

Major Findings Latina/o/x ETE Engagement (CDC) & Community-Led Monitoring to Improve Services: *Use of the Secret Client Methodology*

Angel C. Fabian, MD MNA
Advocacy Coordinator
MPact/Fijate Bien Program
April 13, 2021

OBJECTIVES

- BECOME FAMILIAR WITH MPACT AND THE FIJATE BIEN PROGRAM
- REVIEW MAJOR FINDINGS FROM LATINA/O/X ETE COMMUNITY ENGAGEMENT (CDC)
- INTRODUCE THE SECRET CLIENT METHODOLOGY AND ITS USE WITH LATINX CAP

MPACT

MPact (formerly MSMGF) was founded in **2006** at the Toronto International AIDS Conference

The **silence** at that time about the toll HIV was taking on gay, bisexual and other men who have sex with men was deeply troubling

Our **global network** includes a wide range of people, including HIV-positive and HIV-negative gay men directly affected by the HIV epidemic, and other experts in health, human rights, research, and policy work.

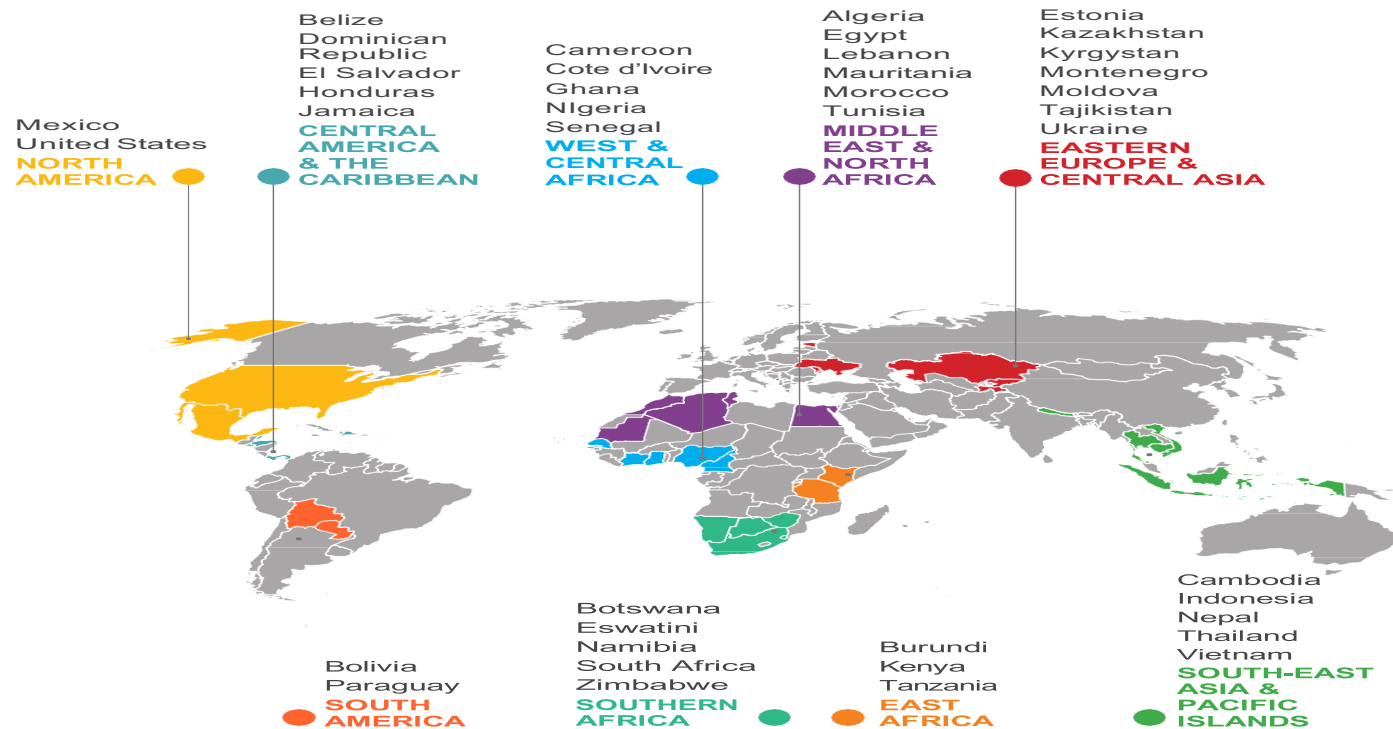
What we share is our **willingness to step forward and to act to address the lack of HIV responses** targeted at gay, bisexual and other men who have sex with men, to end AIDS, and to promote health and rights for all.



MPact Around the World

In total, MPact is connected to **120** community based organizations across **62** countries

In 2019, we worked on projects with partners in:



FIJATE BIEN PROGRAM

Support community engagement efforts that are designed to address the barriers to HIV prevention and treatment services for Latinx gay and bisexual men in the United States.

Establishes partnerships between advocates in the US and advocates globally to foster multi-lateral exchange aimed at improving HIV service access.

Strengthens organizational and strategic capacity necessary for ensuring unobstructed HIV service access for Latinx gay and bisexual men in the United States.



ENDING THE EPIDEMICS: LATINX PERSPECTIVE

- In memory of the life and work of Jorge Sanchez
- Findings from Cause Data Collective (CDC), December 2020
- Developed an easy-to-understand 4-page summary of the 90-page EtE report, in 3 languages (English, Spanish, Brazilian Portuguese)
 - Translating between community languages and DPH-ese
- 38 community members participated in qualitative interviews and/or focus groups (total of 40 in-depth conversations)



MAJOR FINDINGS

- **Defining the Latinx Community**
 - Language(s) spoken, Im(migration) status
- **The Fundamental Challenge to Ending the Epidemics**
- **Ideas for Disruptive Innovations**
 - Integrative Services – HIV/HCV/STD
 - Health-Forward Messaging
 - Recognizing the role of housing support
 - Reconnecting community members
 - **Secret-Client Methodology**



MAJOR FINDINGS

- **Round 2 - Enthusiasm and Reservations about Revised EtE**
 - **Workforce pipeline**
 - With appropriate support systems in place
 - **Leadership Institute**
 - With a direct pathway to living-way jobs and opportunities
 - **Outreach and community engagement**
 - **Efforts to address mental health**
 - Non-crisis care, education, trauma-informed care



SECRET CLIENT METHODOLOGY BASICS

WHY IS COMMUNITY-LED MONITORING ESSENTIAL?

Pervasive stigma, discrimination, and violence in health care settings must be documented in order to improve program implementation

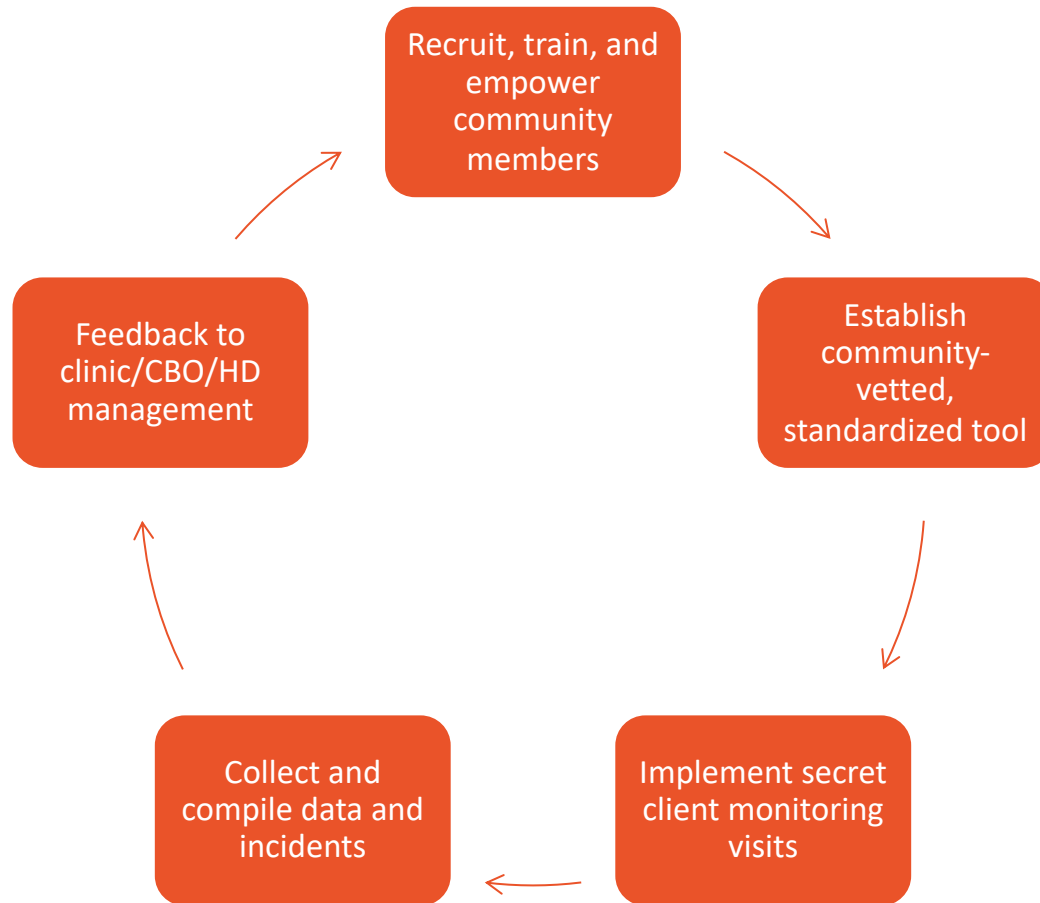
- Through MPact's Advocacy and other Community Tactics (Project ACT), activists used the “secret client” method to document stigma and discrimination in health care settings:

Affirmative Action Cameroon

Sexual Rights Centre Zimbabwe



BASIC OVERVIEW OF SECRET CLIENT METHODOLOGY



Inputs

- Resources for training community members
- Resources for secret client reimbursements/stipends

Anticipated Outcomes

- Documented incidents and testimonials of stigma and discrimination, that can be used for corrective action at facilities
- Increased understanding of the challenges highly impacted communities in health settings
- Community mobilization and empowerment effect, leading to increased uptake of services



THANK YOU & QUESTIONS

Afabian@mpactglobal.org

<https://mpactglobal.org/fijate-bien/>



M•PACT
GLOBAL ACTION



CAMEROON: MY PROVIDER, MY HEALTH

RESULTS IN CAMEROON

40% of clients reported dismissive, derogatory gestures, derisive mimicry, pejorative terms, mocking and comments on personal appearance

- In multiple locations: registration, orientation, consultation, pharmacy, waiting room
- Perpetrated mainly by nurses, pharmacists, doctors, but also by security guards and other patients
- Trans clients more likely to experience judgements made on their appearance and verbal violence from everyone encountered



HOW DATA WAS USED IN CAMEROON

Creation of a sensitization training for health care professionals based on data findings

- At 4 training sessions for HCP, qualitative and quantitative data across 10 months of observations detailing 162 visits by secret clients were presented
- Secret clients present at each training to share their testimonials
- Facilities and districts developed preliminary corrective action plans, including: all staff internal trainings; revised waiting room orientations; a WhatsApp group for health district directors
- Gala ceremony to recognize commitment from clinics



ZIMBABWE: DELAYED DIGNITY IS A RIGHT DENIED

PARTNERSHIP FOR THE SECRET CLIENT METHODOLOGY

Sexual Rights Centre established Memorandums of Understanding with the two clinics secret clients visited

- Ensured the facility's commitment to receive and use the secret client feedback to guide improvements; 10 staff within the facilities were identified to champion the project internally
- Surveyed 57 gay and bi men on their experiences in clinics to inform the training content for community members to collect data
- Checklist for secret client data recording tool vetted with community; checklist was distributed to clinics



HOW DATA WAS USED IN ZIMBABWE

Facilities made observable changes resulting from the feedback they received from the secret clients shared in quarterly meetings:

- Sensitivity training policies for new employees
- Posting welcoming signage that openly affirm LGBTIQ people and their right to be there
- Weekly clinic at the Sexual Rights Centre
- Citywide system of 29 neighborhood clinics requested to join the project



LESSONS LEARNED FROM SECRET CLIENT METHODOLOGY

LESSONS LEARNED

- 1) Secret clients require substantial training and on-going support to collect accurate and complete data
- 2) Project plans must consider how to maximize safety and security of secret clients, as they are putting themselves at substantial physical and emotional risk
- 3) Ongoing mechanisms for meaningful engagement of community members is useful to adapt and course correct, to ensure that the tools used are fitting purpose



THANK YOU & QUESTIONS

Afabian@mpactglobal.org

<https://mpactglobal.org/fijate-bien/>