

# **HIV CONSUMER ADVOCACY PROJECT (HCAP) 2023-24 ANNUAL REPORT**

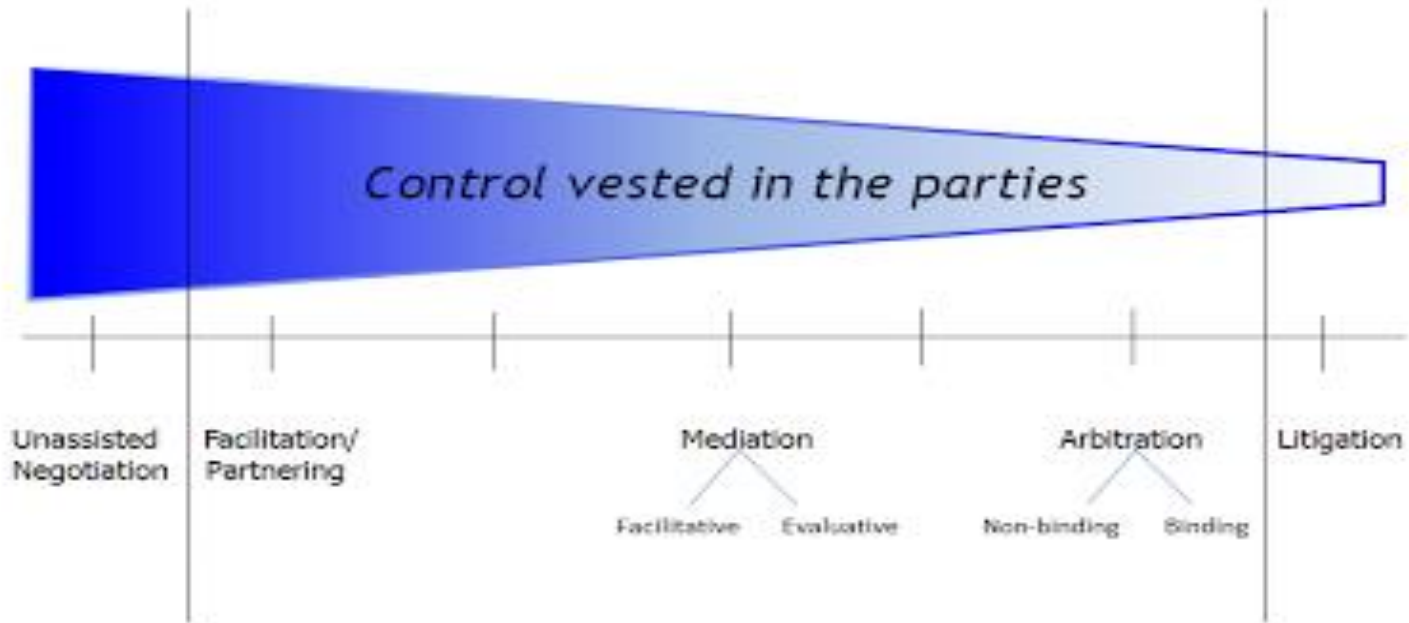
## **WELCOME!**

- **GOALS FOR TODAY**
  - **COUNCIL MEMBERS WILL INCREASE THEIR UNDERSTANDING OF HCAP'S SERVICES**
  - **COUNCIL WILL RECEIVE A SUMMARY OF HCAP'S ANNUAL REPORT FOR 2023-24 CONTRACT CYCLE**
  - **DISCUSS SOME OF THE SUCCESSES AND CHALLENGES THAT CONSUMERS FACE**



# ALTERNATIVE DISPUTE RESOLUTION (ADR)

## *ADR Methods*



Stress Level:

T-Cell Count:



# WHAT IS HCAP?

- The **HIV Consumer Advocacy Project (HCAP)** exists to provide service to:
  - Consumers of Ryan White funded programs located in the San Francisco EMA.
  - Service Providers funded by the San Francisco Department of Public Health's HIV Health Services.

HCAP is a unique program as the San Francisco EMA is the only one to our knowledge which funds this service.



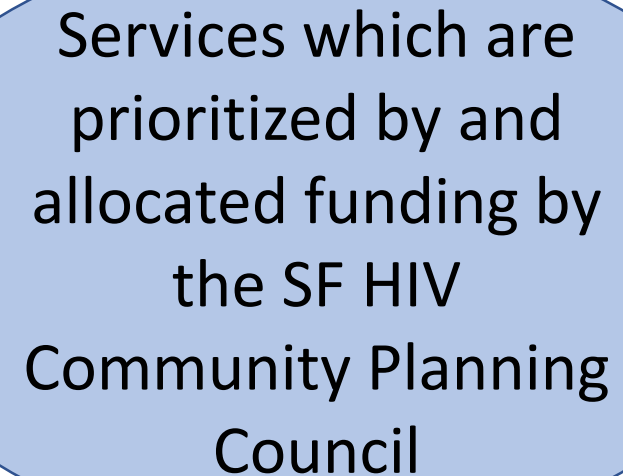
# WHO ARE CONSUMERS AND SERVICE PROVIDERS?

- Consumer/Participant
  - A person living with HIV
  - In the SF EMA (San Francisco, Marin, and San Mateo)
  - Accessing or trying to access Ryan White Care funded programs
  - Accessing or trying to access SF DPH HIV Health Services funded programs
- Service Provider
  - A service provider (such as ALRP) who receives Ryan White Care or DPH funds to provide services to people living with HIV
  - Sister agencies and community partners



# WHAT TYPES OF SERVICES ARE WE TALKING ABOUT?

- Primary Care
- Mental Health
- Dental Services
- Food
- Substance Use
- Case Management
- Emergency Financial
- Housing
  - Subsidies or supportive services
- Money Management
- Benefits Counseling
- Legal



Services which are  
prioritized by and  
allocated funding by  
the SF HIV  
Community Planning  
Council

What are HCAP's **goals**  
and **services**?

Keep the client  
**CONNECTED** to the  
system of care!



- **Consumers**
  - Advocacy
  - Mediation
  - Grievances
  - Referrals
- **Service Providers**
  - Technical assistance
  - Receiving direct referrals
  - Assist with other issues/barriers affecting the consumer's quality of life



# HOW DOES HCAP SUPPORT?

- Working through the Consumer's Issue\*
- Is it an Access issue?
  - Perhaps supportable through a RAR, or maybe the policy needs to be reimaged
  - Maybe material will help (like a computer or a phone)
- Is it an Eligibility issue?
  - Maybe the consumer is not eligible but can become eligible
  - Maybe they were misinformed
- Is there conflict?
  - Maybe it can be mediated or otherwise repaired
  - Maybe we need to file a grievance
  - Maybe it's not a good fit and there is an alternative service provider.
- Does the consumer just need information?
- Is there a legal issue that can be supported by Legal Services
- \*Most consumers come to HCAP with more than one issue at a time because of the interconnectedness of the system of care. A housing issue at an RCFCI could require support with Primary Medical, Case Management, and Mental Health supports in order to get resolved.



# 2023-24 ANNUAL REPORT

**H**IV  
**C**ONSUMER  
**A**DVOCACY  
**P**ROJECT





## CONSUMERS SERVED

- 95 unduplicated clients (UDC) with a total of 118 HCAP matters during the 2023-24 contract year
  - Previous years:
    - 97 UDC in 2022-23
    - 105 UDC in 2021-22
- 3 clients in San Mateo, 2 clients in Marin, and 93 clients in San Francisco



## SELF-REPORTED CONSUMER DATA

- **Age:** 64 over 50 years old (16 of whom are over 70 years old)
- **Gender:** 73 Male, 12 Female, 6 Trans identifying Female, 4 Non-Binary
- **Race/Ethnicity:** 46 White, 20 Black/African American, 16 Latine/x, 3 API, 22 Others/Unknown
- **Sexual Orientation:** 63 Gay/Lesbian, 12 Heterosexual, 11 Bisexual, others unknown
- **Income:** 66 under \$15,000, 12 between \$15,001 and \$26,000, 15 between \$26,000 and \$50,000, and 0 over \$50,000

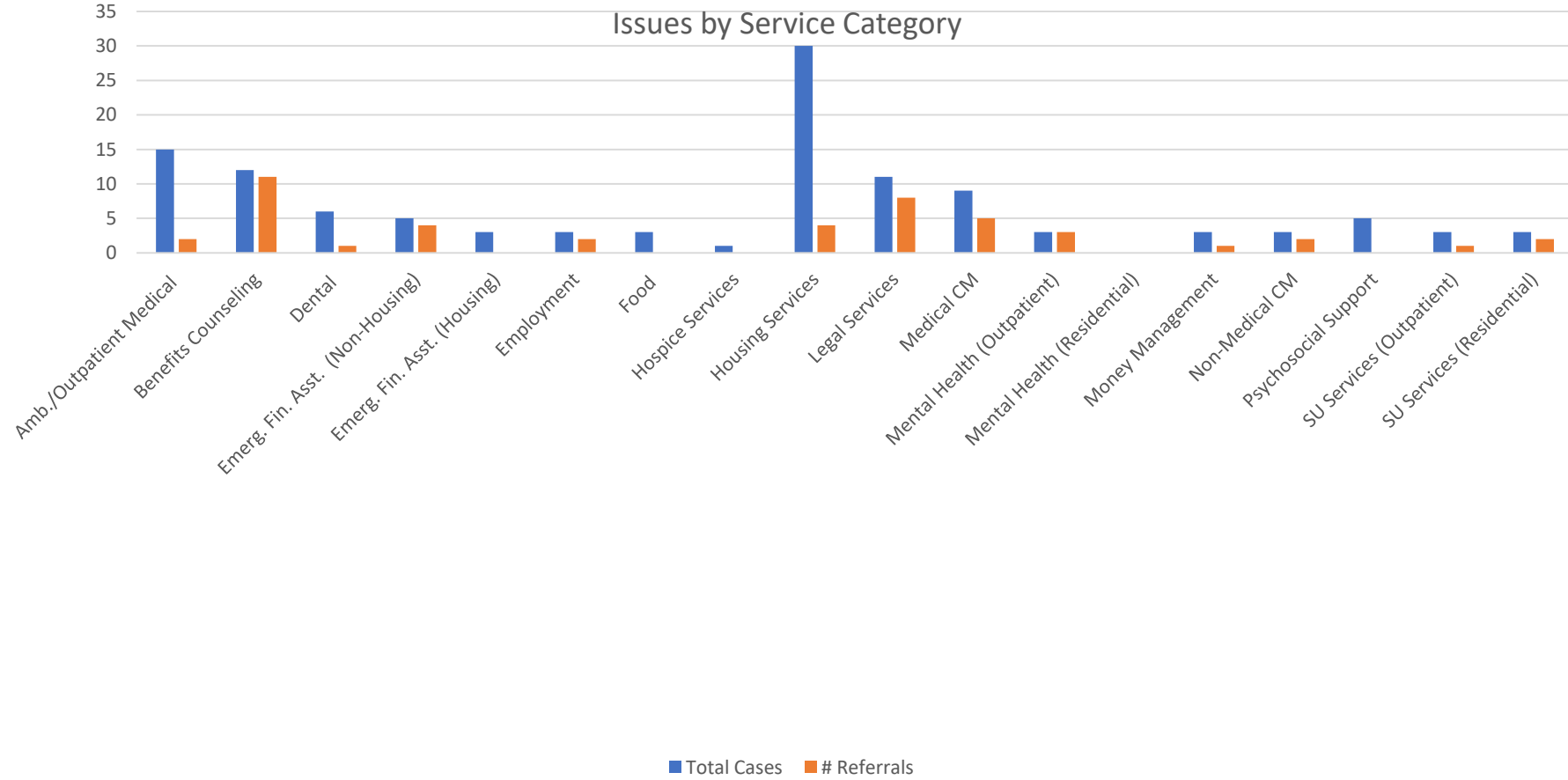


## SERVICES

- **Top Service Categories:** Housing Services (29), Primary Care (16), and Benefits Counseling (12)
- **Top Issues:** Information and Referral (62), Quality of Care (13), and Problematic Policies or Procedures (10)



# SERVICES



## SERVICES (CONTINUED)

- **Top Services Rendered:** Referrals (47), Care Coordination/Advocacy (43), and Mediation(8)
- **Top Outcomes:** Services Rendered (98), Cases Pending (13), No Services Rendered (7)



# WHAT DOES THIS ALL MEAN?



Based on HCAP cases:

- ❖ Housing services in the supportive housing environment as well as adequate subsidization of PLWHIVA continue to be critical
- ❖ Majority of consumers continue face unique issues related to aging, consistent with patterns from other presentations, but may require different services depending on their exact age.



- ❖ There was a shift in service categories from previous years (particularly Benefits Counseling, Legal and Dental)
- ❖ There was a shift toward using HCAP advocacy to improve Quality of Care over the various Service Categories
- ❖ Consumers continue to require referrals to services



# SUCCESSES/CHALLENGES



# SUCSESSES OF THE PROGRAM

- Repeat clients indicate HCAP ability to support on a long-term basis as their circumstances change
  - Allows for the development of a trusting relationship with the advocate
  - Allows for analysis of legal issues and remedies
  - Provides space to voice frustrations, fears, and needs in a safe way
    - Allowing HCAP to restate and reframe these with service providers
  - Recalibrates client-centered conversations
  - Allows advocacy for clients when they are unable to be dispassionate self-advocates
  - Allows for discussion of creative alternatives which utilize the network of services and educates clients on the availability of those services
    - A client might be asking for the right thing from the wrong person/agency





# CONSUMER OUTCOMES

A client got into conflict with the front desk staff of their Dental Service Provider when they asked to use the restroom and were denied. The conflict resulted in a termination letter from the provider. HCAP, utilizing the least adversarial method available, requested and attended a meeting and advocated for the client. After review of the matter including discussions with staff and review of video recordings, the service provider reinstated the client's services. In this instance, the client's case is counted as Agency Action Rejected, since the agency overturned their initial termination of services.

A client was terminated from services from their Primary Care Service Provider following conflict with various staff members. HCAP reviewed the termination and, utilizing the least adversarial method available, requested and attended a meeting. Although the service provider remained open to future discussions, they were unwilling to reinstate services at that time. In this instance, HCAP indicates that the Agency Action was Sustained.



# CONSUMER CHALLENGES

## Mental Health & Substance Use Disorders

- A large number of HCAP clients have coexisting mental health issues and substance use disorders
- Behavioral issues can create barriers to services. Certainly providers need to feel safe but then what??
  - Psych-emergency?
  - Jail?
  - Fleeing the EMA to go where?
- We should all be providers of last resort
  - We're charged with hanging in there – though few providers are able to provide the level of support needed



# CONSUMER CHALLENGES

In the instance noted previously, where a client was terminated from primary care services for behavioral reasons, HCAP did not stop advocating at that point. HCAP continued to link the client (or confirm linkage) to additional services including Food Services and Mental Health Services. However, the client's disabilities prevented them from appropriately accessing any of these resources for any length of time and eventually resulted in the client disengaging from care. It is unknown to HCAP where the client is currently but it's hard to imagine a situation where this client is not utilizing emergency services and/or finding themselves involuntarily in custody.



# CONSUMER CHALLENGES

## Aging with HIV/AIDS

- As the population of people living with HIV/AIDS becomes older, consumers face new challenges:
  - *On-going struggles with isolation*
    - *Finding someone to be an executor of their estate, beneficiaries in their wills, and agents in their powers of attorney and their advance health care directives*
    - *Support animals*
  - *Disconnection from younger community members and service providers.*
    - *Cultural sensitivity*
    - *Trauma informed care*
  - *Additional Health issues either related or unrelated to HIV/AIDS.*
    - *Struggles with managing care and daily living*
    - *Complications from earlier therapies, or previous opportunistic infections*
      - *Lack of In-Home support services*
  - *Mental Health Services*
    - *Existing service providers have limited capacity*
    - *Unique mental health issues akin to PTSD*



# IN-HOME SUPPORT

- “So what? They can just do whatever they want?!”
- HCAP was referred a client from their psychosocial support service provider because they were experiencing challenges in coordinating in-home support. Over the course of multiple months, HCAP met with the Client and the in-home support provider to mediate and ease tensions, highlight successes, and soften communication. This ultimately resulted in an overall good outcome for the client as they remained connected to in-home support; however, without an available alternative the client remains in an unequal power dynamic.
- A lack of alternatives could lead to high risk for institutionalization.



# HEALTH EQUITY & JUSTICE EQUITY

- “So what? They can just do whatever they want?!”
- HCAP regularly consults with clients who are experiencing an overwhelming sensation of injustice.
  - Common Barriers to legal remedy:
    - Lack of damages which the law would recognize
      - Loss of work or money
    - Lack of evidence
      - Video recordings
    - Lack of trust in authorities
- Challenges with health equity can be mirrored and sometimes compounded by inequities in the justice system.



HEALTH EQUITY

# HEALTH EQUITY & JUSTICE EQUITY

- In an instance where a judge issued a restraining order prohibiting a client from being 100 yards from a service provider's offices, HCAP was engaged to advocate for client.
- The facility is home to various services that the client was utilizing.
- HCAP met with each service provider (including the named protectee) and confirmed that alternative service delivery methods would be employed.
  - No service provider wanted to terminate critical services at that time but further violations might result in service interruption



## CONTACT INFO AND OTHER INFORMATION

- <https://sfhivcare.com/>

Stephen M. Spano  
HCAP Staff Attorney  
[Stephen@alrp.org](mailto:Stephen@alrp.org)  
415.701.1200 ex. 322

AIDS Legal Referral Panel  
1663 Mission St., Ste. 500  
San Francisco, CA 94103

