

1997

**Greater Houston
EMA/HSDA
HIV Community
Needs Assessment**

Table of Contents

Introduction	1
Section 1-- Client Survey	
Methodology	4
Community Profile	8
Service Usage and Need.....	18
Comparisons for Subparts of Client Survey	37
Analyses for Special Populations.....	41
Service Rankings: 1994, 1995, and 1997	49
Section 2-- Service Provider Survey	56
Appendix-- Additional Client Survey Analyses	72
Community Profile (CDC Weights).....	73
Service Usage and Need (CDC Weights)	80
Comparisons for Subparts of Client Survey (CDC Weights).....	99
Service Rankings (CDC Weights): 1994, 1995, and 1997.....	103

**Greater Houston EMA/HSDA
HIV Community Needs Assessment**

Commissioned by the
Ryan White Title I Planning Council
and the
Houston HIV Service Delivery Area Care Consortium

Prepared by

Office of Community Projects
Marcia Sanderson, MSW, LMSW-ACP
Director

Ann McFarland, MSW, LMSW
Associate Director

Murray A. Newman, Ph.D.
Program Evaluation

Introduction

The Needs Assessment Committee of the Ryan White Title I Planning Council and the HSDA Care Consortium (Committee) contracted with the Office of Community Projects, Graduate School of Social Work, University of Houston (GSSW) to conduct an assessment of the service needs of the Houston area HIV community. The purpose of this Project was to provide information to the Committee which would be useful in the process of allocating funding for HIV services in the Greater Houston EMA/HSDA.

The Project consisted of two major efforts. The first, the *Client Survey*, involved administering questionnaires in structured interviews with HIV individuals at selected provider sites, compiling and analyzing the data, and preparing a report for the Committee. The second effort, the *Service Provider Survey*, involved the administration and analysis of a questionnaire sent to agencies providing services to HIV individuals. Planning for the Project began in November, 1996 and was followed by the administration of the survey instruments in March, April, and May and the analysis and reporting of the project information in May, 1997.

The efforts of the Committee and the cooperation of the agencies involved in providing HIV services in the Greater Houston EMA/HSDA made this Project possible. In the GSSW, the Project was conducted under the direction of Ann McFarland (Project administration and data collection) and Murray Newman (data analysis and reporting). Special recognition goes to Ann Payne who organized the information from the questionnaires and analyzed and reported on the findings from the *Service Provider Survey*. Also deserving commendation are the team of interviewers who included Patti Aldredge, Sandra Bohorquez, John Carey, Rebecca Cook, Mary

and Renee Traweek. Special mention goes to the individuals interviewed who provided their time and thoughtful responses.

Client Survey, and the

Survey. Included in the Appendix are additional analyses performed on the Client Survey using

the Centers for Disease Control (July, 1996).

SECTION 1

1997 HIV/AIDS

ASSESSMENT

CLIENT SURVEY

Methodology

Instrument

The survey instrument was a modified version of the *1995 HIV/AIDS Community-wide Needs Assessment Client Survey* which was designed by the Ryan White Title I Planning Council and the HSDA Care Consortium¹. Twenty questions² were added to the 1995 survey instrument with the result that the 1997 survey instrument contained 102 questions and 870 separate data items.

The final survey, available in both English and Spanish versions, emphasized self-reports of services that were actually used during the 1996 calendar year or were needed but unavailable during the same period. Self report data have some limitations since they are based on remembrances and perceptions. However, inaccuracies due to self reporting are likely minimized because of the large number of individuals surveyed.

Sampling Plan

As was the case with the 1995 survey, a stratified sampling plan was developed which deliberately oversampled children, women, minorities, and rural clients to gather valid and

¹ The original survey instrument was designed in 1994. It was constructed using input from client focus groups and was subsequently reviewed by service providers and client focus group leaders for accuracy and completeness.

² Most of the 20 questions added to the 1995 instrument involved improvements in clarity and formatting of the

reliable information about each of the sub-populations reported on separately within the HIV community. The reason for the over sampling was to insure that the sub-populations (for example, Hispanics, African- American Women) were adequately represented in the survey for purposes of statistical analysis.

The total number of survey interviews was 433. A sample of this size has a statistical precision of + or - 5% at the 95% confidence level. Assuming a medium effect in later comparisons among *special population* groups of interest, power analysis for the sample size results in a power of .99 for two tailed tests with an alpha level of .05. In less technical terms, the number of people interviewed was large enough for generally accepted survey practices.

Data Collection

Interviews with the HIV clients were conducted face to face or over the telephone. The interviewers represented both genders and the three largest ethnic groups (that is, Caucasian, African-American, and Hispanic). This bilingual (English/Spanish) team of interviewers participated in a Sensitivity Training workshop, conducted by members from the Committee, which included role playing situations and home study materials. Interviewers were instructed to record the **specific number of times** (for example, number of days) clients used or needed a service during the 1996 calendar year. The intent of this emphasis was to increase the accuracy of the used/needed data collected from those surveyed.

instrument. There were a few additions and deletions to topics covered by the 1995 survey.

The interviews, each lasting about 45 minutes, were conducted during March and April of 1997. Service providers³ were requested to solicit the participation of their clients, based on the client's informed consent, and to schedule appointments for the interviewers. As an incentive to participate in the study, clients were offered a \$15 gift certificate from Krogers for a completed interview. Clients were introduced to the interviewers on a first name basis only or were given a telephone number to call for an interview over the phone.

The actual numbers of individuals interviewed⁴ for the *special populations* reported on separately in the study, were as follows: Eastern Counties, N = 17; Western Counties, N = 22; Pediatrics, N = 15; Adolescents, N = 13; Injecting Drug Users, N = 26; Short-Term Incarcerated, N = 41; Substance Abusers, N = 120; Women, N = 135; Hispanic/Latinos, N = 61; African-American Men, N = 148; African-American Women, N = 89; and Men Who Have Sex With Men, N = 195.

The following organizations either participated or were asked to participate in the survey in an attempt to gather information from most segments of the HIV community:

³ Random sampling is not possible in situations such as this because the numbers and locations of individuals to be interviewed are unknown and a random sample cannot be drawn for an unknown population. Since the sample selection is not random, generalizations to the actual HIV community population cannot be made with complete confidence. However, it is reasonable to assume *at least* a moderate amount of confidence when generalizing the sample findings to the actual population given the large sample size and other procedures applied in this study (for example, sample stratification, proportionate weighting, and client sampling from a large and varied number of locations).

⁴ Numbers of individuals interviewed for other groups are: Caucasian Males, N = 90; Caucasian Females, N = 28; Hispanic/Latino Males, N = 46; Hispanic/Latino Females, N = 15; Native Americans, N = 5; and Other, N = 7.

AIDS Foundation Houston	Harris County Health Department
Alternate Resources	Harris County Sheriff's Department
Amigos Volunteers in Education and Services	Houston Challenge Foundation
Association for Advancement of Mexican Americans	Loving Arms Foundation
Bering Community Service Foundation	Milam House
CASA, A Special Hospital	Montrose Clinic
Covenant House of Texas	Montrose Counseling Center
Family Service Center - Harris County	National Association for the Advancement of Colored People
Family Service Center - Montgomery County	New Hope Counseling Center, Inc.
Fort Bend Family Health Center	Omega House
Foundation for Interfaith Research Ministry	Over the Hill
Texas Children's Hospital - Allergy and Immunology	PWA Coalition
Therapeutic Concepts	Southeast Texas Legal Clinic
Thomas Street Clinic - Harris County Hospital District	Steven's House
University of Texas at HMC-OB/GYN Clinic	Streetwise Houston - Trinity Life Centers, Inc.
University of Texas LBJ-OB/GYN Clinic	
University of Texas at HMC- Pediatric Clinic	
University of Texas at LBJ-Pediatric Clinic	
Windsor AIDS Ministry	
Women's HIV Coalition	

Data Analysis

The data from all completed questionnaires were scanned for obvious problems, entered into a computer using the SPSS statistical software, and sight verified after entry.

As was done in the 1995 study, the collective responses of sub-population groups were weighted (see **Table 1**) based on living AIDS case surveillance data regarding age, gender, and ethnicity. The purpose of this statistical weighting was to provide data that are proportionately representative (at least as reflected in the living AIDS cases data) of the HIV community in the

Greater Houston EMA/HSDA.

Descriptive statistics (means, frequencies, and percentages, for example) were computed for the HIV community as a whole based on the weighting procedure mentioned above. These same statistics also were generated for the 12 *special populations* within the HIV community. A two-tailed **t-test** for independent samples (equal variances not assumed) was applied to the combined frequency of total service usage and/or need to test for statistically significant differences (.05 level of statistical confidence) between each of the special populations and the remaining total. The intent of these analyses was to determine which services might be used or needed more by a particular special population as compared to the rest of the population.

Data on all the *special populations* are adequate for purposes of reporting percentages since they consist of sample sizes greater than 10. Caution should be exercised, however, when reviewing results of the **t-tests** for the following special populations since their sample sizes are less than 30: Counties East and West of Harris County, Pediatrics, Adolescents, and Injecting Drug Users (although this group has a sample size of 26).

Community Profile

Demographics

Table 1 contains the weights that were applied to the composite scores of the groups listed in the table. These weights represent the percentages of the living AIDS cases by group for the Greater Houston EMA/HSDA area and are based on the most recent data (September, 1996) provided by the City of Houston Department of Health and Human Services.

The groups in the table are mutually exclusive and their corresponding percentages add up to 100%. Individuals in counties east and west of Houston as well as the individuals in the

pediatric and adolescent groups are **not** represented in the Harris County groups which are separated by ethnicity and gender.

As mentioned previously, the purpose of this statistical weighting was to provide data that are proportionately representative (at least as reflected in the living AIDS cases data) of the HIV community in the Greater Houston EMA/HSDA. All data reported in the remainder of the *Client Survey* section are based on the community weights found in **Table 1**. Additional analyses of the *Client Survey* applying weights based on estimates of HIV prevalence in the Greater Houston EMA (Centers for Disease Control, July, 1996) are found in the Appendix.

Table 1. Greater Houston EMA/HSDA Community Model Weighting Factors (In Percents)			
Counties East of Harris	1.73	Pediatrics	0.97
Counties West of Harris	1.79	Adolescents	1.39
Adult Women (Harris County)		Adult Men (Harris County)	
Caucasian	2.78	Caucasian	42.51
African-American	7.96	African-American	26.14
Hispanic/Latino	1.31	Hispanic/Latino	13.00
Other Ethnicities	0.04	Other Ethnicities	0.42

Source: Living AIDS Cases, City of Houston Department of Health and Human Services, 9/96⁵

Information from the survey indicate that most clients have U.S. citizenship status (96.1%)⁶ with another 2.7% identifying themselves as legal residents and only 1.2% identifying themselves as being of other citizen status.

⁵ The percentages for the Pediatric, Adolescent, East, and West groups are based on exact counts and the best available estimates from the source cited.

⁶ Responses to questions with forced choices were inflated to 100%.

Clients' self-identified sexual orientation was 50.6% homosexual, 18.2% bisexual, and 31.2% heterosexual.

Health

In the past 12 months, 8.8% have injected drugs to get high, 25.7% have used cocaine or crack, and 25.1% have been addicted to other substances such as alcohol or prescription drugs. When asked if they used any of these substances to deal with mental or physical symptoms of HIV, 54.4% of those using substances responded “yes” with the remainder responding “no”.

Regarding current HIV status, 34.1% reported having tested positive for the virus but having no related health problems, 34.6% reported having tested positive for the virus and having some health related problems, 28.7% reported having been diagnosed with AIDS, and 2.6% reported not knowing their current HIV status.

Table 2. Mode of Transmission of Virus (In Percents)			
Mode of Transmission	Percent	Mode of Transmission	Percent
Sex between two males	46.4%	Blood/products transfusion	4.9%
Sex between male and female	24.8%	Perinatal	0.2%
Sex between two females	0.6%	Other	1.5%
Injecting drugs with needles	15.8%	Unknown	5.9%

Concerning the physical conditions listed in **Table 3**, about 56% of the clients reported that their physical conditions resulted from the HIV infection and about 44% reported that their conditions existed prior to the HIV infection.

Table 3. Physical Conditions	
Description	Percent
Hard of hearing or deaf	12.6%
Very poor eyesight or blind	21.4%
Use a cane to get around	7.8%
Use a wheelchair to get around	1.5%
Other disabilities	22.0%

Housing

Currently, 81.2% live in an apartment or house, 1.4% live in a group home, 1.3% in a nursing home or hospital, 2.4% in a shelter, 0.3% on the street, and 13.3% in other living arrangements.

Clients overwhelmingly prefer (91%) to live by themselves in an apartment or house rather than in a group home. However, if they had to live in a group home, 75% would prefer a group home with services than without. **Table 4** contains information on the relative importance of general factors to be considered in housing and services.

Table 4. Housing and Service Considerations (In Percents)			
General Factors to be Considered in Housing and Services	Relative Importance		
	Very	Somewhat	None
Living near my doctor, hospital or counselor	63.0	21.2	15.9
Housing that is alcohol and drug free	62.5	14.0	23.5
Housing without alcohol or drug rules	12.3	11.4	76.3
Living near my family or friends	59.2	19.3	20.5
Living near a bus stop	78.7	8.3	12.9
Living with people who are my same culture	23.5	20.2	57.2
Living near child care or school	16.0	4.6	79.4
Housing that allows my pets to live with me	48.1	12.0	45.8
Housing just for people with HIV infection	32.0	22.0	46.0

Finances

Most of those surveyed (87.4%) were not employed. Only 4.8% held full-time jobs with another 7.8% employed part-time. Military status is not applicable in most (88.3%) cases, but 9.9% of the clients are veterans. Only 1.7% are active military or in the reserves.

Tables 5 and 6 present information on the source of monthly income as well as the percentage of clients having various types of medical coverage.

Table 5. Monthly Income by Source		
Description	Average Amount	Percent Frequency
Job	\$817	7.2
Private disability insurance	532	3.2
SSI/SSD (Social Security)	690	43.5
Unemployment	0	0.0
AFDC (Aid to Families with Dependent Children)	95	2.5
Workers compensation	118	0.2
Child support	45	0.2
Friends and family	186	9.8
Other	196	13.4

Table 6. Medical Coverage (In Percents)	
Medical clinic card (Harris County Hospital District)	56.6
Medicaid	27.5
Medicare	21.9
HMO or PPO	2.0
Private insurance	4.1
Champus for military personnel	0.4
Veteran's benefits	4.4

Service Delivery

Locations where clients first got information about *social services* for HIV are listed in **Table 7** along with locations where clients would like to get this information. Twenty five percent of the clients indicated that they would like to get social services information from more than one place.

The majority of clients (55.4%) would prefer to pick the agency that provides their services rather than be able to go to a single location but not have that choice.

When asked if there are any places they need to go but were not able to get to now, 73.8% of the clients answered no and 26.2 % answered yes. The most frequent places indicated

were the doctor, clinic or pharmacy. Table 7 begins on page 15.

**Table 7. Sources of Information about HIV Social Services
(In Percents)**

Description	Got Information	Would Have Liked
The place where I was tested	29.4	1.9
At my school	0.4	0.0
At a place where I hang out	0.8	0.1
At my church	0.8	0.3
At my job	0.8	0.0
At my doctor's office	16.3	4.7
My family	3.3	0.3
Other people with HIV	14.8	1.0
Outreach worker	4.9	0.0
Case manager or social worker	22.2	7.5
Newsletters	2.7	1.0
Newspapers	1.3	1.1
Magazines	3.6	0.7

**Table 7. Sources of Information about HIV Social Services
(In Percents)**

Radio	0.5	0.1
Television	2.3	0.3
A brochure	5.1	0.4
A telephone hotline	1.6	0.5
My friends	1.3	0.4
Other	19.9	15.9

Table 8 lists the problems clients have experienced in service delivery.

Table 8. Problems Experienced in Service Delivery	
Description	Percent
Buildings are not handicap accessible	2.0
Agencies don't speak my language	1.3
Agencies don't have Telecommunication Device for the Deaf (TDD)	0.9
Housing programs don't have doorbells/telephones adapted for the deaf	1.4
They don't understand my lifestyle or culture	10.0
They didn't have the food I'm used to eating (ethnic or vegetarian)	6.0
The location was difficult to get to	15.0
There was a waiting list	36.3
I couldn't get there, no transportation	16.4
The agency wasn't open when I could get there	9.7
The quality of the service wasn't good enough	20.9
The agency was not prepared for my children to be present	1.5

Table 8. Problems Experienced in Service Delivery	
I couldn't get the service without a referral from a case manager	24.5
The staff at the agency was rude or wasn't helpful	22.4
Other	10.8

Clients were asked what times and days of the week would be convenient for them to be able to go to service agencies. They were also asked which areas in Houston and surrounding counties were easiest for them to get the services they needed. Weighted responses to these questions are found in **Tables 9 and 10**.

Table 9. Easy-To-Get-To Locations (In Percents)			
Inside Harris County	%	Outside Harris County	%
Montrose	50.9	Austin County	0.4
Galleria area	4.4	Chambers County	0.0
Heights	7.4	Colorado County	0.0
Third Ward	7.2	Fort Bend County	0.3
Fourth Ward	0.7	Liberty County	0.0
Fifth Ward	4.4	Montgomery County	0.3
North Houston/Harris County	8.4	Walker County	0.0
South Houston/Harris county	8.5	Waller County	0.0
East Houston/Harris County	3.0	Wharton County	0.1

Table 9. Easy-To-Get-To Locations (In Percents)			
West Houston/Harris County	3.9		

Table 10. Convenient Service Times (In Percents)			
Agency Hours	Weekday	Saturday	Sunday
Morning	58.4	24.4	14.0
Afternoon	41.5	18.2	13.8
Evening	24.8	12.8	10.2

One of the last questions asked in the survey was whether there were any services clients needed that had not been covered during the interview. Seventy nine percent of those interviewed respond “no”. The most frequent responses given by those answering “yes” were medical care and rental and housing assistance (including repairs).

Palliative Care

A majority of the HIV community (62.5%) do have someone to care for them when they get too sick to take care of themselves. For the 124 individuals responsible for children, 82.8% have someone to care for their children when they get too sick to take care of themselves.

Almost an equal number of clients (51.5% vs. 48.5%) would prefer to have their pain

controlled when they get ill as opposed to continuing aggressive medical treatment.

If clients need 24 hour care, most (75.6%) would prefer to receive it at home with emotional and spiritual support and assistance in addition to family. A similar number (75.6%) would prefer to receive it at home just with their friends and/or family. Eighty one percent indicated that they would not like to receive it in a nursing home.

Table 11. Preferred Location If 24 Hour Care Is Needed (In Percents)			
Description	Yes	Don't Care	No
In the hospital	51.3	9.0	39.7
In a nursing home	13.1	5.9	81.0
At a group home with assistance	44.9	11.3	43.8
At home with family/assistance	77.0	3.4	19.2
At home with family/friends only	75.6	4.7	19.7

Comparative Service Usage and Need

The overall community rates are highlighted on the service description line, followed by response rates for special populations. **Used** is the percent of clients who actually used the service during the 1996 calendar year. **Need** indicates the percent of clients who needed the service but found it unavailable during the same period. **Frequency** is the average number of times, per individual, a service was used and/or needed during 1996. Analyses based on fewer than 5 individuals are indicated by the symbol “_”.

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
22. Adolescent Day Care	0.3%	0.1%	2.3
Eastern Counties	0.0	3.2	0.5_
Western Counties	0.0	2.0	0.2_
Pediatrics	2.4	3.1	3.2_
Adolescents	7.7	23.1	11.8
Injecting Drug Users	0.0	3.8	0.7_
Short-term Incarcerated	0.0	0.0	0.0
Substance Abusers	0.0	3.3	2.7_
Women	0.6	2.4	0.6_
Hispanics/Latinos	1.6	3.2	1.6
African-American Men	0.7	0.0	4.1_
African-American Women	1.5	0.4	2.9_
Men Who Have Sex With Men	0.0	0.0	0.0
23. Adult Day Care	15.5%	9.7%	109.7
Eastern Counties	0.0	0.0	0.0
Western Counties	4.5	4.5	12.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	7.7	156.0_
Injecting Drug Users	34.6	23.1	129.5
Short-term Incarcerated	14.6	17.1	134.0
Substance Abusers	18.3	17.5	98.9
Women	5.2	8.9	94.1
Hispanics/Latinos	23.0	9.1	61.0
African-American Men	15.5	13.5	85.3
African-American Women	5.6	9.0	119.2
Men Who Have Sex With Men	22.1	10.3	113.8

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
24. Case Management	52.1%	22.2%	41.3
Eastern Counties	58.8	35.3	35.8
Western Counties	63.6	9.1	8.3
Pediatrics	46.7	33.3	24.0
Adolescents	61.5	15.4	17.2
Injecting Drug Users	65.4	42.3	32.3
Short-term Incarcerated	53.6	56.1	85.0
Substance Abusers	67.5	37.5	46.1
Women	47.4	25.9	35.2
Hispanics/Latinos	67.2	20.0	26.3
African-American Men	65.5	28.4	39.1
African-American Women	46.1	24.7	42.2
Men Who Have Sex With Men	68.1	27.2	39.6
25. Companion/Advocate	15.9%	15.0%	24.9
Eastern Counties	11.8	11.8	5.0
Western Counties	31.8	4.5	78.8
Pediatrics	26.7	13.3	130.3
Adolescents	15.4	15.4	14.0_
Injecting Drug Users	15.4	23.1	21.6
Short-term Incarcerated	17.1	36.6	52.6
Substance Abusers	25.8	26.7	40.8
Women	16.3	17.8	41.0
Hispanics/Latinos	29.5	16.4	5.9
African-American Men	18.9	18.9	52.3
African-American Women	18.0	16.9	48.4
Men Who Have Sex With Men	21.6	21.6	51.3
27. Child Care	2.2%	4.1	118.6
Eastern Counties	5.9	5.9	7.5_
Western Counties	0.0	13.6	1.0_
Pediatrics	13.3	33.3	100.8
Adolescents	15.4	15.4	211.5_
Injecting Drug Users	3.8	3.8	28.0
Short-term Incarcerated	4.9	12.2	169.0
Substance Abusers	3.3	3.3	125.0
Women	11.9	11.9	117.3
Hispanics/Latinos	4.9	3.4	45.0
African-American Men	1.4	4.1	30.9
African-American Women	13.5	12.4	136.2
Men Who Have Sex With Men	1.9	2.8	75.9

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>	
29a. Clothing For Me: New	4.7%	11.6%	5.9	Eastern
Counties 0.0	11.8	2.5_		
Western Counties	4.5	13.6	2.5_	
Pediatrics	6.7	13.3	8.3_	
Adolescents	15.4	38.5	7.8	
Injecting Drug Users	3.8	23.1	17.8	
Short-term Incarcerated	9.8	34.1	11.4	
Substance Abusers	8.3	22.3	9.5	
Women	3.7	18.5	9.5	
Hispanics/Latinos	3.3	16.4	5.0	
African-American Men	9.5	16.9	9.0	
African-American Women	3.4	16.9	8.3	
Men Who Have Sex With Men	5.2	16.9	9.1	
29b. Clothing For Me: Used	35.9%	17.4%	6.6	
Eastern Counties	17.6	17.6	2.8	
Western Counties	18.2	9.0	2.5_	
Pediatrics	20.0	20.0	4.6	
Adolescents	30.8	23.1	8.4	
Injecting Drug Users	57.7	26.9	14.2	
Short-term Incarcerated	48.8	26.8	5.9	
Substance Abusers	60.0	29.2	6.5	
Women	34.8	21.5	8.6	
Hispanics/Latinos	39.3	11.5	3.8	
African-American Men	47.3	25.7	5.3	
African-American Women	32.6	22.5	9.7	
Men Who Have Sex With Men	46.9	21.6	6.6	
30a. Clothing For Child: New	0.7%	1.1%	4.4	
Eastern Counties	0.0	0.0	0.0	
Western Counties	0.0	4.5	1.0_	
Pediatrics	0.0	20.0	12.7_	
Adolescents	7.7	23.1	5.3_	
Injecting Drug Users	0.0	7.7	28.5_	
Short-term Incarcerated	0.0	7.3	25.3_	
Substance Abusers	0.0	5.0	22.4	
Women	4.4	11.9	10.2	
Hispanics/Latinos	0.0	4.9	1.7_	
African-American Men	0.7	5.4	10.9	
African-American Women	5.6	11.2	9.7	
Men Who Have Sex With Men	0.5	1.9	11.8	

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
30b. Clothing For Child: Used	1.5%	3.1%	9.6
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	4.5	1.0_
Pediatrics	6.7	13.3	12.7_
Adolescents	7.7	23.1	5.3_
Injecting Drug Users	0.0	7.7	12.0_
Short-term Incarcerated	0.0	7.3	25.3_
Substance Abusers	1.7	6.7	4.4
Women	10.4	9.6	10.9
Hispanics/Latinos	4.9	6.6	5.4
African-American Men	1.4	4.7	8.2
African-American Women	10.1	7.9	11.7
Men Who Have Sex With Men	0.5	1.9	11.8
31. Professional Counseling	34.0%	14.0%	31.0
Eastern Counties	58.9	5.9	17.7
Western Counties	50.0	4.5	4.4
Pediatrics	13.3	40.0	24.5
Adolescents	38.5	15.4	31.2
Injecting Drug Users	57.7	34.6	18.8
Short-term Incarcerated	51.2	31.7	38.8
Substance Abusers	56.7	22.5	34.7
Women	38.5	17.0	34.9
Hispanics/Latinos	44.3	19.7	28.0
African-American Men	33.1	16.9	36.2
African-American Women	32.6	13.5	52.3
Men Who Have Sex With Men	48.8	16.4	30.4
33. Counseling: Child/Adolescent	0.9%	2.3%	15.6
Eastern Counties	11.8	5.9	9.3_
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	26.7	56.0_
Adolescents	15.4	0.0	0.0
Injecting Drug Users	0.0	7.7	26.5_
Short-term Incarcerated	0.0	2.4	52.0_
Substance Abusers	0.8	5.0	47.3
Women	0.7	5.9	38.6
Hispanics/Latinos	0.0	0.0	0.0
African-American Men	2.0	4.7	43.8
African-American Women	0.0	4.5	28.7
Men Who Have Sex With Men	1.0	12.2	49.4

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
34. Peer Counseling	16.1%	11.7%	121.0
Eastern Counties	23.5	11.8	44.8
Western Counties	9.1	0.0	7.0
Pediatrics	0.0	6.7	26.0
Adolescents	15.4	15.4	139.7
Injecting Drug Users	15.4	15.4	130.6
Short-term Incarcerated	12.2	26.8	71.6
Substance Abusers	19.2	16.7	112.9
Women	8.1	11.9	91.8
Hispanics/Latinos	14.8	14.8	64.3
African-American Men	14.2	14.9	194.5
African-American Women	6.7	12.4	195.4
Men Who Have Sex With Men	20.2	14.1	84.3
35. Substance Abuse Counseling	34.3%	5.9%	76.6
Eastern Counties	5.9	0.0	96.0
Western Counties	18.2	4.5	65.2
Pediatrics	0.0	20.0	0.0
Adolescents	7.7	0.0	0.0
Injecting Drug Users	57.7	26.7	155.7
Short-term Incarcerated	39.0	14.6	147.0
Substance Abusers	50.0	17.5	113.4
Women	23.7	5.2	52.1
Hispanics/Latinos	16.4	1.6	69.1
African-American Men	24.3	11.5	26.4
African-American Women	23.6	4.5	11.6
Men Who Have Sex With Men	23.9	8.5	110.3
37. Crisis Counseling	20.6%	13.4%	39.0
Eastern Counties	23.5	0.0	15.8
Western Counties	4.5	4.5	136.0
Pediatrics	0.0	0.0	0.0
Adolescents	15.4	23.1	188.5
Injecting Drug Users	23.1	23.1	49.9
Short-term Incarcerated	21.9	26.8	108.0
Substance Abusers	28.3	20.8	49.4
Women	15.6	19.3	52.4
Hispanics/Latinos	19.7	18.0	19.1
African-American Men	21.0	16.2	43.6
African-American Women	19.1	19.1	110.3
Men Who Have Sex With Men	25.4	14.6	46.1

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
38. Pastoral Counseling	18.3%	11.0%	54.0
Eastern Counties	17.6	17.6	28.9
Western Counties	13.6	0.0	18.7_
Pediatrics	6.7	20.0	31.0_
Adolescents	7.7	23.1	32.0
Injecting Drug Users	15.4	30.8	19.2
Short-term Incarcerated	14.6	36.6	56.4
Substance Abusers	30.0	25.8	52.9
Women	20.7	18.5	57.2
Hispanics/Latinos	19.7	16.4	33.5
African-American Men	22.3	14.9	89.4
African-American Women	20.2	15.7	73.9
Men Who Have Sex With Men	24.4	15.5	49.1
39. Medication From Psychiatrist	33.9%	9.6%	242.5
Eastern Counties	35.3	5.9	313.0
Western Counties	13.6	4.5	365.0_
Pediatrics	0.0	0.0	0.0
Adolescents	7.7	7.7	183.0_
Injecting Drug Users	38.5	23.1	228.9
Short-term Incarcerated	36.6	29.2	266.3
Substance Abusers	42.5	17.5	255.1
Women	23.7	17.0	291.7
Hispanics/Latinos	37.7	8.2	258.5
African-American Men	30.4	8.8	235.7
African-American Women	25.8	16.9	268.2
Men Who Have Sex With Men	42.3	9.9	249.6
40. Buddy/Care Team/Volunteer	9.6%	17.2%	115.0
Eastern Counties	29.4	23.5	62.6
Western Counties	4.5	4.5	144.5_
Pediatrics	6.7	6.7	4.0_
Adolescents	7.7	30.8	33.8
Injecting Drug Users	19.2	38.5	97.2
Short-term Incarcerated	9.8	46.3	129.2
Substance Abusers	16.7	31.7	95.8
Women	10.4	25.9	85.4
Hispanics/Latinos	9.8	24.6	33.0
African-American Men	8.1	18.9	97.0
African-American Women	11.2	24.7	120.2
Men Who Have Sex With Men	15.0	21.1	98.0

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
41. Vocational Training/Placement	4.9%	15.2%	66.2
Eastern Counties	0.0	5.9	1.0_
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	15.4	30.7	103.8_
Injecting Drug Users	3.8	15.4	164.6
Short-term Incarcerated	2.4	39.0	141.8
Substance Abusers	4.2	22.5	144.3
Women	8.1	15.6	95.2
Hispanics/Latinos	0.0	13.1	56.7
African-American Men	6.1	23.0	60.3
African-American Women	11.2	16.9	85.9
Men Who Have Sex With Men	4.2	19.2	91.5
42. Dental Care	49.0%	17.6%	8.3
Eastern Counties	35.3	29.4	5.9
Western Counties	45.5	18.2	15.6
Pediatrics	33.3	20.0	2.0
Adolescents	30.8	30.8	1.9
Injecting Drug Users	57.7	34.6	5.9
Short-term Incarcerated	34.1	48.8	12.5
Substance Abusers	60.0	30.8	8.7
Women	38.5	29.6	9.5
Hispanics/Latinos	55.7	19.7	16.4
African-American Men	56.8	23.6	6.2
African-American Women	36.0	28.1	8.0
Men Who Have Sex With Men	64.8	20.2	20.5
44. Eye Care Services	41.9%	14.7%	3.2
Eastern Counties	35.3	23.5	1.2
Western Counties	36.4	18.2	1.0
Pediatrics	26.7	13.3	2.0
Adolescents	23.1	23.1	3.2
Injecting Drug Users	38.5	15.4	1.0
Short-term Incarcerated	12.2	39.0	6.1
Substance Abusers	39.2	21.7	4.3
Women	34.8	19.3	4.1
Hispanics/Latinos	45.9	13.1	2.2
African-American Men	47.3	20.9	4.3
African-American Women	29.2	21.3	5.0
Men Who Have Sex With Men	48.8	15.5	3.4
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>

46. Financial Assistance	23.7%	37.9%	9.0
Eastern Counties	23.5	47.1	9.7
Western Counties	27.3	13.6	7.0
Pediatrics	0.0	20.0	6.7_
Adolescents	30.8	30.8	10.2
Injecting Drug Users	34.6	57.7	5.6
Short-term Incarcerated	17.1	48.8	9.7
Substance Abusers	34.2	56.7	7.0
Women	23.7	39.3	14.7
Hispanics/Latinos	34.4	42.6	8.4
African-American Men	23.0	49.3	7.0
African-American Women	24.7	43.8	14.3
Men Who Have Sex With Men	32.9	48.4	9.6
48. Money Management Advice	4.8%	11.8%	26.3
Eastern Counties	0.0	0.0	0.0
Western Counties	4.5	4.5	12.0_
Pediatrics	0.0	6.7	24.0_
Adolescents	7.7	23.0	7.5_
Injecting Drug Users	3.8	3.8	39.4
Short-term Incarcerated	7.3	26.8	7.5
Substance Abusers	5.0	20.0	26.1
Women	3.0	14.1	18.1
Hispanics/Latinos	4.9	9.8	12.0
African-American Men	6.1	14.9	71.0
African-American Women	4.5	14.6	19.8
Men Who Have Sex With Men	5.2	16.0	51.6
49. Food/Supplies-- Food Pantry	43.9%	16.4%	31.7
Eastern Counties	41.2	29.1	18.0
Western Counties	40.9	18.2	7.5
Pediatrics	40.0	40.0	28.8
Adolescents	23.1	23.1	26.2
Injecting Drug Users	3.8	38.5	41.8
Short-term Incarcerated	7.3	26.8	7.5
Substance Abusers	59.2	37.5	28.4
Women	43.0	22.2	26.5
Hispanics/Latinos	62.3	21.3	22.1
African-American Men	49.3	24.3	31.8
African-American Women	42.6	19.1	29.8
Men Who Have Sex With Men	5.2	16.0	37.1
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
51. Meals Delivered Ready-To-Eat	5.5%	10.8%	132.7

Eastern Counties	5.9	5.9	8.0_
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	6.7	365.0_
Adolescents	0.0	0.0	0.0
Injecting Drug Users	11.5	15.4	184.5
Short-term Incarcerated	7.3	17.1	167.9
Substance Abusers	9.2	15.8	181.0
Women	3.0	10.4	122.7
Hispanics/Latinos	3.3	16.4	102.7
African-American Men	6.1	14.9	156.8
African-American Women	4.5	11.2	98.1
Men Who Have Sex With Men	8.5	12.7	131.6
52. Lunch While At An Agency	40.8%	7.7%	60.5
Eastern Counties	11.8	17.6	19.2_
Western Counties	31.8	0.0	5.7_
Pediatrics	13.3	13.3	154.4_
Adolescents	30.8	0.0	5.8_
Injecting Drug Users	50.0	7.7	90.4
Short-term Incarcerated	43.9	12.2	60.4
Substance Abusers	55.0	14.2	46.9
Women	35.6	13.3	38.6
Hispanics/Latinos	44.3	3.3	91.3
African-American Men	54.1	9.5	80.8
African-American Women	36.0	9.0	28.1
Men Who Have Sex With Men	50.7	11.3	66.5
53. Furniture	13.4%	18.9%	1.8
Eastern Counties	5.9	17.6	1.7_
Western Counties	0.0	9.1	1.7_
Pediatrics	0.0	20.0	1.7_
Adolescents	23.1	15.4	6.8_
Injecting Drug Users	15.4	46.2	1.3
Short-term Incarcerated	12.2	39.0	5.3
Substance Abusers	16.7	32.5	5.9
Women	12.6	24.4	1.8
Hispanics/Latinos	14.8	19.7	2.7
African-American Men	14.9	28.4	2.5
African-American Women	14.6	25.8	1.1
Men Who Have Sex With Men	16.9	23.5	2.1
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
54. Medical Equipment	4.2%	1.6%	5.7

Eastern Counties	0.0	0.0	0.0
Western Counties	9.1	4.5	4.7_
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	3.8	1.0_
Short-term Incarcerated	0.0	4.9	1.0_
Substance Abusers	6.7	1.7	1.4
Women	3.7	3.0	46.3
Hispanics/Latinos	0.0	1.6	5.0_
African-American Men	3.4	0.7	0.6
African-American Women	4.5	4.5	34.1
Men Who Have Sex With Men	3.8	1.0	1.6
55. Equipment-- Hearing Impaired	0.9%	1.3%	52.4
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	4.5	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	0.0	7.7	1.0_
Short-term Incarcerated	0.0	2.4	1.0_
Substance Abusers	0.8	2.5	122.3_
Women	0.0	0.7	1.0_
Hispanics/Latinos	0.0	1.6	0.0
African-American Men	0.0	0.0	0.0
African-American Women	0.0	0.0	0.0
Men Who Have Sex With Men	0.9	1.4	92.5_
56. Equipment-- Visually Impaired	1.4%	0.4%	78.4
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	7.7	2.3_
Short-term Incarcerated	0.0	2.4	1.0_
Substance Abusers	0.8	1.7	2.3_
Women	0.0	0.7	1.0_
Hispanics/Latinos	3.3	0.0	2.5_
African-American Men	2.0	0.7	1.2
African-American Women	0.0	0.0	0.0
Men Who Have Sex With Men	1.4	0.9	2.7_
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
57a. Medical-- Doctor/Clinic	69.1%	10.3%	17.4

Eastern Counties	94.1	11.8	85.7
Western Counties	77.3	27.3	89.0
Pediatrics	80.0	6.7	43.0
Adolescents	76.9	0.0	10.3
Injecting Drug Users	73.1	23.1	10.0
Short-term Incarcerated	56.1	34.1	13.3
Substance Abusers	82.5	15.8	13.7
Women	59.3	8.9	14.8
Hispanics/Latinos	70.5	3.3	14.6
African-American Men	74.3	15.5	16.9
African-American Women	64.0	4.5	15.9
Men Who Have Sex With Men	89.7	12.2	14.4
57b. Medical-- Doctor/Female	4.3%	1.0%	1.8
Eastern Counties	17.6	0.0	6.7_
Western Counties	9.1	0.0	1.0_
Pediatrics	6.7	0.0	4.0_
Adolescents	46.2	0.0	9.3
Injecting Drug Users	7.7	3.8	8.3_
Short-term Incarcerated	19.5	12.2	4.4
Substance Abusers	15.8	4.2	9.5
Women	47.4	10.4	6.4
Hispanics/Latinos	13.1	1.6	3.9
African-American Men	0.0	0.7	1.0_
African-American Women	48.3	7.9	6.4
Men Who Have Sex With Men	0.5	0.1	1.5
57c. Medical-- Doctor/Skin	25.3%	9.5%	12.6
Eastern Counties	17.6	5.9	6.3_
Western Counties	9.1	0.0	6.0_
Pediatrics	20.0	0.0	10.0_
Adolescents	0.0	7.7	1.1
Injecting Drug Users	26.9	7.7	6.4
Short-term Incarcerated	17.1	7.3	5.4
Substance Abusers	30.0	10.8	23.0
Women	21.5	10.4	10.4
Hispanics/Latinos	34.4	8.2	5.5
African-American Men	27.0	13.5	9.9
African-American Women	24.7	10.1	12.6
Men Who Have Sex With Men	33.3	10.3	12.6
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
57d. Medical-- Doctor/Child	3.6%	0.7%	4.8

Eastern Counties	11.8	5.9	3.0_
Western Counties	9.1	4.5	10.0_
Pediatrics	13.3	7.7	6.7_
Adolescents	30.8	0.0	8.0_
Injecting Drug Users	3.8	11.5	4.3_
Short-term Incarcerated	0.0	7.3	8.3
Substance Abusers	2.5	3.3	7.7
Women	13.3	3.7	9.8
Hispanics/Latinos	4.9	0.0	9.3_
African-American Men	3.4	3.4	6.8
African-American Women	23.6	2.2	11.4
Men Who Have Sex With Men	2.3	1.4	5.9
57e. Medical-- Viral Load Testing	51.2%	11.0%	5.6
Eastern Counties	94.1	23.5	3.2
Western Counties	54.5	13.6	3.9_
Pediatrics	20.0	0.0	5.3
Adolescents	30.8	30.8	8.4
Injecting Drug Users	50.0	26.7	2.7
Short-term Incarcerated	31.7	21.9	5.4
Substance Abusers	59.2	13.3	5.7
Women	39.3	15.6	4.1
Hispanics/Latinos	67.2	13.1	6.0
African-American Men	53.4	14.2	6.3
African-American Women	40.4	13.5	4.3
Men Who Have Sex With Men	69.5	13.6	6.7
57f. Medical-- T-Cell Count	65.9%	9.2%	8.9
Eastern Counties	94.1	17.6	5.1
Western Counties	86.4	4.5	5.5
Pediatrics	60.0	0.0	9.7
Adolescents	77.0	0.0	6.9
Injecting Drug Users	76.9	23.1	4.3
Short-term Incarcerated	68.3	29.3	7.0
Substance Abusers	81.7	16.7	9.4
Women	62.2	13.3	8.9
Hispanics/Latinos	82.0	11.5	9.8
African-American Men	74.3	13.5	7.6
African-American Women	60.0	9.0	10.5
Men Who Have Sex With Men	87.3	11.3	8.7
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
57g. Medical-- X-rays	46.0%	6.2%	4.2

Eastern Counties	64.7	5.9	4.3
Western Counties	63.6	4.5	2.8
Pediatrics	53.3	0.0	2.3
Adolescents	38.5	0.0	2.2
Injecting Drug Users	65.4	11.5	5.3
Short-term Incarcerated	34.1	14.6	8.9
Substance Abusers	56.7	8.3	4.9
Women	33.3	3.7	3.3
Hispanics/Latinos	50.8	3.3	3.1
African-American Men	52.0	6.8	4.9
African-American Women	46.1	4.5	3.8
Men Who Have Sex With Men	59.2	6.6	4.7
57h. Medical-- Hospital Visit	28.8%	3.6%	13.4
Eastern Counties	47.1	5.9	33.6
Western Counties	22.7	4.5	4.8_
Pediatrics	20.0	0.0	3.3_
Adolescents	30.8	0.0	11.0_
Injecting Drug Users	34.6	19.2	12.4
Short-term Incarcerated	31.7	9.8	11.5
Substance Abusers	41.7	6.7	11.3
Women	20.0	1.5	7.6
Hispanics/Latinos	34.4	1.6	12.1
African-American Men	30.4	5.4	13.0
African-American Women	22.5	1.1	9.7
Men Who Have Sex With Men	34.3	3.8	13.1
58. Subacute Care	1.6%	5.6%	31.6
Eastern Counties	0.0	5.9	0.0
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	7.7	0.0	5.0_
Injecting Drug Users	0.0	19.2	5.0_
Short-term Incarcerated	0.0	12.2	12.0_
Substance Abusers	2.5	10.8	77.6
Women	2.2	3.7	3.5
Hispanics/Latinos	3.3	4.9	109.5_
African-American Men	0.7	6.1	54.9_
African-American Women	3.4	3.4	3.5
Men Who Have Sex With Men	2.3	5.2	94.5
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
59. Neurocognitive Services	3.6%	7.5%	54.2

Eastern Counties	0.0	0.0	0.0
Western Counties	4.5	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	8.3	1.0_
Injecting Drug Users	11.5	19.2	24.3_
Short-term Incarcerated	4.9	14.6	92.0
Substance Abusers	5.8	13.3	45.9
Women	4.4	5.9	83.7
Hispanics/Latinos	0.0	6.6	132.7_
African-American Men	2.7	6.8	55.6
African-American Women	5.6	5.6	58.3
Men Who Have Sex With Men	3.8	8.5	128.3
60. Physical Therapy/Rehabilitation	7.9%	3.0%	46.8
Eastern Counties	11.8	0.0	140.5_
Western Counties	9.1	0.0	14.0_
Pediatrics	13.3	0.0	32.0_
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	3.8	11.0_
Short-term Incarcerated	9.8	2.4	45.2
Substance Abusers	9.2	4.2	19.4
Women	4.4	5.2	78.4
Hispanics/Latinos	3.3	6.6	18.5
African-American Men	10.1	4.7	73.9
African-American Women	5.6	4.5	89.7
Men Who Have Sex With Men	7.0	2.8	17.3
61. Nutritional Advice	22.4%	12.4%	18.0
Eastern Counties	35.3	5.9	15.3
Western Counties	40.9	0.0	48.0
Pediatrics	0.0	13.3	39.0_
Adolescents	15.4	15.4	7.5_
Injecting Drug Users	19.2	23.1	24.2
Short-term Incarcerated	19.5	26.8	29.8
Substance Abusers	35.8	21.7	24.3
Women	68.1	19.3	14.3
Hispanics/Latinos	27.9	9.8	31.9
African-American Men	28.4	12.8	21.2
African-American Women	22.5	18.0	18.7
Men Who Have Sex With Men	29.1	15.0	13.2
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
63. IV Therapy-- Insert Line	3.8%	0.9%	132.5
Eastern Counties	5.9	0.0	1.0_

Western Counties	4.5	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	3.8	184.5_
Short-term Incarcerated	4.9	0.0	115.4
Substance Abusers	6.7	1.7	102.3
Women	1.5	2.2	76.8
Hispanics/Latinos	3.3	1.6	131.7_
African-American Men	3.4	1.4	106.8
African-American Women	1.1	3.4	95.8_
Men Who Have Sex With Men	7.2	0.5	129.3
64. IV Therapy-- Medicines	4.2%	1.2%	160.4
Eastern Counties	94.1	0.0	60.0_
Western Counties	90.1	0.0	0.0
Pediatrics	100.0	0.0	0.0
Adolescents	76.9	0.0	0.0
Injecting Drug Users	3.8	3.8	184.0_
Short-term Incarcerated	4.9	0.0	260.5_
Substance Abusers	5.8	1.7	169.3
Women	1.5	1.5	186.3
Hispanics/Latinos	3.3	1.6	131.7_
African-American Men	2.0	1.4	158.0
African-American Women	1.1	0.0	245.0_
Men Who Have Sex With Men	2.8	0.9	170.4
65. Skilled Nursing	0.1%	2.7%	99.1
Eastern Counties	17.6	0.0	13.0_
Western Counties	0.0	0.0	0.0
Pediatrics	6.7	6.7	2.0_
Adolescents	0.0	0.0	0.0
Injecting Drug Users	7.7	11.3	74.8
Short-term Incarcerated	7.3	9.6	107.0
Substance Abusers	0.0	5.0	88.4_
Women	0.0	2.2	79.0
Hispanics/Latinos	0.0	1.6	31.8_
African-American Men	0.0	4.1	99.9
African-American Women	0.0	1.1	178.3_
Men Who Have Sex With Men	5.6	3.8	69.5
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
66. Home Health Aide	1.5%	1.0%	192.3
Eastern Counties	11.8	0.0	0.0

Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	0.0	1.0_
Short-term Incarcerated	0.0	0.0	0.0
Substance Abusers	2.5	1.7	78.0
Women	1.4	1.4	137.3
Hispanics/Latinos	1.6	1.4	8.0_
African-American Men	2.0	2.0	82.3
African-American Women	2.2	1.1	182.0_
Men Who Have Sex With Men	2.8	0.9	60.0
67. Respite Care	2.0%	2.9%	75.1
Eastern Counties	0.0	5.9	2.0_
Western Counties	0.0	0.0	0.0
Pediatrics	6.7	0.0	104.0_
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	7.7	188.0_
Short-term Incarcerated	4.9	4.9	26.0_
Substance Abusers	2.5	3.3	148.5
Women	0.7	5.2	92.2
Hispanics/Latinos	1.6	3.2	2.0_
African-American Men	1.4	4.1	73.6
African-American Women	1.1	3.4	137.0_
Men Who Have Sex With Men	1.4	3.3	87.7
68. Sitter	2.3%	3.8%	148.9
Eastern Counties	5.9	5.9	20.5
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	0.0	15.4	9.5_
Short-term Incarcerated	2.4	9.8	69.7_
Substance Abusers	2.5	6.7	40.6
Women	0.7	6.7	105.3
Hispanics/Latinos	1.6	4.9	101.0_
African-American Men	2.0	5.4	111.0
African-American Women	1.1	4.5	168.4
Men Who Have Sex With Men	2.3	5.6	116.5
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
69. Homemaker Service	5.5%	5.3%	55.1
Eastern Counties	35.3	0.0	157.3

Western Counties	4.5	0.0	0.0
Pediatrics	6.7	0.0	365.0_
Adolescents	7.7	0.0	52.0_
Injecting Drug Users	7.7	11.5	13.0
Short-term Incarcerated	7.3	7.3	61.0
Substance Abusers	7.5	8.3	39.9
Women	3.7	7.4	100.1
Hispanics/Latinos	1.6	8.2	3.8
African-American Men	6.1	4.7	59.6
African-American Women	3.4	4.5	116.5
Men Who Have Sex With Men	8.5	6.8	34.0
70. Help -- Place To Live	11.6%	21.1%	28.5
Eastern Counties	5.9	5.9	1.0_
Western Counties	0.0	9.1	2.0_
Pediatrics	13.3	4.5	1.3_
Adolescents	15.4	15.4	6.8_
Injecting Drug Users	19.2	38.5	11.5
Short-term Incarcerated	26.8	41.5	13.4
Substance Abusers	20.7	34.2	7.3
Women	13.3	19.3	21.7
Hispanics/Latinos	14.8	21.3	6.4
African-American Men	16.2	24.3	12.4
African-American Women	6.9	21.3	14.7
Men Who Have Sex With Men	15.0	23.0	20.5
72. Help Finding Home For Pet	2.0%	6.8%	1.8
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	4.5	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	23.1	1.3
Short-term Incarcerated	4.9	17.1	1.3
Substance Abusers	4.2	13.3	1.4
Women	1.4	5.9	1.3
Hispanics/Latinos	6.6	0.0	2.0_
African-American Men	0.0	5.4	2.0
African-American Women	1.1	4.5	1.3
Men Who Have Sex With Men	4.7	7.5	1.8
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
73. Legal Help/Information	17.7%	13.8%	9.9
Eastern Counties	41.2	11.8	1.6

Western Counties	9.1	9.1	1.0_
Pediatrics	0.0	6.7	24.0_
Adolescents	0.0	15.4	2.0_
Injecting Drug Users	23.1	23.1	3.6
Short-term Incarcerated	7.3	26.8	36.4
Substance Abusers	19.2	15.0	4.8
Women	19.3	14.1	3.8
Hispanics/Latinos	36.1	11.5	5.9
African-American Men	14.2	16.2	7.7
African-American Women	16.9	13.5	3.4
Men Who Have Sex With Men	26.3	14.1	3.0
75. Assistance-- Disability/SSI/SSD	1.2%	3.9%	4.4
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	11.5	0.0
Short-term Incarcerated	0.0	4.9	3.0_
Substance Abusers	2.5	7.5	1.5_
Women	0.0	4.4	1.7
Hispanics/Latinos	3.3	6.6	3.3
African-American Men	1.4	3.4	9.7
African-American Women	0.0	4.5	1.7_
Men Who Have Sex With Men	0.9	4.7	10.0
77. Transportation Services	36.3%	17.0%	64.8
Eastern Counties	23.5	23.5	9.3
Western Counties	36.4	13.6	15.6
Pediatrics	26.7	13.3	19.0
Adolescents	53.8	23.1	7.6
Injecting Drug Users	61.5	26.9	64.3
Short-term Incarcerated	34.1	34.1	49.9
Substance Abusers	52.5	32.5	57.1
Women	31.9	22.2	60.9
Hispanics/Latinos	45.9	13.1	62.5
African-American Men	47.3	18.9	52.0
African-American Women	40.4	22.5	55.6
Men Who Have Sex With Men	46.5	20.2	68.0
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
79. Transportation-- Routine Errands	35.6%	14.0%	163.9
Eastern Counties	29.4	5.9	91.0

Western Counties	31.8	0.0	305.3
Pediatrics	33.3	0.0	286.8_
Adolescents	53.8	7.7	333.6
Injecting Drug Users	23.1	26.9	141.2
Short-term Incarcerated	29.3	39.1	94.9
Substance Abusers	41.7	21.7	181.6
Women	25.2	15.6	147.9
Hispanics/Latinos	36.1	18.0	121.5
African-American Men	45.3	17.6	157.4
African-American Women	28.1	13.5	170.0
Men Who Have Sex With Men	45.1	16.9	192.1
81. Transportation-- Day care	0.9%	3.0%	284.7
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	4.5	1.0_
Pediatrics	0.0	6.7	1.0_
Adolescents	7.7	0.0	365.0_
Injecting Drug Users	0.0	3.8	0.0
Short-term Incarcerated	0.0	7.3	365.0_
Substance Abusers	0.0	2.5	365.0_
Women	5.2	6.7	170.3
Hispanics/Latinos	0.0	1.6	730.0_
African-American Men	0.0	1.4	365.0_
African-American Women	6.7	9.0	116.4
Men Who Have Sex With Men	0.5	0.9	1.0
82. Transportation-- Emergency	11.3%	6.6%	3.9
Eastern Counties	0.0	5.9	2.0_
Western Counties	0.0	4.5	2.0_
Pediatrics	6.7	0.0	3.0_
Adolescents	7.7	0.0	1.0_
Injecting Drug Users	19.2	3.8	2.6
Short-term Incarcerated	14.6	14.6	8.2
Substance Abusers	16.7	12.5	6.4
Women	12.6	18.0	8.8
Hispanics/Latinos	13.1	9.8	4.4
African-American Men	10.1	8.8	3.9
African-American Women	13.5	11.2	10.5
Men Who Have Sex With Men	15.5	8.0	4.6

Comparative Service Usage and Need For Subparts of Survey

Several survey questions had subparts to them in which case a broad area (Child Care, for

example) was broken into smaller parts (such as daily child care, 24-hour child care). This section reports on survey findings for the subparts based on the overall community rates. As before, **Used** is the percent of clients who actually used the service during the past 12 months. **Need** indicates the percent of clients who needed the service but found it unavailable. **Frequency** is the average number of times a service was used and needed.

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
28a. Child Care: Daily	1.7%	1.8%	28.9
28b. Child Care: 24-Hour	0.6%	1.1%	4.5
28c. Child Care:	0.8%	1.9%	9.8
28d. Child Care: Foster Care	0.1%	0.1%	0.1
32a. Counseling: Individual	29.3%	11.6%	28.3
32b. Counseling: Couples/Family	3.0%	4.3%	12.1
32c. Counseling: Group	14.4%	3.5%	75.2
32d. Counseling: At Home	1.7%	2.8%	17.6
36a. Substance Abuse Coun.: Individual	12.8%	4.8%	61.2
36b. Substance Abuse Coun.: Group	15.6%	3.5%	92.1
36c. Substance Abuse Coun.: Detox	7.7%	1.8%	23.6
43a. Dentist: Prosthodontics	20.0%	9.0%	23.2
43b. Dentist: General/Preventive	45.6%	15.5%	7.1
43c. Dentist: Oral Pathology	10.5%	7.8%	16.5
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
45a. Eye Doctor: Eye Exam	39.9%	13.3%	2.8
45b. Eye Doctor: Glasses	25.1%	10.6%	2.2

45c. Eye Doctor: Related to HIV	12.5%	6.9%	20.4
47a. Need Money: Utilities	14.4%	28.9%	10.0
47b. Need Money: Rent	19.1%	29.0%	7.3
47c. Need Money: Deposits	3.3%	14.6%	4.9
47d. Need Money: Telephone	7.1%	1.8%	6.0
47e. Need Money: Prescriptions	17.0%	12.4%	13.3
47f. Need Money: Health Ins.. Premiums	2.8%	4.4%	7.1
47g. Need Money: Additional Medical	14.1%	8.3%	7.9
47h. Need Money: Health Ins. Ded.&Copay	1.0%	5.2%	7.8
50a. Food Pantry: Basic Food	42.2%	15.5%	30.0
50b. Food Pantry: Meat	20.1%	27.1%	39.2
50c. Food Pantry: Baby Supplies	2.9%	2.2%	16.9
50d. Food Pantry: Personal Hygiene	30.5%	17.8%	29.2
50e. Food Pantry: Household Supplies	23.5%	26.6%	38.8
50f. Food Pantry: Gloves/Mask/Gowns	2.3%	3.7%	129.8
50g. Food Pantry: Kids' School Supplies	0.9%	3.4%	6.1
62a. Nutrition Counseling: Individual	17.0%	9.3%	13.2
62b. Nutrition Counseling: Couples/Family	2.3%	4.3%	57.2
71a. Housing: Short-Term	3.4%	7.9%	2.2
71b. Housing: Assisted Trans. Living	2.6%	3.0%	1.1
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
71c. Housing: Long-Term	9.2%	18.7%	14.0
71d. Housing: Long-Term/Physician	1.4%	4.0%	14.9

71e. Housing: Accepts Families/Kids	1.0%	7.3%	35.8
74a. Legal: Estate Planning Documents	10.4%	6.2%	2.3
74b. Legal: Immigration	0.3%	0.3%	0.3
74c. Legal: Discrimination	1.3%	2.1%	6.5
74d. Legal: Adoption/Child Custody	0.2%	1.8%	2.0
74e. Legal: SSI/SSD	7.2%	4.5%	5.9
76a. Legal Asst. To Appeal Dis. Disqual.	0.4%	1.8%	2.1
76b. Job Training (No Longer Elig. For Dis.)	0.5%	1.1%	6.4
76c. Other (No Longer Elig. For Dis.)	0.0%	0.1%	1.6
78a. Transportation/Apt.: Taxi	20.9%	7.1%	36.1
78b. Transportation/Apt.: Bus Pass	35.1%	20.9%	114.8
78c. Transportation/Apt.: Tokens	13.9%	6.6%	86.0
78d. Transportation/Apt.: Van	6.1%	4.3%	77.5
78e. Transportation/Apt.: Driver	5.3%	3.8%	51.2
78f. Transportation/Apt.: Friend/Relative	3.8%	29.5%	43.6
78g. Transportation/Apt.: Drive Myself	21.2%	3.0%	97.2
78h. Transportation/Apt.: Other	6.2%	0.1%	107.5
80a. Transp./Routine Errands: Taxi	8.9%	4.4%	51.4
80b. Transp./Routine Errands: Bus Pass	29.6%	6.8%	254.5
80c. Transp./Routine Errands: Tokens	7.8%	5.2%	106.2
<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
80d. Transp./Routine Errands: Van	3.2%	2.2%	143.7
80e. Transp./Routine Errands: Driver	2.5%	3.6%	49.6

80f. Transp./Routine Errands: Friend/Rel.	14.1%	3.5%	103.4
80g. Transp./Routine Errands: Drive Myself	21.6%	3.0%	220.9
80h. Transp./Routine Errands: Other	6.5%	0.3%	236.5

The remainder of this *Client Survey* section contains analyses of service usage/need for the 12 special populations as well as a variety of service rankings for the 1997 survey and the previous 1994 and 1995 surveys. Analyses on selected survey questions are also included.

Special Populations

Each of the following subsample groups was compared to the remainder of the HIV community sample to determine the existence of any statistically significant differences ($p < .05$) in service needs as measured by the combined frequency of reported usage and/or need. Analyses involving small numbers of individuals per group were discarded.

Counties East of Harris

This subsample (N=17) includes all individuals interviewed who live in Chambers, Liberty, Montgomery, and Walker counties. This group *more* frequently used and/or needed the following services:

- 57a. Medical-- Doctor/Clinic
- 57h. Medical-- Hospital Visit

This group *less* frequently used and/or needed the following services:

- 29b. Clothing For Me: Used
- 37. Crisis Counseling
- 38. Pastoral Counseling
- 44. Eye Care Services
- 57e. Medical-- Viral Load Testing
- 57f. Medical-- T-Cell Count
- 77. Transportation Services

Counties West of Harris

This subsample (N=22) includes all individuals interviewed who live in Austin, Colorado, Fort Bend, Waller, and Wharton counties. This group *more* frequently used and/or needed the following services:

- 39. Medication From Psychiatrist
- 57a. Medical-- Doctor/Clinic

The west counties *less* frequently used and/or needed the following services:

- 24. Case Management
- 29b. Clothing For Me: Used
- 31. Professional Counseling
- 44. Eye Care Services
- 49. Food/Supplies-- Food Pantry
- 57f. Medical-- T-Cell Count
- 57g. Medical-- X-Rays
- 57h. Medical-- Hospital Visit
- 77. Transportation

Pediatrics

This subsample (N=15) includes all individuals interviewed who were 12 years of age or younger. Children *more* frequently used and/or needed the following service:

- 57a. Medical-- Doctor/Clinic

Children *less* frequently used and/or needed the following services:

- 38. Pastoral Counseling
- 42. Dental Care
- 57g. Medical-- X-Rays
- 77. Transportation

Adolescents

This subsample (N=13) includes all individuals interviewed who were between 13 and 19 years of age. Adolescents *more* frequently used and/or needed the following service:

- 79. Transportation-- Routine Errands

Adolescents *less* frequently used and/or needed the following services:

- 24. Case Management
- 25. Companion/Advocate
- 40. Buddy/Care Team/Volunteer
- 42. Dental Care
- 48. Money Management Advice
- 52. Lunch While At An Agency
- 61. Nutritional Advice
- 77. Transportation Services

Injecting Drug Users

This subsample (N=26) includes all individuals interviewed who reported that they had injected drugs or other substances to get high in the past 12 months. Injecting drug users *more* frequently used and/or needed the following service: NONE

Injecting Drug Users *less* frequently used and/or needed the following services:

- 38. Pastoral Counseling
- 44. Eye Care Services
- 46. Financial Assistance
- 53. Furniture
- 57a. Medical-- Doctor/Clinic
- 57e. Medical-- Viral Load Testing
- 57f. Medical-- T-Cell Count
- 60. Physical Therapy/Rehabilitation
- 69. Homemaker Service
- 70. Help-- Place To Live
- 82. Transportation-- Emergency

Short-term Incarcerated

This subsample (N=41) includes all individuals interviewed in the Harris County jail. Short-term incarcerated individuals *more* frequently used and/or needed the following service:

- 24. Case Management

This group *less* frequently used and/or needed the following services:

- 48. Money Management Advice

79. Transportation-- Routine Errands

Substance Abusers

This subsample (N=120) includes all individuals interviewed who reported using cocaine or crack or having been addicted to any substances in the past 12 months. Substance abusers *more* frequently used and/or needed the following services:

35. Substance Abuse Counseling
57b. Medical-- Doctor/Female

Substance Abusers *less* frequently used and/or needed the following services:

66. Home Health Aide
68. Sitter

Women

This subsample (N=135) includes all individuals interviewed whose gender was female.

Women *more* frequently used and/or needed the following service:

82. Transportation-- Emergency

Women *less* frequently used and/or need the following services: NONE

Hispanics/Latinos

This subsample (N=62) includes all individuals interviewed who were of Hispanic/ Latino ethnicity. Hispanics/Latinos *more* frequently used and/or needed the following services: NONE

Hispanics/Latinos *less* frequently used and/or needed the following services:

25. Companion/Advocate
29a. Clothing For Me: New
29b. Clothing For Me: Used
30a. Clothing For My Children: New

- 34. Peer Counseling
- 37. Crisis Counseling
- 44. Eye Care Services
- 48. Money Management Advice
- 60. Physical Therapy/Rehabilitation
- 69. Homemaker Service

African-American Men

This subsample (N=148) includes all males interviewed who were of African-American ethnicity. African-American men *more* frequently used and/or needed the following services:

- 25. Companion/Advocate
- 34. Peer Counseling

African-American males *less* frequently used and/or needed the following service:

- 27. Child Care

African-American Women

This subsample (N=89) includes all females interviewed who were of African-American ethnicity. African-American women *more* frequently used and/or needed the following service:

- 27. Child Care

This group *less* frequently used and/or needed the following service:

- 52. Lunch While At An Agency

Men Who Have Sex With Men (MSM)

This subsample (n=195) includes all men interviewed who self-identified as homosexual or bisexual. MSM *more* frequently used and/or needed the following service:

- 69. Transportation-- Emergency

MSM *less* frequently used and/or needed the following services:

- 27. Child Care
- 60. Physical Therapy/Rehabilitation
- 69. Homemaker Service

Selected Analyses

Three of the additional analyses added to the 1997 *Client Survey* focused on use of condoms and clients' knowledge of serostatus of their partners. Listed below are a summary of the responses to these questions.

Was a condom (or condoms) used during the last time you had sex?

YES	55.9%
NO	28.5%
NA	14.7%
PASS	.8%

Why weren't condoms used (check the best answer)?

DIDN'T HAVE ANY	14.5%
DIDN'T WANT TO USE THEM	13.5%
PARTNER DIDN'T WANT TO USE	15.0%
FORGOT (USING ALCOHOL/DRUGS)	4.5%
PARTNER HIV + TOO	37.4%
OTHER	15.0%

Again, think about the last time you had sex, what was the serostatus of your partner?

HIV POSITIVE	61.6%
HIV NEGATIVE	15.2%
I DON'T KNOW	23.2%

As seen from the information above, the majority (56%) of clients reported using condoms the last time they had sex.

Of the 29% reporting that they did not use a condom, the most common reason (37%)

given was that their partner was HIV positive also. In addition, 57% of those responding “no” concerning condom use stated that the serostatus of their partner was HIV positive. This suggest that many HIV positive clients are unaware of potential problems (such as being exposed to a different variation of the HIV virus) of not using condoms even when their partners are also HIV positive.

**Comparison of Client Service Rankings For 1994, 1995, and 1997
Combined Total: Percent Used and Percent Needed**

1994 Survey	1995 Survey	1997 Survey
1. Medical Care	1. Medical Care	1. Case Management
2. Case Management	2. Dental Care	2. Dental Care
3. Dental Care	3. Case Management	3. Finan. Assistance
4. Food Pantry	4. Transportation	4. Food Pantry
5. Eye Care Services	5. Finan. Assistance	5. Eye care Services
6. Transportation	6. Prof. Coun.: Adults	6. Medical Care
7. Prof. Coun.: Adults	7. Food Pantry	7. Transportation
8. Finan. Assistance	8. Eye Care Services	8. Prof. Coun.: Adults
9. Pastoral Counseling	9. Legal Help/Info.	9. Lunch At An Agency
10. Buddy/Care Team (tie)	10. Meds (Psychiatrist)	10. Meds (Psychiatrist)
10. Lunch At Agency	11. Clothing For Me	11. Substance Abuse Coun
12. Meds (Psychiatrist)	12. Nutritional Advice	12. Clothing For Me
13. Adult Day Care	13. Adult Day Care	13. Nutritional Advice
14. Clothing For Me	14. Buddy/Care team	14. Crisis Counseling
15. Legal Help/Info.	15. Crisis Counseling	15. Housing
16. Nutritional Advice	16. Pastoral Counseling	16. Furniture
17. Furniture	17. Lunch At Agency	17. Legal Help/Info.
18. Crisis Counseling	18. Housing	18. Advocate At Agencies
19. Advocate At Agencies	19. Peer Counseling	19. Pastoral Counseling
	20. Advocate At Agencies	20. Peer Counseling

**1997 Service Rankings For All Services
Combined Total: Percent Used and Percent Needed**

- | | | |
|--------------------------|---------------------------|----------------------------|
| 1. Case Management | 22. Adult Day Care | 42. Skilled Nursing |
| 2. Dental Care | 23. Voc. Trng./Placement | 43. Home Health Aide |
| 3. Finan. Assistance | 24. Trans.--Emergency | 44. Equip.-- Hearing Imp. |
| 4. Food Pantry | 25. Money Man. Advice | 45. Equip.-- Visually Imp. |
| 5. Eye Care Services | 26. Meals Delivered | 46. Adolescent day Care |
| 6. Medical Care | 27. Neurocognitive Serv. | |
| 7. Transportation | 28. Phys. Therapy/Rehab | |
| 8. Prof. Coun.: Adults | 29. Homemaker Service | |
| 9. Lunch At An Agency | 30. Help Home For Pets | |
| 10. Meds (Psychiatrist) | 31. Subacute Care | |
| 11. Substance Abuse Coun | 32. Child Care | |
| 12. Clothing For Me | 33. Sitter | |
| 13. Nutritional Advice | 34. Medical Equipment | |
| 14. Crisis Counseling | 35. IV Therapy-- Meds | |
| 15. Housing | 36. Asst. Dis./SSI/SSD | |
| 16. Furniture | 37. Respite Care | |
| 17. Legal Help/Info. | 38. IV Therapy-- Line | |
| 18. Advocate At Agencies | 39. Trans.-- Day Care | |
| 19. Pastoral Counseling | 40. Coun.: Child/Adol. | |
| 20. Peer Counseling | 40. Clothing: Child (tie) | |
| 21. Buddy/Care Team | | |

1997 Service Rankings

Most (%) Used

1. Case Management
2. Dental Care
3. Medical
4. Food Pantry
5. Eye Care Services
6. Lunch At An Agency
7. Transportation
8. Trans.-- Routine Errands
9. Substance Abuse Coun.
10. Peer Counseling

Most Needed

1. Finan. Assistance
2. Case Management
3. Housing
4. Furniture
5. Dental Care
6. Buddy/Care Team
7. Transportation
8. Food Pantry
9. Voc. Trng./Placement
10. Advocate

Comparison of 1997 Client Service Rankings Overall and Special Populations: Combined Total Percent Used/Needed

<u>Service(Overall Rank)</u>	<u>Rank East Counties</u>	<u>Rank West Counties</u>	<u>Rank Pediatrics</u>	<u>Rank Adolescents</u>	<u>Rank Injecting Drug Users</u>	<u>Rank Short-Term Incarcerated</u>	<u>Rank Substance Abusers</u>	<u>Rank Women</u>	<u>Rank Hispanics/Latinos</u>	<u>Rank A-A Males</u>	<u>Rank A-A Females</u>	<u>Rank MSM</u>
Adol. Day Care (46)	36	36	32	23	46	46	44	42	39	45	42	46
Adult Day Care (22)	46	27	46	34	13	24	21	27	21	21	29	21
Case Man. (1)	2	2	3	2	1	1	1	3	1	1	1	1
Advocate (18)	18	11	4	23	20	12	16	17	13	14	16	12
Child Care (32) 29	19	7	23	43	28	38	22	30	35	22	39	
Clothing:Me (12)	21	14	16	7	14	8	12	12	18	23	13	10
Clothing:Child (40)	46	35	17	23	37	37	37	25	32	33	26	42
Prof. Coun. (8)	6	7	6	7	4	3	5	7	5	10	8	5
Coun.:Ch./Adol. (40)	23	46	11	27	37	44	40	36	46	32	39	28
Peer Coun. (20) 15	23	31	23	23	20	20	24	22	20	25	19	
Sub. Ab. Coun. (11)	35	13	16	34	5	13	9	21	24	17	21	21
Crisis Coun. (14)	21	27	46	14	18	17	18	16	15	15	12	15
Pastoral Coun. (19)	16	19	12	23	18	16	14	13	17	16	15	16
Meds (Psy.) (10)	13	16	46	25	9	7	11	11	13	13	10	9

<u>Service(Overall Rank)</u>	<u>Rank East Counties</u>	<u>Rank West Counties</u>	<u>Rank Pediatrics</u>	<u>Rank Adolescents</u>	<u>Rank Injecting Drug Users</u>	<u>Rank Short-Term Incarcerated</u>	<u>Rank Substance Abusers</u>	<u>Rank Women</u>	<u>Rank Hispanics/Latinos</u>	<u>Rank A-A Males</u>	<u>Rank A-A Females</u>	<u>Rank MSM</u>
Buddy/Team (21)	10	27	20	14	13	19	19	15	19	22	15	18
Voc. Trng./Place. (23)	35	46	46	11	29	19	24	23	26	20	21	23
Dental Care (2)	7	3	6	5	4	3	4	4	4	3	3	2
Eye Care (5)	8	6	9	11	15	15	10	1	7	7	7	7
Fin. Assistance (3)	3	10	16	5	4	6	3	6	3	6	2	3
Mon. Man. Adv. (25)	46	27	31	24	43	23	26	26	25	25	24	26
Food Pantry (4) 4	5	3	9	19	23	2	5	2	5	4	26	
Meals Del. (26) 29	46	31	46	26	26	26	28	23	25	28	26	
Lunch/Agency (9)	17	12	18	23	13	11	8	8	11	2	9	8
Furniture (16)	21	23	16	14	9	15	17	14	9	11	14	
Med. Equip. (34)	46	19	46	46	43	41	35	35	45	40	32	37
Equip. Hearing (44)	46	35	46	46	37	44	44	46	45	46	46	44
Equip. Visually (45)	46	36	46	46	34	44	45	46	40	30	46	44
Medical (6)	5	4	8	9	6	9	7	9	6	4	6	4
Subacute Care (31)	35	46	46	34	29	34	31	38	32	31	34	35

<u>Service(Overall Rank)</u>	<u>Rank East Counties</u>	<u>Rank West Counties</u>	<u>Rank Pediatrics</u>	<u>Rank Adolescents</u>	<u>Rank Injecting Drug Users</u>	<u>Rank Short-Term Incarcerated</u>	<u>Rank Substance Abusers</u>	<u>Rank Women</u>	<u>Rank Hispanics/Latinos</u>	<u>Rank A-A Males</u>	<u>Rank A-A Females</u>	<u>Rank MSM</u>
Neur. Services (27)	46	35	46	28	34	30	27	31	34	29	30	39
Phy. Ther./Rehab. (28)	29	23	22	46	23	34	30	32	28	27	31	31
Nutri. Advice (13)	13	10	22	23	22	18	13	2	15	11	17	11
IV Ther./Line (38)	35	35	46	46	43	41	33	40	37	38	40	34
IV Ther./Meds (35)	2	1	1	2	43	41	36	42	37	42	44	41
Skilled Nursing (42)	22	46	20	46	30	29	41	44	45	40	44	32
Home Heal. Aide (43)	29	46	46	46	46	46	42	43	41	41	41	41
Respite Care (37)	35	46	31	46	34	35	40	38	39	35	39	39
Sitter (23)	29	46	46	46	31	34	33	33	35	30	36	33
Homemaker Serv.(29)	15	35	31	34	29	31	29	30	20	28	33	27
Housing (15)	29	23	23	23	13	4	15	19	17	12	19	17
Help/Pet/Home (30)	46	35	46	46	26	27	28	34	34	36	36	30
Legal Help/Info. (17)	9	15	31	27	18	23	22	18	10	18	18	14
Asst./Dis./SSI/SSD (36)	46	46	46	46	32	41	32	39	28	38	39	36
Transportation (7)	13	10	10	3	7	5	6	10	8	8	5	6

<u>Service(Overall Rank)</u>	Rank East Counties	Rank West Counties	Rank Pedi- atrics	Rank Adoles- cents	Rank Injecting Drug Users	Rank Short-Term Incarcerated	Rank Substance Abusers	Rank Women	Rank Hispanics/ Latinos	Rank A-A Males	Rank A-A Females	Rank MSM
Trans./Day Care (39)	46	35	31	34	46	37	46	29	45	44	28	45
Trans./Emergency (24)	35	35	31	34	21	25	23	20	20	26	23	22

SECTION 2

SERVICE PROVIDER SURVEY

APPENDIX

ADDITIONAL ANALYSES OF THE *CLIENT SURVEY* INSTRUMENT USING WEIGHTING BASED ON ESTIMATES OF HIV PREVALENCE

(CENTERS FOR DISEASE CONTROL, JULY 1996)

Additional Analyses Based on the CDC Weights

This appendix consists of data based on the weights provided by the Centers for Disease Control’s (July, 1996) estimates of HIV prevalence in the Greater Houston EMA.

The major difference between the CDC weights and the weights based on surveillance of living AIDS cases is seen in **Tables 1** and **Table 1a**. The CDC weights (that is, percentages) are considerably higher for African-Americans and lower for the remaining ethnic groups when compared to the living AIDS cases weights.

The following tables track the tables in the first part of Section 1 where the data are based on living AIDS cases. The numbers of the tables based on the CDC weights are the same table numbers as the living AIDS case surveillance tables with one minor change-- the CDC tables are labeled with an “a” (for example, **Table 1a**. versus **Table 1**). Comparisons of the data applying these two different sets of weights can be made by cross examining the related tables.

Table 1a. Greater Houston EMA Community Model Weighting Factors CDC Estimates (In Percents)			
Adult Women		Adult Men	
Caucasian	2.11	Caucasian	37.46
African-American	10.55	African-American	36.93
Hispanic/Latino	1.19	Hispanic/Latino	10.55
Other Ethnicities	0.08	Other Ethnicities	0.66

Table 1a. Greater Houston EMA Community Model Weighting Factors CDC Estimates (In Percents)			
Pediatrics	0.47	Grand Total	100%

Source: Estimates of HIV Prevalence, Centers for Disease Control, July, 1996.

Table 2a. Mode of Transmission of Virus CDC Estimates (In Percents)			
Mode of Transmission	Percent	Mode of Transmission	Percent
Sex between two males	44.3	Blood/products transfusion	4.6
Sex between male and female	26.8	At birth	0.1
Sex between two females	0.7	Other	1.3
Injecting drugs with needles	15.6	Unknown	6.4

Table 3a. Physical Conditions (CDC Estimates)	
Description	Percent
Hard of hearing or deaf	13.5
Very poor eyesight or blind	23.4
Use a cane to get around	8.3
Use a wheelchair to get around	1.5
Other disabilities	24.6

Table 4a. Housing and Service Considerations CDC Estimates (In Percents)			
General Factors to be Considered in Housing and Services	Relative Importance		
	Very	Somewhat	None
Living near my doctor, hospital or counselor	63.0	20.9	16.1
Housing that is alcohol and drug free	65.5	13.3	21.3
Housing without alcohol or drug rules	12.4	11.3	76.3
Living near my family or friends	59.2	19.0	21.7
Living near a bus stop	80.5	8.1	11.4
Living with people who are my same culture	23.5	22.6	53.9
Living near child care or school	17.6	5.1	77.2
Housing that allows my pets to live with me	48.1	10.3	41.6
Housing just for people with HIV infection	31.6	20.1	48.3

Table 5a. Monthly Income by Source (CDC Estimates)		
Description	Average Amount	Percent Frequency
Job	\$753	8.4
Private disability insurance	534	3.1
SSI/SSD (Social Security)	696	48.5
Unemployment	0	0.0
AFDC (Aid to Families with Dependent Children)	116	2.0
Workers compensation	97	0.2
Child support	48	0.2
Friends and family	183	10.9
Other	184	15.1

Table 6a. Medical Coverage CDC Estimates (In Percents)	
Medical clinic card	65.6
Medicaid	32.6

Table 6a. Medical Coverage CDC Estimates (In Percents)	
Medicare	23.5
HMO or PPO	2.3
Private insurance	4.3
Champus for military personnel	0.4
Veteran's benefits	4.8

Table 7a. Sources of Information about HIV Social Services CDC Estimates (In Percents)		
Description	Got Information	Would Have Liked
The place where I was tested	34.9	2.4
At my school	0.5	0.0
At a place where I hang out	0.9	0.1
At my church	0.8	0.4
At my job	0.7	0.0
At my doctor's office	18.3	5.4
My family	3.6	0.4
Other people with HIV	15.9	1.1
Outreach worker	5.4	0.0
Case manager or social worker	24.9	8.9
Newsletters	2.9	1.0
Newspapers	1.3	1.4
Magazines	4.1	0.7

Table 7a. Sources of Information about HIV Social Services CDC Estimates (In Percents)		
Radio	0.6	0.1
Television	2.5	0.2
A brochure	6.1	0.4
A telephone hotline	1.7	0.5
My friends	1.5	0.4
Other	20.0	15.7

Table 8a. Problems Experienced in Service Delivery CDC Estimates (In Percents)	
Description	Percent
Buildings are not handicap accessible	2.1
Agencies don't speak my language	1.2
Agencies don't have Telecommunication Device for the Deaf (TDD)	0.8
Housing programs don't have doorbells/telephones adapted for the deaf	1.5
They don't understand my lifestyle or culture	11.3
They didn't have the food I'm used to eating (ethnic or vegetarian)	6.6
The location was difficult to get to	17.4
There was a waiting list	41.1
I couldn't get there, no transportation	18.7
The agency wasn't open when I could get there	10.5

Table 8a. Problems Experienced in Service Delivery CDC Estimates (In Percents)	
The quality of the service wasn't good enough	22.4
The agency was not prepared for my children to be present	2.1
I couldn't get the service without a referral from a case manager	27.4
The staff at the agency was rude or wasn't helpful	24.3
Other	11.9

Table 9a. Easy-To-Get-To Locations CDC Estimates (In Percents)			
Inside Harris County	%	Outside Harris County	%
Montrose area	50.5	Austin County	0.5
Galleria area	1.7	Chambers County	0.0
Heights	7.3	Colorado County	0.0
Third Ward	9.0	Fort Bend County	0.0
Fourth Ward	0.9	Liberty County	0.0
Fifth Ward	5.2	Montgomery County	0.0
North Houston/Harris County	9.0	Walker County	0.0
South Houston/Harris county	9.0	Waller County	0.1
East Houston/Harris County	2.7	Wharton County	0.0
West Houston/Harris County	3.9		

Table 10a. Convenient Service Times
CDC Estimates (In Percents)

Agency Hours	Weekday	Saturday	Sunday
Morning	67.6	29.0	16.8
Afternoon	45.3	21.4	16.4
Evening	27.2	15.1	11.8

Table 11a. Preferred Location If 24-Hour Care Is Needed
 CDC Estimates (In Percents)

Description	Yes	Don't Care	No
In the hospital	52.0	9.4	38.6
In a nursing home	14.6	5.6	79.8
At a group home with assistance	45.6	10.7	43.7
At home with family/assistance	78.8	2.4	18.8
At home with family/friends only	77.2	4.2	18.6

Comparative Service Usage and Need (CDC Weights)

The overall community rates, based on the CDC estimates of HIV prevalence in the Greater Houston EMA, are highlighted on the service description line, followed by response rates for special populations (for numbers less than 5, see previous list). **Used** is the percent of clients who actually used the service during the 1996 calendar year. **Need** indicates the percent of clients who needed the service but found it unavailable during the same period. **Frequency** is the average number of times, per individual, a service was used and/or needed during 1996.

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
22. Adolescent Day Care	0.4%	0.2%	3.2
Eastern Counties	0.0	3.2	0.5
Western Counties	0.0	2.0	0.2
Pediatrics	2.4	3.1	3.2
Adolescents	7.7	23.1	11.8
Injecting Drug Users	0.0	3.8	0.7
Short-term Incarcerated	0.0	0.0	0.0
Substance Abusers	0.0	3.3	2.7
Women	0.6	2.4	0.6
Hispanics/Latinos	1.6	3.2	1.6
African-American Men	0.7	0.0	4.1
African-American Women	1.5	0.4	2.9
Men Who Have Sex With Men	0.0	0.0	0.0
23. Adult Day Care	16.9%	11.2%	111.2
Eastern Counties	0.0	0.0	0.0
Western Counties	4.5	4.5	12.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	7.7	156.0
Injecting Drug Users	34.6	23.1	129.5
Short-term Incarcerated	14.6	17.1	134.0
Substance Abusers	18.3	17.5	98.9
Women	5.2	8.9	94.1
Hispanics/Latinos	23.0	9.1	61.0
African-American Men	15.5	13.5	85.3
African-American Women	5.6	9.0	119.2
Men Who Have Sex With Men	22.1	10.3	113.8

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
24. Case Management	60.0%	25.9%	42.1
Eastern Counties	58.8	35.3	35.8
Western Counties	63.6	9.1	8.3
Pediatrics	46.7	33.3	24.0
Adolescents	61.5	15.4	17.2
Injecting Drug Users	65.4	42.3	32.3
Short-term Incarcerated	53.6	56.1	85.0
Substance Abusers	67.5	37.5	46.1
Women	47.4	25.9	35.2
Hispanics/Latinos	67.2	20.0	26.3
African-American Men	65.5	28.4	39.1
African-American Women	46.1	24.7	42.2
Men Who Have Sex With Men	68.1	27.2	39.6
25. Companion/Advocate	18.1%	17.4%	28.8
Eastern Counties	11.8	11.8	5.0
Western Counties	31.8	4.5	78.8
Pediatrics	26.7	13.3	130.3
Adolescents	15.4	15.4	14.0
Injecting Drug Users	15.4	23.1	21.6
Short-term Incarcerated	17.1	36.6	52.6
Substance Abusers	25.8	26.7	40.8
Women	16.3	17.8	41.0
Hispanics/Latinos	29.5	16.4	5.9
African-American Men	18.9	18.9	52.3
African-American Women	18.0	16.9	48.4
Men Who Have Sex With Men	21.6	21.6	51.3
27. Child Care	2.6%	4.7%	110.0
Eastern Counties	5.9	5.9	7.5
Western Counties	0.0	13.6	1.0
Pediatrics	13.3	33.3	100.8
Adolescents	15.4	15.4	211.5
Injecting Drug Users	3.8	3.8	28.0
Short-term Incarcerated	4.9	12.2	169.0
Substance Abusers	3.3	3.3	125.0
Women	11.9	11.9	117.3
Hispanics/Latinos	4.9	3.4	45.0
African-American Men	1.4	4.1	30.9
African-American Women	13.5	12.4	136.2
Men Who Have Sex With Men	1.9	2.8	75.9

<u>Service Description</u>		<u>Used</u>	<u>Need</u>	<u>Frequency</u>	
29a. Clothing For Me: New		6.1%	14.0%	6.5	Eastern
Counties	0.0	11.8	2.5		
Western Counties		4.5	13.6	2.5	
Pediatrics		6.7	13.3	8.3	
Adolescents		15.4	38.5	7.8	
Injecting Drug Users		3.8	23.1	17.8	
Short-term Incarcerated		9.8	34.1	11.4	
Substance Abusers		8.3	22.3	9.5	
Women		3.7	18.5	9.5	
Hispanics/Latinos		3.3	16.4	5.0	
African-American Men		9.5	16.9	9.0	
African-American Women		3.4	16.9	8.3	
Men Who Have Sex With Men		5.2	16.9	9.1	
29b. Clothing For Me: Used		42.0%	21.1%	7.6	
Eastern Counties		17.6	17.6	2.8	
Western Counties		18.2	9.0	2.5	
Pediatrics		20.0	20.0	4.6	
Adolescents		30.8	23.1	8.4	
Injecting Drug Users		57.7	26.9	14.2	
Short-term Incarcerated		48.8	26.8	5.9	
Substance Abusers		60.0	29.2	6.5	
Women		34.8	21.5	8.6	
Hispanics/Latinos		39.3	11.5	3.8	
African-American Men		47.3	25.7	5.3	
African-American Women		32.6	22.5	9.7	
Men Who Have Sex With Men		46.9	21.6	6.6	
30a. Clothing For My Children: New		0.9%	1.3%	5.5	
Eastern Counties		0.0	0.0	0.0	
Western Counties		0.0	4.5	1.0	
Pediatrics		0.0	20.0	12.7	
Adolescents		7.7	23.1	5.3	
Injecting Drug Users		0.0	7.7	28.5	
Short-term Incarcerated		0.0	7.3	25.3	
Substance Abusers		0.0	5.0	22.4	
Women		4.4	11.9	10.2	
Hispanics/Latinos		0.0	4.9	1.7	
African-American Men		0.7	5.4	10.9	
African-American Women		5.6	11.2	9.7	
Men Who Have Sex With Men		0.5	1.9	11.8	

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
30b. Clothing For Child: Used	1.9%	3.9%	15.0
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	4.5	1.0
Pediatrics	6.7	13.3	12.7
Adolescents	7.7	23.1	5.3
Injecting Drug Users	0.0	7.7	12.0
Short-term Incarcerated	0.0	7.3	25.3
Substance Abusers	1.7	6.7	4.4
Women	10.4	9.6	10.9
Hispanics/Latinos	4.9	6.6	5.4
African-American Men	1.4	4.7	8.2
African-American Women	10.1	7.9	11.7
Men Who Have Sex With Men	0.5	1.9	11.8
31. Professional Counseling	37.2%	16.1%	33.6
Eastern Counties	58.9	5.9	17.7
Western Counties	50.0	4.5	4.4
Pediatrics	13.3	40.0	24.5
Adolescents	38.5	15.4	31.2
Injecting Drug Users	57.7	34.6	18.8
Short-term Incarcerated	51.2	31.7	38.8
Substance Abusers	56.7	22.5	34.7
Women	38.5	17.0	34.9
Hispanics/Latinos	44.3	19.7	28.0
African-American Men	33.1	16.9	36.2
African-American Women	32.6	13.5	52.3
Men Who Have Sex With Men	48.8	16.4	30.4
33. Counseling: Child/Adolescent	1.1%	3.1%	20.4
Eastern Counties	11.8	5.9	9.3
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	26.7	56.0
Adolescents	15.4	0.0	0.0
Injecting Drug Users	0.0	7.7	26.5
Short-term Incarcerated	0.0	2.4	52.0
Substance Abusers	0.8	5.0	47.3
Women	0.7	5.9	38.6
Hispanics/Latinos	0.0	0.0	0.0
African-American Men	2.0	4.7	43.8
African-American Women	0.0	4.5	28.7
Men Who Have Sex With Men	1.0	12.2	49.4

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
34. Peer Counseling	15.0%	9.5%	137.7
Eastern Counties	23.5	11.8	44.8
Western Counties	9.1	0.0	7.0
Pediatrics	0.0	6.7	26.0
Adolescents	15.4	15.4	139.7
Injecting Drug Users	15.4	15.4	130.6
Short-term Incarcerated	12.2	26.8	71.6
Substance Abusers	19.2	16.7	112.9
Women	8.1	11.9	91.8
Hispanics/Latinos	14.8	14.8	64.3
African-American Men	14.2	14.9	194.5
African-American Women	6.7	12.4	195.4
Men Who Have Sex With Men	20.2	14.1	84.3
35. Substance Abuse Counseling	24.2%	7.6%	68.9
Eastern Counties	5.9	0.0	96.0
Western Counties	18.2	4.5	65.2
Pediatrics	0.0	20.0	0.0
Adolescents	7.7	0.0	0.0
Injecting Drug Users	57.7	26.7	155.7
Short-term Incarcerated	39.0	14.6	147.0
Substance Abusers	50.0	17.5	113.4
Women	23.7	5.2	52.1
Hispanics/Latinos	16.4	1.6	69.1
African-American Men	24.3	11.5	26.4
African-American Women	23.6	4.5	11.6
Men Who Have Sex With Men	23.9	8.5	110.3
37. Crisis Counseling	22.8%	15.6%	36.6
Eastern Counties	23.5	0.0	15.8
Western Counties	4.5	4.5	136.0
Pediatrics	0.0	0.0	0.0
Adolescents	15.4	23.1	188.5
Injecting Drug Users	23.1	23.1	49.9
Short-term Incarcerated	21.9	26.8	108.0
Substance Abusers	28.3	20.8	49.4
Women	15.6	19.3	52.4
Hispanics/Latinos	19.7	18.0	19.1
African-American Men	21.0	16.2	43.6
African-American Women	19.1	19.1	110.3
Men Who Have Sex With Men	25.4	14.6	46.1

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
38. Pastoral Counseling	21.3%	13.0%	61.1
Eastern Counties	17.6	17.6	28.9
Western Counties	13.6	0.0	18.7
Pediatrics	6.7	20.0	31.0
Adolescents	7.7	23.1	32.0
Injecting Drug Users	15.4	30.8	19.2
Short-term Incarcerated	14.6	36.6	56.4
Substance Abusers	30.0	25.8	52.9
Women	20.7	18.5	57.2
Hispanics/Latinos	19.7	16.4	33.5
African-American Men	22.3	14.9	89.4
African-American Women	20.2	15.7	73.9
Men Who Have Sex With Men	24.4	15.5	49.1
39. Psychiatrist/Medication	36.6%	10.7%	240.2
Eastern Counties	35.3	5.9	313.0
Western Counties	13.6	4.5	365.0
Pediatrics	0.0	0.0	0.0
Adolescents	7.7	7.7	183.0
Injecting Drug Users	38.5	23.1	228.9
Short-term Incarcerated	36.6	29.2	266.3
Substance Abusers	42.5	17.5	255.1
Women	23.7	17.0	291.7
Hispanics/Latinos	37.7	8.2	258.5
African-American Men	30.4	8.8	235.7
African-American Women	25.8	16.9	268.2
Men Who Have Sex With Men	42.3	9.9	249.6
40. Buddy/Care Team/Volunteer	10.4%	19.5%	115.7
Eastern Counties	29.4	23.5	62.6
Western Counties	4.5	4.5	144.5
Pediatrics	6.7	6.7	4.0
Adolescents	7.7	30.8	33.8
Injecting Drug Users	19.2	38.5	97.2
Short-term Incarcerated	9.8	46.3	129.2
Substance Abusers	16.7	31.7	95.8
Women	10.4	25.9	85.4
Hispanics/Latinos	9.8	24.6	33.0
African-American Men	8.1	18.9	97.0
African-American Women	11.2	24.7	120.2
Men Who Have Sex With Men	15.0	21.1	98.0

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
41. Vocational Training/Placement	5.9%	18.5%	67.3
Eastern Counties	0.0	5.9	1.0
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	15.4	30.7	103.8
Injecting Drug Users	3.8	15.4	164.6
Short-term Incarcerated	2.4	39.0	141.8
Substance Abusers	4.2	22.5	144.3
Women	8.1	15.6	95.2
Hispanics/Latinos	0.0	13.1	56.7
African-American Men	6.1	23.0	60.3
African-American Women	11.2	16.9	85.9
Men Who Have Sex With Men	4.2	19.2	91.5
42. Dental Care	55.4%	20.9%	7.8
Eastern Counties	35.3	29.4	5.9
Western Counties	45.5	18.2	15.6
Pediatrics	33.3	20.0	2.0
Adolescents	30.8	30.8	1.9
Injecting Drug Users	57.7	34.6	5.9
Short-term Incarcerated	34.1	48.8	12.5
Substance Abusers	60.0	30.8	8.7
Women	38.5	29.6	9.5
Hispanics/Latinos	55.7	19.7	16.4
African-American Men	56.8	23.6	6.2
African-American Women	36.0	28.1	8.0
Men Who Have Sex With Men	64.8	20.2	20.5
44. Eye Care Services	47.1%	17.7%	3.4
Eastern Counties	35.3	23.5	1.2
Western Counties	36.4	18.2	1.0
Pediatrics	26.7	13.3	2.0
Adolescents	23.1	23.1	3.2
Injecting Drug Users	38.5	15.4	1.0
Short-term Incarcerated	12.2	39.0	6.1
Substance Abusers	39.2	21.7	4.3
Women	34.8	19.3	4.1
Hispanics/Latinos	45.9	13.1	2.2
African-American Men	47.3	20.9	4.3
African-American Women	29.2	21.3	5.0
Men Who Have Sex With Men	48.8	15.5	3.4

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
46. Financial Assistance	26.9%	44.4%	9.2
Eastern Counties	23.5	47.1	9.7
Western Counties	27.3	13.6	7.0
Pediatrics	0.0	20.0	6.7
Adolescents	30.8	30.8	10.2
Injecting Drug Users	34.6	57.7	5.6
Short-term Incarcerated	17.1	48.8	9.7
Substance Abusers	34.2	56.7	7.0
Women	23.7	39.3	14.7
Hispanics/Latinos	34.4	42.6	8.4
African-American Men	23.0	49.3	7.0
African-American Women	24.7	43.8	14.3
Men Who Have Sex With Men	32.9	48.4	9.6
48. Money Management Advice	5.6%	13.4%	33.7
Eastern Counties	0.0	0.0	0.0
Western Counties	4.5	4.5	12.0
Pediatrics	0.0	6.7	24.0
Adolescents	7.7	23.0	7.5
Injecting Drug Users	3.8	3.8	39.4
Short-term Incarcerated	7.3	26.8	7.5
Substance Abusers	5.0	20.0	26.1
Women	3.0	14.1	18.1
Hispanics/Latinos	4.9	9.8	12.0
African-American Men	6.1	14.9	71.0
African-American Women	4.5	14.6	19.8
Men Who Have Sex With Men	5.2	16.0	51.6
49. Food/Supplies-- Food Pantry	49.5%	19.8%	32.7
Eastern Counties	41.2	29.1	18.0
Western Counties	40.9	18.2	7.5
Pediatrics	40.0	40.0	28.8
Adolescents	23.1	23.1	26.2
Injecting Drug Users	3.8	38.5	41.8
Short-term Incarcerated	7.3	26.8	7.5
Substance Abusers	59.2	37.5	28.4
Women	43.0	22.2	26.5
Hispanics/Latinos	62.3	21.3	22.1
African-American Men	49.3	24.3	31.8
African-American Women	42.6	19.1	29.8
Men Who Have Sex With Men	5.2	16.0	37.1

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
51. Meals Delivered Ready-To-Eat	6.2%	12.8%	138.7
Eastern Counties	5.9	5.9	8.0
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	6.7	365.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	11.5	15.4	184.5
Short-term Incarcerated	7.3	17.1	167.9
Substance Abusers	9.2	15.8	181.0
Women	3.0	10.4	122.7
Hispanics/Latinos	3.3	16.4	102.7
African-American Men	6.1	14.9	156.8
African-American Women	4.5	11.2	98.1
Men Who Have Sex With Men	8.5	12.7	131.6
52. Lunch While At An Agency	47.5%	8.9%	67.7
Eastern Counties	11.8	17.6	19.2
Western Counties	31.8	0.0	5.7
Pediatrics	13.3	13.3	154.4
Adolescents	30.8	0.0	5.8
Injecting Drug Users	50.0	7.7	90.4
Short-term Incarcerated	43.9	12.2	60.4
Substance Abusers	55.0	14.2	46.9
Women	35.6	13.3	38.6
Hispanics/Latinos	44.3	3.3	91.3
African-American Men	54.1	9.5	80.8
African-American Women	36.0	9.0	28.1
Men Who Have Sex With Men	50.7	11.3	66.5
53. Furniture	15.2%	24.7%	1.8
Eastern Counties	5.9	17.6	1.7
Western Counties	0.0	9.1	1.7
Pediatrics	0.0	20.0	1.7
Adolescents	23.1	15.4	6.8
Injecting Drug Users	15.4	46.2	1.3
Short-term Incarcerated	12.2	39.0	5.3
Substance Abusers	16.7	32.5	5.9
Women	12.6	24.4	1.8
Hispanics/Latinos	14.8	19.7	2.7
African-American Men	14.9	28.4	2.5
African-American Women	14.6	25.8	1.1
Men Who Have Sex With Men	16.9	23.5	2.1

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
54. Medical Equipment	4.5%	1.6%	9.2
Eastern Counties	0.0	0.0	0.0
Western Counties	9.1	4.5	4.7
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	3.8	1.0
Short-term Incarcerated	0.0	4.9	1.0
Substance Abusers	6.7	1.7	1.4
Women	3.7	3.0	46.3
Hispanics/Latinos	0.0	1.6	5.0
African-American Men	3.4	0.7	0.6
African-American Women	4.5	4.5	34.1
Men Who Have Sex With Men	3.8	1.0	1.6
55. Equipment-- Hearing Impaired	0.7%	1.2%	46.2
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	4.5	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	0.0	7.7	1.0
Short-term Incarcerated	0.0	2.4	1.0
Substance Abusers	0.8	2.5	122.3
Women	0.0	0.7	1.0
Hispanics/Latinos	0.0	1.6	0.0
African-American Men	0.0	0.0	0.0
African-American Women	0.0	0.0	0.0
Men Who Have Sex With Men	0.9	1.4	92.5
56. Equipment-- Visually Impaired	2.1%	0.5%	69.3
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	7.7	2.3
Short-term Incarcerated	0.0	2.4	1.0
Substance Abusers	0.8	1.7	2.3
Women	0.0	0.7	1.0
Hispanics/Latinos	3.3	0.0	2.5
African-American Men	2.0	0.7	1.2
African-American Women	0.0	0.0	0.0
Men Who Have Sex With Men	1.4	0.9	2.7

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
57a. Medical-- Doctor/Clinic	74.6%	12.3%	15.1
Eastern Counties	94.1	11.8	85.7
Western Counties	77.3	27.3	89.0
Pediatrics	80.0	6.7	43.0
Adolescents	76.9	0.0	10.3
Injecting Drug Users	73.1	23.1	10.0
Short-term Incarcerated	56.1	34.1	13.3
Substance Abusers	82.5	15.8	13.7
Women	59.3	8.9	14.8
Hispanics/Latinos	70.5	3.3	14.6
African-American Men	74.3	15.5	16.9
African-American Women	64.0	4.5	15.9
Men Who Have Sex With Men	89.7	12.2	14.4
57b. Medical-- Doctor/Female	5.1%	1.2%	1.6
Eastern Counties	17.6	0.0	6.7
Western Counties	9.1	0.0	1.0
Pediatrics	6.7	0.0	4.0
Adolescents	46.2	0.0	9.3
Injecting Drug Users	7.7	3.8	8.3
Short-term Incarcerated	19.5	12.2	4.4
Substance Abusers	15.8	4.2	9.5
Women	47.4	10.4	6.4
Hispanics/Latinos	13.1	1.6	3.9
African-American Men	0.0	0.7	1.0
African-American Women	48.3	7.9	6.4
Men Who Have Sex With Men	4.2	1.9	10.0
57c. Medical-- Doctor/Skin	28.4%	11.4%	12.6
Eastern Counties	17.6	5.9	6.3
Western Counties	9.1	0.0	6.0
Pediatrics	20.0	0.0	10.0
Adolescents	0.0	7.7	1.1
Injecting Drug Users	26.9	7.7	6.4
Short-term Incarcerated	17.1	7.3	5.4
Substance Abusers	30.0	10.8	23.0
Women	21.5	10.4	10.4
Hispanics/Latinos	34.4	8.2	5.5
African-American Men	27.0	13.5	9.9
African-American Women	24.7	10.1	12.6
Men Who Have Sex With Men	33.3	10.3	12.6

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
57d. Medical-- Doctor/Child	4.5%	0.7%	5.2
Eastern Counties	11.8	5.9	3.0
Western Counties	9.1	4.5	10.0
Pediatrics	13.3	7.7	6.7
Adolescents	30.8	0.0	8.0
Injecting Drug Users	3.8	11.5	4.3
Short-term Incarcerated	0.0	7.3	8.3
Substance Abusers	2.5	3.3	7.7
Women	13.3	3.7	9.8
Hispanics/Latinos	4.9	0.0	9.3
African-American Men	3.4	3.4	6.8
African-American Women	23.6	2.2	11.4
Men Who Have Sex With Men	2.3	1.4	5.9
57e. Medical-- Viral Load Testing	56.5%	12.8%	5.7
Eastern Counties	94.1	23.5	3.2
Western Counties	54.5	13.6	3.9
Pediatrics	20.0	0.0	5.3
Adolescents	30.8	30.8	8.4
Injecting Drug Users	50.0	26.7	2.7
Short-term Incarcerated	31.7	21.9	5.4
Substance Abusers	59.2	13.3	5.7
Women	39.3	15.6	4.1
Hispanics/Latinos	67.2	13.1	6.0
African-American Men	53.4	14.2	6.3
African-American Women	40.4	13.5	4.3
Men Who Have Sex With Men	69.5	13.6	6.7
57f. Medical-- T-Cell Count	74.1%	11.1%	8.8
Eastern Counties	94.1	17.6	5.1
Western Counties	86.4	4.5	5.5
Pediatrics	60.0	0.0	9.7
Adolescents	77.0	0.0	6.9
Injecting Drug Users	76.9	23.1	4.3
Short-term Incarcerated	68.3	29.3	7.0
Substance Abusers	81.7	16.7	9.4
Women	62.2	13.3	8.9
Hispanics/Latinos	82.0	11.5	9.8
African-American Men	74.3	13.5	7.6
African-American Women	60.0	9.0	10.5
Men Who Have Sex With Men	87.3	11.3	8.7

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
57g. Medical-- X-rays	51.9%	7.0%	4.3
Eastern Counties	64.7	5.9	4.3
Western Counties	63.6	4.5	2.8
Pediatrics	53.3	0.0	2.3
Adolescents	38.5	0.0	2.2
Injecting Drug Users	65.4	11.5	5.3
Short-term Incarcerated	34.1	14.6	8.9
Substance Abusers	56.7	8.3	4.9
Women	33.3	3.7	3.3
Hispanics/Latinos	50.8	3.3	3.1
African-American Men	52.0	6.8	4.9
African-American Women	46.1	4.5	3.8
Men Who Have Sex With Men	59.2	6.6	4.7
57h. Medical-- Hospital Visit	31.9%	4.3%	13.2
Eastern Counties	47.1	5.9	33.6
Western Counties	22.7	4.5	4.8
Pediatrics	20.0	0.0	3.3
Adolescents	30.8	0.0	11.0
Injecting Drug Users	34.6	19.2	12.4
Short-term Incarcerated	31.7	9.8	11.5
Substance Abusers	41.7	6.7	11.3
Women	20.0	1.5	7.6
Hispanics/Latinos	34.4	1.6	12.1
African-American Men	30.4	5.4	13.0
African-American Women	22.5	1.1	9.7
Men Who Have Sex With Men	34.3	3.8	13.1
58. Subacute Care	1.7%	6.2%	34.6
Eastern Counties	0.0	5.9	0.0
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	7.7	0.0	5.0
Injecting Drug Users	0.0	19.2	5.0
Short-term Incarcerated	0.0	12.2	12.0
Substance Abusers	2.5	10.8	77.6
Women	2.2	3.7	3.5
Hispanics/Latinos	3.3	4.9	109.5
African-American Men	0.7	6.1	54.9
African-American Women	3.4	3.4	3.5
Men Who Have Sex With Men	2.3	5.2	94.5

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
59. Neurocognitive Services	3.9%	8.1%	63.4
Eastern Counties	0.0	0.0	0.0
Western Counties	4.5	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	8.3	1.0
Injecting Drug Users	11.5	19.2	24.3
Short-term Incarcerated	4.9	14.6	92.0
Substance Abusers	5.8	13.3	45.9
Women	4.4	5.9	83.7
Hispanics/Latinos	0.0	6.6	132.7
African-American Men	2.7	6.8	55.6
African-American Women	5.6	5.6	58.3
Men Who Have Sex With Men	3.8	8.5	128.3
60. Physical Therapy/Rehabilitation	9.1%	3.8%	51.8
Eastern Counties	11.8	0.0	140.5
Western Counties	9.1	0.0	14.0
Pediatrics	13.3	0.0	32.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	3.8	11.0
Short-term Incarcerated	9.8	2.4	45.2
Substance Abusers	9.2	4.2	19.4
Women	4.4	5.2	78.4
Hispanics/Latinos	3.3	6.6	18.5
African-American Men	10.1	4.7	73.9
African-American Women	5.6	4.5	89.7
Men Who Have Sex With Men	7.0	2.8	17.3
61. Nutritional Advice	25.8%	14.1%	18.7
Eastern Counties	35.3	5.9	15.3
Western Counties	40.9	0.0	48.0
Pediatrics	0.0	13.3	39.0
Adolescents	15.4	15.4	7.5
Injecting Drug Users	19.2	23.1	24.2
Short-term Incarcerated	19.5	26.8	29.8
Substance Abusers	35.8	21.7	24.3
Women	68.1	19.3	14.3
Hispanics/Latinos	27.9	9.8	31.9
African-American Men	28.4	12.8	21.2
African-American Women	22.5	18.0	18.7
Men Who Have Sex With Men	29.1	15.0	13.2

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
63. IV Therapy-- Insert Line	4.1%	1.2%	133.8
Eastern Counties	5.9	0.0	1.0
Western Counties	4.5	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	3.8	184.5
Short-term Incarcerated	4.9	0.0	115.4
Substance Abusers	6.7	1.7	102.3
Women	1.5	2.2	76.8
Hispanics/Latinos	3.3	1.6	131.7
African-American Men	3.4	1.4	106.8
African-American Women	1.1	3.4	95.8
Men Who Have Sex With Men	7.2	0.5	129.3
64. IV Therapy-- Medicines	2.4%	1.4%	169.9
Eastern Counties	94.1	0.0	60.0
Western Counties	90.1	0.0	0.0
Pediatrics	100.0	0.0	0.0
Adolescents	76.9	0.0	0.0
Injecting Drug Users	3.8	3.8	184.0
Short-term Incarcerated	4.9	0.0	260.5
Substance Abusers	5.8	1.7	169.3
Women	1.5	1.5	186.3
Hispanics/Latinos	3.3	1.6	131.7
African-American Men	2.0	1.4	158.0
African-American Women	1.1	0.0	245.0
Men Who Have Sex With Men	2.8	0.9	170.4
65. Skilled Nursing	0.0%	3.2%	106.9
Eastern Counties	17.6	0.0	13.0
Western Counties	0.0	0.0	0.0
Pediatrics	6.7	6.7	2.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	7.7	11.3	74.8
Short-term Incarcerated	7.3	9.6	107.0
Substance Abusers	0.0	5.0	88.4
Women	0.0	2.2	79.0
Hispanics/Latinos	0.0	1.6	31.8
African-American Men	0.0	4.1	99.9
African-American Women	0.0	1.1	178.3
Men Who Have Sex With Men	5.6	3.8	69.5

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
66. Home Health Aide	1.8%	1.3%	187.2
Eastern Counties	11.8	0.0	0.0
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	0.0	1.0
Short-term Incarcerated	0.0	0.0	0.0
Substance Abusers	2.5	1.7	78.0
Women	1.4	1.4	137.3
Hispanics/Latinos	1.6	1.4	8.0
African-American Men	2.0	2.0	82.3
African-American Women	2.2	1.1	182.0
Men Who Have Sex With Men	2.8	0.9	60.0
67. Respite Care	2.1%	3.4%	81.2
Eastern Counties	0.0	5.9	2.0
Western Counties	0.0	0.0	0.0
Pediatrics	6.7	0.0	104.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	7.7	188.0
Short-term Incarcerated	4.9	4.9	26.0
Substance Abusers	2.5	3.3	148.5
Women	0.7	5.2	92.2
Hispanics/Latinos	1.6	3.2	2.0
African-American Men	1.4	4.1	73.6
African-American Women	1.1	3.4	137.0
Men Who Have Sex With Men	1.4	3.3	87.7
68. Sitter	2.4%	4.8%	151.0
Eastern Counties	5.9	5.9	20.5
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	0.0	15.4	9.5
Short-term Incarcerated	2.4	9.8	69.7
Substance Abusers	2.5	6.7	40.6
Women	0.7	6.7	105.3
Hispanics/Latinos	1.6	4.9	101.0
African-American Men	2.0	5.4	111.0
African-American Women	1.1	4.5	168.4
Men Who Have Sex With Men	2.3	5.6	116.5

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
69. Homemaker Service	6.0%	5.4%	56.3
Eastern Counties	35.3	0.0	157.3
Western Counties	4.5	0.0	0.0
Pediatrics	6.7	0.0	365.0
Adolescents	7.7	0.0	52.0
Injecting Drug Users	7.7	11.5	13.0
Short-term Incarcerated	7.3	7.3	61.0
Substance Abusers	7.5	8.3	39.9
Women	3.7	7.4	100.1
Hispanics/Latinos	1.6	8.2	3.8
African-American Men	6.1	4.7	59.6
African-American Women	3.4	4.5	116.5
Men Who Have Sex With Men	8.5	6.8	34.0
70. Help-- Place To Live	14.0%	24.1%	27.0
Eastern Counties	5.9	5.9	1.0
Western Counties	0.0	9.1	2.0
Pediatrics	13.3	4.5	1.3
Adolescents	15.4	15.4	6.8
Injecting Drug Users	19.2	38.5	11.5
Short-term Incarcerated	26.8	41.5	13.4
Substance Abusers	20.7	34.2	7.3
Women	13.3	19.3	21.7
Hispanics/Latinos	14.8	21.3	6.4
African-American Men	16.2	24.3	12.4
African-American Women	6.9	21.3	14.7
Men Who Have Sex With Men	15.0	23.0	20.5
72. Help Finding Home For Pet	2.0%	6.8%	1.8
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	4.5	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	23.1	1.3
Short-term Incarcerated	4.9	17.1	1.3
Substance Abusers	4.2	13.3	1.4
Women	1.4	5.9	1.3
Hispanics/Latinos	6.6	0.0	2.0
African-American Men	0.0	5.4	2.0
African-American Women	1.1	4.5	1.3
Men Who Have Sex With Men	4.7	7.5	1.8

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
73. Legal Help/Information	18.7%	15.7%	9.7
Eastern Counties	41.2	11.8	1.6
Western Counties	9.1	9.1	1.0
Pediatrics	0.0	6.7	24.0
Adolescents	0.0	15.4	2.0
Injecting Drug Users	23.1	23.1	3.6
Short-term Incarcerated	7.3	26.8	36.4
Substance Abusers	19.2	15.0	4.8
Women	19.3	14.1	3.8
Hispanics/Latinos	36.1	11.5	5.9
African-American Men	14.2	16.2	7.7
African-American Women	16.9	13.5	3.4
Men Who Have Sex With Men	26.3	14.1	3.0
75. Assistance-- Disability/SSI/SSD	1.3%	4.2%	5.2
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	0.0	0.0
Pediatrics	0.0	0.0	0.0
Adolescents	0.0	0.0	0.0
Injecting Drug Users	3.8	11.5	0.0
Short-term Incarcerated	0.0	4.9	3.0
Substance Abusers	2.5	7.5	1.5
Women	0.0	4.4	1.7
Hispanics/Latinos	3.3	6.6	3.3
African-American Men	1.4	3.4	9.7
African-American Women	0.0	4.5	1.7
Men Who Have Sex With Men	0.9	4.7	10.0
77. Transportation Services	42.4%	19.4%	64.9
Eastern Counties	23.5	23.5	9.3
Western Counties	36.4	13.6	15.6
Pediatrics	26.7	13.3	19.0
Adolescents	53.8	23.1	7.6
Injecting Drug Users	61.5	26.9	64.3
Short-term Incarcerated	34.1	34.1	49.9
Substance Abusers	52.5	32.5	57.1
Women	31.9	22.2	60.9
Hispanics/Latinos	45.9	13.1	62.5
African-American Men	47.3	18.9	52.0
African-American Women	40.4	22.5	55.6
Men Who Have Sex With Men	46.5	20.2	68.0

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
79. Transportation-- Routine Errands	41.1%	15.8%	159.7
Eastern Counties	29.4	5.9	91.0
Western Counties	31.8	0.0	305.3
Pediatrics	33.3	0.0	286.8
Adolescents	53.8	7.7	333.6
Injecting Drug Users	23.1	26.9	141.2
Short-term Incarcerated	29.3	39.1	94.9
Substance Abusers	41.7	21.7	181.6
Women	25.2	15.6	147.9
Hispanics/Latinos	36.1	18.0	121.5
African-American Men	45.3	17.6	157.4
African-American Women	28.1	13.5	170.0
Men Who Have Sex With Men	45.1	16.9	192.1
81. Transportation-- Day care	1.0%	2.0%	300.2
Eastern Counties	0.0	0.0	0.0
Western Counties	0.0	4.5	1.0
Pediatrics	0.0	6.7	1.0
Adolescents	7.7	0.0	365.0
Injecting Drug Users	0.0	3.8	0.0
Short-term Incarcerated	0.0	7.3	365.0
Substance Abusers	0.0	2.5	365.0
Women	5.2	6.7	170.3
Hispanics/Latinos	0.0	1.6	730.0
African-American Men	0.0	1.4	365.0
African-American Women	6.7	9.0	116.4
Men Who Have Sex With Men	0.5	0.9	1.0
82. Transportation-- Emergency	12.2%	7.9%	4.2
Eastern Counties	0.0	5.9	2.0
Western Counties	0.0	4.5	2.0
Pediatrics	6.7	0.0	3.0
Adolescents	7.7	0.0	1.0
Injecting Drug Users	19.2	3.8	2.6
Short-term Incarcerated	14.6	14.6	8.2
Substance Abusers	16.7	12.5	6.4
Women	12.6	18.0	8.8
Hispanics/Latinos	13.1	9.8	4.4
African-American Men	10.1	8.8	3.9
African-American Women	13.5	11.2	10.5
Men Who Have Sex With Men	15.5	8.0	4.6

Comparative Service Usage and Need For Subparts of Survey (CDC Weights)

Several survey questions had subparts to them in which case a broad area (Child Care, for example) was broken into smaller parts (such as daily child care, 24-hour child care). This section reports on survey findings for the subparts based on the overall community rates using the Centers for Disease Control weights which are based on CDC estimates of prevalence of HIV for the Greater Houston EMA. As before, **Used** is the percent of clients who actually used the service during the 1996 calendar year. **Need** indicates the percent of clients who needed the service but found it unavailable during the same period. **Frequency** is the average number of times, per individual, a service was used and/or needed during 1996.

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
28a. Child Care: Daily	2.0%	2.2%	30.2
28b. Child Care: 24-Hour	0.8%	1.5%	3.8
28c. Child Care: Agency	1.1%	2.3%	11.8
28d. Child Care: Foster Care	2.1%	2.1%	7.4
32a. Counseling: Individual	31.5%	13.1%	30.4
32b. Counseling: Couples/Family	5.4%	4.9%	11.6
32c. Counseling: Group	17.0%	10.7%	71.9
32d. Counseling: At Home	2.2%	2.1%	14.4
36a. Substance Abuse Coun.: Individual	16.1%	5.9%	67.9
36b. Substance Abuse Coun.: Group	17.0%	4.8%	93.4
36c. Substance Abuse Coun.: Detox	9.6%	5.1%	25.0

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
----------------------------	-------------	-------------	------------------

62b. Nutrition Counseling: Couples/Family	6.6%	5.5%	54.6
71a. Housing: Short-Term	4.1%	9.4%	2.6
71b. Housing: Assisted Trans. Living	3.0%	3.2%	1.2
71c. Housing: Long-Term	7.9%	16.7%	14.7
71d. Housing: Long-Term/Physician	2.9%	4.5%	19.7
71e. Housing: Accepts Families/Kids	1.2%	8.5%	33.3
74a. Legal: Estate Planning Documents	10.4%	6.2%	2.2
74b. Legal: Immigration	0.2%	0.3%	0.3
74c. Legal: Discrimination	1.6%	2.5%	8.2
74d. Legal: Adoption/Child Custody	0.2%	2.3%	2.2
74e. Legal: SSI/SSD	8.4%	5.2%	6.7
76a. Legal Asst. To Appeal Dis. Disqual.	0.3%	1.8%	2.0
76b. Job Training (No Longer Elig. For Dis.)	0.7%	1.3%	8.6
76c. Other (No Longer Elig. For Dis.)	0.0%	0.1%	1.3
78a. Transportation/Apt.: Taxi	24.3%	7.4%	35.5
78b. Transportation/Apt.: Bus Pass	41.3%	23.2%	118.0
78c. Transportation/Apt.: Tokens	16.5%	7.2%	82.0
78d. Transportation/Apt.: Van	7.4%	4.6%	52.3
78e. Transportation/Apt.: Driver	5.7%	4.2%	58.6
78f. Transportation/Apt.: Friend/Relative	3.9%	37.2%	43.8
78g. Transportation/Apt.: Drive Myself	22.5%	3.1%	99.7

<u>Service Description</u>	<u>Used</u>	<u>Need</u>	<u>Frequency</u>
----------------------------	-------------	-------------	------------------

78h. Transportation/Apt.: Other	6.2%	0.1%	91.9
80a. Transp./Routine Errands: Taxi	9.6%	4.2%	71.5
80b. Transp./Routine Errands: Bus Pass	35.3%	7.3%	289.1
80c. Transp./Routine Errands: Tokens	9.3%	5.9%	115.0
80d. Transp./Routine Errands: Van	3.6%	2.5%	143.3
80e. Transp./Routine Errands: Driver	2.7%	4.1%	48.3
80f. Transp./Routine Errands: Friend/Rel.	17.1%	3.8%	98.0
80g. Transp./Routine Errands: Drive Myself	22.9%	3.1%	215.4
80h. Transp./Routine Errands: Other	7.5%	0.4%	233.4

The rest of the Appendix contains CDC weighted service rankings, based on usage and need, as well as some comparisons of rankings from the 1994, 1995, and 1997 surveys.

**Comparison of Client Service Rankings For 1994, 1995, and 1997
Combined Total: Percent Used and Percent Needed (CDC Weights)**

1994 Survey

1. Medical Care
2. Case Management
3. Dental Care
4. Food Pantry
5. Eye Care Services
6. Transportation
7. Prof. Coun.: Adults
8. Finan. Assistance
9. Pastoral Counseling
10. Buddy/Care Team (tie)
10. Lunch At Agency
12. Meds (Psychiatrist)
13. Adult Day Care
14. Clothing For Me
15. Legal Help/Info.
16. Nutritional Advice
17. Furniture
18. Crisis Counseling
19. Advocate At Agencies

1995 Survey

1. Medical Care
2. Dental Care
3. Case Management
4. Transportation
5. Finan. Assistance
6. Prof. Coun.: Adults
7. Food Pantry
8. Eye Care Services
9. Legal Help/Info.
10. Meds (Psychiatrist)
11. Clothing For Me
12. Nutritional Advice
13. Adult Day Care
14. Buddy/Care team
15. Crisis Counseling
16. Pastoral Counseling
17. Lunch At Agency
18. Housing
19. Peer Counseling
20. Advocate At Agencies

1. Case Management
2. Dental Care
3. Finan. Assistance
4. Food Pantry
5. Eye Care Services
6. Medical
7. Transportation
8. Lunch At Agency
9. Prof. Coun.: Adults
10. Meds (Psychiatrist)
11. Clothing For Me
12. Furniture
12. Nutritional Adv. (Tie)
14. Housing
15. Advocate
16. Legal Help/Info.
17. Pastoral Counseling
18. Substance Abuse Coun
19. Buddy/Care Team
20. Crisis Counseling

1997 Survey

1997 Service Rankings (CDC Weights)

Most (%) Used

1. Case Management
2. Dental Care
3. Medical
4. Food Pantry
5. Lunch At Agency
6. Eye Care Services
7. Transportation
8. Prof. Coun.: Adults
9. Meds (Psychiatrist)
10. Finan. Assistance

Most (%) Needed

1. Finan. Assistance
2. Case Management
3. Furniture
4. Housing
5. Dental Care
6. Food Pantry
7. Buddy/Care team
8. Transportation
9. Voc.Trng./Rehab.
10. Eye Care Services

Comparison of 1997 Living Aids Cases Weights and 1997 CDC Weights

1997 Living Aids Weights

1. Case Management
2. Dental Care
3. Finan. Assistance
4. Food Pantry
5. Eye Care Services
6. Medical Care
7. Transportation
8. Prof. Coun.: Adults
9. Lunch At An Agency
10. Meds (Psychiatrist)
11. Substance Abuse Coun
12. Clothing For Me
13. Nutritional Advice
14. Crisis Counseling
15. Housing
16. Furniture
17. Legal Help/Info.
18. Advocate At Agencies
19. Pastoral Counseling
20. Peer Counseling

1997 CDC Weights

1. Case Management
2. Dental Care
3. Finan. Assistance
4. Food Pantry
5. Eye Care Services
6. Medical Care
7. Transportation
8. Lunch At Agency
9. Prof. Coun.: Adults
10. Meds (Psychiatrist)
11. Clothing For Me
12. Furniture
12. Nutritional Adv. (Tie)
14. Housing
15. Advocate
16. Legal Help/Info.
17. Pastoral Counseling
18. Substance Abuse Coun
19. Buddy/Care Team
20. Crisis Counseling