.
50	I Have been a patient for many years, I am happy with the services. I am proud of my recovery and stable housing. I recommend my family and friend to come here.
51	My Doctors are courteous and friendly.
52	Felt great speaking with the staff. Always helpful.
53	Excellent.
54	The signs at the front show No Privacy. Coming in for either clinic.
55	Thankful.
56	The staff is always very friendly and helpful.

####