

HIV Consumer Advocacy Project (HCAP)

2025-2026 Annual Report – March 23, 2026

San Francisco HIV Community Planning Council



HIV CONSUMER ADVOCACY PROJECT (HCAP) 2025-26 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 2025-26 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 fund this service and we are very grateful for the support of the community and DPH



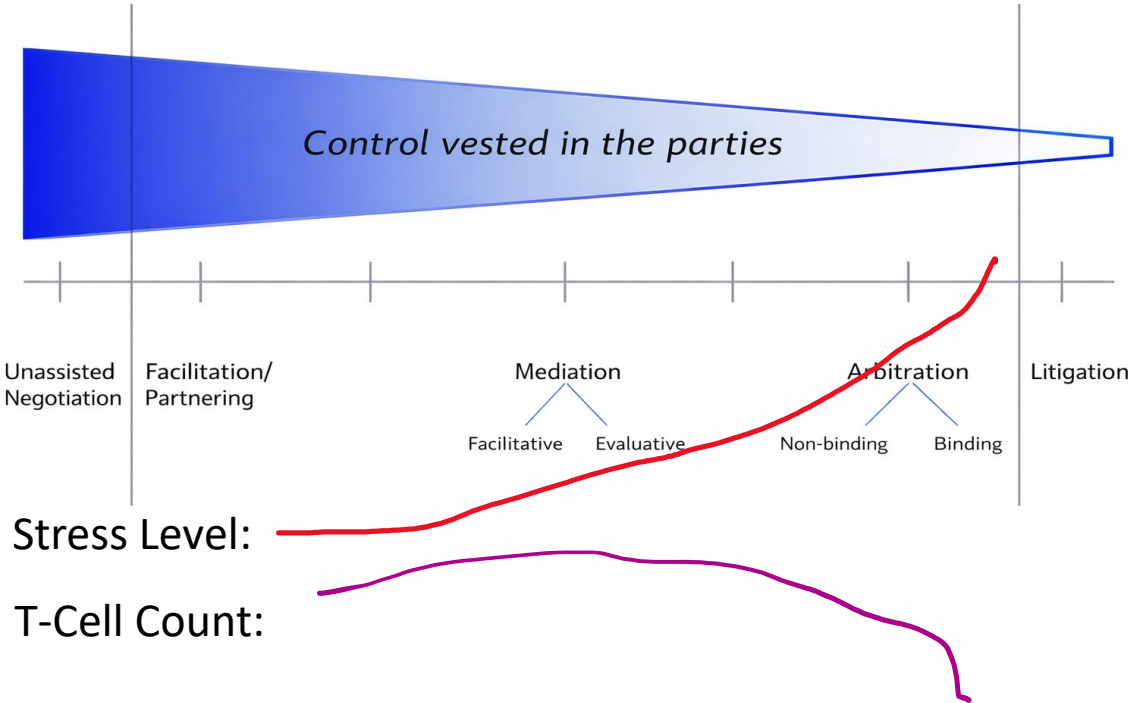
Who are Consumers and Providers?

- **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)

ADR Methods



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



2025-26 ANNUAL REPORT

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



CONSUMERS SERVED

- 101 unduplicated clients (UDC) with a total of 128 HCAP matters during the 2025-26 contract year
- 1% increase in UDC's over 2024-25
- 97 clients in San Francisco
 - 3 in San Mateo; 1 in Marin



SELF-REPORTED CONSUMER DATA

- **Age:** 55 Clients over the age of 50 (23 over 60)
- **Gender:** 79 Male, 13 Female, 2 Transgender Female, and 7 Non-Binary or Other identifying
- **Race/Ethnicity:** 45 White, 15 African American/Black, 23 Latino/a/e, 3 Asian/Pacific Isl., 1 Native American, and 20 Unknown or Other identifying
- **Sexual Orientation:** 67 Gay/Lesbian, 13 Heterosexual, 6 Bisexual, and 15 Other/Decline to State
- **Income:** 20 No income, 47 Under \$15,000/year, and 14 less than \$26,000/year



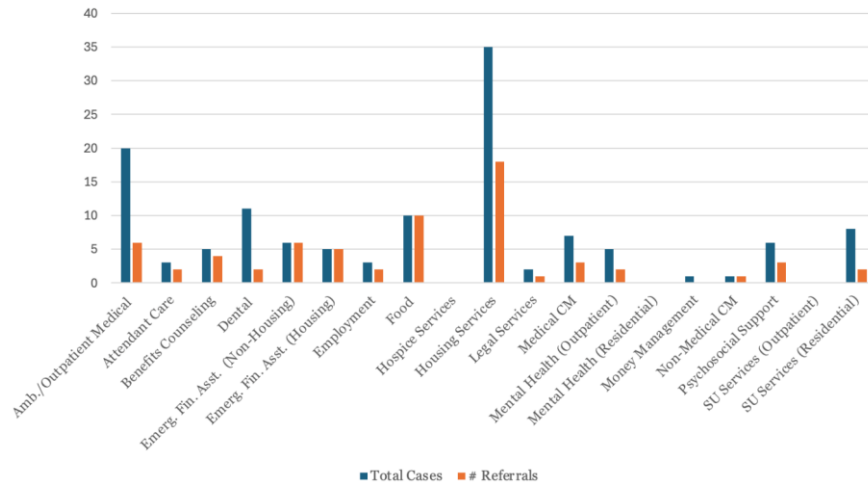
SERVICES PROVIDED

- Top Service Categories:
 - Housing Services: 35 Cases
 - Ambulatory/Outpatient Medical Services: 20 Cases
 - Dental Services: 11 Cases
- Top Issues (76% of Cases Collectively):
 - Information and Referral: 67 Cases
 - Access: 17 Cases
 - Quality of Care: 14 Cases



REFERRALS IN SERVICE CATEGORIES

Issues by Service Category



SERVICE CATEGORY	Total Cases	# Referrals
Amb./Outpatient Medical	20	6
Attendant Care	3	2
Benefits Counseling	5	4
Dental	11	2
Emerg. Fin. Asst. (Non-Housing)	6	6
Emerg. Fin. Asst. (Housing)	5	5
Employment	3	2
Food	10	10
Hospice Services	0	0
Housing Services	35	18
Legal Services	2	1
Medical CM	7	3
Mental Health (Outpatient)	5	2
Mental Health (Residential)	0	0
Money Management	1	0
Non-Medical CM	1	1
Psychosocial Support	6	3
SU Services (Outpatient)	0	0
SU Services (Residential)	8	2
TOTAL	128	67



TERMINATIONS/SUSPENSIONS

- **9** Terminations/Suspensions of Services
 - **5** were rejected
 - **4** were sustained
- **11** Grievances Filed
 - **15** filed in the previous year

**55%
Success
Rate**



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



ADDITIONAL SUCCESSES

- Repeat clients indicate HCAP's ability to support on a long-term basis as their circumstances change
 - 18 Clients with more than one issue this year
 - 15 clients returning from last year



OUTCOME #1 SUBSTANCE USE SERVICES

- Client completed detox but could not obtain discharge documentation needed for court
- HCAP filed grievance and engaged program regarding documentation, medications, and treatment transition
- Program issued completion letter, clarified medication status, and confirmed eligibility for residential treatment



OUTCOME #2 MEDICAL SUSPENSION

- Client with untreated HIV/AIDS faced long-term barriers to care and provider conflicts
- HCAP confirmed coverage, coordinated with providers, and connected client to HIV and psychiatric care
- Client initially engaged in treatment but was later suspended due to disruptive behavior
- Case reflects mixed outcomes: one Agency Action Denied (overturned), one sustained termination, and referral to alternative providers



OUTCOME #3 – DENTAL SERVICES

- Client terminated from dental services due to missed appointments, anxiety, and disruptive behavior
- HCAP coordinated with provider and physician to address barriers, including medication support
- Client reengaged in care and successfully completed dental visit and x-rays
- This case is counted as Agency Action Denied, as termination was overturned and services restored



OUTCOME #4 – DENTAL SERVICES

- Client with painful dental condition faced repeated barriers to care and was terminated following a behavioral incident at a clinic
- HCAP investigated termination, advocated for reinstatement, and supported client in addressing provider concerns
- Clinic declined reinstatement, but HCAP connected client to alternative dental providers and coverage options
- Agency Action Sustained, as termination was upheld but access to care was secured elsewhere



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 and 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.
 - MediCal asset limit
 - MediCal ineligibility



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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