## **Houston Area HIV Services Ryan White Planning Council**

#### HIV Community Needs Assessment Group (NAG) Meeting

1:00 p.m., Monday, April 15, 2019 Meeting Location: 2223 W. Loop South, Room #532 Houston, TX 77027

#### **AGENDA**

I. Call to Order

A. Welcome

B. Moment of Reflection

C. Adoption of the Agenda

D. Approval of the Minutes

Jeffrey Campbell, Eric James, and Steven Vargas, Co-Chairs

II. 2019 Survey Sampling Principles and Plan

A. Review, Adjust if Needed, and Approve 2019 Survey Sampling Principles and Plan

Amber Harbolt, Health Planner Office of Support

III. 2019 Needs Assessment Survey Tool

A. Review Qualification Questionnaire for Non-primary Care Survey Sites

B. Review, Adjust if Needed, and Approve 2019 Survey Tool

IV. Discussion: Non-Primary Care Survey Site Suggestions

V. Next Steps

A. Upcoming Meetings

- Analysis Workgroup will meet in May

- July 15<sup>th</sup> 2019 (1-3 p.m.): Mid-data collection check-in

- Tentative: November 2019 - Approve report

Jeffrey Campbell, Eric James, and Steven Vargas, Co-Chairs

VI. Announcements

VII. Adjourn

### Houston Area HIV Services Ryan White Planning Council

#### **HIV Community Needs Assessment Group (NAG)**

Monday, February 18, 2019

Meeting Location: 2223 West Loop South, Room 416; Houston, Texas 77027

#### **Minutes**

#### MEMBERS PRESENT OTHERS PRESENT Jeffrey Campbell, Co-chair Denis Kelly C. Bruce Turner, RWPC Chair Eric James, Co-chair Peta-gay Ledbetter Samantha Bowen, RWGA Nancy Miertschin Steven Vargas, Co-chair Amber Harbolt, Office of Support **Bobbie Andrews** Rodney Mills Diane Beck, Office of Support Jeff Benavides Ricardo Mora Ardry Boyle Scot More Tony Crawford Niquita Moret Cynthia Deverson Cecilia Oshingbade Ronnie Galley Berta Salazar Angela F. Hawkins Isis Torrente Mel Joseph

**Call to Order:** Steven Vargas, Co- Chair, called the meeting to order at 1:10 p.m. and asked for a moment of reflection. He then asked everyone to introduce themselves.

**Adoption of Agenda:** *Motion #1:* it was moved and seconded (Hawkins, Torrente) to adopt the agenda. **Motion Carried.** Abstention:

NAG Membership and Quorum Requirements: Harbolt reviewed the Membership Requirements, Voting Rules and Quorum for the 2016 Needs Assessment Process, see attached. More asked that 'of Houston/Harris County' be removed from Coalition for the Homeless on the Partners listing. Harbolt suggested adding 'or prevention staff' after staff from CPG to quorum requirements. 'Each agency gets one vote' was changed to 'Only one person from each agency can vote' for both NAG and workgroups. Delete the statement at the end about being unexcused for both NAG and workgroups. The last bullet under Workgroup membership should be changed to 'After 2 consecutive absences...'. Motion #2: it was moved and seconded (Boyle, Hawkins) to approve the NAG and Workgroup Quorum and Membership requirements with the suggested changes. Motion Carried.

Overview of the 2019 Needs Assessment Process: Harbolt reviewed the Needs Assessment Structure, the Role of the NAG, 2016 Key Concepts for Primary Data Collection, 2019 Suggested Key Concepts for Primary Data Collection and the Needs Assessment Timeline. See attached. Suggested changes to the 2019 Key concepts include Concept 1: ask all respondents where they are from instead of only asking about immigration status for Hispanic/Latino respondents; Concept 4: ask about other ways of communicating with doctor and clinic staff including language barriers. Motion #3: it was moved and seconded (Oshingbade, Crawford) to approve the 2019 Key Concepts for Primary Data Collection with the suggested changes. Motion Carried.

**Set Meeting Schedule:** Meetings were set for the 3<sup>rd</sup> Monday of the month at 1:00 p.m. The meetings are tentatively scheduled for April 15<sup>th</sup>, July 15<sup>th</sup>, and November 18<sup>th</sup> pending room availability.

**Next Meeting:** Review and approve the survey tool and sampling plan.

**Announcements:** Harbolt asked everyone to sign up for workgroups before they leave today. Beck said that applications are still being accepted for 2019 Project LEAP. Deverson invited everyone who is interested to attend the Perinatal Task Force meeting at 10:00 am on March 7 at the United Way and also stay for the Fetal Infant Mortality Review (FIMR) meeting at 1:00 pm. Vargas said invited everyone to attend the Data for Change at 1:00 pm on March 1<sup>st</sup> at the Council on Recovery (303 Jackson Hill). AIDSVu will also be there to explain how to use their online tools.

**Adjournment:** The meeting was adjourned at 3:10 p.m.

## **Houston Area HIV Services Ryan White Planning Council**

### 2019 Houston Area HIV Needs Assessment Epidemiology Workgroup

(Workgroup Approved 3-18-2019)

#### **Survey Sampling Principles and Plan**

1. Calculate finite population sample size using current total prevalence of diagnosed HIV in the Houston EMA (2017=28,225) and determine a high/low range for the total respondent size (*n*) based on a 95% confidence interval

Using a 95% confidence interval, the total respondent (n) range would be as follows:

	Low	High
<b>Confidence Interval</b>	95%	95%
Confidence Level (=/-)	4%	3%
Sample Size (n)	588	1,029

2. Obtain approximately 91% of surveys from Harris County and 9% from non-Harris County; as this is representative of the distribution of current prevalent cases in the EMA:

Low (n)	High (n)
588	1,029
535	936
53	93
	<b>588</b> 535

3. Apply the current unmet need estimate (2017=25%) for the Houston EMA to sampling totals for the estimated out-of-care respondent pool for the survey. Recognizing that this is a hard-to-reach population, actual surveying levels are expected to be lower.

	Low (n)	High (n)
Total EMA	588	1,029
In-Care (N) (75%)	441	772
Out-of-Care (25%)	147	257

4. Create ranges for survey respondents per demographic category based on the proportion of current total prevalence for the EMA, including transmission risk. Smaller units of analysis are not practical for survey administration.

	% of		
	<b>Prevalence</b>	Low (n)	High (n)
Total EMA	100%	588	1,029
Male	75%	441	772
Female	25%	147	257
White	19%	112	196
Black	49%	288	504
Hispanic	28%	165	288
13 - 24*	4%	24	41
25 - 34	20%	118	206
35 - 44	24%	141	247
45 - 54	27%	159	278
55 - 64	18%	106	185
65+	6%	35	62
MSM	57%	335	587
<b>PWIDU</b>	8%	47	82
Heterosexual	29%	171	298

<sup>\*</sup>Surveys for PLWH between the ages of 13 and 17 must be completed by parent or legal guardian.

- 5. Undertake targeted efforts to sample Special Populations: youth (13-24 yoa, see above), homeless, incarcerated/recently released (**I/RR**), people with injection drug use (**PWIDU**), men who have sex with men (**MSM**), people who are transgender/gender non-conforming, women of color (**WOC**), aging populations (50+ yoa), and substance use/treatment/recovery populations.
- 6. Develop estimates of the number of surveys to collect at each Ryan White-funded agency that are proportional to the agency's share of clients served.
  - The denominator for this calculation will be the unique number of clients served per agency and in total for calendar year 2018.
  - As clients may receive services at more than one agency within a calendar year, the
    agency-level denominators will include duplicate clients. This will inflate some of the
    proportions.
  - Agencies that served clients in 2018 but that are not currently funded by Ryan White will be removed from the sampling proportions, but will be included as survey administration sites.

#### Sources:

<sup>&</sup>lt;sup>1, 4</sup>Texas eHARS. Prevalence as of 12/31/17. Released August 2018.

<sup>&</sup>lt;sup>2</sup>Texas 2017 HIV Surveillance Annual Report. Released July 27, 2018.

<sup>&</sup>lt;sup>3</sup>Texas Department of State Health Services, Unmet Need by EMA/TGA 2017. Released August 2018

<sup>&</sup>lt;sup>5</sup>Special Populations identified in the Houston Area Comprehensive HIV Prevention and Care Services Plan (2017 – 2021). Released September 30, 2016.

<sup>&</sup>lt;sup>6</sup>To be developed using CPCDMS utilization data for CY 2018.

## **2019 Needs Assessment Survey**

# **Needs Assessment Qualification Questions**

1.	Which county do you live in?	
	□ Harris	□ Colorado
	☐ Fort Bend	□ Austin
	□ Waller	□ Walker
	☐ Montgomery	□ I don't live in any of
	□ Liberty	these counties
	□ Chambers	☐ I don't want to answer
	□ Wharton	
2.	Are you dealing with a chroni	c or long-term health condition?
	□ Yes	□ I don't know
	□ No	□ I don't want to answer
3.	Are you living with any of the	following health conditions?
	□ Diabetes	□ I don't know
	☐ High blood pressure	□ I don't want to
	□ HIV	answer
	☐ Hepatitis C	

STAFF USE ONLY-SURVEY ADMIN			
Date of survey:			
Agency/location:			
Staff initials:			
Gift card #:			



STAFF USE ONLY-DATA ENTRY		
Date of data entry:		
Auto survey #:		
Staff initials:		



# **2019 Consumer Survey**

### Dear Participant,

The purpose of this survey is to learn about your needs for HIV care and what it's like for you to be living with HIV. Only people who are living with HIV, 18 years of age or older\*, and who live in the greater Houston area should take this survey. If you don't meet these requirements or are not sure, please talk to a staff person now.

\* A parent or legal guardian must complete a survey on behalf of a person living with HIV ages 13-17.

### Please read the following before you begin:

- Your participation in this survey is 100% voluntary. You do <u>not</u> have to participate. If you do, it will help us learn what people need for HIV care.
- Everything you tell us is 100% confidential. You will <u>not</u> be identified in the report, and no information about you *as an individual* will be collected or shared. All the answers you give will be combined with other surveys and shown as a group.
- You may find some of the questions personal, and they may make you feel uncomfortable. You do <u>not</u> have to continue if you feel this way. Please talk to a staff person at any time if you feel uncomfortable with the survey.
- You will receive an incentive for your participation after you have finished the survey.
   You will be asked to sign for the incentive, but you do not have to use your legal name.
- If you complete the survey, you are consenting to participate in this project. You are also giving us your consent to use your survey answers. Again, you will <u>not</u> be identified in the report, and no information about you *as an individual* will be collected or shared.
- Please take your time to answer all questions as completely and accurately as possible. There are no right or wrong answers. There is no time limit.
- If you have questions about this survey, please contact the Ryan White Planning Council Office of Support at (832) 927-7926 at any time.

You can begin the survey now. Please bring your completed survey to a staff person when you are done. Thank you for your participation in this project!



# Section 1: HIV Services

1. Please tell us about any of the following <u>funded</u> HIV services you have used or needed <u>in the past 12 months</u>:

HIV medical care visits or clinic appointments with a doctor, nurse, or physician assistant (i.e., outpatient primary HIV medical care)	Please check one:  ☐ I didn't know this service was available ☐ I did not need this service ☐ I needed this service, and it was easy to get ☐ I needed this service, and it was difficult to get (go here	Briefly, please tell us what made it difficult for you to get this service?
HIV medication assistance (this is help paying for HIV medications in addition to or instead of assistance from the state/ADAP)	Please check one:  ☐ I didn't know this service was available ☐ I did not need this service ☐ I needed this service, and it was easy to get ☐ I needed this service, and it was difficult to get (go here	Briefly, please tell us what made it difficult for you to get this service?
Health insurance	Please check one:	Briefly, please tell us what made it difficult for you to
assistance (this is when you have private health insurance or Medicare and you get help paying for your co-pays, deductibles, or premiums for medications or medical visits)	<ul> <li>☐ I didn't know this service was available</li> <li>☐ I did not need this service</li> <li>☐ I needed this service, and it was easy to get</li> <li>☐ I needed this service, and it was difficult to get (go here</li> </ul>	get this service?

Con't: Please tell us about any of the following HIV services that you have used or needed in the past 12 months: Please check one: Briefly, please tell us what made it difficult for you to Case management (these are people at your ☐ I didn't know this service was get this service? clinic or program who assess available your needs, make referrals for ☐ I did not need this service you, and help you make/keep ☐ I needed this service, and it was easy appointments) to get ☐ I needed this service, and it was difficult to get (go here — Briefly, please tell us what made it difficult for you to Outpatient alcohol or Please check one: ☐ I didn't know this service was available drug treatment or get this service? ☐ I did not need this service counseling ☐ I needed this service, and it was easy to get ☐ I needed this service, and it was difficult to get (go here -Did you need this service for: (Check all that apply) ☐ Alcohol use concerns ☐ Drug use concerns Professional mental Briefly, please tell us what made it difficult for you to Please check one: ☐ I didn't know this service was health counseling get this service? available (this is counseling or therapy ☐ I did not need this service with a licensed professional ☐ I needed this service, and it was easy counselor or therapist, either individually or as part of a to get therapy group) ☐ I needed this service, and it was difficult to get (go here -Briefly, please tell us what made it difficult for you to Please check one: Day treatment (this is a place you go during ☐ I didn't know this service was get this service? the day for help with your HIV available medical care from a nurse or ☐ I did not need this service PA. It is *not* a place you live) ☐ I needed this service, and it was easy to get ☐ I needed this service, and it was difficult to get (go here —

Con't: Please tell us about any of the following HIV services that you have used or needed in the past 12 months: Hospice care Please check one: Briefly, please tell us what made it difficult for you to (this is a program for people □ I didn't know this service was get this service? in a terminal stage of illness available to get end-of-life care) ☐ I did not need this service ☐ I needed this service, and it was easy to get ☐ I needed this service, and it was difficult to get (go here -**Nutritional** Briefly, please tell us what made it difficult for you to Please check one: ☐ I didn't know this service was supplements get this service? (this includes supplements available like Ensure, fish oil, protein ☐ I did not need this service counseling from a easy to get professional dietician) ☐ I needed this service, and it was difficult to get (go here -Vision care Please check one: Briefly, please tell us what made it difficult for you to ☐ I didn't know this service was (this includes routine vision get this service? services and glasses available provided at your HIV clinic or ☐ I did not need this service program) ☐ I needed this service, and it was easy to get ☐ I needed this service, and it was difficult to get (go here -Briefly, please tell us what made it difficult for you to Please check one: Language translation (at your clinic or program in a ☐ I didn't know this service was get this service? language other than English available or Spanish) ☐ I did not need this service ☐ I needed this service, and it was easy to get ☐ I needed this service, and it was

difficult to get (go here —

Con't: Please tell us about any of the following HIV services that you have used or needed in the past 12 months: Please check one: Briefly, please tell us what made it difficult for you to **Transportation** (this is when your clinic or □ I didn't know this service was get this service? program offers van rides or a available Metro bus card to help you ☐ I did not need this service attend your HIV medical ☐ I needed this service, and it was appointments) easy to get ☐ I needed this service, and it was difficult to get (go here — Did you need this service for: (Check all that apply) □ Van ride(s) ☐ Bus pass(es) Briefly, please tell us what made it difficult for you to Outreach services Please check one: (these are people at your ☐ I didn't know this service was get this service? clinic or program who contact available you to help you get HIV ☐ I did not need this service medical care when you have ☐ I needed this service, and it was a couple of missed easy to get appointments) ☐ I needed this service, and it was difficult to get (go here -**ADAP** enrollment Briefly, please tell us what made it difficult for you to Please check one: ☐ I didn't know this service was get this service? workers (these are people at your available clinic or program who help ☐ I did not need this service you complete an application ☐ I needed this service, and it was for ADAP medication easy to get assistance from the state) ☐ I needed this service, and it was difficult to get (go here-\*\*If you were in Harris Please check one: Briefly, please tell us what made it difficult for you to County Jail, please ☐ I didn't know this service was get this service? tell us about: available **Pre-discharge** ☐ I did not need this service planning ☐ I needed this service, and it was (this is when jail staff help easy to get you plan how to access HIV ☐ I needed this service, and it was medical care after your difficult to get (go here release)

2. The following services are <u>not currently</u> funded through Ryan White, but could be funded in the future. You may have used these services at facility or through a different funder than Ryan White. Please tell us about any of the following unfunded HIV services that you have used or needed <u>in the past 12 months</u>:

Home health care (this is medical care provided specifically for the treatment of HIV when you cannot leave home)	Please check one:  ☐ I did not need this service ☐ I needed this service, and it was easy to get from	Briefly, please tell us what made it difficult for you to get this service?
Child care services (this is child care provided to children living in your household to allow you to attend HIV medical visits)	Please check one:  ☐ I did not need this service ☐ I needed this service, and it was easy to get from	Briefly, please tell us what made it difficult for you to get this service?
Food bank / home delivered meals (this includes food items, personal hygiene produces, cleaning supplies, water filters; hot meals; meal delivery; and vouchers to purchase food)	Please check one:  ☐ I did not need this service ☐ I needed this service, and it was easy to get from ————————————————————————————————————	Briefly, please tell us what made it difficult for you to get this service?
Health education / risk reduction (this is education about strategies to prevent or reduce the risk of HIV transmission to others)	Please check one:  ☐ I did not need this service ☐ I needed this service, and it was easy to get from ————————————————————————————————————	Briefly, please tell us what made it difficult for you to get this service?

# Con't: Please tell us about any of the following unfunded HIV services that you have used or needed in the past 12 months:

Housing (this is temporary or long term housing specifically for people living with HIV)	Please check one:  ☐ I did not need this service ☐ I needed this service, and it was easy to get from(agency received from) ☐ I needed this service, and it was difficult to get (go here	Briefly, please tell us what made it difficult for you to get this service?
Other professional services (these are professional and consultant services for HIV-related legal services like Social Security Disability Insurance denial and discrimination, permanency planning including wills and dependent placement, and tax preparation if you used the advanced premium tax credit to purchase Affordable Care Act health insurance)	Please check one:  ☐ I did not need this service ☐ I needed this service, and it was easy to get from ☐ (agency received from) ☐ I needed this service, and it was difficult to get (go here ☐ Did you need this service for: (Check all that apply) ☐ Legal services ☐ Permanency planning ☐ Tax preparation	Briefly, please tell us what made it difficult for you to get this service?
Psychosocial support services (these support group and counseling services not provided by a licensed mental health professional, including bereavement counseling and HIV support groups)	Please check one:  ☐ I did not need this service ☐ I needed this service, and it was easy to get from	Briefly, please tell us what made it difficult for you to get this service?

Rehabilitation services (this is outpatient physical, occupational, speech, and vocational therapy)	Please check one:  ☐ I did not need this service ☐ I needed this service, and it was easy to get from (agency received from) ☐ I needed this service, and it was difficult to get (go here)	Briefly, please tell us what made it difficult for you to get this service?
Con't: Please tell us a months:  Respite care (this is in-home non-medical assistance provided to a person living with HIV to relieve a primary caregiver responsible for the person's daily care)	Please check one:  ☐ I did not need this service ☐ I needed this service, and it was easy to get from	Briefly, please tell us what made it difficult for you to get this service?
Residential or inpatient alcohol or drug treatment or counseling	Please check one:  ☐ I did not need this service ☐ I needed this service, and it was easy to get from	Briefly, please tell us what made it difficult for you to get this service?

3.	Ho	<u>ow do you curren</u>	tly communicat	<u>e with your HI</u>	<u>V medical pı</u>	r <mark>ovider</mark> ? (Check	all
		at apply)					
	Ш	I don't currently h			Text messa	0 0	
		medical provider				ortal (ex: MyChar	t)
		below and go to	Question 4)			e office in person	
	님	Phone calls		Ш	Other:		
	Ш	Email					
	•	What is your pre	eferred method	of communica	tion?		_
	•	Does your HIV n health in a way t ☐ Yes	-	rward and eas		_	
	•	How would you	rate communica	ation with your	HIV medica	ıl provider?	
		(F F)				(••)	
		It's Poor	It's Not Very Good	It's Good	It's Very Good	I It's Great!	
4.	W	hat other kinds o	f services do yo	ou need <u>to helr</u>	you get yo	ur HIV medical c	are?
Se	cti	ion 2: When You	ı Were First Di	agnosed			
		hat year were you					
6.	W	here did you get	your HIV diagno	osis?			
		•	•		•	e following servi	
		from the sam item below)	<u>e agency where</u>	you were diag	gnosed? (Ch	neck one answer	for each
	•	A list of HIV clini	cs to go to for n	nedical care	☐ Yes [	□ No □ Don't re	emember
	•	An appointment	for your first HI	V doctor's visi	t □ Yes [	□ No □ Don't re	emember
		Someone offered			☐ Yes [	□ No □ Don't re	emember
		Someone answe how to live with		estions about	☐ Yes [	□ No □ Don't re	emember
		Someone told me HIV medical care	_	p paying for	☐ Yes [	□ No □ Don't re	emember

# **Section 3: Your HIV Care History**

7.	If there was a delay in seeing a doctor for HIV for more than 1 month after you
	received your HIV diagnosis, what caused the delay? (Check all that apply)
	☐ N/a, there was no delay in seeing a doctor for HIV
	☐ I felt fine, I wasn't sick
	☐ I didn't want to believe I contracted HIV
	☐ I didn't want to take medications
	☐ I didn't know where to get HIV medical care
	☐ I didn't know services exist to help pay for HIV care
	☐ I was diagnosed before HIV treatment existed
	☐ I couldn't afford HIV medical care
	☐ My first HIV medical appointment was rescheduled
	☐ I was drinking or doing drugs at the time
	☐ I had problems with mental health at the time
	☐ There were other priorities in my life at the time
	☐ I couldn't get there, no transportation
	☐ I was afraid of people finding out I contracted HIV
	□ Don't remember
	□ Other:
8.	If you ever stopped seeing an HIV doctor for 12 months or more, why did you stop?
	neck all that apply)
O,	□ N/a, I never stopped seeing a doctor for 12 months
	☐ I felt fine, I wasn't sick
	☐ I was tired of it, wanted a break
	☐ I didn't want to take HIV medications
	☐ I had side effects from my HIV medications
	☐ My viral load was undetectable
	☐ I moved or relocated
	☐ I couldn't afford it anymore
	☐ I lost my health insurance or Ryan White
	☐ I was drinking or doing drugs at the time
	☐ I had problems with mental health at the time
	☐ There were other priorities in my life at the time
	☐ I couldn't get there, no transportation
	☐ My doctor or case manager left
	☐ I had a bad experience at the clinic
	□ Don't remember
	□ Other:

(Check as many bo HIV within the past and "In the past <u>9</u> I	3 months	-					
	In the past <u>3</u> months	In the past <u>6</u> months	In the past <u>9</u> months	In the past <u>12</u> months	It has been longer than 12 months	l have never done this	I don't remember
☐ Seen a doctor, nurse, or PA for HIV							
☐ Been prescribed HIV medication (ART)							
☐ Had a test for your HIV viral load							
☐ Had a test for your CD4 (t-cell) count							
10. If you are not c (Check all that apple   N/a, I do take HI   I missed a refill   I am undetectable controller/long-te (please note the standards recowith HIV medic undetectable)   I forget to take the I did not receive medications or I took them from r   My eligibility exp	ly) V medication le or an elicerm non-properties at current emmend contact at a current emmend en emmend e	te ogressor treatmen ontinuing ou are  rder eone else		☐ I had b☐ They a prescri☐ I don't with the☐ I can't Covera☐ I don't HIV me☐ I was t☐ I choos☐ I feel fi	ead side ef tre too hard bed have the de em pay for the have pres ge have a sat want anyo	fects d to take correct for em cription fe place one to kr vanted a ake then t sick	e as  ood to take  insurance  to keep them now I'm taking a break
☐ My doctor doesn idea for me				<u>-</u>			-

9. Thinking about the past year, when have you done <u>any</u> of the following?

Section 4: Other He	eaith Cond	<i>-</i> CI113					
11. Has a doctor told	you that y	you <u>curre</u>	ntly have	any of the	e following	g <i>non-F</i>	<i>HV</i> medical
condition? (Chec	k all that a <sub>l</sub>	oply)					
☐ Alzheimer's or of the last of the la	dementia			اممام عام			
☐ Arthritis				gh cholest			
☐ Asthma				•	n papilloma	avirus)	
☐ Auto-immune d	isease (i.e	MS. lupu	1.5.1	ıng diseas			
☐ Blood clotting d	•	.,	□ Li	ver diseas	e		
☐ Cancer	1001401		□ Ne	europathy/	pain or nu	mbness	in hands or
☐ Chronic pain			fe	et			
☐ Diabetes				oesity			
	711800			•	s, or bone	disease	9
☐ Epilepsy or seiz	zures			eep disord	•		
☐ Heart disease				•	Active TB	□Late	ent TB
☐ Hepatitis B				nyroid dise			
☐ Hepatitis C					een told I h	ave an	v of these
_ If so:   Treated	d ⊔ Not tr	eated		efer not to		iave arry	y or tricac
☐ Herpes				ther:	aliswei		
☐ High blood pres	ssure						
12. Have you been te	stad for a	ny tha fall	lowing oo	nditions?	(Chook o	Il that or	anly for analy
item below. For ex					•		
9 months ago, che	CK DOLLI III	tne past	3 months	and in t	ne past <u>9</u>	montns	s .)
					lt boo	l bovo	
					It has	have	
	1 (1)		10.00	1	been	never	
	In the	In the	In the	In the	longer	had	1 -1 14
	past <u>3</u>	past <u>6</u>	past <u>9</u>	past <u>12</u>		this	I don't
	months		months	months	months	test	remember
☐ Chlamydia							
☐ Gonorrhea					ᆜ		
□ Syphilis			Ш		Ш		
☐ Were you <u>diagr</u>	nosod with	any of th	ao conditi	one2 (Ch	ock all that	annly	If you have
never had testi							
	_	or the co	mantions (	or you do	not reme	ilibel, s	KIP DEIOW
and go to Quest		d with any	of the con	ditiona			
☐ No, I was not	diagnose	a with any	or the con	aitions			
☐ Chlamydia							
☐ Gonorrhea							
<ul><li>☐ Gonorrhea</li><li>☐ Syphilis</li></ul>							
☐ Syphilis	anosed wi	th any of	the condi	tions did	VOII COM	nlete trø	eatment?
□ Syphilis □ <b>If you were</b> <u>dia</u>		-			-	-	eatment?
☐ Syphilis☐ If you were diag	apply, and	write in the	e condition	/s each ar	-	-	eatment?
<ul> <li>□ Syphilis</li> <li>□ If you were diagonal</li> <li>(Check all that a property of the content of the con</li></ul>	apply, and to t diagnose	<i>write in the</i> d with any	e condition of the co	/s each ar nditions	-	-	eatment?
<ul> <li>□ Syphilis</li> <li>□ If you were diagonal</li> <li>(Check all that a property of the content of the con</li></ul>	apply, and to the diagnose of treatment	write in the d with any nt for	e condition of the co	/s each ar nditions 	nswer appl	-	eatment?
<ul><li>☐ Syphilis</li><li>☐ If you were diagonal</li><li>(Check all that a Diagonal</li><li>☐ N/a, I was not</li></ul>	apply, and to the diagnose of treatment, but	write in the d with any nt for did not cou	e condition of the co	/s each ar nditions 	nswer appl	-	eatment?

13.		of the following to such a degree that you
	thought you wanted help? (Check all that	
	☐ Anger	☐ Mood swings
	☐ Anxiety or worry	☐ Trouble remembering
	☐ Fear of leaving your home	☐ Trouble focusing
	☐ Feeling impulsive or out of control	☐ Sadness
	☐ Hallucinations	☐ Thoughts of hurting yourself or others
	☐ Loneliness or isolation	☐ Other:
	☐ Night terrors	☐ None of the above
	☐ Insomnia	☐ Prefer not to answer
	**If you are having any of these thoughts <u>ri</u> refer to the resource list attached to this s	ght now, contact your counselor immediately or curvey.
	Has a doctor told you that you <u>currently</u>	have any of the following conditions?
	(Check all that apply) ☐ ADD/ADHD	Condor dyaphoria/gondor identity diporder
		Gender dysphoria/gender identity disorder
	Alps Sundrama	<ul><li>☐ Obsessive compulsive disorder</li><li>☐ PTSD</li></ul>
	<ul><li>☐ AIDS Survivor Syndrome</li><li>☐ Anxiety or panic attacks</li></ul>	
	☐ Bipolar disorder	<ul><li>☐ Schizophrenia or episodes of psychosis</li><li>☐ Other:</li></ul>
	☐ Depression	☐ I don't have a mental health diagnosis
	□ Depression	i don thave a mental health diagnosis
15.	In the past 12 months, have you experie (Check all that apply)	nced any of the following?
	☐ Been treated differently because you're	Threats of violence by a stranger
	living with HIV	☐ Physical assault by someone you know
	☐ Been denied services because you're	☐ Physical assault by a stranger
	living with HIV	☐ Sexual assault by someone you know
	☐ Been asked to leave a public place	☐ Sexual assault by a stranger
	☐ Verbal harassment/taunts	☐ None of the above
	☐ Threats of violence by someone you	☐ Prefer not to answer
	know	L 1 Total flot to allower
16.	Are you currently in an intimate relation	-
	afraid, threatened, isolated, forces you t	o have sex, or physically hurts you?
	(Check one)  ☐ Yes ☐ No	☐ Prefer not to answer
		relationship, refer to the resource list attached
	to this survey for help	ופומווטרואוווף, ופופר נט נוופ ופטטנונפ וואנ מנומטרופט

Section 5: Substance Use
17.In the past 12 months, has alcohol or drug use interfered with you getting HIV medical care? Examples could include alcohol or drug use that led to missing HIV medical appointments, having trouble taking HIV medications as prescribed, avoiding medical care for fear of legal issues, or fear telling your HIV doctor about alcohol or drug use. (Check one)
<ul> <li>No, I have not used alcohol or drugs (skip bullet below and go to Question 18)</li> <li>No, I have used alcohol or drugs, but it has not interfered with me getting HIV medical care (skip bullet below and go to Question 18)</li> <li>Yes</li> </ul>
☐ Prefer not to answer
If you answered yes, which substance(s)? (Check all that apply) □ Alcohol
<ul> <li>☐ Club/party drugs (e.g., ecstasy/MDMA/Molly, GHB, roofies, ketamine)</li> <li>☐ Cocaine or crack</li> </ul>
<ul><li>☐ Hallucinogens (e.g., LSD, PCP, mushrooms)</li><li>☐ Heroin</li></ul>
☐ Inhalants ( <i>e.g., poppers, glue</i> ) ☐ Marijuana
☐ Methamphetamine/meth
☐ Prescription drugs not prescribed to you (e.g., painkillers, opioids, tranquilizers)
Prescription drugs prescribed to you, but that you use differently than intended
☐ Legal drugs from a shop ( <i>e.g., bath salts, fake marijuana</i> )
☐ Other: ☐ None of the above
Prefer not to answer
Traisi hat to unomer
Section 6: Housing, Transportation, and Social Support
<ul><li>18. Where do you sleep most often? (Check one)</li><li>☐ My own house/apartment that I pay for</li></ul>
☐ My own house/apartment that r pay for ☐ My own house/apartment that someone else pays for
☐ At the home of friends/family
☐ A group home for people living with HIV
☐ A group home, not just for people living with HIV
☐ Hotel/motel room that I pay for
☐ Hotel/motel room that someone else pays for
☐ Shelter ☐ Car
☐ On the street
☐ A combination of places, it changes all the time ☐ Other:
19. Do you feel your housing situation is stable? (Check one) ☐ Yes ☐ No

20. Does your housing situation currently have any (Check all that apply)	y of the following problems?				
<ul> <li>□ Problems with housing quality (e.g. mold, asbes leaks, poor insulation, broken plumbing, or broke</li> <li>□ Problems with overcrowding/too many people</li> </ul>					
<ul> <li>☐ Feeling like I have no privacy, or my personal items and medications are not safe</li> <li>☐ Feeling unsafe or threatened in my house/apartment</li> <li>☐ Feeling unsafe or threatened in my neighborhood</li> <li>☐ I've had trouble getting housing because of felon status</li> </ul>					
☐ Other problems with your housing situation:					
21. Has your housing situation interfered with you (Check one) ☐ Yes ☐ No	getting HIV medical care?				
22. Has your transportation situation interfered wit (Check one) ☐ Yes ☐ No	th you getting HIV medical care?				
23. Social support is when people or groups in you assistance, advice, and/or companionship. Do the following? (Check all that apply)					
— · · · · · · · · · · · · · · · · · · ·	☐ Online groups ( <i>please specify</i> ):				
<ul><li>☐ Faith group</li><li>☐ Recovery / sobriety group</li><li>☐ In-person support group</li></ul>	N/a, I don't get social support from any of these				
Section 7: Financial Resources					
24. What is your employment situation? (Check all ☐ Employed full time ☐ Employed part time	l that apply)				
☐ Employed as a contractor (ex: Lyft, Uber, Insta	acart, DoorDash, etc.)				
☐ Employed for cash (ex: cleaning, childcare, lar	ndscaping, construction, etc.)				
<ul><li>☐ Self-employed</li><li>☐ I support myself through sex work</li></ul>					
☐ I support myself through street work (ex: panha ☐ Retired	andling, drug trade, etc.)				
☐ Not working due to disability	-4				
<ul><li>☐ Unemployed, but currently seeking employmer</li><li>☐ Unpaid volunteer</li></ul>	זו				
☐ Full time student					
☐ Part time student					
☐ Stay at home parent					
<ul><li>☐ Unpaid caregiver for a family member or friend</li><li>☐ Other:</li></ul>					

25.	What is your current monthly household income? \$  ☐ Prefer not to answer
	<ul> <li>How many people, including you, depend on this income?</li> <li>Of these, how many are children under 18 years old?</li> </ul>
26.	How do you pay for general medical care for yourself or your family?  (Check all that apply)  Private health insurance. If so, which company do you have? (e.g., Aetna, Anthem, Blue Cross/ Blue Shield, CIGNA, Humana)  COBRA  Medicaid  Medicare  Gold Card  Website the pay of the pay of the pay for it care because I only get medical care for HIV through Ryan White other:
	Do you have trouble paying for the following types of medications on your own?  Check one answer for each item below)  Yes No I do not take this
	HIV medication(s)  Non-HIV related medications  Medications for mental health conditions
	If you have trouble paying for your medications, are you getting help paying for them? (Check one)
	☐ Yes ☐ Don't know ☐ N/a, I do not take medication
28.	Do you regularly have difficulty accessing healthy food? (Check one)  ☐ Yes ☐ No (skip bullet below and go to Question 29)
	What are the reasons you regularly have difficulty accessing healthy food?     Healthy food is too expensive     There is nowhere to buy healthy food near where I live     It takes too long to travel to buy healthy food     I don't have time to buy healthy food     I'm not sure what kinds of food are healthy     I don't like the taste of healthy food or I find it boring     My family doesn't like healthy food     I just choose not to eat healthy food     I don't know how to cook     I don't have the resources to be able to cook or store food     I don't have time to prepare healthy food     The options available at the food bank or food pantry I use are not healthy

OC.	ction of Please Tell US About Yoursel	1111
29.	What zip code do you live in?	
30.	What is your age (in years)?  ☐ 13-17 years old   (parent / guardian completed)  ☐ 18-24 years old ☐ 25-34 years old ☐ 35-49 years old	<ul><li>□ 50-54 years old</li><li>□ 55-64 years old</li><li>□ 65-74 years old</li><li>□ 75+ years old</li></ul>
31.	☐ Male ☐ Female ☐ Inters	? (Check one) sex (someone born with both male and female ductive or sex organs; or with reproductive or sex as that were not clearly male or female)
32.	☐ Man ☐ Woman ☐ Non-b	or gender expression today? (Check one) binary or   Other: er fluid
33	Are you currently pregnant? (Check one	
00.	If you are currently pregnant, are yo         (Check one) □ Yes □ No	
34.	How do you identify in terms of your sexua  Straight/Heterosexual Gay Bisexual	<ul> <li>I orientation? (Check one)</li> <li>□ Pansexual (someone who feels sexual attraction, desire, love toward all sexes/genders)</li> <li>□ Asexual (someone who does not feel sexual attraction)</li> <li>□ Undecided</li> <li>□ Other:</li> </ul>
35.	Are you of Hispanic or Latin(o/a/x) orig	in? □ Yes □ No
36.	What is your primary race? (Check one)  ☐ White ☐ Black/African American ☐ Hispanic/Latin(o/a/x) ☐ Asian American	<ul> <li>☐ Pacific Islander or Native Hawaiian</li> <li>☐ American Indian or Alaska Native</li> <li>☐ Multiracial</li> <li>☐ Other:</li> </ul>
37.	What is your immigration status? (Checomolecular Dermanent resident/born here (if you were born in the U.S., skip bullet below and go to Question 38)  □ U.S. citizen for more than 5 years	☐ U.S. citizen for less than 5 years
	<ul> <li>If you were not born in the U.S., w</li> <li>(Please specify):</li> <li>Prefer not to answer</li> </ul>	-

38.	In the past 12 months, have you been released from jail or prison?  (Check one) □ Yes □ No
Se	ction 9: Prevention Activities
39.	In the past 12 months, have you received any information about preventing HIV transmission? (Check one) $\square$ Yes $\square$ No
	<ul> <li>If so, where did you get this information?</li> <li>What was the information?</li> </ul>
40.	People living with HIV who keep up with their HIV medical care and maintain an undetectable viral load (under 20 copies/mL) for at least 6 months have essentially no risk of transmitting HIV to another person through sex. This is sometimes called Undetectable = Untransmittable, or U = U. Have you heard about $U = U$ before? (Check one) $\Box$ Yes $\Box$ No $\Box$ Don't remember
41.	Pre-Exposure Prophylaxis (also called PrEP) is a way for people who don't have HIV to prevent getting HIV by taking a pill every day. <b>Have you heard about PrEP before?</b> (Check one) □ Yes □ No □ Don't remember
42.	Do you know where a person who does not have HIV can go to get on PrEP? (Check one) ☐ Yes ☐ No  **See the resource list attached to this survey for more information about PrEP.
43.	Post-exposure Prophylaxis (also called PeP) is a way for people who don't have HIV to prevent getting HIV if they think they may have been exposed through sex or needle sharing in the last 72 hours. <b>Have you heard about PeP before?</b> (Check one)
44.	Do you know where a person who does not have HIV can go to get PeP? (Check one) ☐ Yes ☐ No **See the resource list attached to this survey for more information about PeP.
	If you've had sex in the past 6 months, what is the HIV status of your sex partner(s)? This could be anal, vaginal, or oral sex, either receptive (bottom) or insertive (top), with any person. (Check all that apply)
	<ul> <li>□ I have not had sex in the past 6 months (skip Questions 46-48 below and go to Question 49)</li> <li>□ HIV positive</li> <li>□ HIV negative, not taking PrEP</li> <li>□ I don't remember</li> <li>□ Prefer not to answer</li> <li>□ HIV negative, taking PrEP</li> </ul>

□ Always, with every partner □ Sometimes, with some partn □ Never, my partner already kr □ Never, I always use condom □ Never, I have an undetectab □ Never, I don't feel comfortab □ Never, I don't want to share in Never, I do not have sex	ers nows s, so I don le viral load le sharing my status	't feel like d, so I do my status	e I have to on't feel like s	share my e I have to	status share my	y status
47. If you've had sex in the past 6 internal condom) for each of t	he follow Every		Check one About half of	answer fo	r each ite	m below) N/A, I didn't
Cotting oral cov	time	ume	the time	Raiely	Never	do this
☐ Getting oral sex						
☐ Giving oral sex						
☐ Vaginal sex	Ш	Ш			Ш	
☐ Anal sex, receptive (bottom)						
☐ Anal sex, insertive (top)						
<ul> <li>My sex partner(s) is on PrEP</li> <li>My viral load is undetectable</li> <li>I don't think I can get HIV again</li> <li>I can't get condoms</li> <li>I don't like condoms</li> <li>I'm not comfortable using condoms</li> <li>I'm allergic to condoms</li> <li>I can't find condoms that fit</li> <li>I'm too drunk / high at the time to remember to use condoms</li> <li>I get caught up in the moment, and forget to use them</li> </ul>			and you did not use a condom, why?  My partner(s) doesn't know my HIV status I'm afraid my partner(s) will tell other people about my HIV status I'm not comfortable talking to partners about condoms I'm afraid of what my partner(s) will do if I bring up condoms I only have oral sex, so I don't feel like I need a condom I only use condoms when I have vaginal or anal sex, not with oral I want to have a baby Sex with a condom doesn't feel as good I only use sex toys for penetrative sex Other:			
<ul> <li>49. In the past 6 months, did you use a needle to inject any substance, including medications, insulin, steroids, hormones, silicone, or drugs? This does not include an injection or blood test from a medical professional. (Check one)</li> <li>☐ No (skip Questions 50-51 below and go to Question 53)</li> <li>☐ Yes</li> </ul>						

50. In the <u>past 6 months,</u> how often did you share or use needles or injection equipment that somebody else may have used?					
□ N/a, I never share or u		☐ Only a few times			
people's needles or inj		☐ About half the time			
equipment	COLIOIT	☐ Often			
□ Never		☐ Always			
□ INEVE		□ Always			
51. In the <u>past 6 months</u> , ho with bleach?	w often did y	ou clean your needles or injection equipment			
☐ N/a, I never share or re	euse needles	☐ About half the time			
or injection equipment		☐ Often			
☐ Never		☐ Always			
□ Only a few times					
Final Quastions					
Final Questions					
52. In the <u>past 12 months</u> , di agencies? ( <i>Check one</i> )	d you get hel	lp for yourself from any of the following			
□ AIDS Foundation Houst	on ( <b>AFH</b> )	☐ The Montrose Center (formerly Montrose			
☐ AIDS Healthcare Found	ation ( <b>AHF</b> )	Counseling Center)			
☐ Bee Busy Wellness Cen	iter	☐ Positive Efforts			
☐ Bering Omega Commun	ity Services	☐ St. Hope Foundation			
☐ Covenant House		☐ Texas Children's Hospital			
☐ Accesshealth in Fort Be	nd	☐ TDCJ			
☐ Avenue 360 Health & W	ellness	☐ Thomas Street Health Center			
☐ Harris County Jail		□VA			
☐ Legacy Community Hea	lth	☐ Other:			
☐ Memorial Hermann					
53. Do you know how to file a	a grievance o	r a complaint? (Check one for each item below)			
	Yes	No			
With an agency					
With Ryan White**					
**See the resource list atta	iched to this si	urvey for the Ryan White grievance/complaint lines			
	Thank you for	r taking our survey!			
Your answers will help us	learn what po	eople need for HIV care in the Houston Area.			
If you have quest	tions about th	is survey after today, please contact:			
,		Planning Council			
	-	e of Support			
		) 927-7926			
(832) 327-7320					

Please bring your completed survey to a staff person now.



# To be updated to 2019

# RESOURCE LIST – YOURS TO KEEP!

LIST – YOURS TO KEEP! Please tear off this page and take it with you.

If you need immediate help, please contact the agencies below.

All services are available in English and Spanish.

Abuse/Neglect Hotline (Adult, Child, Disabled)   1-800-252-5400	CRISIS HOTLINES (available 24 hours/7 days)	
Crisis Intervention of Houston         713 HOTLINE (468-5463)           Spanish         713 4AYUDA           LGBT Switchboard Helpline         713 529-3211           Rape Crisis Hotline         713 528-7273           Suicide Prevention Hotline         1.800-273-TALK (8255)           1.800-799-4TTY (4889) TTY         1.800-799-4TTY (4889) TTY           Teen Crisis Hotline         1.800-999-4TTY (4889) TTY           Texas Youth Hotline         1.800-898-84           Trevor Lifeline (LGBTQ youth)         1.866-488-7386           United Way         211 (713-957-4357)           Vet2Vet Crisis Hotline         1.877-VET2VET (838-2838)           Veteran Crisis Line         1.800-273-8255 (Press 1)           DOMESTIC VINTIMATE PARTNER VIOLENCE         VIOLENCE           Aid to Victims of Domestic Abuse         713 224-9911           Domestic Violence Hotline         713 528-2121           LGBT Switchboard Helpline         713 528-2121           DOMESTIC VIOLENCE EMERGENCY SHELTER         Fort Bend County Women's Center           Fort Bend County Women's Center         281 342-HELP (4357)           Houston Area Women's Center         713 528-2121           Mental Montrose Center (LGBT)         713 970-7070           Tri-County Emergency Psychiatric Services         713 970-7070	Abuse/Neglect Hotline (Adult, Child, Disabled)	1-800-252-5400
Spanish	Coalition for the Homeless	713 739-7514
Commons   Comm	Crisis Intervention of Houston	713 HOTLINE (468-5463)
Rape Crisis Hotline	Spanish	713 4AYUDA
Suicide Prevention Hotline	LGBT Switchboard Helpline	713 529-3211
1-800-799-4TTY (4889) TTY   Teen Crisis Hotline	Rape Crisis Hotline	713 528-7273
Teen Crisis Hotline	Suicide Prevention Hotline	` ,
Texas Youth Hotline		, ,
Trevor Lifeline (LGBTQ youth)  1-866-488-7386  United Way  211 (713-957-4357)  Vet2Vet Crisis Hotline  1-877-VET2VET (838-2838)  Veteran Crisis Line  1-800-273-8255 (Press 1)  DOMESTIC/INTIMATE PARTNER VIOLENCE  Aid to Victims of Domestic Abuse  713 224-9911  Domestic Violence Hotline  713 528-2121  LGBT Switchboard Helpline  713 529-3211  DOMESTIC VIOLENCE EMERGENCY SHELTER  Fort Bend County Women's Center  Montgomery County Women's Center  713 528-2121  Montgomery County Women's Center  936 441-7273  The Montrose Center (LGBT)  713 529-3211  MENTAL HEALTH CRISIS  Emergency Psychiatric Services  (Montgomery, Liberty, and Walker counties)  PRE-EXPOSURE PROPHYLAXIS (PrEP)  Bee Busy Wellness Center  713 771-2292  Dr. Gorden Crofoot  713 526-0005  Houston Area Community Services (HACS)  Legacy Community Health  832 548-5221  St. Hope Foundation  713 686-6300  Al-Anon  713 688-6300  Al-Anon  713 668-6822  Narcotics Anonymous  713 661-4200		
United Way   211 (713-957-4357)		
Vet2Vet Crisis Hotline1-877-VET2VET (838-2838)Veteran Crisis Line1-800-273-8255 (Press 1)DOMESTIC/INTIMATE PARTNER VIOLENCEAid to Victims of Domestic Abuse713 224-9911Domestic Violence Hotline713 528-2121LGBT Switchboard Helpline713 529-3211DOMESTIC VIOLENCE EMERGENCY SHELTERFort Bend County Women's Center281 342-HELP (4357)Houston Area Women's Center713 528-2121Montgomery County Women's Center936 441-7273The Montrose Center (LGBT)713 529-3211MENTAL HEALTH CRISISEmergency Psychiatric ServicesEmergency Psychiatric Services713 970-7070Tri-County Emergency Psychiatric Services1-800-659-6994(Montgomery, Liberty, and Walker counties)PRE-EXPOSURE PROPHYLAXIS (PrEP)Bee Busy Wellness Center713 771-2292Dr. Gorden Crofoot713 526-0005Houston Area Community Services (HACS)832 384-1406Legacy Community Health832 548-5221St. Hope Foundation713 778-1300SUBSTANCE & ALCOHOL ABUSEAlcoholics Anonymous713 686-6300Al-Anon713 686-6300Al-Anon713 686-6822Narcotics Anonymous713 668-6822Narcotics Anonymous713 661-4200	` ' '	
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Aid to Victims of Domestic Abuse 713 224-9911  Domestic Violence Hotline 713 528-2121  LGBT Switchboard Helpline 713 529-3211  DOMESTIC VIOLENCE EMERGENCY SHELTER  Fort Bend County Women's Center 281 342-HELP (4357)  Houston Area Women's Center 713 528-2121  Montgomery County Women's Center 936 441-7273  The Montrose Center (LGBT) 713 529-3211  MENTAL HEALTH CRISIS  Emergency Psychiatric Services 713 970-7070  Tri-County Emergency Psychiatric Services 1-800-659-6994  (Montgomery, Liberty, and Walker counties)  PRE-EXPOSURE PROPHYLAXIS (PrEP)  Bee Busy Wellness Center 713 771-2292  Dr. Gorden Crofoot 713 526-0005  Houston Area Community Services (HACS) 832 384-1406  Legacy Community Health 832 548-5221  St. Hope Foundation 713 778-1300  SUBSTANCE & ALCOHOL ABUSE  Alcoholics Anonymous 713 686-6300  Al-Anon 713 688-6322  Narcotics Anonymous 713 661-4200		·
Domestic Violence Hotline  Domestic Violence Hotline  Total Search Switchboard Helpline  Total Search Searc		1-800-273-8255 (Press 1)
Domestic Violence Hotline  IGBT Switchboard Helpline  Tot Bend County Women's Center  Fort Bend County Women's Center  Houston Area Women's Center  Montgomery County Women's Center  Montgomery County Women's Center  Total Sea-2121  Montgomery County Women's Center  Mental Health CRISIS  Emergency Psychiatric Services  Tri-County Emergency Psychiatric Services (Montgomery, Liberty, and Walker counties)  PRE-EXPOSURE PROPHYLAXIS (PrEP)  Bee Busy Wellness Center  Torden Crofoot Torden Crofoot Torden Crofoot Houston Area Community Services (HACS)  Egacy Community Health Saz 548-5221  St. Hope Foundation Total Ge8-6300  Al-Anon Total Ge8-6822  Narcotics Anonymous Total Ge8-6822	·	
LGBT Switchboard Helpline  DOMESTIC VIOLENCE EMERGENCY SHELTER  Fort Bend County Women's Center  Houston Area Women's Center  Montgomery County Women's Center  Montgomery County Women's Center  Montgomery County Women's Center  T13 528-2121  Montgomery County Women's Center  936 441-7273  The Montrose Center (LGBT)  MENTAL HEALTH CRISIS  Emergency Psychiatric Services  (Montgomery, Liberty, and Walker counties)  PRE-EXPOSURE PROPHYLAXIS (PrEP)  Bee Busy Wellness Center  713 771-2292  Dr. Gorden Crofoot  713 526-0005  Houston Area Community Services (HACS)  Legacy Community Health  832 548-5221  St. Hope Foundation  713 778-1300  SUBSTANCE & ALCOHOL ABUSE  Alcoholics Anonymous  713 686-6300  Al-Anon  713 688-6822  Narcotics Anonymous  713 668-6822  Narcotics Anonymous  713 661-4200		
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St. Hope Foundation       713 778-1300         SUBSTANCE & ALCOHOL ABUSE       713 686-6300         Alcoholics Anonymous       713 683-7227         Cocaine Anonymous       713 668-6822         Narcotics Anonymous       713 661-4200	Houston Area Community Services (HACS)	832 384-1406
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Narcotics Anonymous 713 661-4200		713 683-7227
·	Cocaine Anonymous	713 668-6822
	Narcotics Anonymous	713 661-4200
Palmer Drug Abuse Program 281 589-4602	Palmer Drug Abuse Program	281 589-4602
QUESTIONS ABOUT THE SURVEY 713 572-3724	QUESTIONS ABOUT THE SURVEY	713 572-3724

# **GRIEVANCE/COMPLAINT PROCEDURES**

If you have questions on how to file a complaint with one of the agencies listed below regarding a Ryan White funded service, please contact:

#### **FUNDED AGENCIES**

#### **RYAN WHITE PART A:**

- Accesshealth (Fort Bend)
- Houston Area Community Services
- Houston Health Department
- Legacy Community Health
- Montrose Center
- Saint Hope Foundation
- Thomas Street Health Center
- UT Health Science Center (pediatrics)
- VA Medical Center

#### **RYAN WHITE PART B & STATE SERVICES**

- Bering Omega Community Services
- Harris County Jail
- Legacy Community Health
- Montrose Center
- Saint Hope Foundation

## **RYAN WHITE PART A:**

English: 713-439-6089

Spanish: 713-439-6095

#### Or write to:

Harris County Public Health Services Ryan White Grant Administration 2223 West Loop South, Suite 417 Houston, TX 77027

#### RYAN WHITE PART B & STATE SERVICES:

Reachelian Ellison, Consumer Relations Coordinator 713-526-1016, Ext. 104

rellison@hivtrg.org

#### Or write to:

Houston Regional HIV/AIDS Resource Group 500 Lovett Boulevard, Suite 100 Houston, TX 77006

If your complaint remains unresolved after you have followed all procedures with the agency, you will be informed on how to file a formal grievance.