

HOPWA Services
Housing Opportunities for People with AIDS
Client Satisfaction Survey Results
2010-2011

Introduction

The HOPWA Client Satisfaction Survey was distributed by mail during the month of October 2010 to all Ryan White Part B clients who were identified as having received HOPWA services in the previous 12 months. A total of 51 clients were identified in the TCHC database. In order to improve the survey return rate, surveys were also distributed by HOPWA case managers during the months of January and February 2011. A total of 27 surveys were received for a 38% Response Rate.

Survey Demographics

County- There was no representation for Okeechobee County and a slight decrease in Martin County respondents compared to last year. St. Lucie had a 7% increase and Indian River remained the same.

County	Respondents
St. Lucie	70%
Martin	7%
Indian River	22%
Okeechobee	0%
Total	100%

Gender – The number of female respondents increased 11% and males decreased 10% since 2009.

Gender	Respondents
Male	44%
Female	56%
Transgender	0%
Total	100%

Age

The age of the respondents represented those in the 35-54 year range with 0 respondents from the 25-34 year range.

Age	Respondents
0-12 years	0%
13-24 years	4%
25-34 years	0%
35-44 years	44%
45-54 years	37%
55-64 years	15%
65 and older	4%
Total	100%

Race/Ethnicity- There was a significant increase in the number of African American respondents (18%) and a significant decrease in Caucasian (20%) and Hispanic (6%) respondents. “Other” was not previously tracked.

Race/Ethnicity	Respondents
African American/Black	70%
Caucasian/White	15%
Hispanic	7%
All Other	7%
Total	100%

Living Situation- The total number of respondents renting decreased 8% whereas the number owning their own home and living with relatives increased by 5%. There was only a slight increase in respondents indicating their status as homeless.

Living Situation	Respondents
Rent a house/apartment	63%
Own my own home	15%
Live with relatives/friends	18%
Live in a halfway house	0%
Live in transitional (temporary) housing	0%
Homeless	4%
Total	100%

There was a decrease in the number of respondents indicating that they had lived in transitional housing over the past year (92%). The same stats hold true for those reporting that they had been homeless over the past 12 months with 8% indicating that they were homeless at some time throughout the year.

One hundred percent of the respondents indicated that they had NOT been in jail over the past 12 months. This is an increase of 10% over 2009 data.

HIV Status- The number of respondents with HIV+ with no symptoms increased 10% since 2009. The number indicating that they do not know their status also increased 9%. The Lead Agency will work with the Case Managers to determine the reason for the “unknown” and attempt to address the issues.

HIV Status	Respondents
HIV+ with no symptoms	52%
HIV+ with symptoms	24%
Diagnosed with AIDS	12%
Do Not Know	12%
Total	100%

Language- One hundred percent of the respondents spoke English. The Lead Agency is in the process of having the survey translated into Spanish and Haitian Creole to ensure a better representation of these populations.

Housing Services Satisfaction Summary

Due to the survey instrument having changed in the 2009-2010 contract year, the following comparison is for the 2009-2010 contract year compared to the 2010-2011 contract year.

The overall satisfaction rate for HOPWA was 96%, an increase from last year of 12%. There was a substantial improvement in all areas of HOPWA case management including communication with the clients regarding the reasons they were denied services, communication about other services in the community, and the client’s confidence level in developing their future plan when compared to 2009 results. HOPWA scored a 100% satisfaction on keeping client’s status confidential, client’s understanding why they did not receive services requested, and the client feeling that they could maintain stable housing after receiving case management assistance. This improvement was again a substantial improvement over last year- at least a 6% or more increase.

There was only one client who indicated that he would not return to HOPWA for services if he needed it in the future. The client stated, “I want to maintain what I am receiving through HOPWA. Budgeting that will help me to maintain and be more responsible”.

The following were other comments received from respondents:

- Everybody's been very kind and helpful!
- Everything was done very professional and thanks for changing client #0000 for interview I like that more
- I am very grateful for the staff at HOPWA, for help[ing] me with my budgeting and over all status.