

Barriers to Supportive Services

Introduction

Survey respondents that reported “some difficulty” getting a supportive 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, including barriers not included on the list. 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.

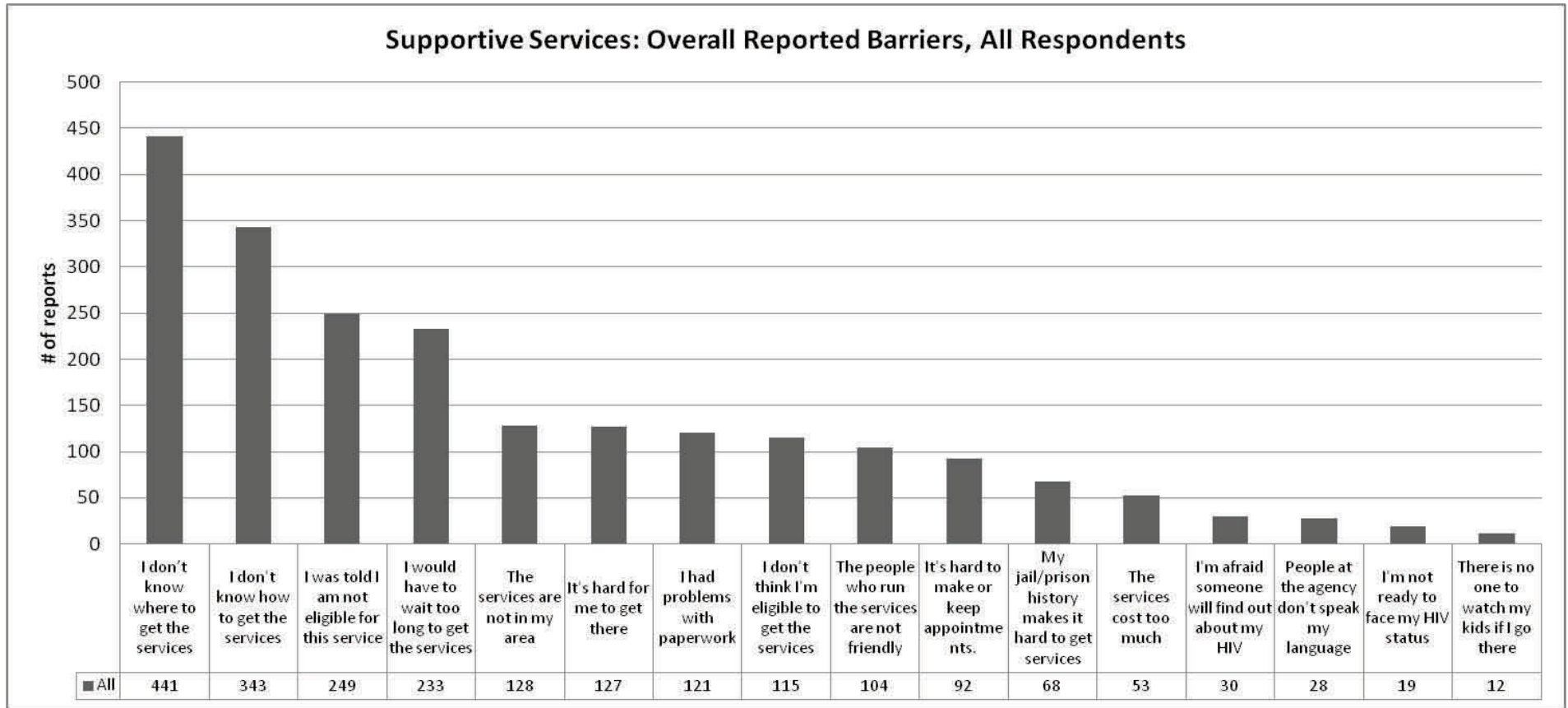
Barriers to Services

Respondents chose from a prepared list of 16 common barriers. The 4 most commonly reported barriers for supportive services were difficulty not knowing where to get services, not knowing how to get services, being told of ineligibility for services and long wait times. The following table ranks the barriers reported for all supportive services.

Barrier	# of Reports	% of total Reports
I don't know where to get the services	441	20%
I don't know how to get the services	343	16%
I was told I am not eligible for this service	249	11%
I would have to wait too long to get the services	233	11%
The services are not in my area	128	6%
It's hard for me to get there	127	6%
I had problems with paperwork	121	5%
I don't think I'm eligible to get the services	115	5%
The people who run the services are not friendly	104	5%
It's hard to make or keep appointments.	92	4%
My jail/prison history makes it hard to get services	68	3%
The services cost too much	53	2%
I'm afraid someone will find out about my HIV	30	2%
People at the agency don't speak my language	28	1%
I'm not ready to face my HIV status	19	1%

The following charts show the proportion of each subgroup that reported a particular barrier, as compared to the overall sample of respondents.

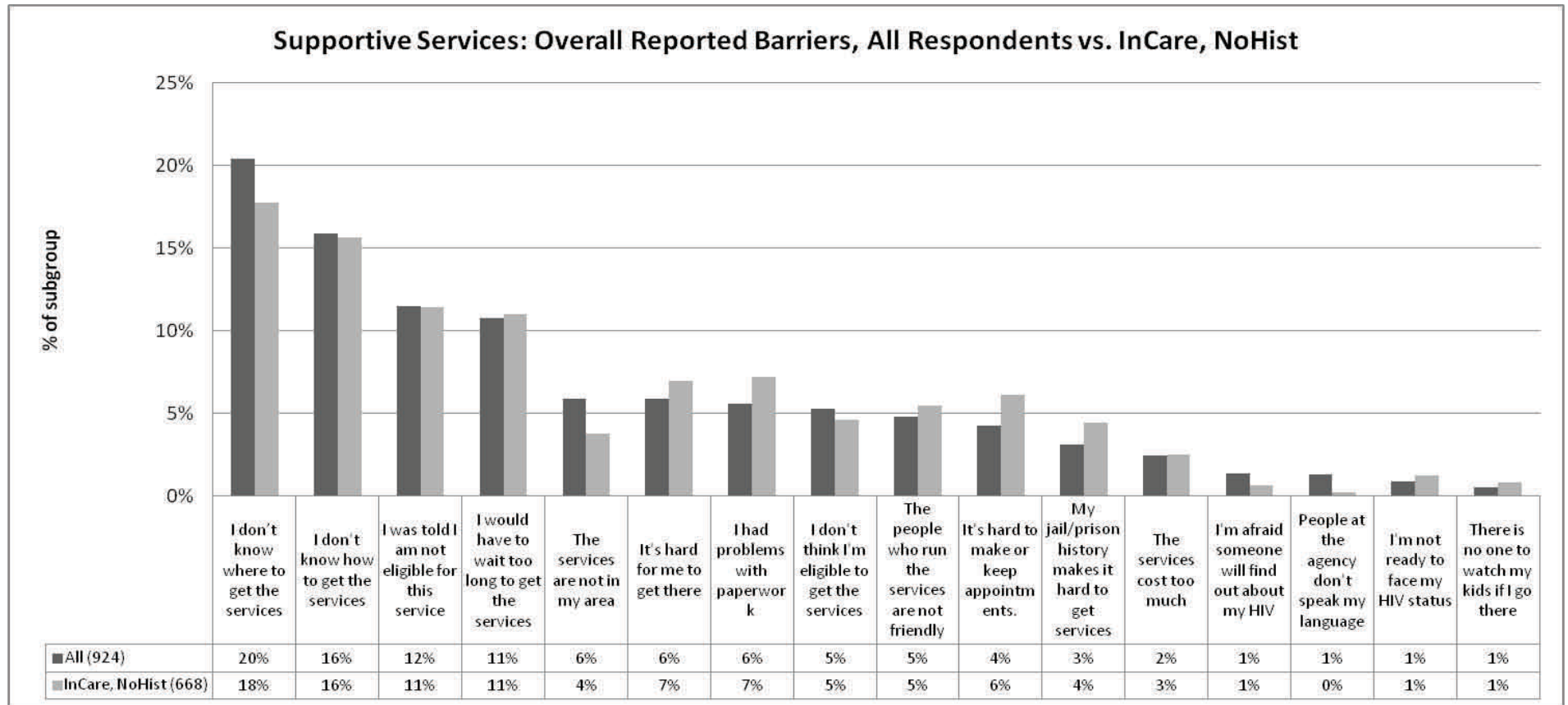
Barriers to Supportive Services



The chart above shows the number of reports of barriers for all supportive services. The barriers are ranked based on the full sample of 924 PLWHA respondents.

- The top three barriers reported by all respondents were I don't know where to get the services, I don't know how to get the services and I was told I am not eligible for this service.

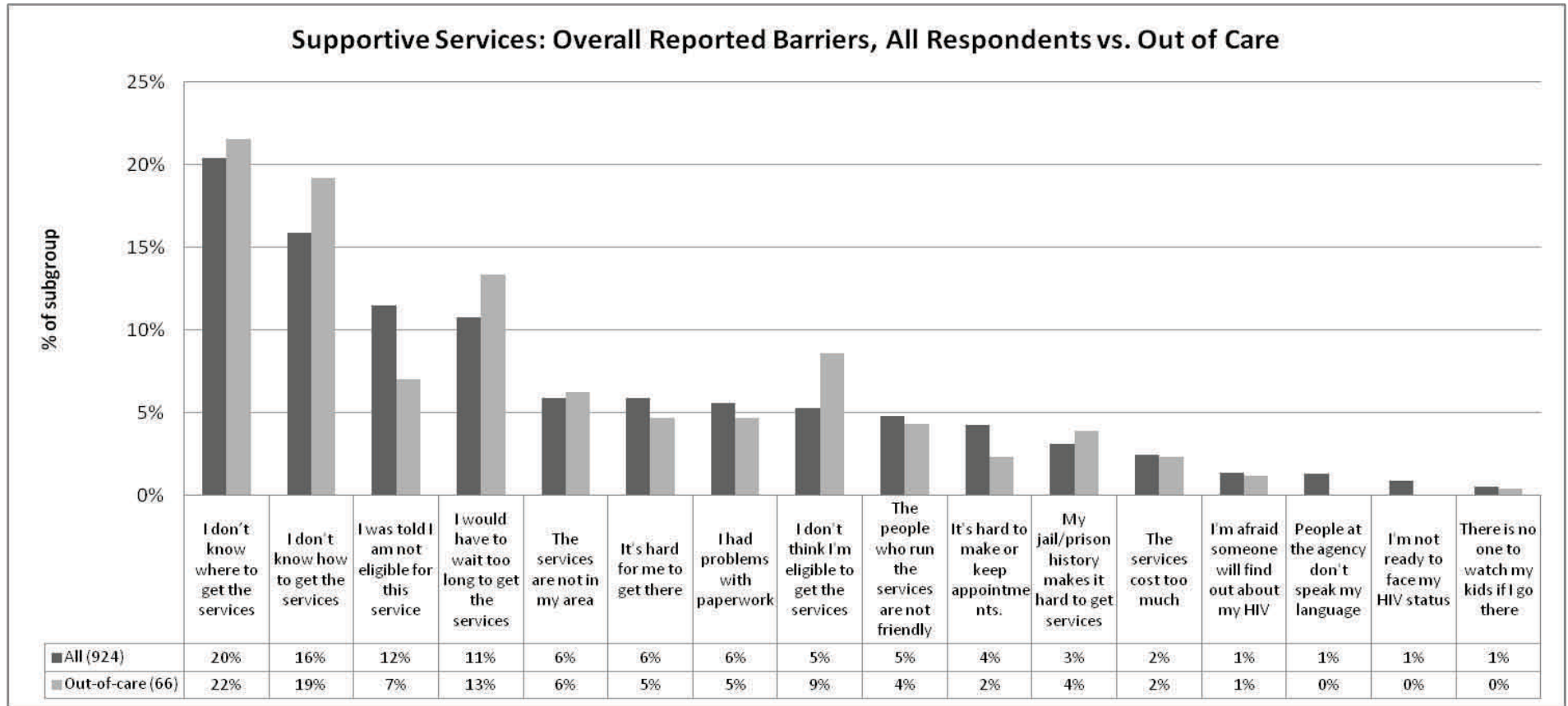
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by In Care respondents with no history of being out of care compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup reported having difficulty getting to services, problems with paperwork and difficulty making or keeping appointments more frequently.

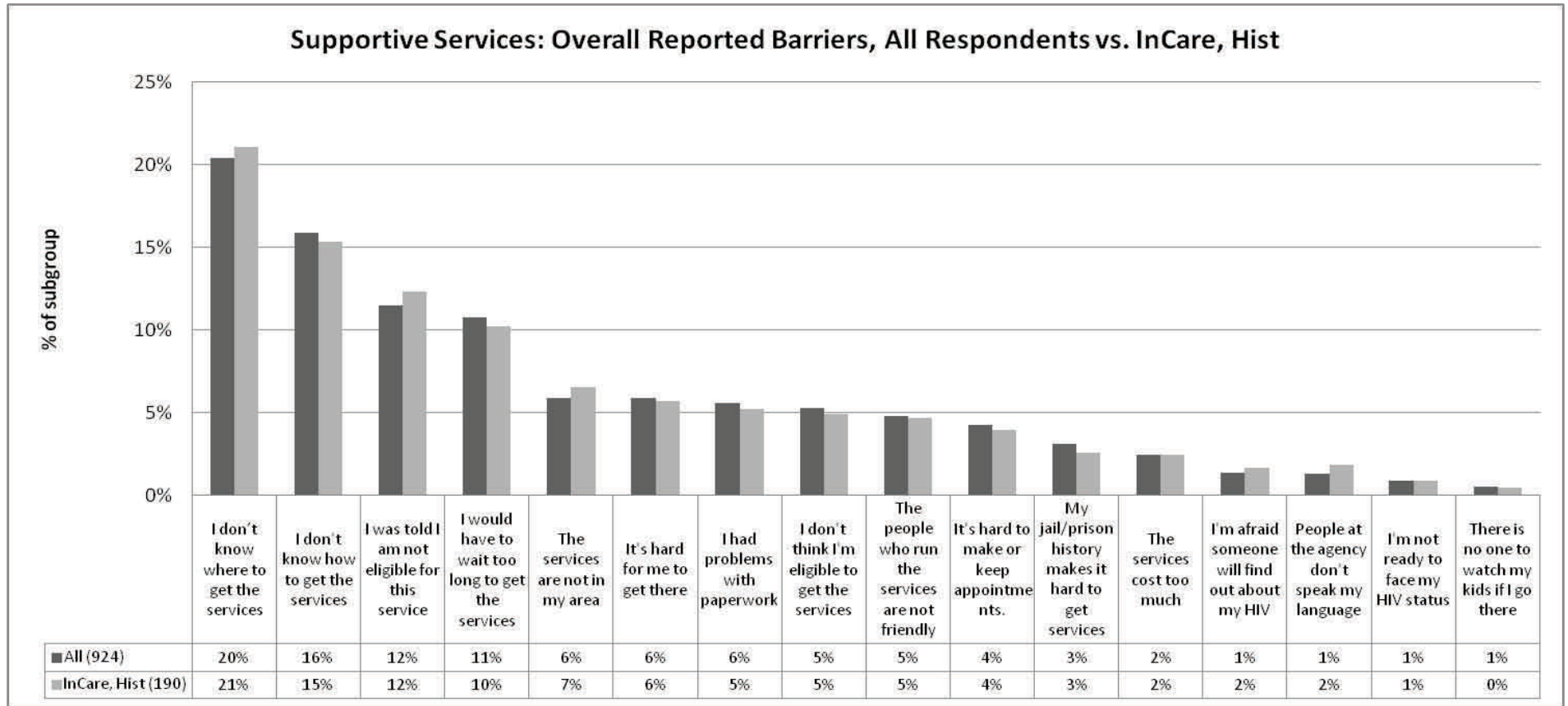
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by Out of Care respondents with no history of being out of care compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup more frequently reported not knowing where or how to get services, long wait times and being unsure about their eligibility for services.

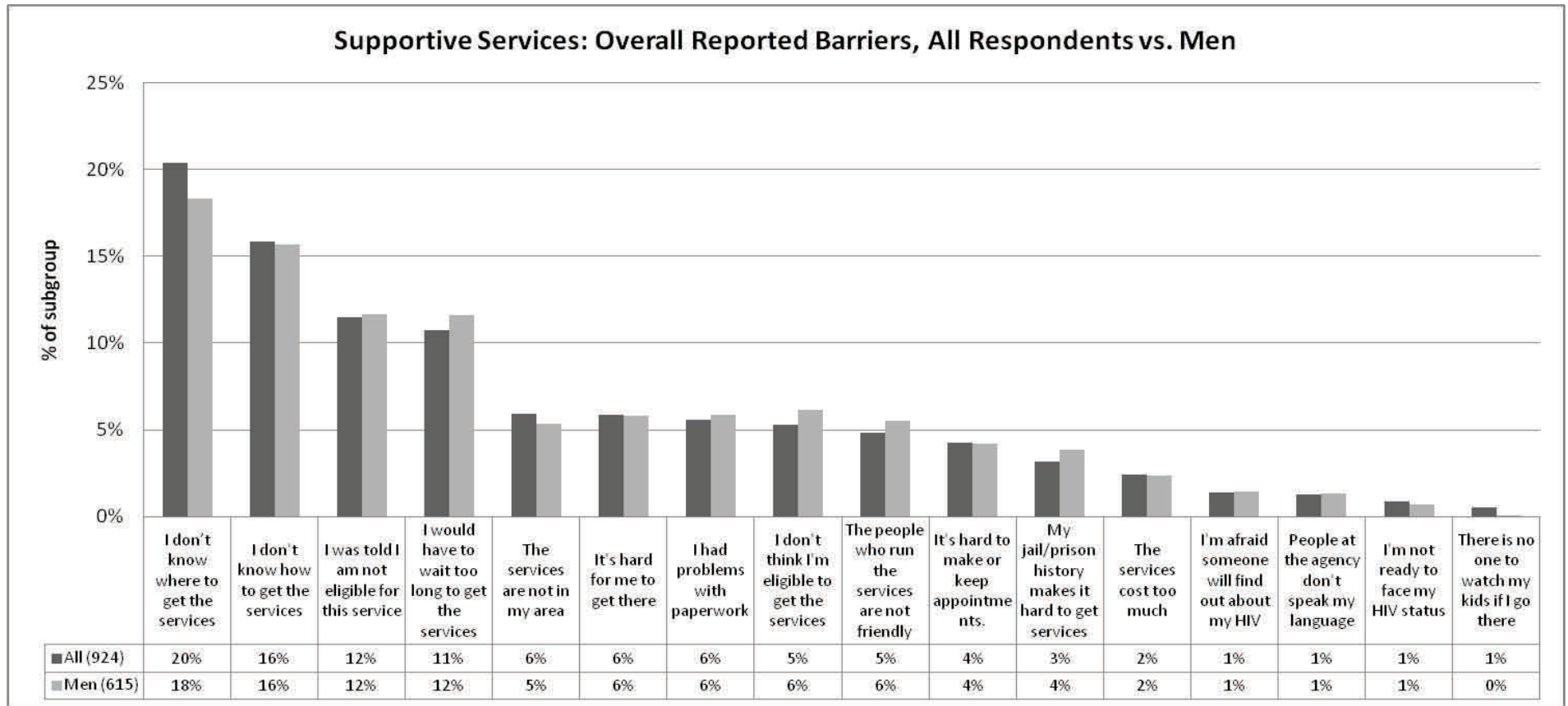
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by In Care respondents with a history of being out of care compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup did not report any barriers that were significantly different than the overall sample.

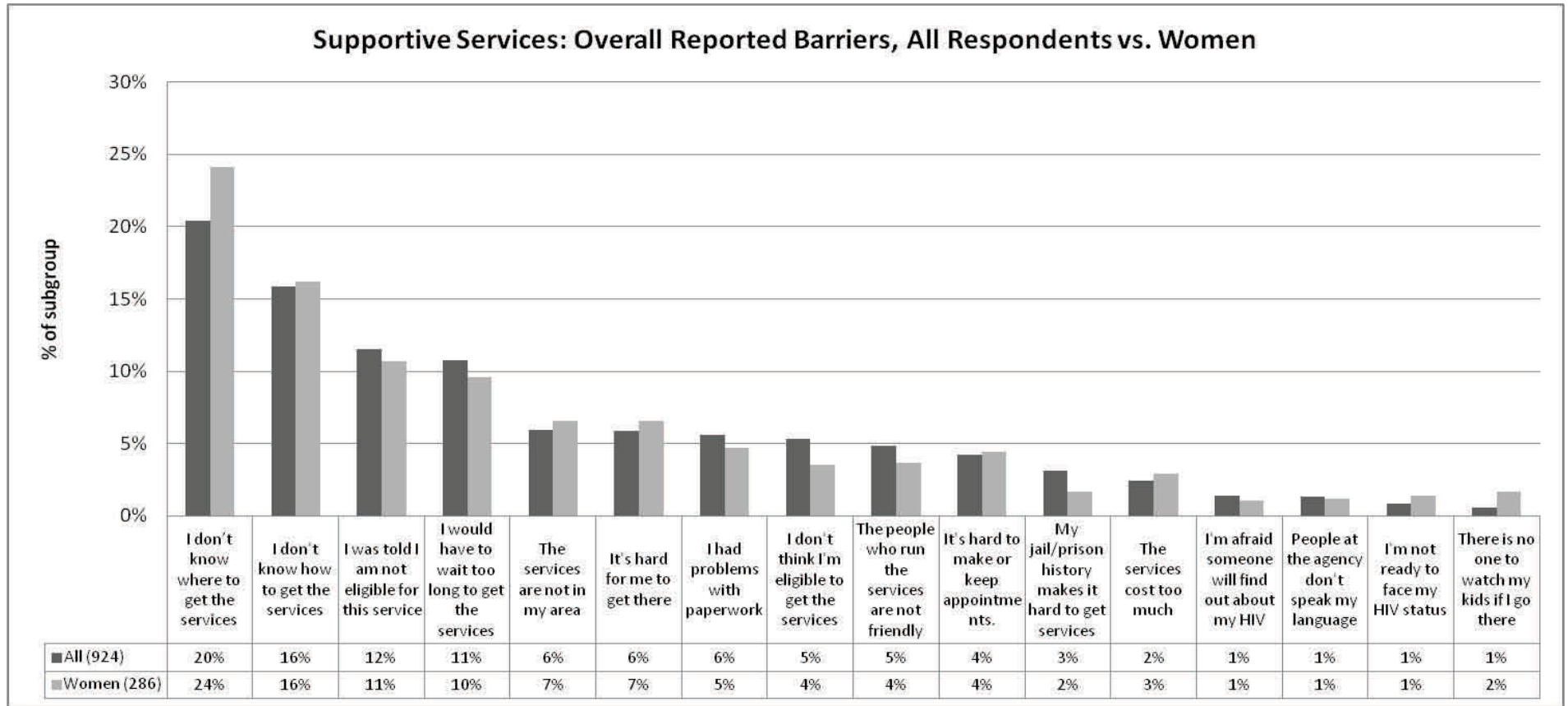
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by male respondents compared to the overall sample of 924 respondents.

- This subgroup reported long wait times, being unsure about eligibility and jail/prison histories only slightly more frequently than the overall sample.

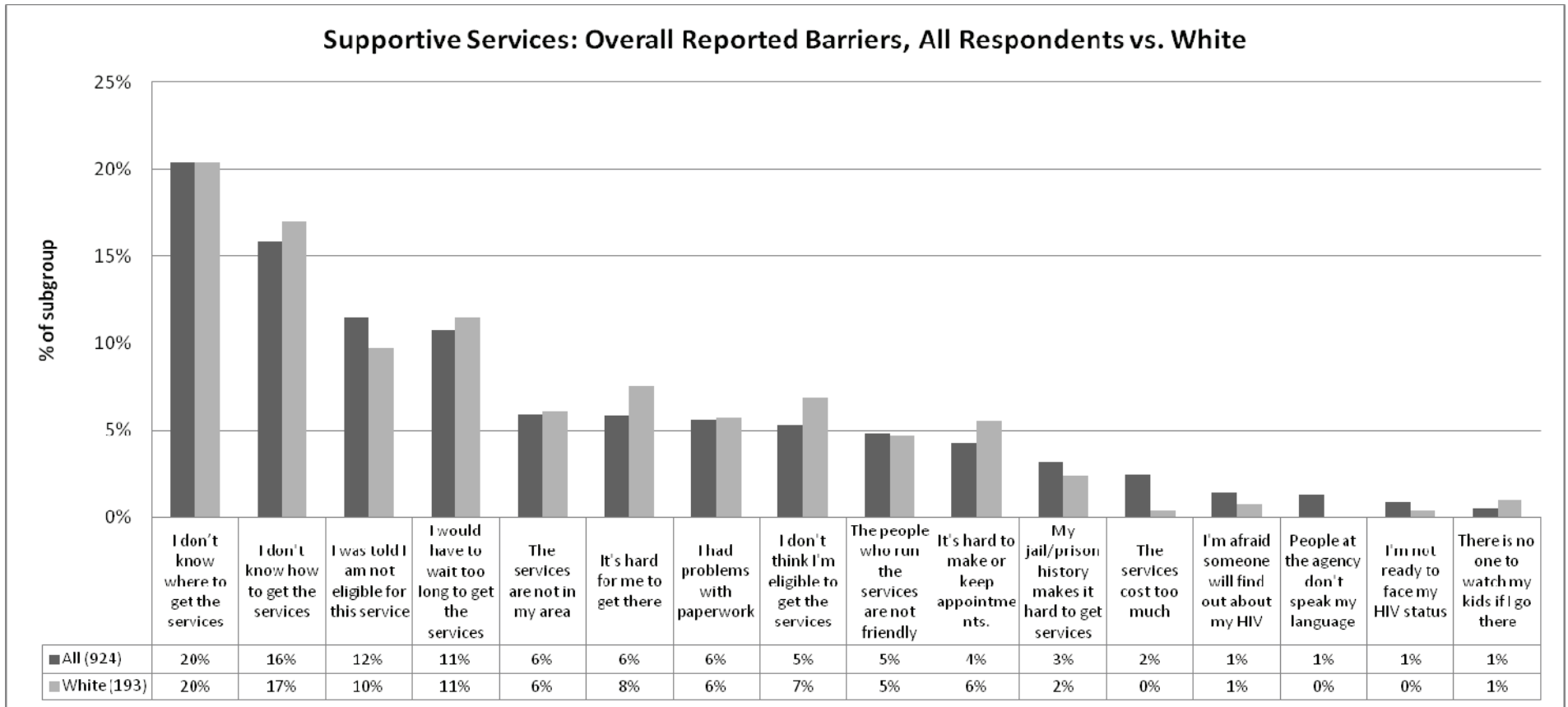
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by female respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup more frequently reported not knowing where to get services and having no child care as barriers to supportive services.

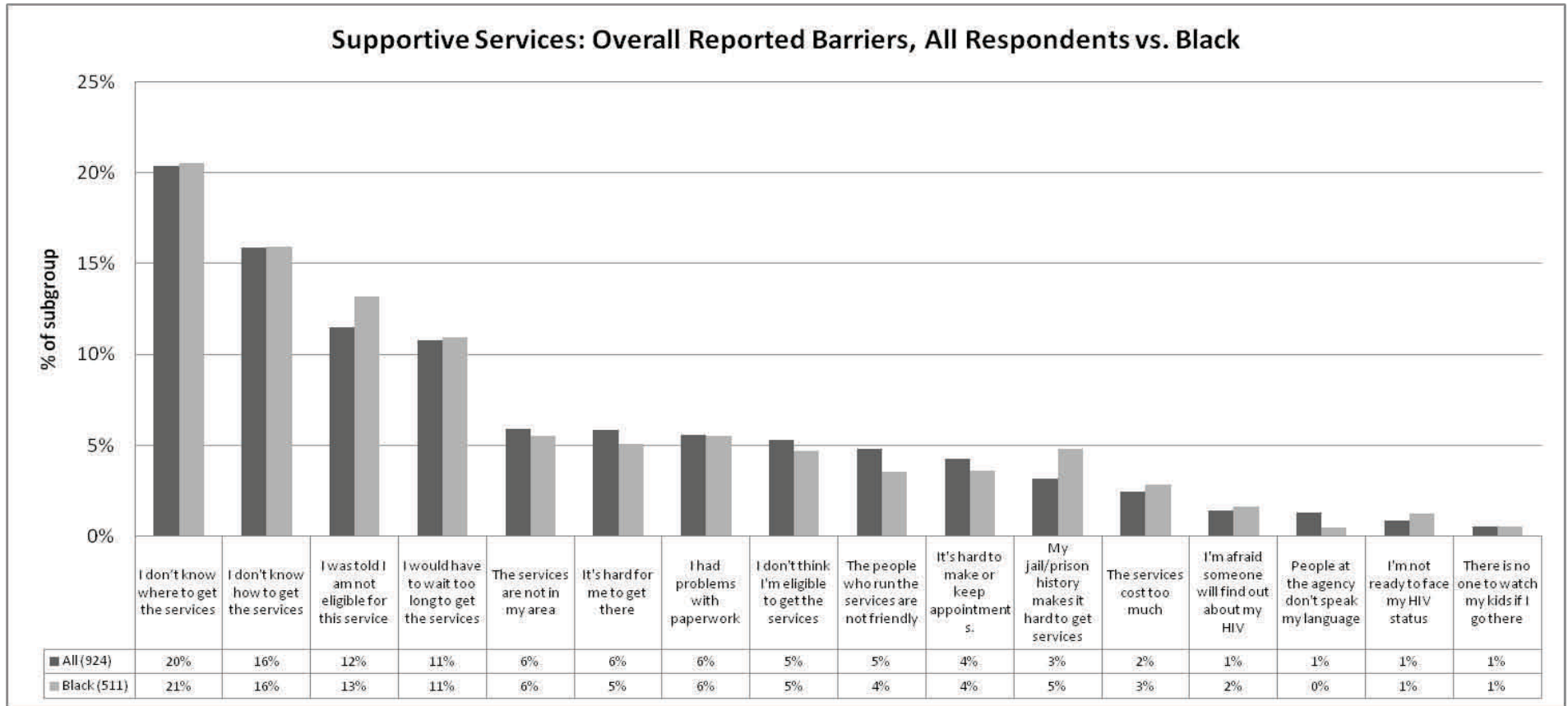
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by White respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report not knowing how to get services, long wait times, difficulty getting to services, unsure about eligibility and difficulty making or keeping appointments.

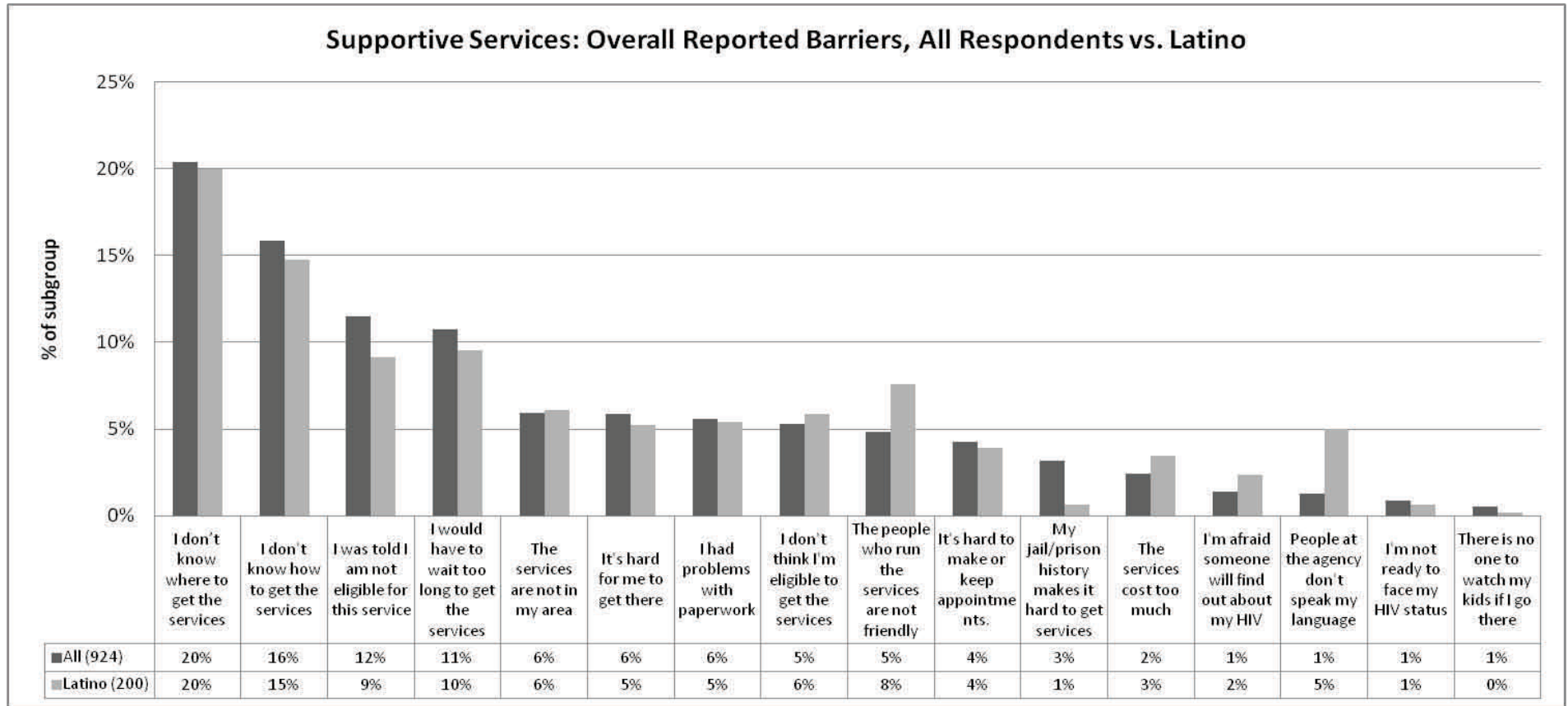
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by Black respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report being told they were ineligible for services and jail/prison histories as barriers to supportive services.

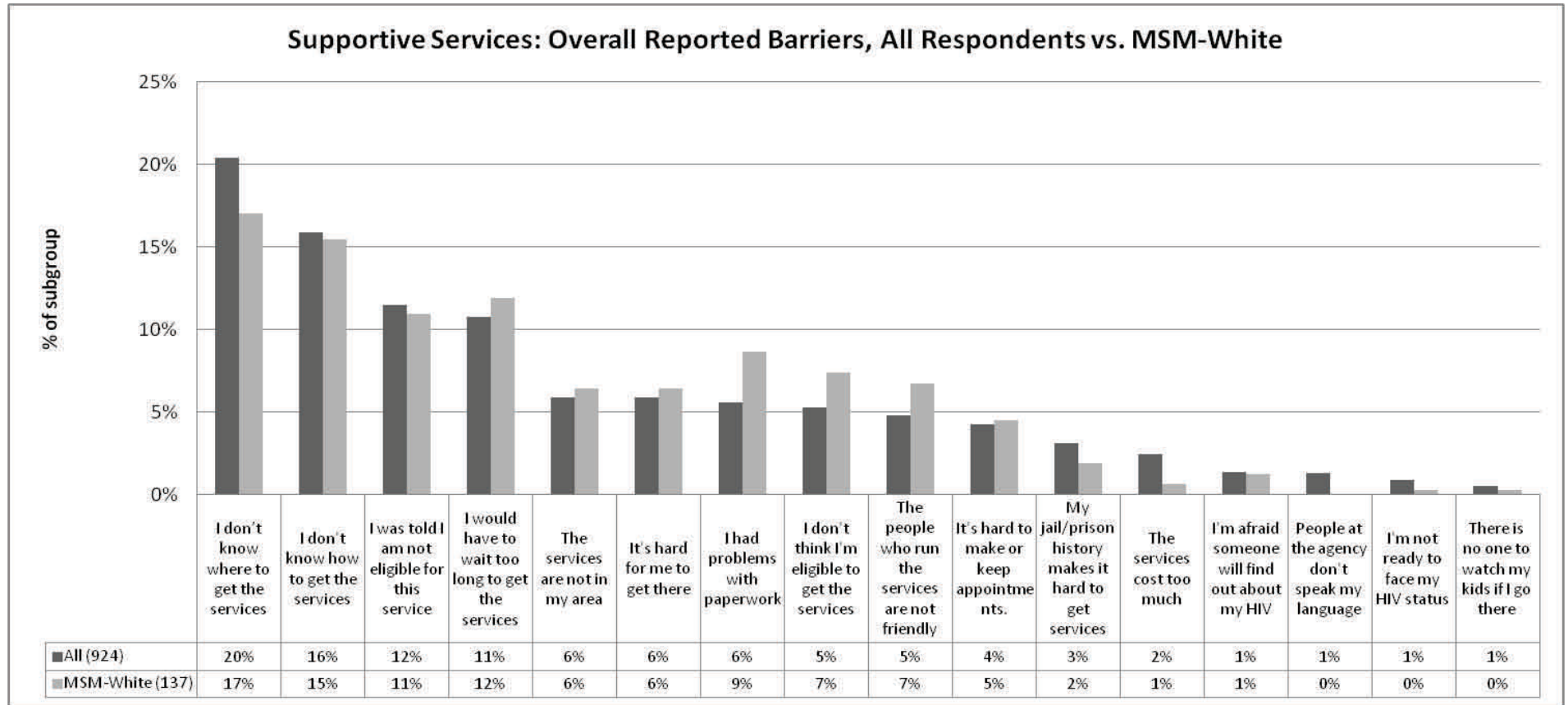
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by Latino respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report unfriendly staff, cost of services, fear of disclosure and language barriers as barriers to supportive services.

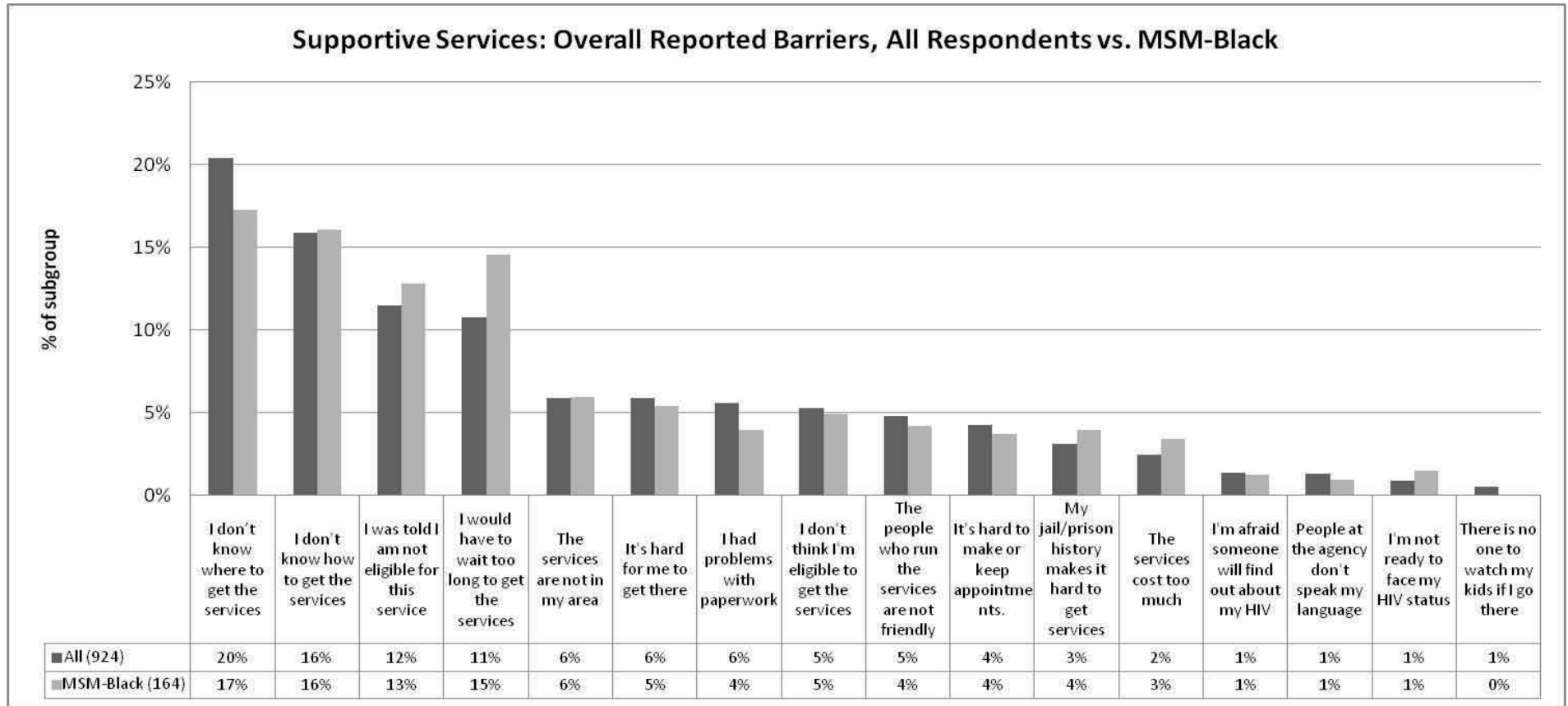
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by MSM-White respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report long wait times, problems with paperwork, being unsure about eligibility and unfriendly staff as barriers to supportive services.

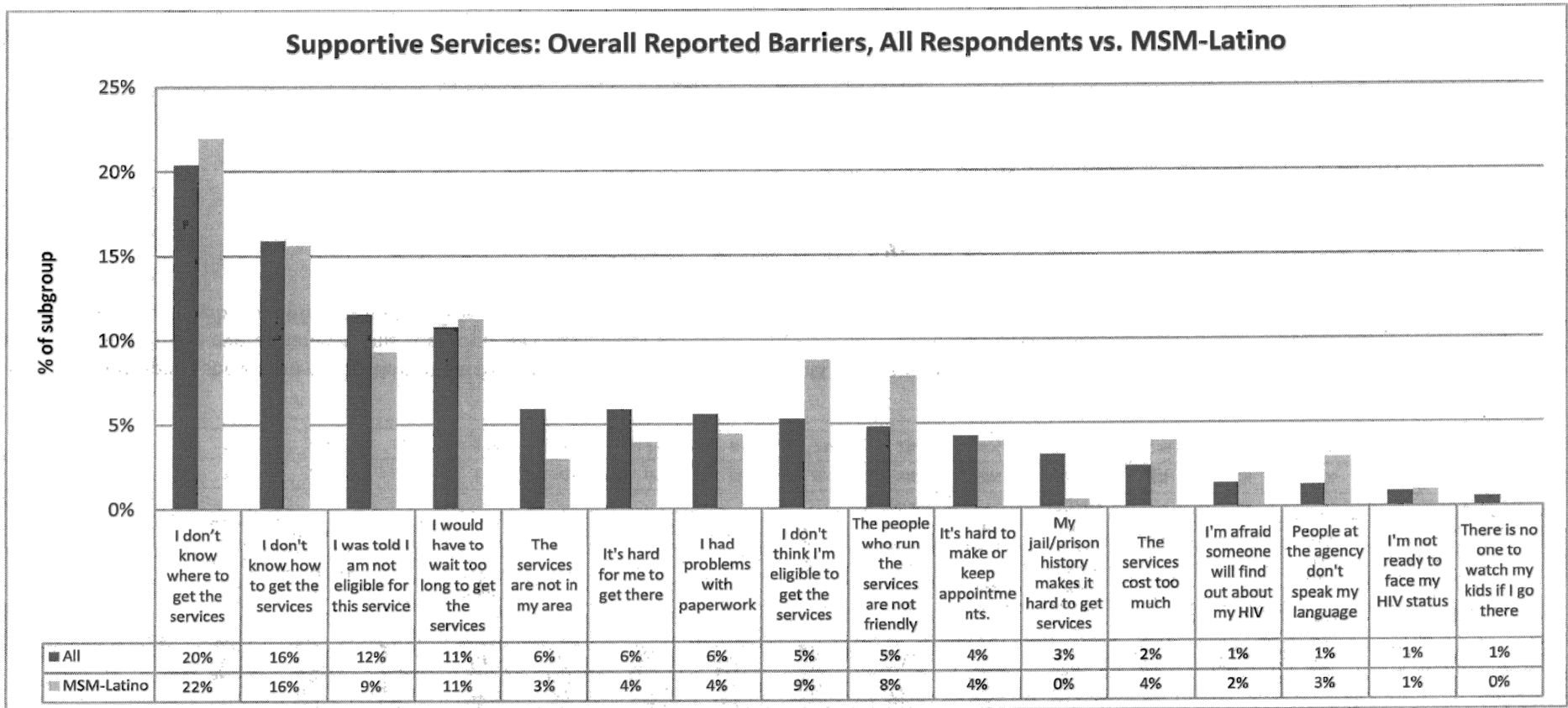
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by MSM-Black respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report long wait times, being ineligible for services, jail/prison histories and cost of services as barriers to supportive services.

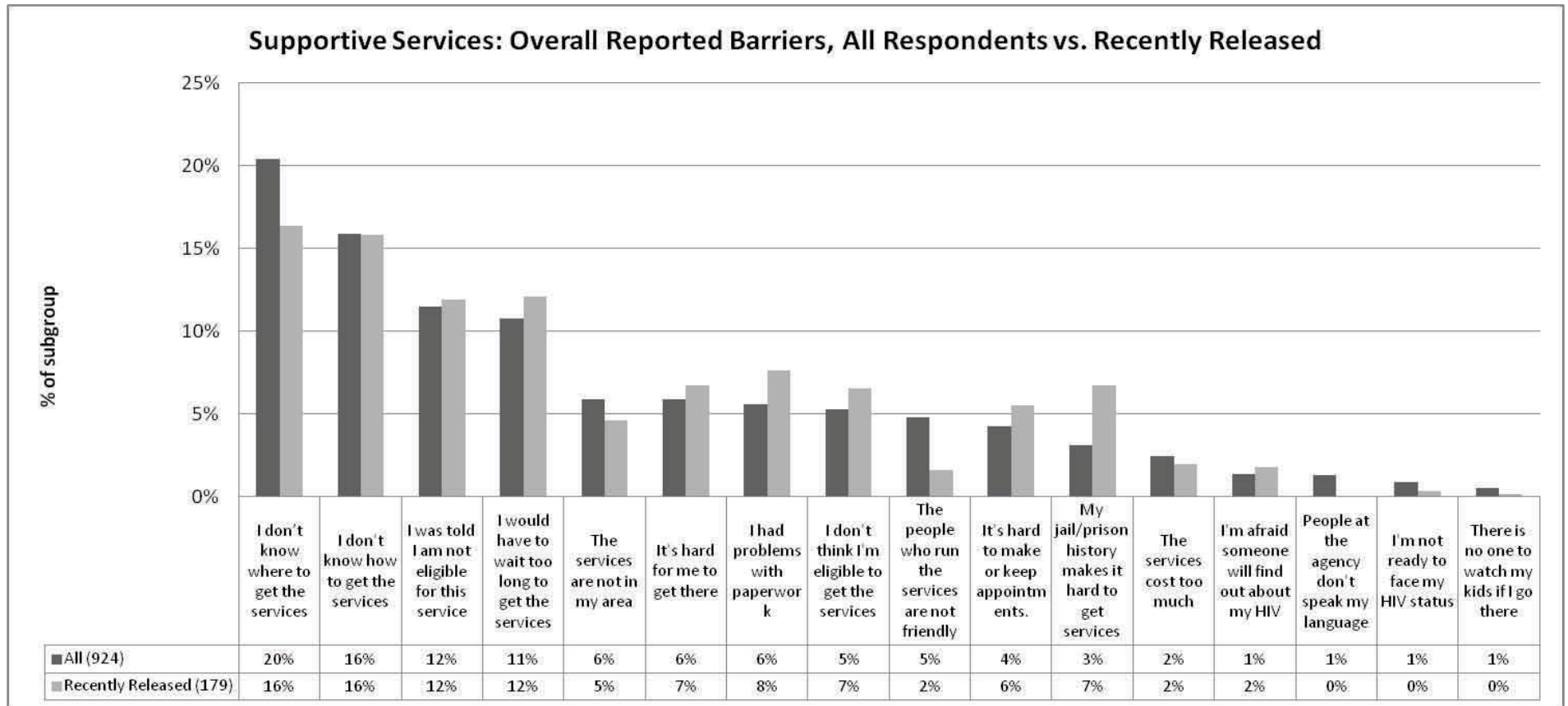
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by MSM-Latino respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report not knowing where to get services, being unsure about eligibility, unfriendly staff, cost of services and language as barriers to supportive services.

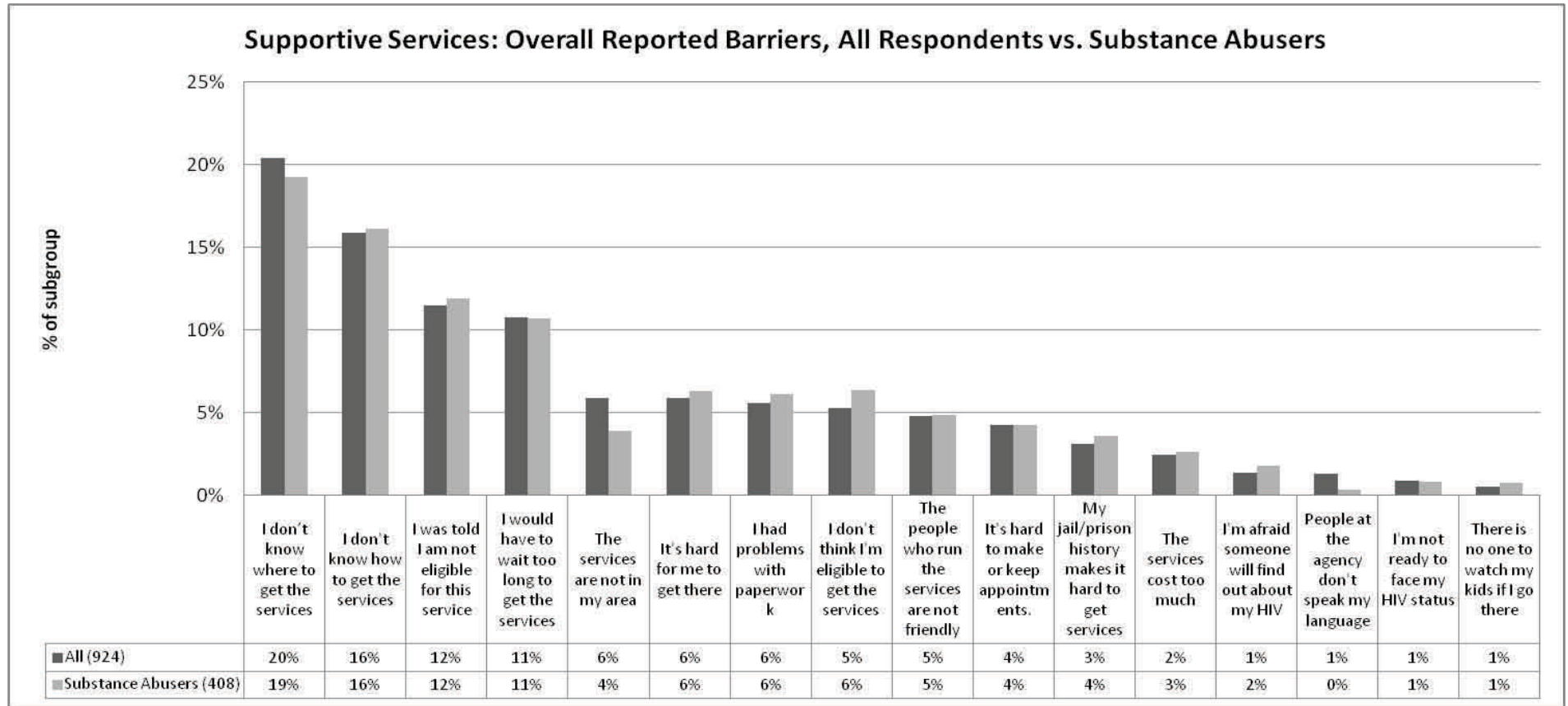
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by White respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report long wait times, difficulty getting to services, problems with paperwork, being unsure about eligibility, difficulty making/keeping appointments and jail/prison histories as barriers to supportive services.

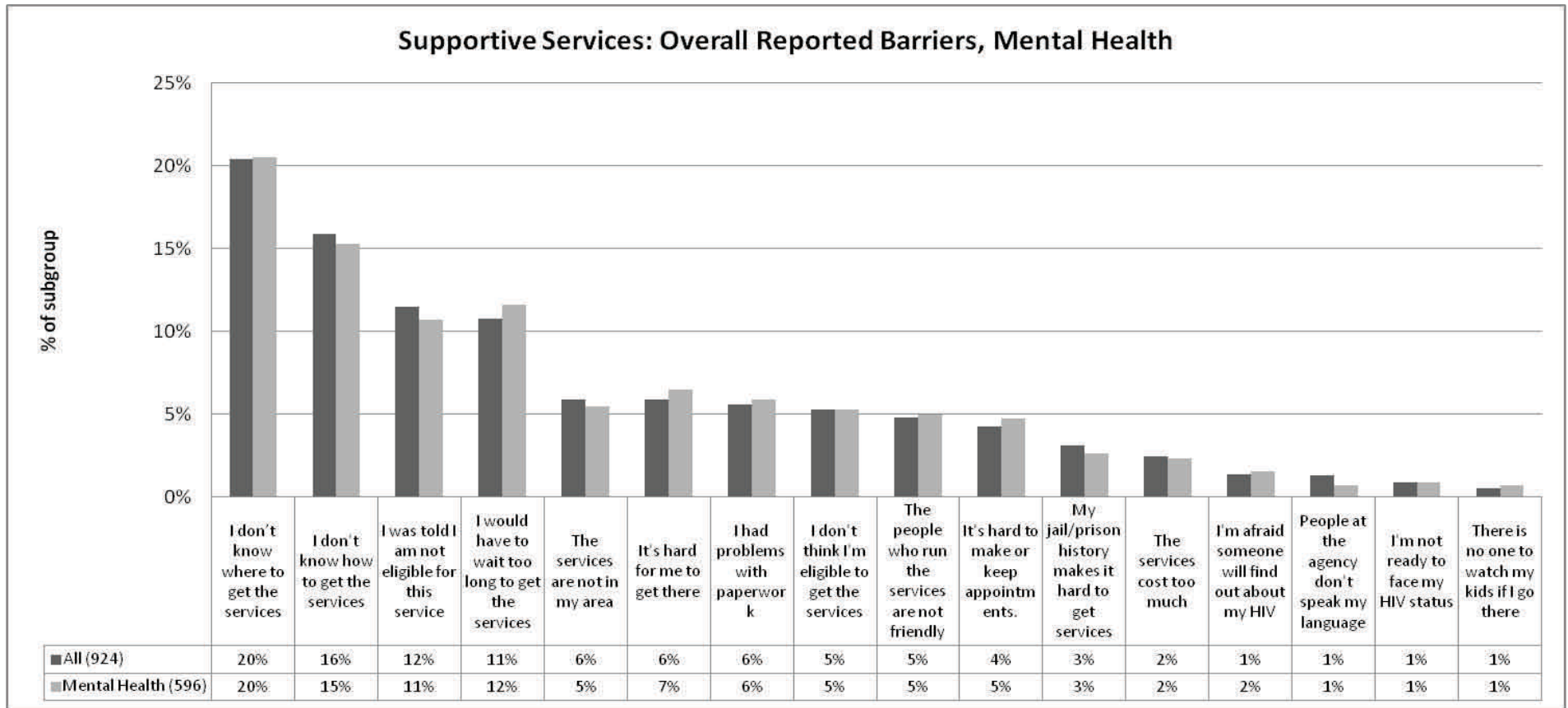
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by Substance Abusing respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report being unsure about eligibility, jail/prison histories and cost of services as barriers to supportive services.

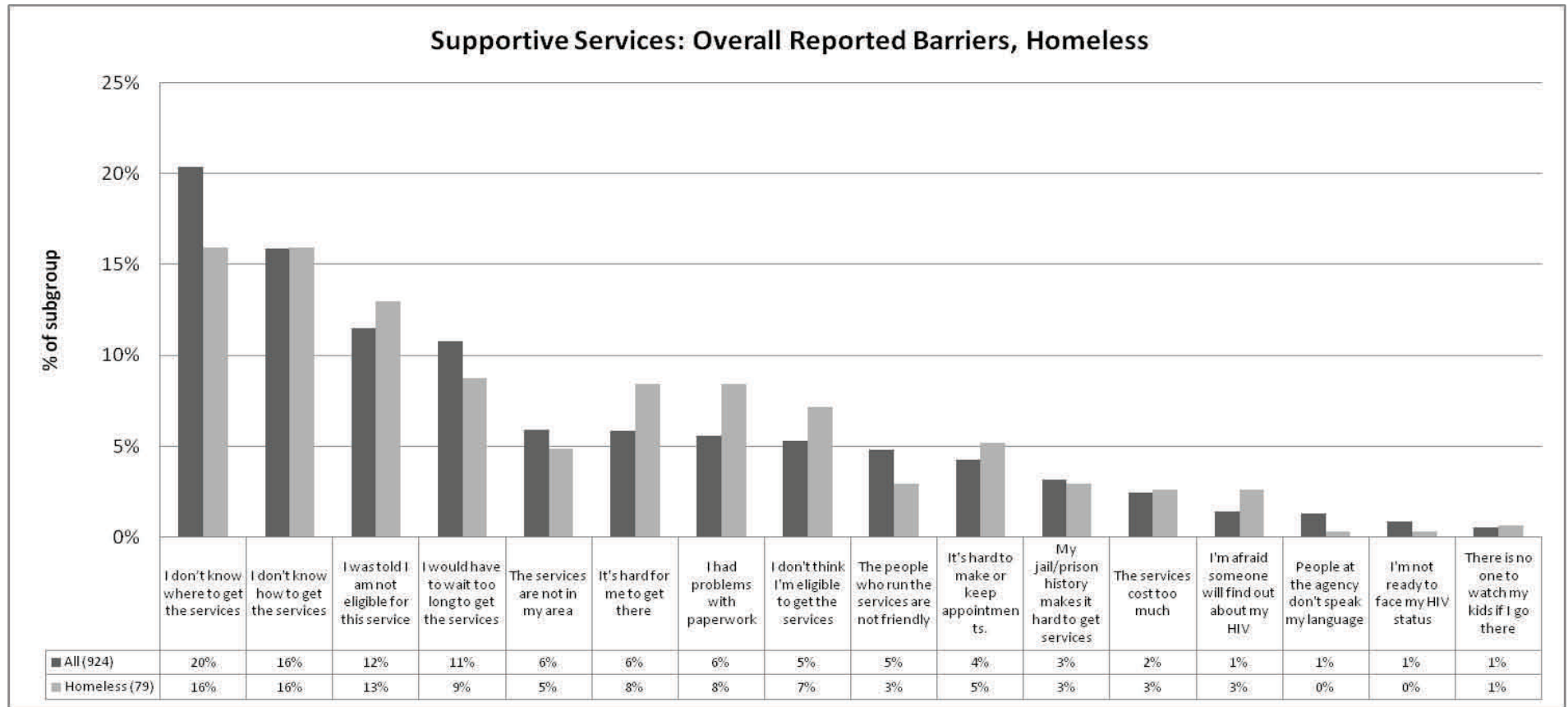
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by respondents with Mental Health symptoms compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report long wait times and difficulty getting to services as barriers to supportive services.

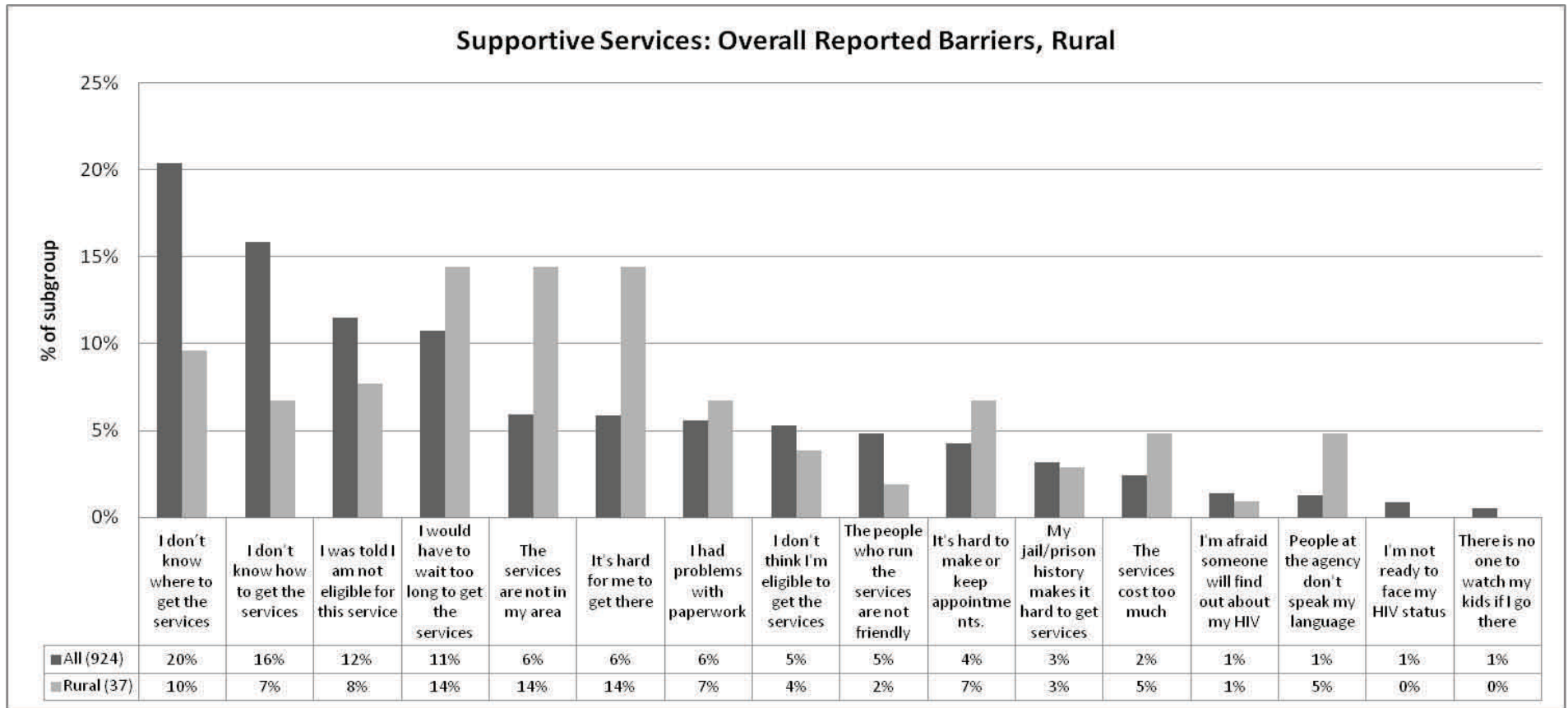
Barriers to Supportive Services



The chart above shows the proportion of barriers reported by Homeless respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report being ineligible for services, difficulty getting to services, having problems with paperwork, being unsure about eligibility, difficulty making or keeping appointments and fearing HIV disclosure as barriers to supportive services.

Barriers to Supportive Services



The chart above shows the proportion of barriers reported by Rural respondents compared to the overall sample of 924 respondents.

- Compared to the overall sample, this subgroup was more likely to report long wait times, services not being in their area, difficulty getting to services, difficulty making/keeping appointments, cost of services and language barriers as barriers to supportive services.