

HIV Consumer Advocacy Project (HCAP)

2024-25 Annual Report – May 19, 2025

HIV Community Planning Council



HIV CONSUMER ADVOCACY PROJECT (HCAP) 2024-25 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 2024-25 CONTRACT CYCLE**
 - **DISCUSS SOME OF THE SUCCESSES AND CHALLENGES THAT CONSUMERS FACE**



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

To the best of our knowledge, HCAP is a unique program as the San Francisco EMA is the only one to our knowledge which funds this service and we are very grateful for the support of the community and DPH

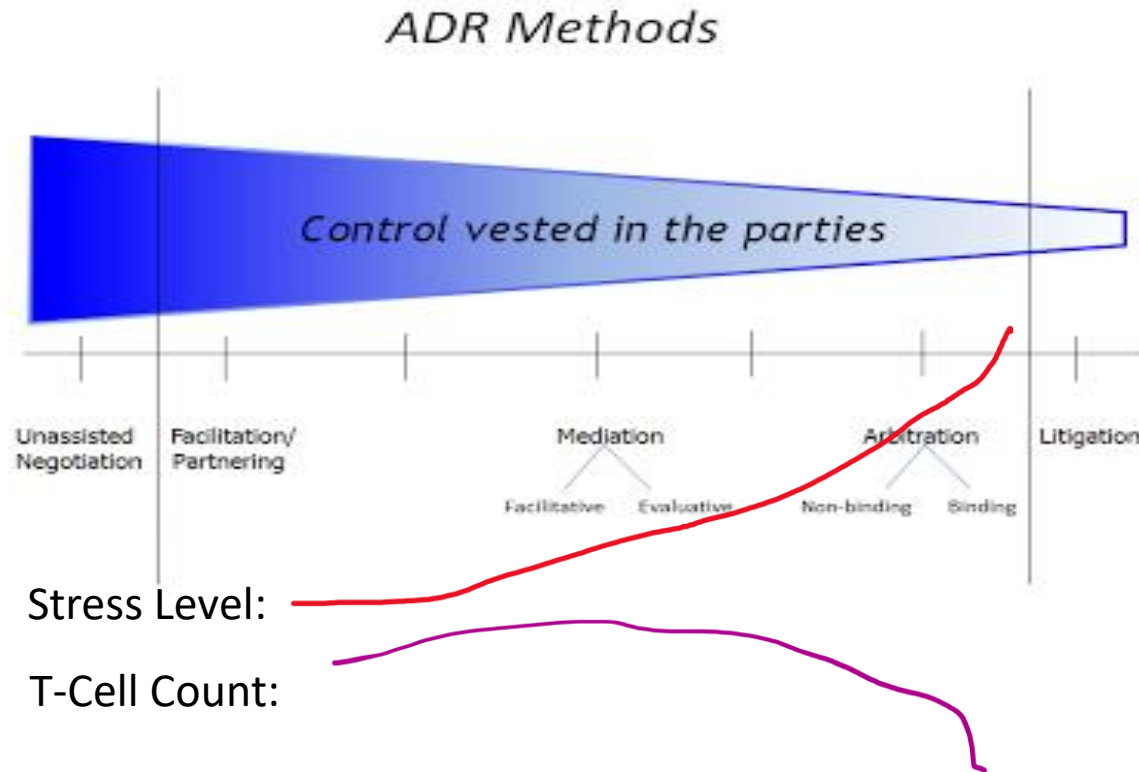


Who are Consumers and Providers?

- **Consumer**
 - 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



Alternative Dispute Resolution (ADR)



WHAT TYPES OF SERVICES ARE WE TALKING ABOUT?

- Primary Care
- Mental Health
- Dental Services
- Food
- Substance Use
- Case Management
- Emergency Financial
- Psychosocial
- 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**



How Does HCAP Support?

- Working through the Consumer's Issue(s)
- Is it an Access issue?
- Is it an Eligibility issue?
- Is there conflict?
- Does the consumer just need information?
- Is there a legal issue that can be supported by Legal Services



2024-25 ANNUAL REPORT

HIV **C**ONSUMER **A**DVOCACY **P**ROJECT



CONSUMERS SERVED

- 100 unduplicated clients (UDC) with a total of 129 HCAP matters during the 2024-25 contract year
- 5% increase in UDC's over 2023-24
- 97 clients in San Francisco



SELF-REPORTED CONSUMER DATA

- **Age:** 74 Clients over the age of 50 (16 of whom are 70+)
- **Gender:** 77 Male, 13 Female, 4 Transgender Female, 1 Transgender Male, and 5 Non-Binary or Other identifying
- **Race/Ethnicity:** 54 White, 15 African American/Black, 19 Latino/a/e, 8 Asian/Pacific Isl., 2 Native American
- **Sexual Orientation:** 61 Gay/Lesbian, 15 Heterosexual, 11 Bisexual, 13 Other/Decline to State
- **Income:** 5 No income, 56 Under \$15,000/year, 25 less than \$26,000/year



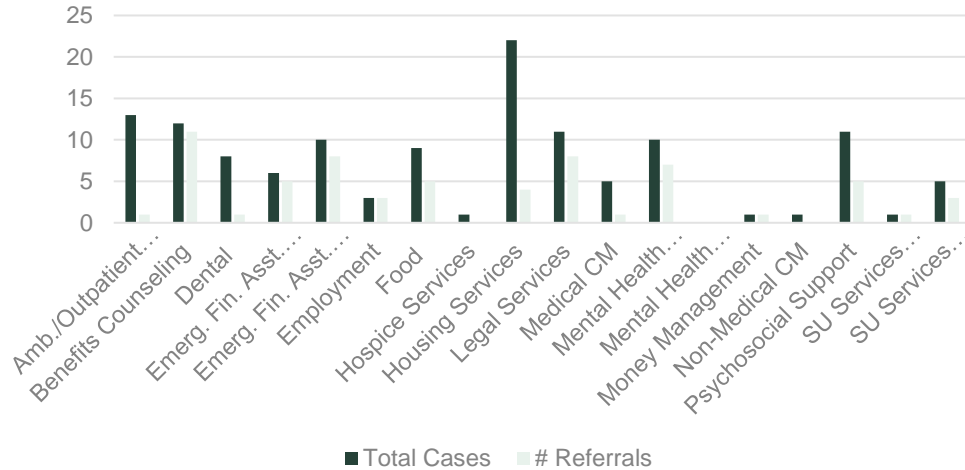
SERVICES PROVIDED

- Top Service Categories:
 - Housing Services: 22 Cases
 - Ambulatory/Outpatient Medical Services: 13 Cases
 - Benefits Counseling Services: 12 Cases
- Top Issues:
 - Information and Referral: 65 Cases
 - Access: 13 Cases
 - Quality of Care: 10 Cases



REFERRALS IN SERVICE CATEGORIES

Issues by Service Category



SERVICE CATEGORY	Total Cases	# Referrals
Amb./Outpatient Medical	13	1
Benefits Counseling	12	11
Dental	8	1
Emerg. Fin. Asst. (Non-Housing)	6	5
Emerg. Fin. Asst. (Housing)	10	8
Employment	3	3
Food	9	5
Hospice Services	1	0
Housing Services	22	4
Legal Services	11	8
Medical CM	5	1
Mental Health (Outpatient)	10	7
Mental Health (Residential)	0	0
Money Management	1	1
Non-Medical CM	1	0
Psychosocial Support	11	5
SU Services (Outpatient)	1	1
SU Services (Residential)	5	3
TOTAL	129	64



TERMINATIONS/SUSPENSIONS

- 5 Terminations of Services
 - 3 were rejected
 - 1 was sustained
 - 2 clients withdrew
- 3 Suspensions of Services
 - 2 were rejected
 - 1 was sustained but the relationship improved following a grievance being filed
- 15 Grievances Filed
 - 8 filed in the previous year



ADDITIONAL SUCCESSES

- Repeat clients indicate HCAP's 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



OUTCOME #1 DENTAL SERVICES

- A client was terminated from Dental Services for missing too many appointments
- Dental provider changed how it communicates with client and readmitted client to services
- This case is counted as Agency Action Rejected, since the agency overturned their initial termination of services.



OUTCOME #2 HOSPICE SERVICES

- Consumer was terminated from Hospice Services
- Although unable to overturn their decision, the provider:
 - Offered to continue non-residency related services like Food, Psychosocial Support and Mental Health Services.
 - Lengthened the client's stay while appropriate supports were put in place
 - Agreed to consider readmitting the client if it became necessary in the future
- This case is counted as Agency Action Sustained because the agency upheld their initial termination of services.



OUTCOME #3 – LAI

- Consumer wanted LAI every other month as advertised but provider insisted on every month because of missed appointments.
- Provider reviewed internal procedures and reasons for missed appointments.
- Client is obtaining injections every other month.



ONGOING 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
 - Disconnection from younger community members and service providers.
 - Additional Health issues either related or unrelated to HIV/AIDS.
 - Lack of In-Home support services
 - Mental Health Issues



ONGOING CHALLENGES

- Clients experiencing an overwhelming sense of powerlessness. “So what? They can just do whatever they want?!”
- Clients experiencing an overwhelming sense of injustice.
- Health inequities are often mirrored and compounded by inequities in the justice system.
- Current federal policies jeopardize the safety and well-being of people living with HIV and those multiple-marginalized communities that we serve.



BREAKING IT DOWN

- HCAP Advocacy can be effective at repairing a consumer/provider relationship in instances of termination and suspension.
- Consumers were nearly twice as likely to file a formal grievance this year, but this can result in improvements for the client and community.
- Consumers continue to struggle to meet their basic needs including food and housing.



Contact and Other Information

- <https://sfhivcare.com/>

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