

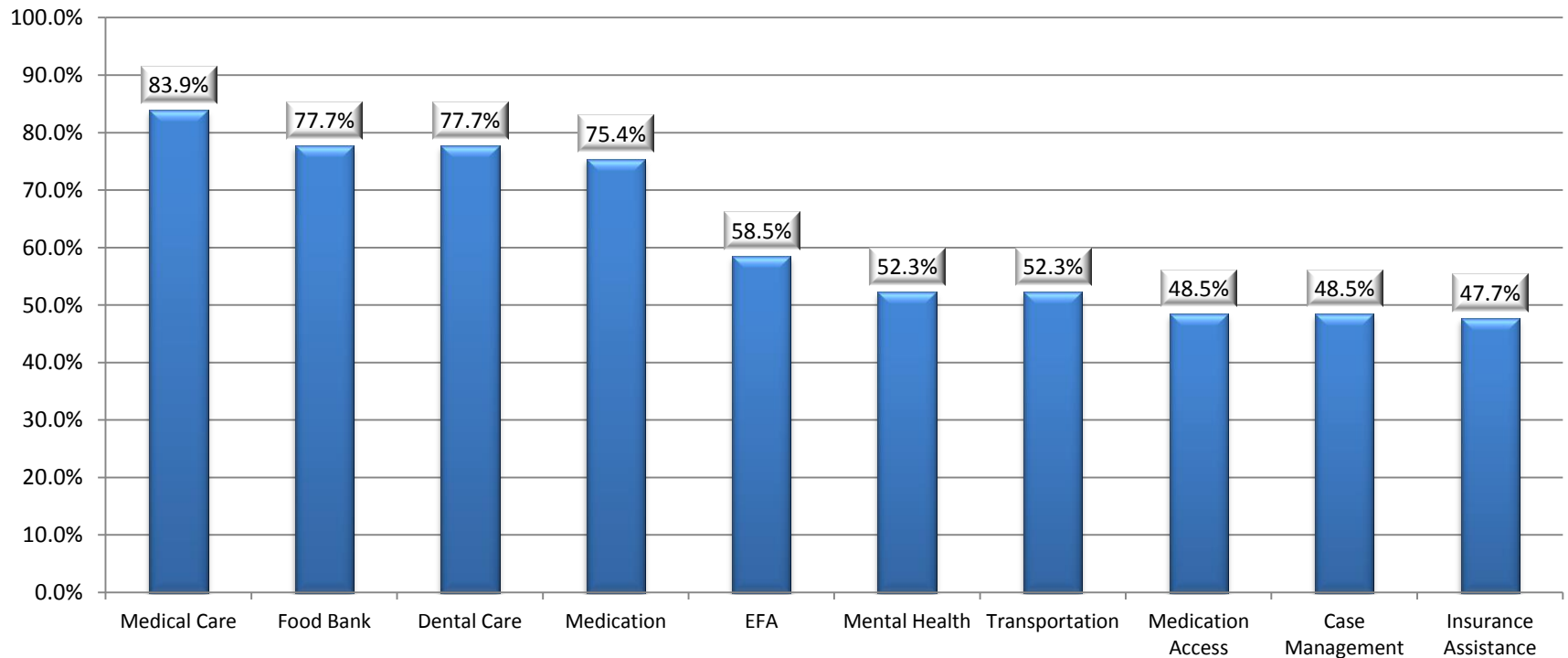
RWPA 2014 Consumer Satisfaction Survey Results



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- *132 participants from Clark, Nye & Mohave counties.*
- *69.7% male, 29.6% female, 0.8% trans**
- *53.0% white (non-Hispanic), 25.0% Black (non-Hispanic), 12.9% Hispanic/Latino*
- *40.2% ages 50 to 59, 34.9% ages 40 to 49, 10.6% 30 to 39, 10.6% age 60 and older*
- *Transmission category: 52.3% male-to-male contact, 30.3% heterosexual contact, 9.1% IDU*

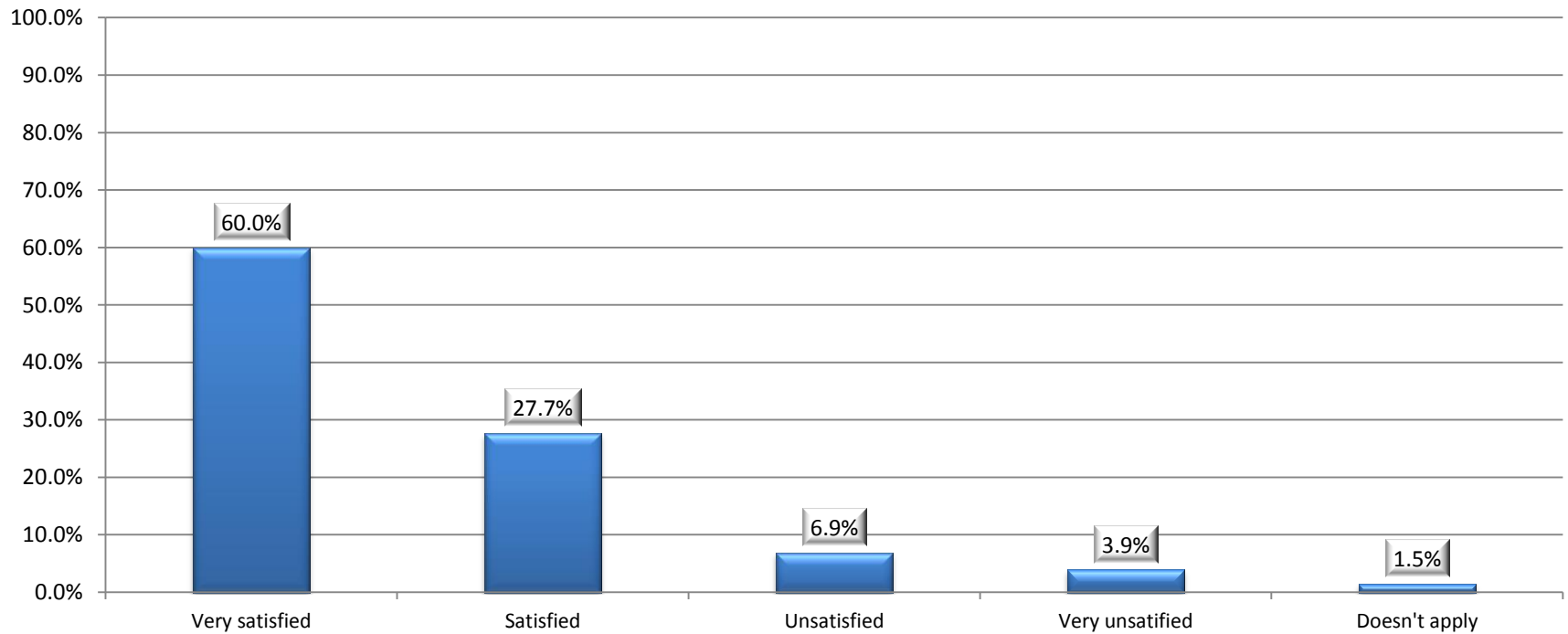
Top ten most important services clients reported currently needing and using (Q40, n=130)



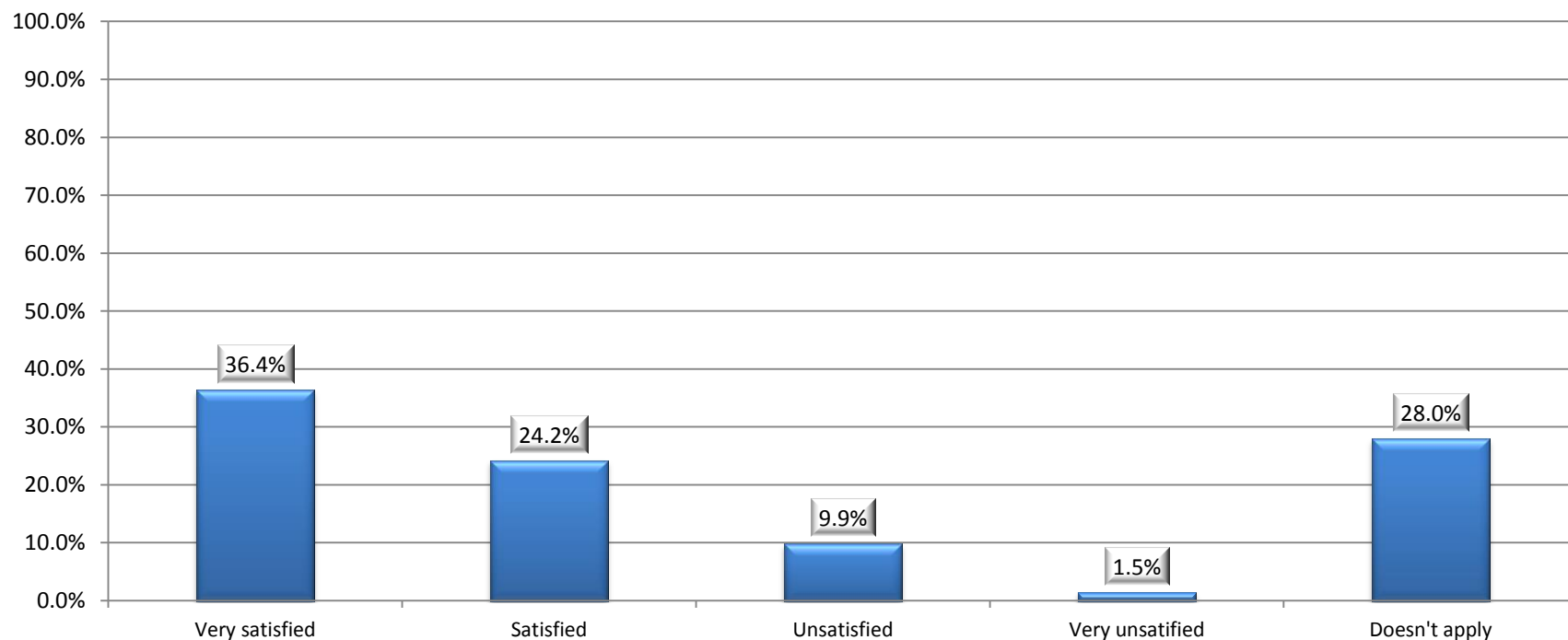
RWPA 2014 Consumer Satisfaction Survey Results

- **Top five most important services clients reported needing or using:**
 - HIV/AIDS medical care (including doctor visit and labs-CD4 and Viral Load)
 - Food bank/food vouchers
 - Dental care/oral health care
 - HIV/AIDS medication
 - Emergency financial assistance (with utilities and housing)
- Goal: 75% of clients will report being **Very satisfied** or **Satisfied** OR being satisfied **Always** or **Most of the time** with quality of services received.

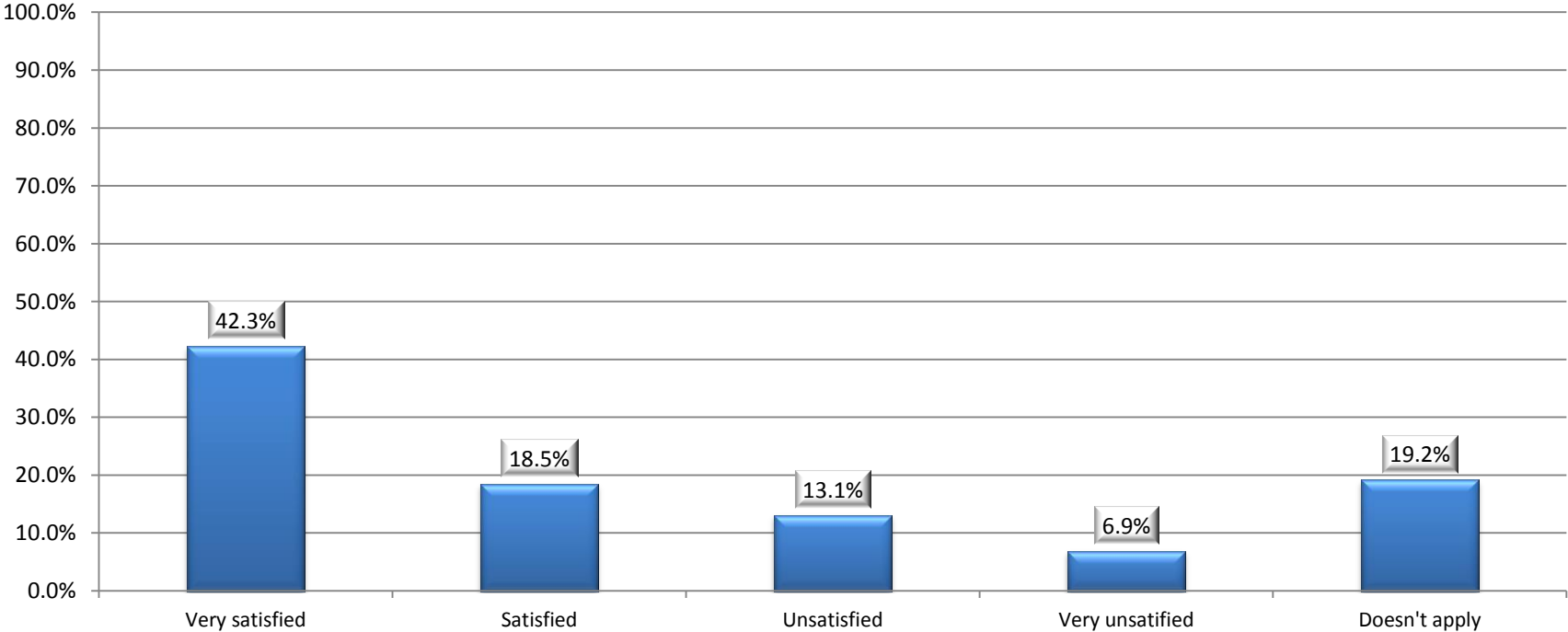
Overall, how satisfied are you with the HIV medical care you received in the last 12 mos? (Q11, n=130)



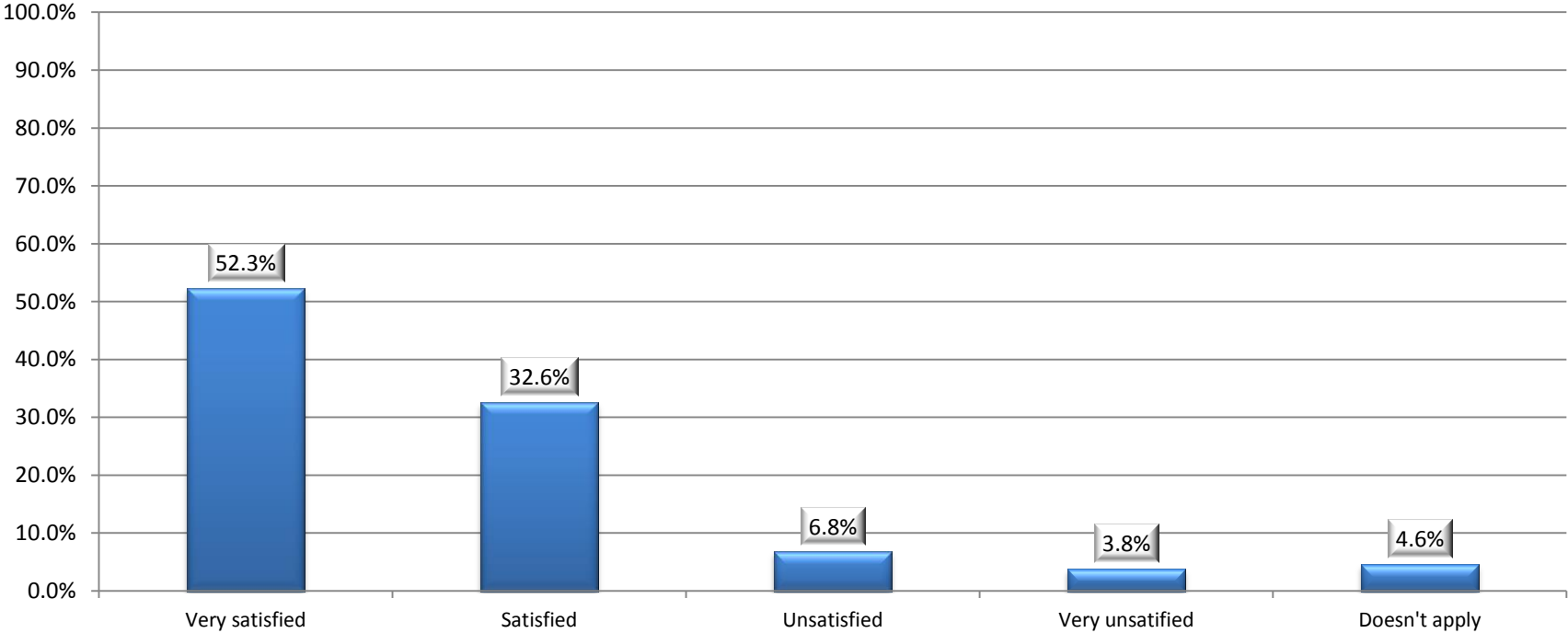
Overall, how satisfied are you with the food services/food vouchers you received in the last 12 mos? (Q25, n=132)



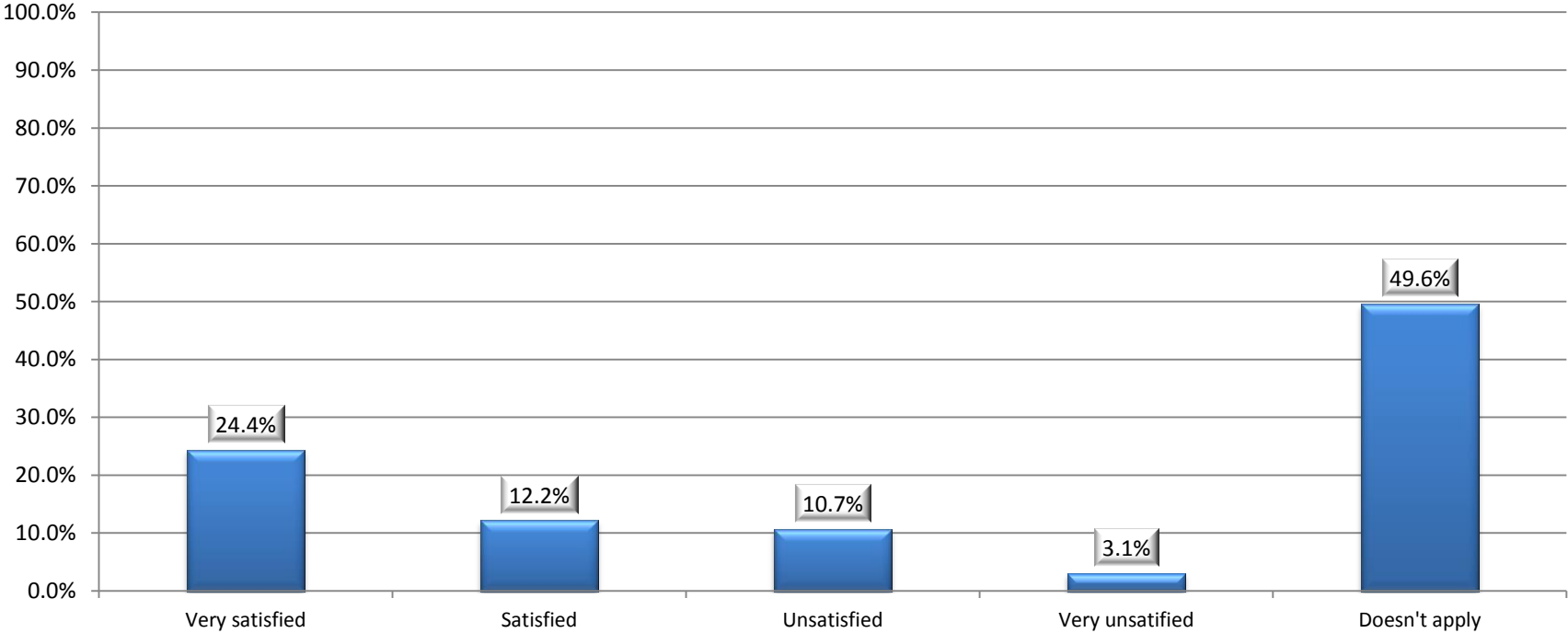
Overall, how satisfied are you with the Oral Health Care (dental visits) you received in the last 12 mos? (Q31, n=130)



Overall, how satisfied are you with accessing or picking up your HIV meds in the last 12 mos? (Q12, n=132)



Overall, how satisfied are you with the Emergency Financial Assistance (housing/utilities) you received in the last 12 mos? (Q29, n=131)



Satisfaction with most important services reported by RWPA clients

- **HIV medical care (including doctor visit and labs-CD4 and Viral Load)**
 - *87.7% of respondents reported being very satisfied or satisfied with their overall HIV medical care.*
- **Food bank/food vouchers**
 - *84.2% of respondents reported being very satisfied or satisfied with the food services/food vouchers they received.**
- **Dental care/oral health care**
 - *75.2% of respondents reported being very satisfied or satisfied with the oral health care they received.**
- **HIV/AIDS medication**
 - *84.9% of respondents reported being very satisfied or satisfied with the process of accessing and/or picking up their HIV/AIDS medication.*
- **Emergency financial assistance (with utilities and housing)**
 - *72.7% of respondents reported being very satisfied or satisfied with the EFA they received.**

**Excludes “Doesn’t apply” responses*

Top self-reported barriers to care (Q38, n=77)

- *I was worried about other people finding out I have HIV (36.4%).*
- *The provider said the services ran out of money (28.6%).*
- *Not knowing that HIV/AIDS services were available to me (26.0%).*
- *The services I needed was not available (26.0%).*
- *Not knowing what services I needed to deal with HIV/AIDS (23.4%).*
- *I was afraid of how I would be treated (22.1%).*
- *Not knowing the locations of the organizations providing HIV/AIDS services (20.8%).*
- *I didn't have transportation to get to medical/support service appointments (20.8%).*
- *I had to wait too long to get an appointment (20.8%).*
- *I didn't have insurance (20.8%).*
- *Each place I called for help told me to call somewhere else (20.8%).*