Access to Core Services

Introduction

Service category data were collected in the context of their local definitions, rather than the official HRSA definitions. Although the differences between the local and HRSA definitions are minimal, the Data Collection Workgroup felt the local definition approach would promote a realistic assessment of the Houston HSDA Ryan White care system.

At the beginning of the client survey, respondents were given a list of core services arranged in table format (see Appendix B for copy of client survey). The purpose of the core service table was to collect information on access and barriers to the listed services. For each HRSA-defined core service, respondents indicated whether they had "some difficulty" getting the service, if it was "very easy" to get the service, or if they "did not need" the service within the past year.

The following charts and tables show the level of access to core services reported by respondents. It is important to remember that the subgroups are not mutually exclusive – in other words, the numbers across the subgroups do not represent unduplicated respondents. For example, an African-American female reporting a mental health symptom is included in the Women, African-Americans and Mental Health subgroups.

Care should also be taken when making comparisons between subgroups of very small size. The smaller the subgroup, the more sensitive percentages become to changes in the numbers. For example, for very small subgroups, shifting just one response can change percentages by as much as 5 points. It is important not to rely solely on such percentages when planning for services – considering both the proportions and raw numbers will help ensure a more comprehensive understanding of the results.

Lastly, it should be emphasized that reports of access to a service <u>does not necessarily mean the respondent received the service</u>. In the client survey, respondents were asked to report whether they had difficulty getting a service, but the survey did not ask as a follow-up whether the respondent ultimately received the service despite the difficulties. So, care should be taken not to equate reports of "very easy" or reports of "some difficulty" as proxies of service utilization.

Access to Core Services

For each HRSA-defined core service, respondents were asked to indicate if they had some difficulty getting the service, if it was very easy to get the service, or if they did not need the service within the past year.
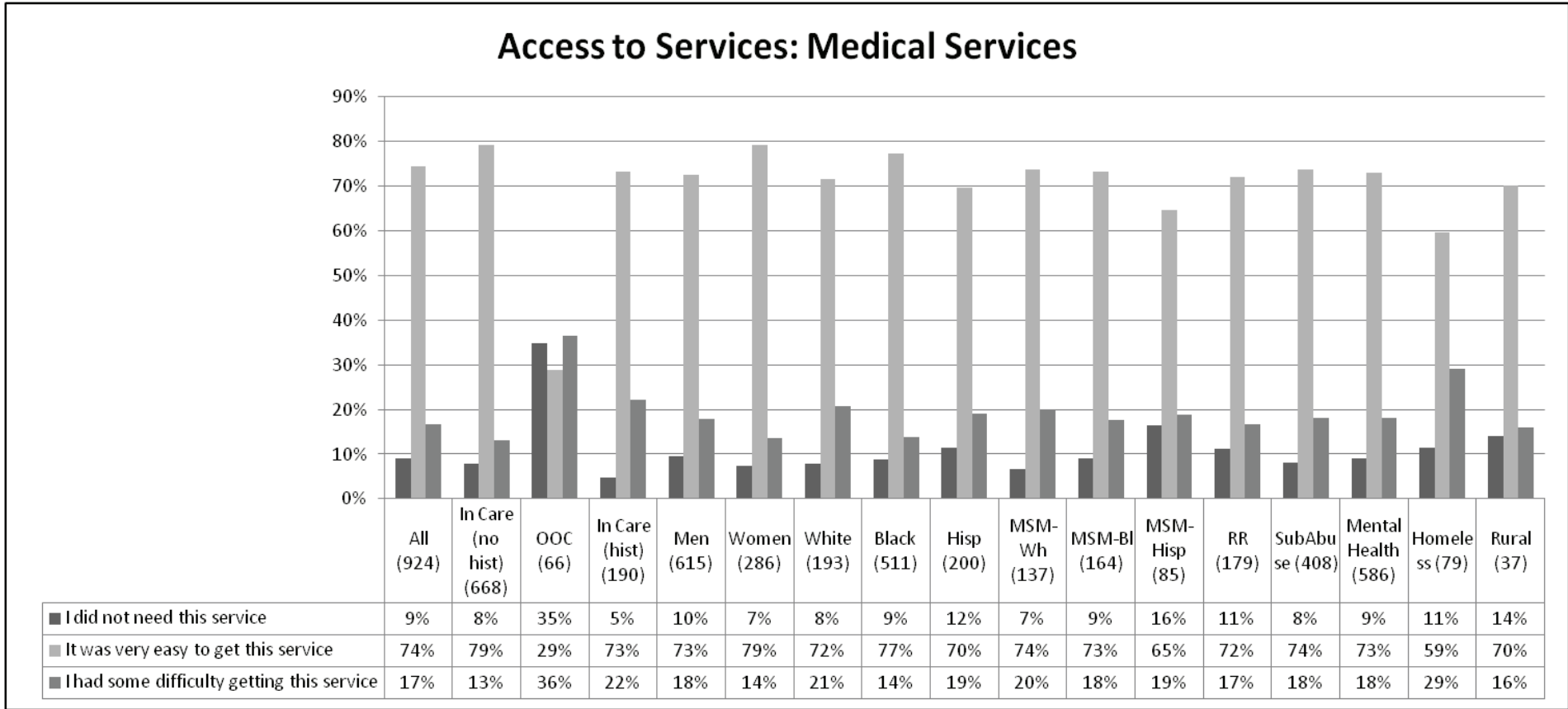
+For all respondents, the top three "easy to get" core services were Medical services (74%), HIV Medications (68%) and Case Management (63%). The top three core services that respondents reported "some difficulty getting" were dentist visits (29%), HIV medications (20%) and case management (18%).

"It was very easy to get this service":	*"I had some difficulty getting this service":*
1. Medical services (74%)	1. Dentist Visits (29%)
2. HIV Medications (68%)	2. HIV Medications (20%)
3. Case Management (63%)	3. Case Management (18%)
4. Dentist Visits (51%)	4. Medical services (17%)
5. Medical Nutritional Therapy/Nutritional Counseling (48%)	5. Medical Nutritional Therapy/Nutritional Counseling (14%)
6. Professional Mental Health Counseling (43%)	6. Professional Mental Health Counseling (9%)
7. Outpatient alcohol or drug abuse treatment (28%)	7. Outpatient Alcohol or Drug Abuse Treatment (5%)
8. Hospice Services (9%)	8. Home Health Care (5%)
9. Home Health Care (9%)	9. Hospice Services (2%)

The following charts show, for each subgroup, the reported access levels for each of the nine HRSA-defined core services.

Access to Services: Medical Services

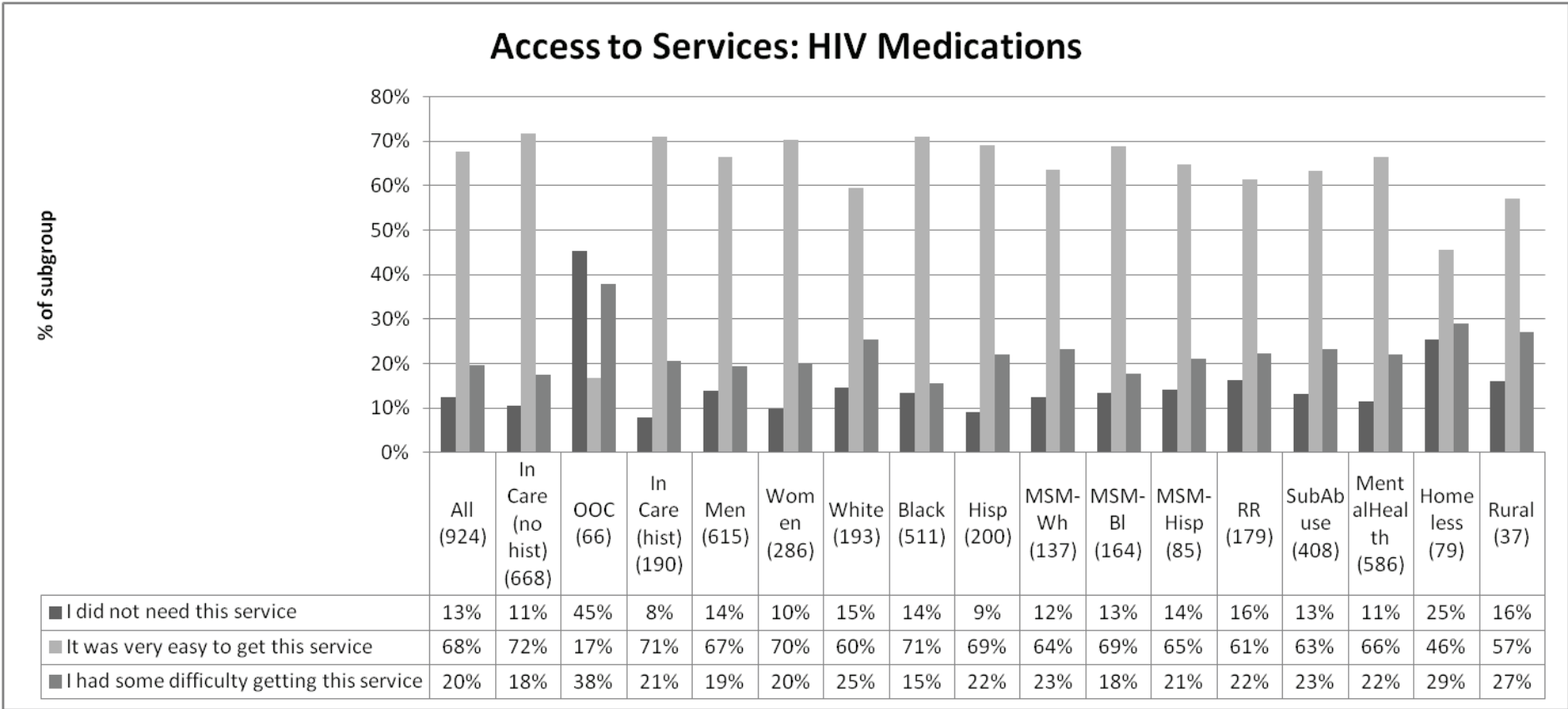|	All (924)	In Care (no hist) (668)	OOC (66)	In Care (hist) (190)	Men (615)	Women (286)	White (193)	Black (511)	Hisp (200)	MSM-Wh (137)	MSM-Bl (164)	MSM-Hisp (85)	RR (179)	SubAbuse (408)	Mental Health (586)	Homeless (79)	Rural (37)
I did not need this service	9%	8%	35%	5%	10%	7%	8%	9%	12%	7%	9%	16%	11%	8%	9%	11%	14%
It was very easy to get this service	74%	79%	29%	73%	73%	79%	72%	77%	70%	74%	73%	65%	72%	74%	73%	59%	70%
I had some difficulty getting this service	17%	13%	36%	22%	18%	14%	21%	14%	19%	20%	18%	19%	17%	18%	18%	29%	16%

The chart above shows each subgroup's reported level of access for medical services.

- Overall, 74% of respondents said it was easy to get medical services and 17% said they had some difficulty.
- The Out of Care (36%) and the Homeless (29%) reported having difficulties accessing medical care more often than other sub-groups.

Access to Services: HIV Medications

	All (924)	In Care (no hist) (668)	OOC (66)	In Care (hist) (190)	Men (615)	Women (286)	White (193)	Black (511)	Hisp (200)	MSM-Wh (137)	MSM-Bl (164)	MSM-Hisp (85)	RR (179)	SubAbuse (408)	Mental Health (586)	Homeless (79)	Rural (37)
■ I did not need this service	13%	11%	45%	8%	14%	10%	15%	14%	9%	12%	13%	14%	16%	13%	11%	25%	16%
■ It was very easy to get this service	68%	72%	17%	71%	67%	70%	60%	71%	69%	64%	69%	65%	61%	63%	66%	46%	57%
■ I had some difficulty getting this service	20%	18%	38%	21%	19%	20%	25%	15%	22%	23%	18%	21%	22%	23%	22%	29%	27%

The chart above shows each subgroup's reported level of access for HIV medications.

- Overall, 68% of respondents said it was easy to get HIV medications and 20% said they had some difficulty.
- The Out of Care (38%) and the Homeless (29%) reported having difficulties accessing medical care more often than other sub-groups.
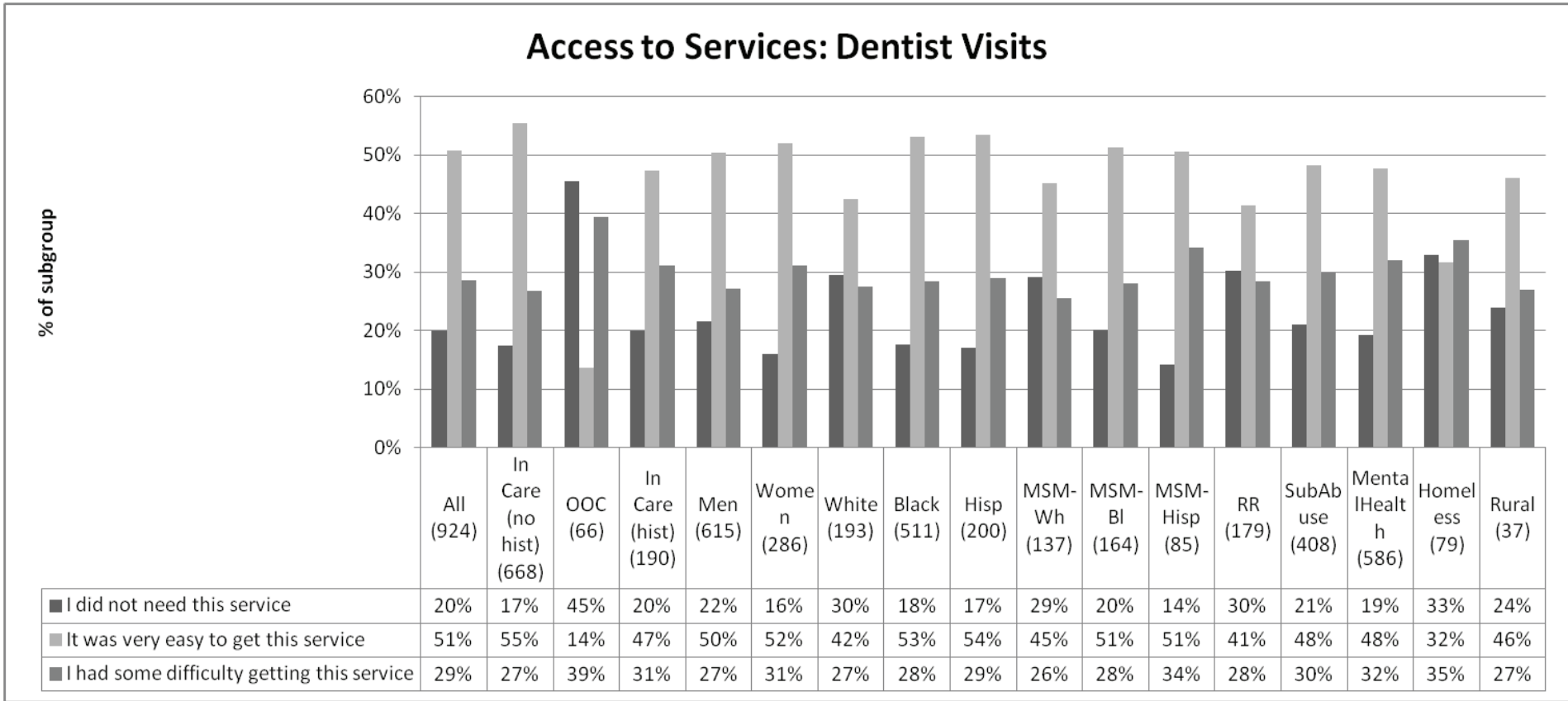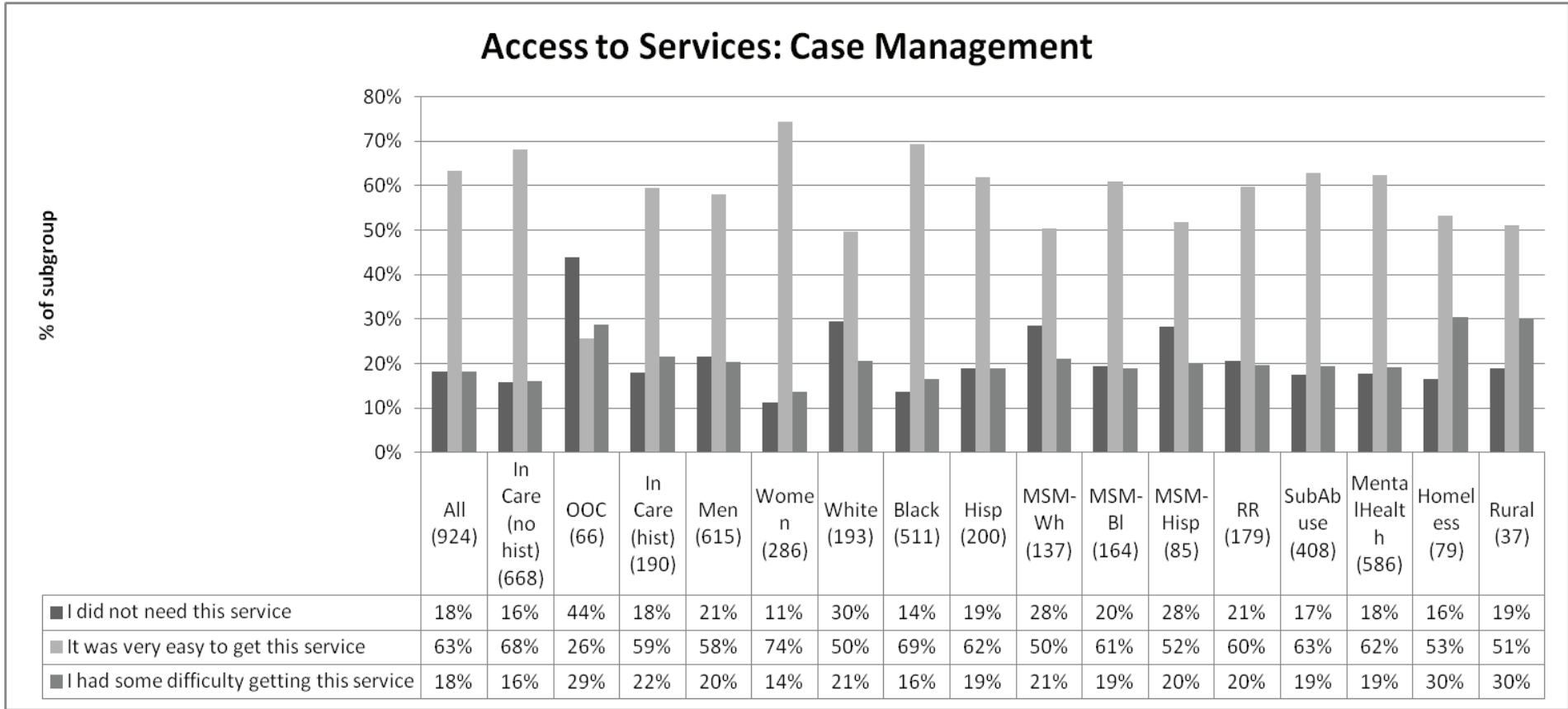
Access to Services: Dentist Visits

	All (924)	In Care (no hist) (668)	OOC (66)	In Care (hist) (190)	Men (615)	Women (286)	White (193)	Black (511)	Hisp (200)	MSM-Wh (137)	MSM-Bl (164)	MSM-Hisp (85)	RR (179)	SubAbuse (408)	MentalHealth (586)	Homeless (79)	Rural (37)
■ I did not need this service	20%	17%	45%	20%	22%	16%	30%	18%	17%	29%	20%	14%	30%	21%	19%	33%	24%
■ It was very easy to get this service	51%	55%	14%	47%	50%	52%	42%	53%	54%	45%	51%	51%	41%	48%	48%	32%	46%
■ I had some difficulty getting this service	29%	27%	39%	31%	27%	31%	27%	28%	29%	26%	28%	34%	28%	30%	32%	35%	27%

The chart above shows each subgroup's reported level of access for dentist visits.

- Overall, 51% of respondents said it was easy to get dentist visits and 29% said they had some difficulty.
- The Out of Care (39%), the Homeless (35%) and MSM-Hispanics (34%) reported having difficulties accessing dentist visits more often than other subgroups.
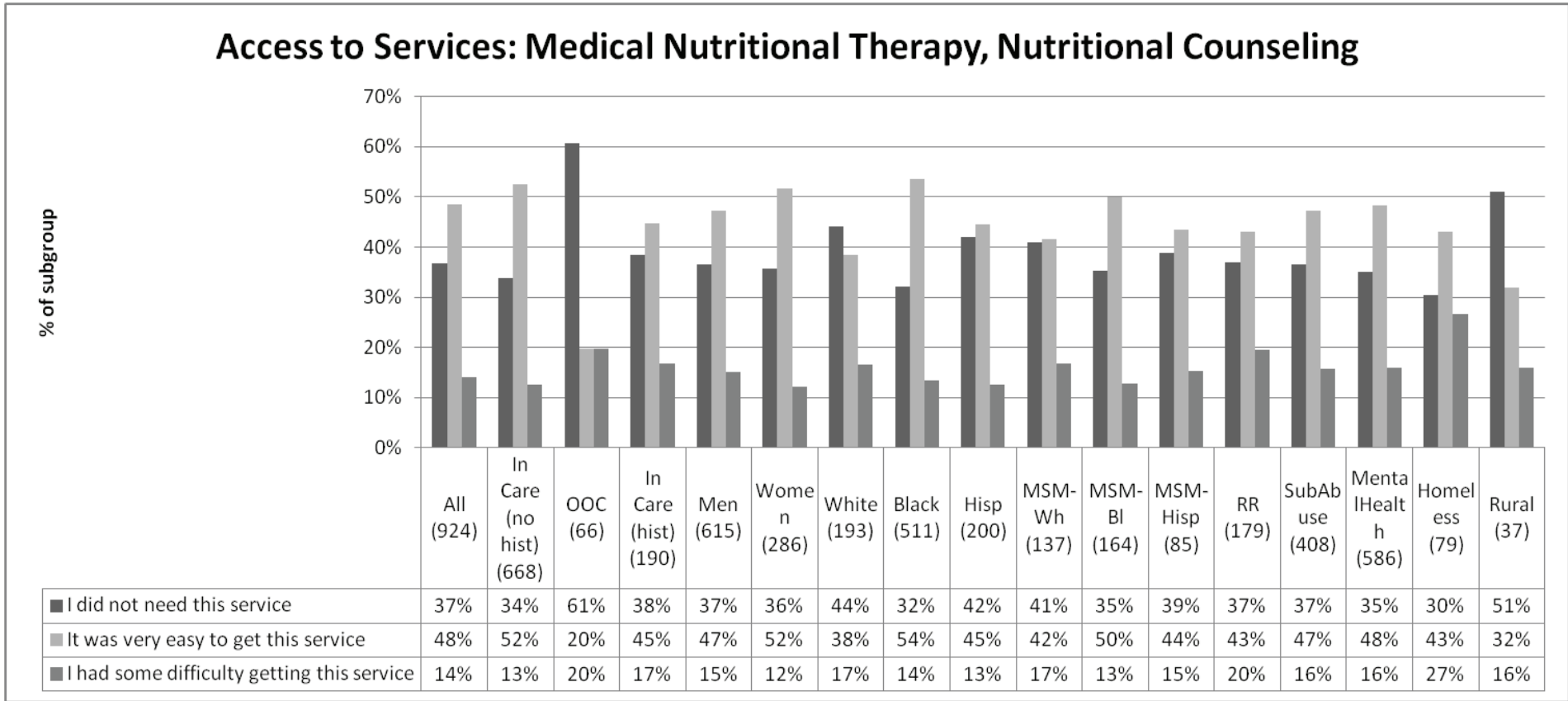
Access to Services: Case Management

	All (924)	In Care (no hist) (668)	OOC (66)	In Care (hist) (190)	Men (615)	Women (286)	White (193)	Black (511)	Hisp (200)	MSM-Wh (137)	MSM-Bl (164)	MSM-Hisp (85)	RR (179)	SubAbuse (408)	MentalHealth (586)	Homeless (79)	Rural (37)
▪ I did not need this service	18%	16%	44%	18%	21%	11%	30%	14%	19%	28%	20%	28%	21%	17%	18%	16%	19%
▪ It was very easy to get this service	63%	68%	26%	59%	58%	74%	50%	69%	62%	50%	61%	52%	60%	63%	62%	53%	51%
▪ I had some difficulty getting this service	18%	16%	29%	22%	20%	14%	21%	16%	19%	21%	19%	20%	20%	19%	19%	30%	30%

The chart above shows each subgroup's reported level of access for case management.

- Overall, 63% of respondents said it was easy to get case management and 18% said they had some difficulty.
- The Homeless (30%) and the Out of Care (29%) reported having difficulties accessing case management more often than other subgroups.

Access to Services: Medical Nutritional Therapy, Nutritional Counseling

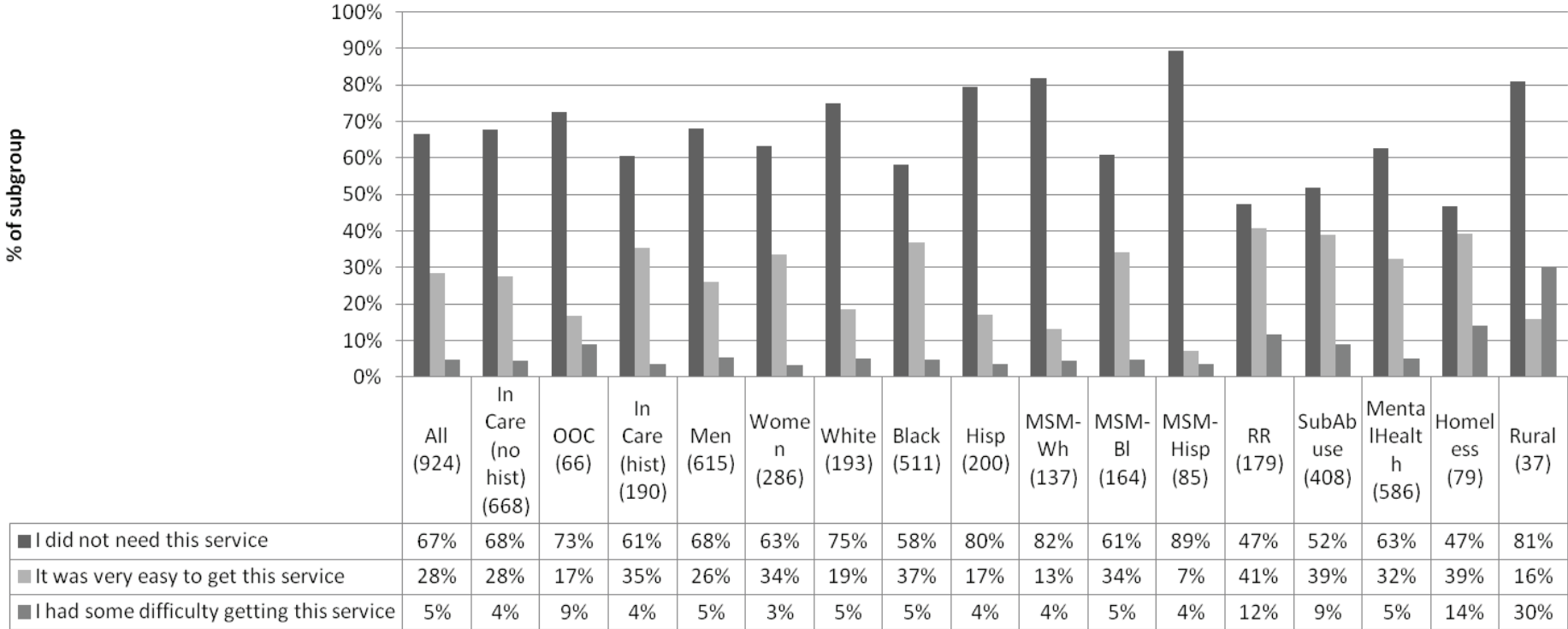|	All (924)	In Care (no hist) (668)	OOC (66)	In Care (hist) (190)	Men (615)	Women (286)	White (193)	Black (511)	Hisp (200)	MSM-Wh (137)	MSM-Bl (164)	MSM-Hisp (85)	RR (179)	SubAbuse (408)	Mental Health (586)	Homeless (79)	Rural (37)
■ I did not need this service	37%	34%	61%	38%	37%	36%	44%	32%	42%	41%	35%	39%	37%	37%	35%	30%	51%
▨ It was very easy to get this service	48%	52%	20%	45%	47%	52%	38%	54%	45%	42%	50%	44%	43%	47%	48%	43%	32%
▨ I had some difficulty getting this service	14%	13%	20%	17%	15%	12%	17%	14%	13%	17%	13%	15%	20%	16%	16%	27%	16%

The chart above shows each subgroup's reported level of access for medical nutritional therapy/nutritional counseling.

- Overall, 48% of respondents said it was easy to get medical nutritional therapy/nutritional counseling and 14% said they had some difficulty.

- The Homeless (27%), the Out of Care (20%) and the Recently Released (20%) reported having difficulties accessing medical nutritional therapy/nutritional counseling more often than other subgroups.

Access to Services: Outpatient alcohol or drug abuse treatment

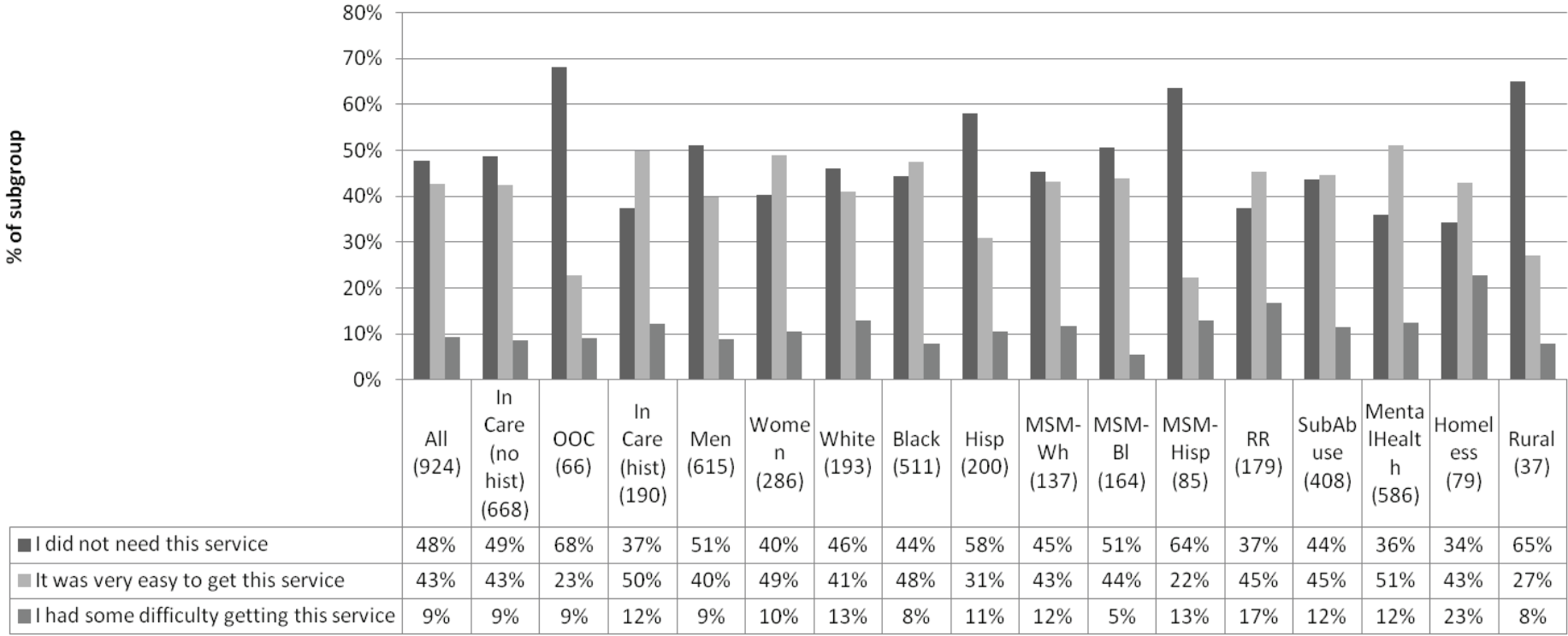|	All (924)	In Care (no hist) (668)	OOC (66)	In Care (hist) (190)	Men (615)	Women (286)	White (193)	Black (511)	Hisp (200)	MSM-Wh (137)	MSM-Bl (164)	MSM-Hisp (85)	RR (179)	SubAbuse (408)	Mental Health (586)	Homeless (79)	Rural (37)
■ I did not need this service	67%	68%	73%	61%	68%	63%	75%	58%	80%	82%	61%	89%	47%	52%	63%	47%	81%
▨ It was very easy to get this service	28%	28%	17%	35%	26%	34%	19%	37%	17%	13%	34%	7%	41%	39%	32%	39%	16%
▨ I had some difficulty getting this service	5%	4%	9%	4%	5%	3%	5%	5%	4%	4%	5%	4%	12%	9%	5%	14%	30%

The chart above shows each subgroup's reported level of access for outpatient alcohol or drug abuse treatment.

- Overall, 28% of respondents said it was easy to get outpatient alcohol or drug treatment services, and 5% said they had some difficulty.

- The Homeless (14%) and the Recently Released (12%) reported having difficulties accessing outpatient alcohol or drug abuse treatment more often than other subgroups.
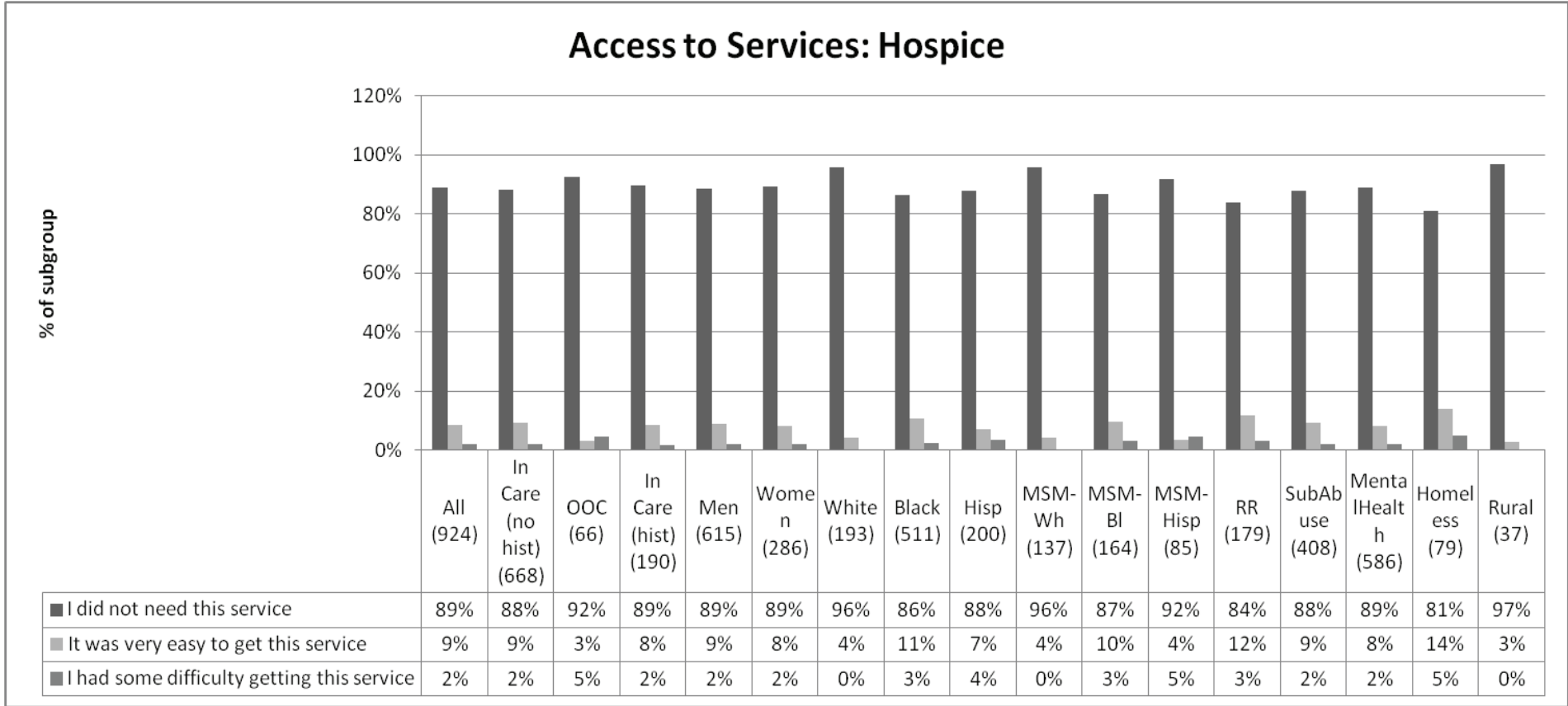
Access to Services: Professional Mental Health Counseling

	All (924)	In Care (no hist) (668)	OOC (66)	In Care (hist) (190)	Men (615)	Women (286)	White (193)	Black (511)	Hisp (200)	MSM-Wh (137)	MSM-Bl (164)	MSM-Hisp (85)	RR (179)	SubAbuse (408)	Mental Health (586)	Homeless (79)	Rural (37)
■ I did not need this service	48%	49%	68%	37%	51%	40%	46%	44%	58%	45%	51%	64%	37%	44%	36%	34%	65%
■ It was very easy to get this service	43%	43%	23%	50%	40%	49%	41%	48%	31%	43%	44%	22%	45%	45%	51%	43%	27%
■ I had some difficulty getting this service	9%	9%	9%	12%	9%	10%	13%	8%	11%	12%	5%	13%	17%	12%	12%	23%	8%

The chart above shows each subgroup's reported level of access for professional mental health counseling.

- Overall, 43% of respondents said it was easy to get professional mental health counseling and 9% said they had some difficulty.

- The Homeless (23%) and the Recently Released (17%) reported having difficulties accessing professional mental health counseling more often than other subgroups.
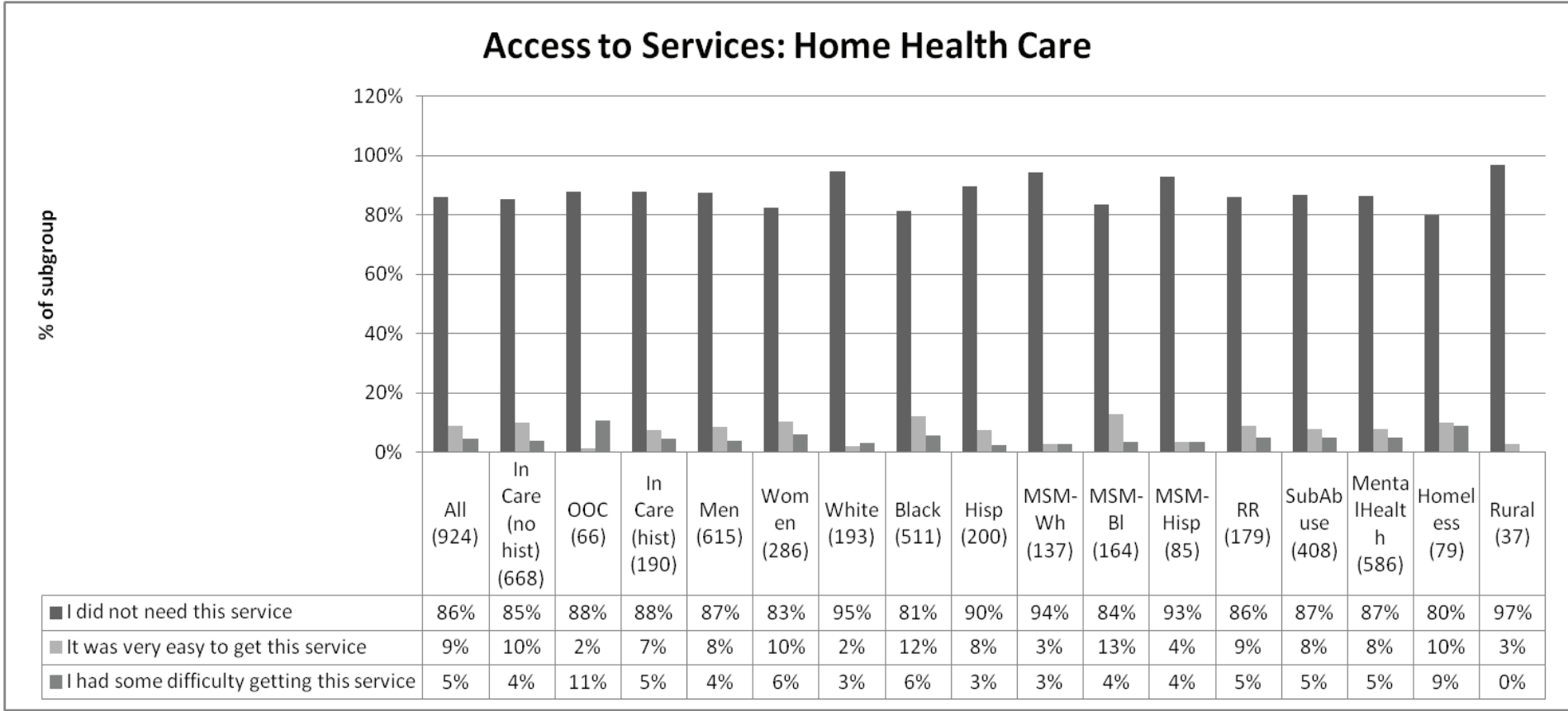
Access to Services: Hospice

	All (924)	In Care (no hist) (668)	OOC (66)	In Care (hist) (190)	Men (615)	Women (286)	White (193)	Black (511)	Hisp (200)	MSM-Wh (137)	MSM-Bl (164)	MSM-Hisp (85)	RR (179)	SubAbuse (408)	Menta lHealth (586)	Homeless (79)	Rural (37)
■ I did not need this service	89%	88%	92%	89%	89%	89%	96%	86%	88%	96%	87%	92%	84%	88%	89%	81%	97%
■ It was very easy to get this service	9%	9%	3%	8%	9%	8%	4%	11%	7%	4%	10%	4%	12%	9%	8%	14%	3%
■ I had some difficulty getting this service	2%	2%	5%	2%	2%	2%	0%	3%	4%	0%	3%	5%	3%	2%	2%	5%	0%

The chart above shows each subgroup's reported level of access for hospice services.

- Overall, 9% of respondents said it was easy to get hospice services and 2% said they had some difficulty.

- The Homeless (5%) MSM-Hispanics (5%) and the Out of Care (5%) reported having difficulties accessing hospice services more often than other subgroups.

Access to Services: Home Health Care

	All (924)	In Care (no hist) (668)	OOC (66)	In Care (hist) (190)	Men (615)	Women (286)	White (193)	Black (511)	Hisp (200)	MSM-Wh (137)	MSM-Bl (164)	MSM-Hisp (85)	RR (179)	SubAbuse (408)	Mental Health (586)	Homeless (79)	Rural (37)
■ I did not need this service	86%	85%	88%	88%	87%	83%	95%	81%	90%	94%	84%	93%	86%	87%	87%	80%	97%
■ It was very easy to get this service	9%	10%	2%	7%	8%	10%	2%	12%	8%	3%	13%	4%	9%	8%	8%	10%	3%
■ I had some difficulty getting this service	5%	4%	11%	5%	4%	6%	3%	6%	3%	3%	4%	4%	5%	5%	5%	9%	0%

The chart above shows each subgroup's reported level of access for home health care.

- Overall, 9% of respondents said it was easy to get home health care and 5% said they had some difficulty.
- The Out of Care (11%) and the Homeless (9%) reported having difficulties accessing home health care more often than other sub-groups.

Barriers to Core Services

Introduction

Survey respondents that reported "some difficulty" getting a service were asked to describe the barriers they experienced. Respondents could choose from a list of common barriers, or write their own. The number of possible reported barriers was unlimited, so respondents were encouraged to list every barrier they encountered when getting a service. It should also be noted that the number of reported barriers does not indicate whether the respondent did, or did not, ultimately receive the service – survey respondents described the barriers they experienced in the process of getting a service.

Barriers to Services

Survey respondents that reported "some difficulty" accessing a service were asked to identify the barriers. Respondents chose from a prepared list of 16 common barriers. The 4 most commonly reported barriers for core services were difficulty making or keeping appointments, long wait times, problems with paperwork and difficult getting to the services. The following table ranks the barriers reported for all core services.

Barrier	Number of respondents
It's hard to make or keep appointments.	183
I would have to wait too long to get the services	163
I had problems with paperwork	146
It's hard for me to get there	146
I don't know where to get the services	130
I don't know how to get the services	129
The services are not in my area	92
The people who run the services are not friendly	89
I was told I am not eligible for this service	82
The services cost too much	81
I don't think I'm eligible to get the services	52
I'm afraid someone will find out about my HIV	40
People at the agency don't speak my language	22
I'm not ready to face my HIV status	20
My Jail/prison history makes it hard to get services	16
There is no one to watch my kids if I go there	6

Respondents could also describe barriers not included on the list. There was no limit to the number of barriers allowed, so respondents were encouraged to list all barriers experienced when accessing a service.

Number of Reports of Barriers Per Core Service Category, All Respondents

■ Reports	Dental	Medical	HIV Meds	Case Man	Nutr. Therapy	Mental Hlth Counseling	Substance Abuse Tx	Home Health	Hospice
Reports	286	250	245	193	160	117	58	58	30

The chart above shows the number of barriers reported for each core service.

- Among all respondents, the three core services with the highest number of reported barriers were dentist visits (n=286), medical care services (n=250) and HIV medications (n=245).

Barriers to Core Services

The following table lists the specific barriers reported for each core service.

Barriers	Medical	HIV Meds	Dental	Case Man	Nutr. Therapy	Substance Abuse Tx	Mental Hlth Counseling	Hospice	Home Health	Total Count per Barrier
It's hard to make or keep appointments.	36	17	71	23	15	4	15	0	2	183
I would have to wait too long to get the services	48	31	1	27	23	6	21	2	4	163
It's hard for me to get there	37	18	36	15	16	10	11	1	2	146
I had problems with paperwork	23	45	38	17	7	3	5	3	5	146
I don't know where to get the services	13	18	22	19	22	9	14	3	10	130
I don't know how to get the services	10	12	25	24	20	5	17	6	10	129
The services are not in my area	13	11	25	8	16	5	7	4	3	92
The people who run the services are not friendly	16	6	17	18	9	4	11	4	4	89
I was told I am not eligible for this service	11	18	17	12	8	3	2	2	9	82
The services cost too much	11	44	7	5	7	0	5	0	2	81
I don't think I'm eligible to get the services	3	7	10	12	9	2	3	2	4	52
I'm afraid someone will find out about my HIV	11	6	6	6	2	3	3	2	1	40
People at the agency don't speak my language	11	4	1	2	2	0	1	1	0	22
I'm not ready to face my HIV status	4	5	5	1	1	3	0	0	1	20
My Jail/prison history makes it hard to get services	3	2	2	4	3	0	1	0	1	16
There is no one to watch my kids if I go there	0	1	3	0	0	1	1	0	0	6
Total Barriers per Core Service	250	245	286	193	160	58	117	30	58	1,397