



2010 Oakland Transitional Grants Area (TGA) HIV/AIDS Needs Assessment of Priority Populations

Preliminary Databook

August 2010



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1. 2010 HIV Needs Assessment Databook

A Brief Overview of the 2010 HIV Needs Assessment

The Alameda County Office of AIDS Administration contracted with Harder+Company Community Research, a California-based social science research and consulting firm, to conduct the 2010 HIV Needs Assessment. The purpose of the needs assessment is to determine the service needs of people living with HIV/AIDS (PLWHA) in Alameda County and Contra Costa County, with a focus on the following populations: African-American Men who have Sex with Men (MSM); Latino Men who have Sex with Men (MSM); Women of Color (*with special focus on African American women*); Transgender Women (*with special focus on AA and Latina*); Youth ages 13-24 (*with a special focus on young men*); and Injection Drug Users (*with a special focus on monolingual Spanish-speaking IDUs*).

Work for the 2010 HIV Needs Assessment began in June 2010. Below is a brief summary of the efforts implemented in order to launch the 2010 HIV Needs Assessment.

- Distributed a Community Letter to community partners & colleagues.
- Convened the Needs Assessment Work Group.
- Finalized the 2010 Consumer Survey.
- Recruited and trained 18 diverse community interviewers from Alameda County and Contra Costa County.
- Distributed recruitment flyers in English and Spanish to the community at-large.
- Administered over 250 Consumer Surveys through group survey sessions and one-on-one interview sessions.
- Developed and reviewed the 2010 Focus Group protocol.
- Conducted three focus groups with HIV+ African American MSM, HIV+ Latino MSM and HIV+ Youth ages 13 - 24.

About this Databook

This databook presents quantitative data collected from 259 people living with HIV/AIDS in Alameda County and Contra Costa County. The data is organized by key areas from the 2010 HIV Needs Assessment Consumer Survey: Client Characteristics, Housing Status, Employment Status, Health Coverage, Mental Health, Substance Abuse, Diet, HIV Testing, Disclosure, HIV Care, HIV Medication, HIV Service Utilization and Challenges. Data regarding HIV Service Utilization and Challenges is presented by the following priority populations: African-American men who have sex with men; Latino men who have sex with men; women of color (*with special focus on African American women*); transgender women (*with special focus on AA and Latina*); youth ages 13-24 (*with a special focus on young men*); and injection drug users (*with a special focus on monolingual Spanish-speaking IDUs*). Wherever possible, data from the 2009 HIV Needs Assessment Consumer Survey is provided for comparison purposes.

2. Preliminary Service Recommendations

Preliminary Recommendations

This section of the data book presents preliminary recommendations and supporting data for the Alameda Office of Aids Administration and the Oakland Transitional Grant Area (TGA) Collaborative Community Planning Council (CCPC). The preliminary recommendations identified below will be further discussed and augmented in collaboration with the Needs Assessment Workgroup.

- **Increase transportation services and access to transportation vouchers.**
- **Increase dental services available and quality of dental care.**
- **Improve access and quality of food bank and home delivered meals.**
- **Decrease wait lists at organization serving PLWHA.**
- **Ensure services are provided at accessible locations including isolated geographic areas.**
- **Ensure services are confidential and protect confidentiality of clients.**

3. Service Needs and Utilization by Priority Populations

The following section presents service needs and utilization data by priority population. Core services data is presented first for each priority population followed by barriers to accessing medical care, support services data and barriers to accessing support services. The order of priority populations is as follows:

- + African American Men who have Sex with Men (MSM);
- + Latino Men who have Sex with Men (MSM);
- + Women of Color, with a special focus on African American women;
- + Youth, with a special focus on young men;
- + Injection Drug Users (IDU), with a special focus on monolingual Spanish-speaking IDUs; and
- + Transgender Women, with a special focus on African American and Latina.

African American Men who have Sex with Men (MSM)

A total of 64 African American Men who have Sex with Men (MSM) participated in the 2010 HIV Needs Assessment. Below is a summary of the service needs, utilization and challenges reported by African American MSM.¹ The data is divided by core services and supportive services.

Core Services

Exhibit 1: Core Services (n=64)				
Priority Population	Core Services	Needed Service	Received Service	Needs Were Met
African American MSM	Ambulatory Care/Primary Care	41.9% (n=26)	45.6% (n=26)	100.0% (n=26)
	Medical Nutrition Therapy	46.0% (n=29)	30.6% (n=19)	100.0% (n=18)
	Medical Case Management	71.9% (n=46)	71.7% (n=43)	92.7% (n=38)
	Home & Community Based Health Services	24.6% (n=15)	17.5% (n=10)	90.0% (n=9)
	Substance Use	33.3% (n=21)	36.2% (n=21)	85.7% (n=18)
	Mental Health	52.4% (n=33)	49.2% (n=30)	82.8% (n=24)
	Dental Health Care	83.9% (n=52)	56.5% (n=35)	81.8% (n=27)

¹ It is important to note that totals presented below do not include participants who did not answer questions about their service needs and utilization. Consequently, the totals in each of the columns may not always equal the total of 64 participants. Additionally, “service needed” and “services received” are independent of one another. In other words, a participant who reports needing a service does not have to report that they received the service and vice versa. Lastly, participants who indicated they received the service may not have reported if the service met their need. So, the “needs met” column total may not always directly correspond to the “received service” column.

African American Men who have Sex with Men (MSM)

Barriers to Accessing Medical Care

Exhibit 2: Barriers to Accessing Medical Care (n=63)*		
Barrier	Percent	Number
Transportation	58.7%	n=37
Cost	39.7%	n=25
Waiting lists	39.7%	n=25
Location	17.5%	n=11
Mistrust in the system	17.5%	n=11
Hours	14.3%	n=9
Staff	12.7%	n=8
Confidentiality & Privacy	12.7%	n=8
Other	7.9%	n=5
Language	3.2%	n=2
My legal status	1.9%	n=5
Child Care	1.6%	n=1

* Not all respondents answered this question.

African American Men who have Sex with Men (MSM)

Supportive Services

Exhibit 3: Supportive Services (n=64)				
Priority Population	Supportive Services	Needed Service	Received Service	Needs Were Met
African American MSM	Support Services	68.8% (n=44)	54.1% (n=33)	100.0% (n=31)
	Emergency Housing Assistance	46.8% (n=22)	30.2% (n=13)	100% (n=12)
	Translation and Interpretation Services	7.8% (n=5)	6.8% (n=4)	100.0% (n=4)
	Emergency Financial Assistance	60.9% (n=39)	44.3% (n=27)	95.8% (n=23)
	Legal Services	50.0% (n=32)	38.1% (n=24)	95.5% (n=21)
	Aids Drug Assistance Program	68.8% (n=44)	67.2% (n=41)	95.2% (n=40)
	Food Bank/Home Delivered Meals	73.4% (n=47)	61.9% (n=39)	88.9% (n=32)
	Respite Care	15.6% (n=10)	13.1% (n=8)	87.5% (n=7)
	Disclosure Assistance Services	25.4% (n=16)	22.0% (n=13)	85.7% (n=12)
	Transportation	82.8% (n=53)	61.3% (n=38)	86.5% (n=32)
	Child Care Services	1.6% (n=1)	0.0% (n=0)	0.0% (n=0)

African American Men who have Sex with Men (MSM)

Barriers to Accessing Supportive Services

Exhibit 4: Barriers to Accessing Supportive Services (n=63)*		
Barrier	Percent	Number
Transportation	57.1%	n=36
Waiting lists	28.6%	n=18
Mistrust in the system	25.4%	n=16
Cost	25.0%	n=20
Location	20.6%	n=13
Hours	14.3%	n=9
Staff	11.1%	n=7
Confidentiality & Privacy	11.1%	n=7
Other	9.5%	n=6
My legal status	6.3%	n=4
Child Care	3.2%	n=2
Language	1.6%	n=1

**Not all respondents answered this question.*

Latino Men who have Sex with Men (MSM)

A total of 38 Latino Men who have Sex with Men (MSM) participated in the 2010 HIV Needs Assessment.² Below is a summary of the service needs, utilization and challenges reported by *Latino MSM*. The data is divided by core services and supportive services.

Core Services

Exhibit 5: Core Services (n=38)				
Priority Population	Core Services	Needed Service	Received Service	Needs Were Met
Latino MSM	Ambulatory Care/Primary Care	57.1% (n=20)	51.4% (n=19)	100.0% (n=19)
	Mental Health	55.6% (n=20)	54.31% (n=19)	100.0% (n=19)
	Medical Nutrition Therapy	47.2% (n=17)	26.5% (n=9)	100.0% (n=9)
	Substance Use	25.0% (n=9)	23.5% (n=8)	100.0% (n=8)
	Dental Health Care	77.8% (n=28)	39.5% (n=15)	93.3% (n=14)
	Medical Case Management	75.0% (n=27)	62.2% (n=23)	91.7% (n=22)
	Home & Community Based Health Services	38.9% (n=14)	25.0% (n=9)	88.9% (n=8)

² It is important to note that totals presented below do not include participants who did not answer questions about their service needs and utilization. Consequently, the totals in each of the columns may not always equal the total of 38 participants. Additionally, “service needed” and “services received” are independent of one another. In other words, a participant who reports needing a service does not have to report that they received the service and vice versa. Lastly, participants who indicated they received the service may not have reported if the service met their need. So, the “needs met” column total may not always directly correspond to the “received service” column.

Latino Men who have Sex with Men (MSM)

Barriers to Accessing Medical Care

Exhibit 6: Barriers to Accessing Medical Care *		
Barrier	Percent	Number
Transportation	51.4%	n=9
Cost	35.1%	n=13
Language	32.4%	n=12
Hours*	27.8%	n=10
Waiting lists	27.0%	n=10
Mistrust in the system	24.3%	n=9
Location	21.6%	n=8
Staff	16.2%	n=6
My legal status	16.2%	n=6
Confidentiality & Privacy	13.5%	n=5
Other	13.5%	n=5
Child Care	0.0%	n=0

*Not all respondents answered this question.

Latino Men who have Sex with Men (MSM)

Supportive Services

Exhibit 7: Supportive Services (n=38)				
Priority Population	Supportive Services	Needed Service	Received Service	Needs Were Met
Latino MSM	Support Services	66.7% (n=24)	61.1% (n=22)	100.0% (n=22)
	Food Bank/Home Delivered Meals	71.4% (n=25)	42.9% (n=15)	100.0% (n=15)
	Legal Services	54.3% (n=19)	41.7% (n=15)	100.0% (n=14)
	Emergency Financial Assistance	48.6% (n=17)	22.2% (n=8)	100.0% (n=8)
	Disclosure Assistance Services	23.7% (n=9)	17.6% (n=6)	100.0% (n=6)
	Emergency Housing Assistance	39.4% (n=13)	15.2% (n=5)	100.0% (n=5)
	Child Care Services	8.6% (n=3)	8.6% (n=3)	100.0% (n=3)
	Respite Care	16.2% (n=6)	8.8% (n=3)	100.0% (n=3)
	Aids Drug Assistance Program	82.9% (n=29)	82.4% (n=28)	96.6% (n=28)
	Translation and Interpretation Services	37.1% (n=13)	32.4% (n=11)	90.9% (n=10)
Transportation	62.9% (n=22)	55.9% (n=19)	89.5% (n=17)	

Latino Men who have Sex with Men (MSM)

Barriers to Accessing Support Services

Exhibit 8: Barriers to Accessing Supportive Services (n=38)*		
Barrier	Percent	Number
Transportation	45.7%	n=16
Hours	27.8%	n=10
Waiting lists	27.8%	n=10
Cost	25.0%	n=9
Location	25.0%	n=9
My legal status	22.2%	n=8
Mistrust in the system	19.4%	n=7
Staff	13.9%	n=5
Confidentiality & Privacy	13.9%	n=5
Language	11.1%	n=4
Other	8.3%	n=3
Child Care	0.0%	n=0

* Not all respondents answered this question.

Women of Color with a special focus on African American Women

A total of 68 women of color participated in the 2010 HIV Needs Assessment.³ Below is a summary of the service needs, utilization and challenges reported by *Women of Color*⁴, with special focus on African American women. The data is divided by core services and supportive services.

Core Services

Exhibit 9: Core Services (n=68)				
Priority Population	Core Services	Needed Service	Received Service	Needs Were Met
Women of Color (Special focus on AA women)	Ambulatory Care/Primary Care	62.1% (n=41)	65.1% (n=41)	100% (n=41)
	Substance Use	13.1% (n=8)	18.2% (n=10)	100.0% (n=10)
	Dental Health Care	80.3% (n=53)	50.0% (n=32)	93.1% (n=27)
	Mental Health	66.7% (n=44)	65.1% (n=41)	92.1% (n=35)
	Medical Case Management	75.4% (n=49)	77.8% (n=49)	91.8% (n=45)
	Medical Nutrition Therapy	46.9% (n=30)	35.6% (n=21)	90.0% (n=18)
	Home & Community Based Health Services	37.5% (n=24)	20.3% (n=12)	84.6% (n=11)

³ It is important to note that totals presented below do not include participants who did not answer questions about their service needs and utilization. Consequently, the totals in each of the columns may not always equal the total of 68 participants. Additionally, “service needed” and “services received” are independent of one another. In other words, a participant who reports needing a service does not have to report that they received the service and vice versa. Lastly, participants who indicated they received the service may not have reported if the service met their need. So, the “needs met” column total may not always directly correspond to the “received service” column.

⁴ Data presented on women of color includes women who identified as African American, Latino, Asian, Native American, and Multi-racial.

Women of Color with a special focus on African American Women

Barriers to Accessing Medical Care

Exhibit 10: Barriers to Accessing Medical Services (n=68)*		
Barrier	Percent	Number
Transportation	57.1%	n=36
Cost	42.2%	n=27
Waiting lists	32.8%	n=21
Location	31.3%	n=20
Confidentiality & Privacy	26.6%	n=17
Language	25.0%	n=16
Mistrust in the system	20.3%	n=13
Staff	18.8%	n=12
Hours	18.8%	n=12
My legal status	12.5%	n=8
Other	7.8%	n=5
Child Care	6.3%	n=4

* Not all respondents answered this question.

Women of Color with a special focus on African American Women

Supportive Services

Exhibit 11: Core Services (n=68)				
Priority Population	Supportive Services	Needed Service	Received Service	Needs Were Met
Women of Color (with a special focus on AA women)	Aids Drug Assistance Program	54.5% (n=36)	52.5% (n=31)	100.0% (n=31)
	Disclosure Assistance Services	33.8% (n=22)	35.0% (n=21)	100.0% (n=18)
	Translation and Interpretation Services	25.0% (n=16)	22.0% (n=13)	100.0% (n=12)
	Emergency Housing Assistance	42.0% (n=21)	22.2% (n=10)	100% (n=10)
	Support Services	69.2% (n=45)	69.4% (n=43)	97.7% (n=42)
	Legal Services	54.5% (n=36)	48.3% (n=29)	96.3% (n=26)
	Transportation	70.8% (n=46)	59.0% (n=36)	91.7% (n=33)
	Food Bank/Home Delivered Meals	77.6% (n=52)	65.1% (n=41)	89.7% (n=35)
	Emergency Financial Assistance	47.8% (n=32)	38.3% (n=23)	86.4% (n=19)
	Respite Care	22.7% (n=15)	13.3% (n=8)	75.0% (n=6)
Child Care Services	20.9% (n=14)	12.3% (n=7)	71.4% (n=5)	

Women of Color with a special focus on African American Women

Barriers to Accessing Supportive Services

Exhibit 12: Barriers to Accessing Support Services (n=68)*		
Barrier	Percent	Number
Transportation	55.6%	n=35
Cost	38.7%	n=24
Location	25.4%	n=16
Waiting lists	23.8%	n=15
Staff	17.5%	n=11
Hours	15.9%	n=10
Language	15.9%	n=10
Mistrust in the system	15.9%	n=10
Confidentiality & Privacy	14.3%	n=9
My legal status	12.7%	n=8
Other	6.3%	n=4
Child Care	1.6%	n=1

* Not all respondents answered this question.

Youth with a special focus on young men

A total of 18 youth participated in the 2010 HIV Needs Assessment. Below is a summary of the service needs, utilization and challenges reported by *Youth, with special focus on young men*.⁵ Thirteen youth identified as male, two as female, and three as transgender. The data is divided by core services and supportive services.

Core Services

Exhibit 13: Core Services (n=18)				
Priority Population	Core Services	Needed Service	Received Service	Needs Were Met
Youth (with a special focus on young men)	Medical Nutrition Therapy	33.3% (n=6)	28.6% (n=4)	100.0% (n=3)
	Home & Community Based Health Services	22.2% (n=4)	6.7% (n=1)	100.0% (n=1)
	Substance Use	16.7% (n=3)	7.75% (n=1)	100.0% (n=1)
	Ambulatory Care/Primary Care	56.3% (n=9)	43.8% (n=7)	85.7% (n=6)
	Dental Health Care	88.9% (n=16)	44.4% (n=8)	87.5% (n=7)
	Medical Case Management	72.2% (n=13)	75.03% (n=12)	84.6% (n=11)
	Mental Health	61.1% (n=11)	66.7% (n=10)	80.0% (n=8)

⁵ It is important to note that totals presented below do not include participants who did not answer questions about their service needs and utilization. Consequently, the totals in each of the columns may not always equal the total of 18 participants. Additionally, “service needed” and “services received” are independent of one another. In other words, a participant who reports needing a service does not have to report that they received the service and vice versa. Lastly, participants who indicated they received the service may not have reported if the service met their need. So, the “needs met” column total may not always directly correspond to the “received service” column.

Youth with a special focus on young men

Barriers to Accessing Medical Care

Exhibit 14: Barriers to Accessing Medical Care (n=18)		
Barrier	Percent	Number
Transportation	50.0%	n=9
Cost	38.9%	n=7
Location	27.8%	n=5
Language	22.2%	n=4
Confidentiality & Privacy	16.7%	n=3
Mistrust in the system	11.1%	n=2
Child Care	11.1%	n=2
Hours	5.6%	n=1
My legal status	5.6%	n=1
Other	11.1%	n=2
Waiting lists	0.0%	n=0
Staff	0.0%	n=0

Youth with a special focus on young men

Supportive Services

Exhibit 15: Core Services (n=18)				
Priority Population	Supportive Services	Needed Service	Received Service	Needs Were Met
Youth (with a special focus on young men)	Support Services	72.2% (n=13)	64.7% (n=11)	100.0% (n=10)
	ADAP	38.9% (n=7)	53.3% (n=8)	100.0% (n=8)
	Food Bank/Home Delivered Meals	61.1% (n=11)	43.8% (n=7)	100.0% (n=6)
	Emergency Financial Assistance	55.6% (n=10)	31.3% (n=5)	100.0% (n=5)
	Emergency Housing Assistance	40.0% (n=6)	15.4% (n=2)	100.0% (n=2)
	Child Care Services	11.1% (n=2)	6.7% (n=1)	100.0% (n=1)
	Translation and Interpretation Services	16.7% (n=3)	6.7% (n=1)	100.0% (n=1)
	Disclosure Assistance	16.7% (n=3)	7.1% (n=1)	100.0% (n=1)
	Transportation	61.1% (n=11)	35.3% (n=6)	83.3% (n=5)
	Legal Services	38.9% (n=7)	26.7% (n=4)	75.0% (n=3)
Respite Care	11.1% (n=2)	0.0% (n=0)	0.0% (n=0)	

Youth with a special focus on young men

Barriers to Accessing Support Services

Exhibit 16: Barriers to Accessing Support Services(n=18)		
Barrier	Percent	Number
Transportation	50.0%	n=9
Cost	27.8%	n=5
Location	22.2%	n=4
Mistrust in the system	16.7%	n=3
Confidentiality & Privacy	16.7%	n=3
Hours	11.1%	n=2
Other	11.1%	n=2
Child Care	11.1%	n=2
My legal status	5.6%	n=1
Waiting lists	5.6%	n=1
Staff	5.6%	n=1
Language	5.6%	n=1

Injection Drug Users (IDU) with a special focus on Monolingual Spanish Speaking

A total of 18 Injection Drug Users (IDUs) participated in the 2010 HIV Needs Assessment. Below is a summary of the service needs, utilization and challenges reported by *Injection Drug Users, with special focus on Spanish speaking IDUs*.⁶ Fourteen respondents identified as African American, one as Latina, and one as multi-racial. The data is divided by core services and supportive services.

Core Services

Exhibit 17: Core Services (n=18)				
Priority Population	Core Services	Needed Service	Received Service	Needs Were Met
IDUs (with a special focus on Spanish speaking IDUs)	Medical Nutrition Therapy	47.1% (n=8)	37.5% (n=6)	100.0% (n=5)
	Ambulatory Care/Primary Care	61.1% (n=11)	81.3% (n=13)	92.3% (n=12)
	Substance Use	38.9% (n=7)	46.7% (n=7)	85.7% (n=6)
	Medical Case Management	66.7% (n=12)	70.6% (n=12)	83.3% (n=10)
	Mental Health	75.0% (n=12)	73.3% (n=11)	80.0% (n=8)
	Home & Community Based Health Services	27.8% (n=5)	29.4% (n=5)	80.0% (n=4)
	Dental Health Care	94.1% (n=16)	55.6% (n=10)	77.8% (n=7)

⁶ It is important to note that totals presented below do not include participants who did not answer questions about their service needs and utilization. Consequently, the totals in each of the columns may not always equal the total of 18 participants. Additionally, “service needed” and “services received” are independent of one another. In other words, a participant who reports needing a service does not have to report that they received the service and vice versa. Lastly, participants who indicated they received the service may not have reported if the service met their need. So, the “needs met” column total may not always directly correspond to the “received service” column.

Injection Drug Users (IDUs) with a special focus on Monolingual Spanish Speaking

Barriers to Accessing Medical Care

Exhibit 18: Barriers to Accessing Medical Care (n=18)		
Barrier	Percent	Number
Transportation	61.1%	n=11
Waiting lists	33.3%	n=6
Cost	33.3%	n=6
Other	33.3%	n=6
Location	27.8%	n=5
Hours	16.7%	n=3
Mistrust in the system	11.1%	n=2
Staff	5.6%	n=1
My legal status	5.6%	n=1
Language	0.0%	n=0
Child Care	0.0%	n=0
Confidentiality & Privacy	0.0%	n=0

Injection Drug Users (IDUs) with a special focus on Monolingual Spanish Speaking

Supportive Services

Exhibit 19: Supportive Services (n=18)				
Priority Population	Supportive Services	Needed Service	Received Service	Needs Were Met
	Transportation	82.4% (n=14)	58.8% (n=10)	100.0% (n=10)
	Aids Drug Assistance Program	61.1% (n=11)	60.0% (n=9)	100.0% (n=9)
	Legal Services	70.6% (n=12)	50.0% (n=8)	100.0 (n=6)
	Support Services	70.6% (n=12)	62.5% (n=10)	100.0% (n=6)
	Respite Care	5.6% (n=1)	6.3% (n=1)	100.0% (n=1)
	IDUs(with a special focus on Spanish speaking IDUs)	Food Bank/Home Delivered Meals	88.9% (n=16)	76.5% (n=13)
Emergency Financial Assistance		72.2% (n=13)	62.5% (n=10)	88.9% (n=8)
Disclosure Assistance Services		41.2% (n=7)	43.8% (n=7)	85.7% (n=6)
Emergency Housing Assistance		63.6% (n=7)	44.4% (n=4)	66.7% (n=2)
Child Care Services		0.0% (n=0)	6.7% (n=1)	0.0% (n=0)
Translation and Interpretation Services		0% (n=0)	0% (n=0)	0% (n=0)

Injection Drug Users (IDUs) with a special focus on Monolingual Spanish Speaking

Barriers to Accessing Supportive Services

Exhibit 20: Barriers to Accessing Supportive Services (n=18)		
Barrier	Percent	Number
Transportation	33.3%	n=6
Waiting lists	33.3%	n=6
Mistrust in the system	22.2%	n=4
Cost	27.8%	n=5
Hours	16.7%	n=3
Location	16.7%	n=3
Staff	11.1%	n=2
Other	11.1%	n=2
My legal status	5.6%	n=1
Language	5.6%	n=1
Child Care	0.0%	n=0
Confidentiality & Privacy	0.0%	n=0

Transgender Individuals with a special focus on African American & Latina Women

A total of 16 transgender women participated in the 2010 HIV Needs Assessment. Below is a summary of the service needs, utilization and challenges reported by *Transgender, special focus on African American and Latina women*.⁷ The data is divided by core services and supportive services.

Core Services

Exhibit 21: Core Services (n=16)				
Priority Population	Core Services	Needed Service	Received Service	Needs Were Met
Transgender Women <i>(Special focus on AA women and Latina women)</i>	Home & Community Based Health Services	42.9% (n=6)	36.4% (n=4)	100.0% (n=4)
	Substance Use	26.7% (n=4)	33.3% (n=12)	100.0% (n=4)
	Ambulatory Care/Primary Care	53.3% (n=8)	57.1% (n=8)	87.5% (n=7)
	Medical Case Management	73.3% (n=11)	57.1% (n=8)	87.5% (n=7)
	Mental Health	60.0% (n=9)	54.5% (n=6)	83.3% (n=5)
	Medical Nutrition Therapy	26.7% (n=4)	27.3% (n=3)	66.7% (n=2)
	Dental Health Care	73.3% (n=11)	61.5% (n=8)	62.5% (n=5)

⁷ It is important to note that totals presented below do not include participants who did not answer questions about their service needs and utilization. Consequently, the totals in each of the columns may not always equal the total of 16 participants. Additionally, “service needed” and “services received” are independent of one another. In other words, a participant who reports needing a service does not have to report that they received the service and vice versa. Lastly, participants who indicated they received the service may not have reported if the service met their need. So, the “needs met” column total may not always directly correspond to the “received service” column.

Transgender Individuals with a special focus on African American & Latina Women

Barriers to Accessing Medical Care

Exhibit 22: Barriers to Accessing Medical Care (n=16)*		
Barrier	Percent	Number
Transportation	53.8%	n=7
Cost	30.8%	n=4
Location	23.1%	n=3
Mistrust in the system	15.4%	n=2
Waiting lists	15.4%	n=2
Other	15.4%	n=2
Hours	7.7%	n=1
Child Care	7.7%	n=1
My legal status	7.7%	n=1
Confidentiality & Privacy	7.7%	n=1
Language	0.0%	n=0
Staff	0.0%	n=1

** Not all respondents answered this question.*

Transgender Individuals with a special focus on African American & Latina Women

Supportive Services

Exhibit 23: Supportive Services (n=16)				
Priority Population	Supportive Services	Needed Service	Received Service	Needs Were Met
Transgender Women <i>(Special focus on AA women and Latina women)</i>	Transportation	73.3% (n=11)	50.0% (n=7)	100.0% (n=7)
	Support Services	40.0% (n=6)	53.8% (n=7)	100.0% (n=7)
	Aids Drug Assistance Program	40.0% (n=6)	41.7% (n=5)	100.0% (n=5)
	Emergency Financial Assistance	60.0% (n=9)	38.5% (n=5)	100.0% (n=5)
	Emergency Housing Assistance	50.0% (n=3)	50.0% (n=3)	100.0% (n=5)
	Food Bank/Home Delivered Meals	33.3% (n=5)	33.3% (n=4)	100.0% (n=4)
	Legal Services	40.0% (n=6)	33.3% (n=4)	100.0% (n=4)
	Child Care Services	7.1% (n=1)	9.1% (n=1)	100.0% (n=1)
	Translation and Interpretation Services	6.7% (n=1)	9.1% (n=1)	100.0% (n=1)
	Disclosure Assistance Services	6.7% (n=1)	10.0% (n=1)	100.0% (n=1)
Respite Care	0.0% (n=0)	0.0% (n=0)	0.0% (n=0)	

Transgender Individuals with a special focus on African American & Latina Women

Barriers to Accessing Support Services

Exhibit 24: Barriers to Accessing Support Services (n=16)*		
Barrier	Percent	Number
Transportation	41.7%	n=5
Cost	33.3%	n=4
Mistrust in the system	25.0%	n=3
Waiting lists	25.0%	n=3
Location	16.7%	n=2
Other	16.7%	n=2
Language	0.0%	n=0
My legal status	0.0%	n=0
Hours	0.0%	n=0
Child Care	0.0%	n=0
Staff	0.0%	n=0
Confidentiality & Privacy	0.0%	n=0

**Not all respondents answered this question.*

4. Demographics

This section of the databook presents demographic data of survey respondents including county of residence, client characteristics, housing status, and employment status.

County of Residence

Exhibit 25: County of Residence				
County	2009 (n= 108)		2010 (n=246)*	
	Percent	Number	Percent	Number
Alameda County	69.4%	75	75.2%	185
Contra Costa	31.0%	33	24.0%	59
Other	0.0%	0	0.8%	2

* 13 respondents left question blank.

Client Characteristics

Exhibit 26: City/Neighborhood				
City	2009 (n=107)*		2010 (n=252)**	
	Percent	Number	Percent	Number
Oakland	50.0%	52	55.6%	140
Pittsburg	4.0%	4	6.0%	15
Berkeley	8.0%	8	4.8%	12
Concord	2.0%	2	4.8%	12
Richmond	6.0%	6	4.4%	11
Hayward	4.0%	4	4.0%	10
San Leandro	3.0%	3	2.8%	7
Other	2.8%	3	2.8%	7
Emeryville	1.0%	1	2.0%	5
Antioch	8.0%	8	2.0%	5
Alameda	1.0%	1	1.6%	4
Walnut Creek	0.0%	0	1.2%	3

Exhibit 26: City/Neighborhood

City	2009 (n=107)*		2010 (n=252)**	
	Percent	Number	Percent	Number
	San Pablo	2.0%	2	1.2%
Union City	1.0%	1	0.8%	2
San Ramon	0.0%	0	0.8%	2
El Cerrito	0.0%	0	0.8%	2
Clayton	0.0%	0	0.8%	2
San Lorenzo	2.0%	2	0.8%	2
Pleasant Hill	4.0%	4	0.8%	2
Pinole	0.0%	0	0.8%	2
Albany	0.0%	0	0.4%	1
Fremont	1.0%	1	0.4%	1
Livermore	1.0%	1	0.4%	1
Martinez	0.0%	0	0.4%	1
Oakley	1.0%	1	0.0%	0
Newark	1.0%	1	0.0%	0
Brentwood	1.0%	1	0.0%	0

* One respondent left question blank.

** Seven respondents left question blank.

Exhibit 27: Age

Age	2009 (n=94)*		2010 (n=230)**	
	Percent	Number	Percent	Number
	10-17	0.0%	0	2.2%
18 - 24	10.0%	9	5.7%	13
25 - 34	17.0%	16	12.6%	29
35 - 44	33.0%	31	30.0%	69
45 - 54	33.0%	31	37.8%	87
55 - 64	6.0%	6	9.6%	22
65 +	1.0%	1	2.2%	5

* 14 respondents left question blank. ** 29 respondents left question blank.

Exhibit 28: Gender				
Gender	2009 (n=108)		2010 (n=256)*	
	Percent	Number	Percent	Number
Male	63.9%	69	65.2%	167
Female	29.6%	32	28.1%	72
Transgender – Male to Female	5.6%	6	6.3%	16
Intersex	0.0%	0	0.4%	1
Transgender – Female to Male	0.9%	1	0.0%	0

* Three respondents left question blank.

Exhibit 29: Race/Ethnicity*				
Race/Ethnicity	2009** (n=108)		2010*** (n=259)	
	Percent	Number	Percent	Number
African American	51.8%	56	53.3%	138
Latinos	40.7%	44	27.4%	71
White/Caucasian	17.6%	19	12.4%	32
Multi-ethnic	0.0%	0	5.0%	13
Asian Pacific Islander	2.8%	3	1.2%	4
Other	4.6%	5	1.5%	4
Native American	0.9%	1	0.8%	2

*Total may not equal 100 percent as respondents were able to identify with more than one race/ethnicity.

**For the 2009 data, other responses reported were mixed, South American, and Spaniard.

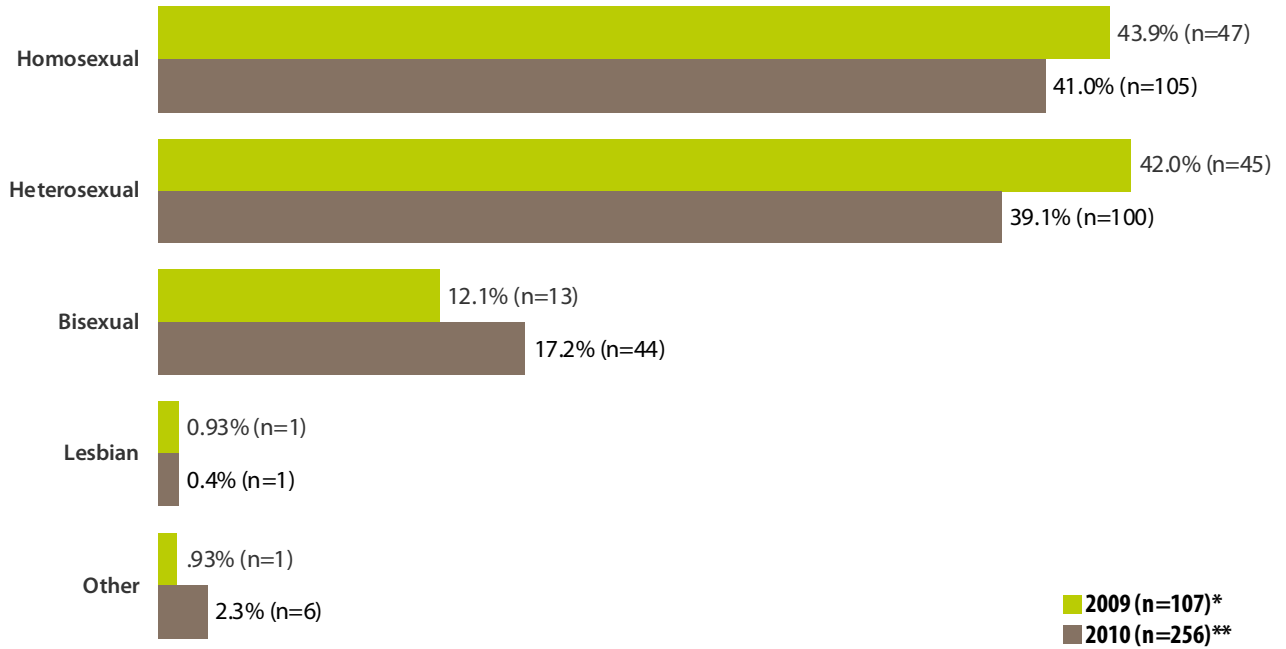
*** For the 2010 data, other responses reported were bi-racial, mixed, Spanish, Italian, Portuguese, Black Latino, and Black Hawaiian.

Exhibit 30: Language Other Than English

Language	2009 (n=28)		2010 (n=51)*	
	Percent	Number	Percent	Number
Spanish	100.0%	28	94.1%	48
Chinese	0.0%	0	3.9%	2
Other	0.0%	0	1.9%	1

* Other language reported was Portuguese.

Exhibit 31: Sexual Orientation



*One respondent left question blank.

** Three respondents left question blank.

Exhibit 32: Residency Status				
Residency status	2009 (n=107)*		2010 (n=258)**	
	Percent	Number	Percent	Number
US Citizen	72.9%	78	79.8%	206
Undocumented (No papers)	2.8%	3	8.9%	23
Legal resident (Green card)	8.4%	9	6.6%	17
Have a visa (Student, work, travel)	1.9%	2	2.3%	6
Have legal refugee or asylum status	2.8%	3	1.2%	3
Decline to state	7.5%	8	0.8%	2
Other	3.7%	4	0.4%	1

*One respondent left question blank.

** One respondent left question blank.

Exhibit 33: Caregiver Status (n=249)*		
Caring for anyone else in home	Percent	Number
No	82.7%	206
Yes	17.3%	43

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

*Ten respondents did not answer question.

Exhibit 34: Caregiver Status – Person Also HIV Positive (n=40)*		
Is the person also HIV+	Percent	Number
No	75.0%	30
Yes	25.0%	10

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

* This question did not apply to 219 respondents.

Housing Status

Exhibit 35: Current Residence				
Current residence	2009 (n=107)*		2010 (n=255)**	
	Percent	Number	Percent	Number
In an apartment/condo/house I rent	51.0%	55	53.7%	137
In an apartment/condo/house I own	21.0%	22	19.2%	49
At my parent's/relative's apt./condo/house	8.0%	8	9.0%	23
Single room occupancy (SRO) with tenancy/Hotel	7.0%	7	5.1%	13
Living/crashing with someone & not paying rent	6.0%	6	4.7%	12
In a supportive housing program	1.0%	1	2.4%	6
Other***	2.0%	2	2.0%	5
Homeless shelter	1.0%	1	1.6%	4
In a half-way house or transitional housing	1.0%	1	1.2%	3
In a treatment facility (drug or psychiatric)	1.0%	1	0.4%	1
Homeless (street/car)	2.0%	2	0.4%	1
Single room occupancy (SRO) without tenancy	1.0%	1	0.4%	1
Residential hospital facility	0.0%	0	0.0%	0
Skilled nursing home	0.0%	0	0.0%	0

*One respondent left question blank.

**Four respondents left question blank.

*** For the 2010 data, other responses included living in mobile home, living in foreclosed home and not paying rent, living in a studio and living in a hotel room working in exchange for rent.

Exhibit 36: On Waiting List for Housing				
On housing waiting list	2009 (n=108)		2010 (n=255)*	
	Percent	Number	Percent	Number
Yes	23.1%	25	29.8%	76
No	76.9%	83	70.2%	179

* Four respondents left question blank.

Exhibit 37: Places Lived in Last Five Years				
Places lived in last five years	2009 (n=49)		2010 (n=259)*	
	Percent	Number	Percent	Number
Homeless shelter	30.6%	15	14.2%	37
Homeless (on the street/in car)	22.4%	11	13.8%	36
In a treatment facility (drug or psychiatric)	10.2%	5	11.9%	31
County jail	18.4%	9	10.0%	26
In a half-way house or transitional housing	14.3%	7	8.8%	23
State or federal prison	2.0%	1	6.5%	17
Other**	2.0%	1	5.7%	15

Note: The 2009 Consumer Survey asked participants the places they lived in the last two years. For the 2010 Consumer Survey, the question was revised from the **last two years to last five years**.

* Responses do not add up to 259 as respondents were able to mark more than one response.

**For the 2010 data, other responses reported included living with family members, living in an apartment, living in a hotel, and homeless.

Exhibit 38: Incarcerated in the Last 12 Months				
Incarcerated in last 12 months	2009 (n=105)		2010 (n=254)*	
	Percent	Number	Percent	Number
Yes	8.5%	9	9.8%	25
No	91.4%	96	90.2%	229

*Five respondents left question blank.

Exhibit 39: Transitional Housing Services

Have you ever <i>needed</i> transitional housing services? (n=248)	Percent	Number
Yes	37.1%	92
No	62.9%	156
Have you ever <i>received</i> transitional housing services? (n=244)	Percent	Number
Yes	29.9%	73
No	70.1%	171
If you received these services, <i>did they meet your needs?</i> (n=73)	Percent	Number
Yes	75.3%	55
No	23.3%	17

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

Exhibit 40: Housing Referral Services

Have you ever <i>needed</i> housing referral services? (n=251)	Percent	Number
Yes	51.4%	129
No	48.6%	122
Have you ever <i>received housing</i> referral services? (n=245)	Percent	Number
Yes	43.3%	106
No	56.7%	139
If you received these services, <i>did they meet your needs?</i> (n=106)	Percent	Number
Yes	77.4%	82
No	22.6%	24

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

Employment Status

Exhibit 41: Employment Status				
Employment status	2009 (n=108)		2010 (n=250)*	
	Percent	Number	Percent	Number
Not working – on full disability	33.0%	36	34.8%	87
On disability – looking for work	7.0%	8	12.8%	32
Employed part-time (Less than 33 hours a week)	7.0%	8	11.2%	28
Not working – applied for disability	7.0%	8	9.2%	23
Employed full-time (working 33-40 hours a week)	6.0%	6	8.0%	20
Not working – looking for work	22.0%	24	7.6%	19
Working part-time and on disability	6.0%	6	6.0%	15
Retired	3.0%	3	4.4%	11
Not working – student, homemaker, other	4.0%	4	3.6%	9
On disability – not looking for work **	0.0%	0	1.6%	4
Other	5.0%	5	0.7%	2

*Nine respondents left question blank.

**Response category was added to the 2010 Consumer Survey.

Exhibit 42: Yearly Income				
Yearly income	2009 Individual Income (n=104)*		2010 Household Income (n=243)**	
	Percent	Number	Percent	Number
\$0 - \$10,400	60.6%	63	59.3%	144
\$10,401 - \$15,600	20.2%	21	25.1%	61
\$15,601 - \$20,800	11.5%	12	5.8%	14
\$20,801 - \$26,000	2.9%	3	5.8%	14
\$26,001 - \$31,200	1.0%	1	2.9%	7
\$31,201-\$41,600	0.0%	0	1.2%	3
\$41,600+	1.0%	1	0.0%	0

*Four respondents left question blank.

**Sixteen respondents left question blank.

Exhibit 43: Type of Benefits Received

Type of benefits received	2009 (n=108)*		2010 (n=259)**	
	Percent	Number	Percent	Number
	AIDS Drugs Assistance Program (ADAP)	53.0%	58	36.5%
Social Security Disability Insurance (SSDI)	35.0%	38	34.5%	87
Supplement security income (SSI)	36.0%	39	32.8%	82
Food stamps	23.0%	25	17.6%	45
Rent Supplement (HOPWA, Subsidy, Section 8 certificate or Shelter Plus Care)	24.0%	26	16.9%	43
Subsidized housing	10.0%	11	15.0%	38
Private long term disability	6.0%	7	9.2%	23
General Assistance (GA)	11.0%	12	7.5%	19
Ryan White Health Insurance Program (CARE HIP)	9.0%	10	7.5%	19
Not eligible for services	5.0%	5	4.9%	11
State Disability Insurance (SDI)	6.0%	6	4.7%	12
Veteran's benefits (VA)	1.0%	1	3.5%	9
Retirement	3.0%	3	3.5%	9
Private short term disability	0.0%	0	3.3%	8
CA Children Services	0.0%	0	3.1%	8
Public Health Service, Bureau of Indian Affairs (BIA)	0.0%	0	3.1%	8
Other	1.0%	1	2.9%	7
Alameda Alliance	2.0%	2	2.4%	6
Cash Assistance Program for Immigrants (CAPI)	2.0%	2	2.0%	5
Family Pact	0.0%	0	2.0%	5
TANF/CalWorks	6.0%	6	2.0%	5
WIC	4.0%	4	1.6%	4
Emergency financial assistance	0.0%	0	1.2%	3
Annuity/Life insurance payments	2.0%	2	0.8%	2
Worker's compensation	1.0%	1	0.4%	1
CHAMPUS (VA assistance for non-military personnel)	0.0%	0	0.0%	0

*Responses do not add up to 108 as respondents were able to mark more than one response.

** Responses do not add up to 259 as respondents were able to mark more than one response.

5. Health Status

The next section presents health coverage and status, mental health status, substance use, and diet.

Health Coverage & Status

Exhibit 44: Health Coverage Status				
Health coverage	2009 (n=96)*		2010 (n=248)**	
	Percent	Number	Percent	Number
Yes	89.6%	86	79.8%	198
No	10.4%	10	20.2%	50

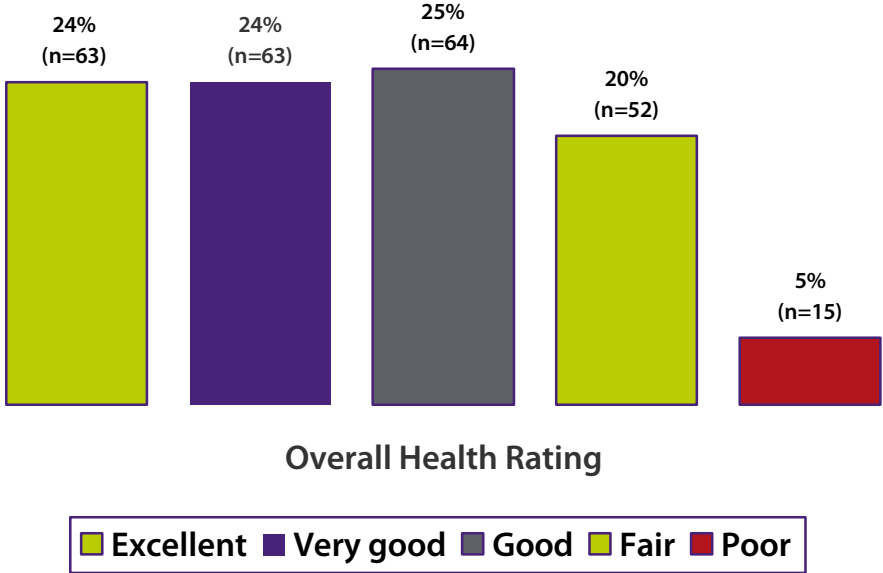
* Twelve respondents left question blank. ** Eleven respondents left question blank.

Exhibit 45: Type of Health Coverage				
Type of health coverage	2009 (n=108)*		2010 (n=208)*	
	Percent	Number	Percent	Number
Medi-Cal/Medicaid	40.7%	44	56.5%	117
Medicare	30.6%	33	33.7%	70
Medi-Care/disability	14.8%	16	24.6%	51
Other**	12.0%	13	11.4%	23
Insurance through work	4.6%	5	10.1%	21
Contra Costa Health Plan ****	-	-	7.8%	7
County-funded program	3.7%	4	7.7%	16
Private insurance/HMO, not through work	2.8%	3	5.8%	12
Veteran's Assistance	0.9%	1	5.3%	22
Alameda Health Alliance	1.9%	2	5.3%	11
Private pay/out of pocket/fee for services	0.0%	0	2.9%	6
CA Children's Services	0.0%	0	1.4%	3
COBRA or OBRA (insurance through last employer)	2.8%	3	1.0%	2

Exhibit 45: Type of Health Coverage				
Type of health coverage	2009 (n=108)*		2010 (n=208)*	
	Percent	Number	Percent	Number
Insurance through work a parent/legal guardian	0.0%	0	0.5%	1

Totals do not add up to 100 percent as respondents were able to identify more than one health coverage. ** For 2009 data, other responses reported were Medi-cal, CCHP, insurance through Highland Hospital, and insurance through Benefit Center. For 2010 data other responses reported were Anthem, insurance through a Hospital, school insurance and Medically Indigent Services. *Response category was added to the 2010 Consumer Survey.*

Exhibit 46: Overall Health Rating (n=257)*



**Two respondents left question blank.*

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

Exhibit 47: Chronic Disease				
Chronic disease	2009 (n=108)*		2010 (n=259)*	
	Percent	Number	Percent	Number
High blood cholesterol	21.2%	23	31.0%	79
Neuropathy	23.1%	25	26.2%	66
Arthritis	17.5%	19	22.0%	56
Diabetes or sugar diabetes	10.1%	11	12.0%	30
Any kind of heart disease	11.1%	12	8.7%	22
Cancer	8.3%	9	6.0%	15
Osteoporosis	0.9%	1	4.0%	10
Hypertension	23.1%	23	2.3%	6

**Totals do not equal 100 percent as respondents were able to select more than one response option. Additionally, total responses may vary by chronic disease due to respondents leaving questions unanswered.*

Exhibit 48: Sexually Transmitted Infections				
Type of sexually transmitted infections	2009 (n=108)*		2010 (n=259)*	
	Percent	Number	Percent	Number
Genital Warts	13.9%	15	7.9%	20
Syphilis	9.3%	10	7.8%	20
Yeast infections	6.5%	7	7.5%	19
Human papilloma virus	5.5%	6	6.3%	16
Herpes	15.0%	16	5.4%	14
Gonorrhea	3.8%	4	5.1%	13
Chlamydia	4.7%	5	4.3%	11
Other	3.8%	4	1.4%	3

**Totals do not equal 100 percent as respondents were able to select more than one response option. Additionally, total responses may vary by chronic disease due to respondents leaving questions unanswered.*

Exhibit 49: Hepatitis C Diagnosis

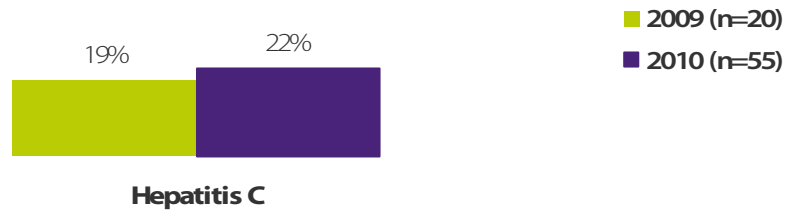


Exhibit 50: Referred to Hepatitis C Specialist (n=53)		
Referred to specialist	Percent	Number
Yes	62.3%	33
No	34.0%	18
Don't know	3.8%	2

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

Mental Health Status

Exhibit 51: Mental Health Condition				
Type of mental health condition	2009 (n=108)*		2010 (n=259)*	
	Percent	Number	Percent	Number
Depression	48.1%	52	47.8%	121
Anxiety	37.0%	40	42.2%	106
Post-traumatic stress disorder	14.8%	16	16.5%	41
Bipolar disorder	5.5%	6	12.7%	32
Schizophrenia	5.5%	6	6.6%	16
Other	2.7%	3	4.0%	4
Dementia	4.6%	5	2.5%	6

*Totals do not equal 100 percent as respondents were able to select more than one response option. Additionally, total responses may vary by chronic disease due to respondents leaving questions unanswered.

Exhibit 52: Pre-existing Mental Health Conditions (n=145)		
Pre-existing mental health conditions	Percent	Number
Yes	45.5%	66
No	54.5%	79

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

Exhibit 53: Type of Mental Health Treatments				
Type of mental health treatments	2009 (n=108)		2010 (n=259)*	
	Percent	Number	Percent	Number
Case manager**	-	-	71.4%	180
Support groups**	-	-	64.2%	158
Individual counseling/therapy	46.2%	50	59.7%	148
Group counseling/therapy	37.9%	41	44.8%	108
Peer advocates**	-	-	37.0%	91
Medication for psychological or behavioral problems	25.9%	28	33.1%	82
Counseling regarding relationship/intimacy issues related to HIV	32.4%	35	30.4%	75
Faith-based or religious groups **	-	-	22.3%	55
Inpatient (in a hospital at least overnight)	12.0%	13	21.6%	54
Other	3.7%	4	6.6%	12

Note: No 2009 data available for comparison as response category was added to the 2010 Consumer Survey.

*Totals do not equal 100 percent as respondents were able to select more than one response option. Additionally, total responses may vary by chronic disease due to respondents leaving questions unanswered.

**Categories were added to the 2010 Consumer Survey.

Substance Use

Exhibit 54: Ever Injected Hormones, Steroids or Silicon				
	2009 (n=108)		2010 (n=258)*	
	Percent	Number	Percent	Number
Yes	9.3%	10	8.1%	21
No	90.7%	98	91.5%	237

*One respondent left question blank.

Exhibit 55: Reason for Injecting Hormones, Steroids or Silicon (n=21)*
Reasons for injecting
Reasons for Injecting hormones, steroids included:
<ul style="list-style-type: none"> • Transgender: hormones for gender change (n=6) • Loss of testosterone/ Body not producing enough Testosterone (n=5) • For energy, low energy (n=2) • Medically prescribed (n=2) • Maintain muscle mass (1)

*Of the respondents who injected hormones, steroids or silicone, five respondents left this question blank.

Exhibit 56: Where Respondent Obtained Hormones, Steroids or Silicon (n=20)*		
	Percent	Number
Medical provider	95.0%	19
Other source	0.4%	1

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

*One respondent left this question blank.

Exhibit 57: Injected Street Drugs in Last Year

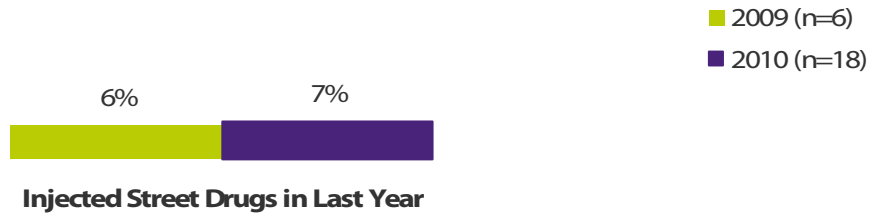


Exhibit 58: Where obtained needles (n=18)*		
	Percent	Number
At a pharmacy	50.0%	9
Needle exchange services	33.3%	6
Used someone's else's needles (share needles)	33.3%	6
Other	16.6%	3

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

* Total does not equal 100 percent as respondents were able to select more than one response category.

Exhibit 59: Ever Shared Needles				
	2009 (n=5)*		2010 (n=59)	
	Percent	Number	Percent	Number
Never	60.0%	3	17.0%	44
Sometimes	40.0%	2	11%	11
Always	0.0%	0	4%	4

* One respondent left question blank.

Diet

Exhibit 60: Servings of Fruit & Vegetables				
Number of servings	2009 (n=108)		2010 (n=256)*	
	Percent	Number	Percent	Number
None	3.7%	4	9.4%	24
One	23.1%	25	27.7%	71
Two	30.6%	33	30.1%	77
Three	29.6%	32	21.5%	55
Four	5.6%	6	4.3%	11
Five or more	7.4%	8	7.0%	18

* Three respondents left question blank.

Exhibit 61: Servings of Protein (n=255)*		
Number of servings	Percent	Number
None	4.7%	12
One	20.0%	51
Two	37.6%	96
Three	27.1%	69
Four	5.9%	15
Five or more	4.7%	12

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

*Four respondents did not answer question.

Exhibit 62: Servings of Fiber Rich Food (n=255)*		
Number of servings	Percent	Number
None	8.6%	22
One	32.9%	84
Two	33.7%	86
Three	17.3%	44
Four	3.9%	10
Five or more	3.5%	9

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

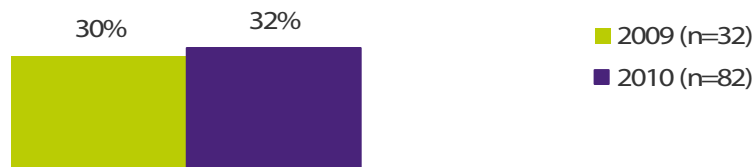
*Four respondents did not answer question.

Exhibit 63: Vitamins or Supplements n=257)*		
Vitamins or supplements	Percent	Number
Yes	43.6%	112
No	56.4%	145

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

* Two respondents left question blank.

Exhibit 64: Trouble Accessing Food



Trouble Accessing Food

Exhibit 65: Reason for Difficulty Obtaining Food				
	2009 (n=32)*		2010 (n=82)*	
	Percent	Number	Percent	Number
I don't have enough money to buy groceries	90.6%	29	86.6%	71
I have trouble accessing transportation	50.0%	16	58.5%	48
I think the food at the food pantry services is not good/or the same every time	37.5%	12	43.9%	36
I have no place to cook or store food	15.6%	5	14.8%	12

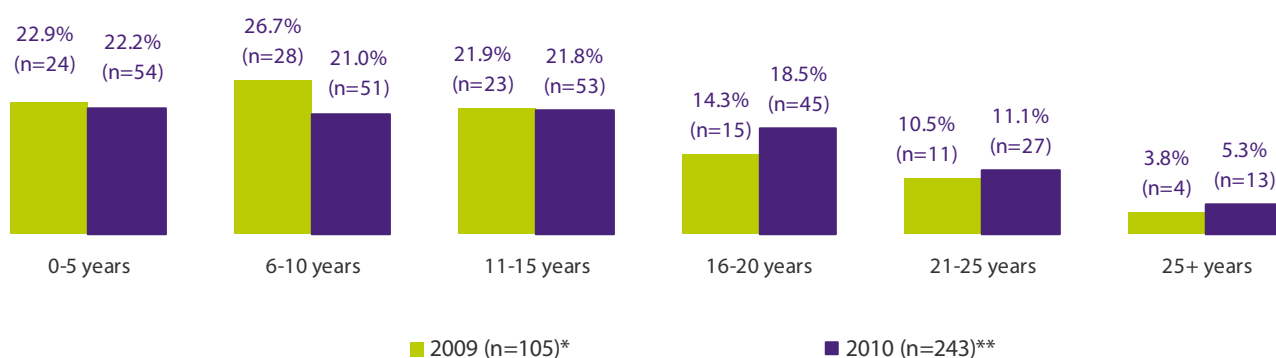
* Total does not equal 100 percent as respondents were able to select more than one answer.

6. HIV/AIDS

This section provides data on HIV testing, HIV/AIDS disclosure, HIV/AIDS care, HIV/AIDS medications, and overall HIV/AIDS service needs and utilization.

HIV Testing

Exhibit 66: Years Living with HIV



* Three respondents left question blank.

** 16 respondents left question blank.

Exhibit 67: Location of HIV + Test

City	2009 (n=108)		2010 (n=245)*	
	Percent	Number	Percent	Number
Oakland	36.1%	39	39.2%	96
Other*	22.2%	24	20.4%	50
San Francisco	11.1%	12	14.3%	35
Richmond	6.5%	7	4.9%	12
Concord	0.9%	1	3.7%	9
Berkeley	6.5%	7	3.3%	8
Fremont	1.9%	2	2.0%	5

Exhibit 67: Location of HIV + Test

City	2009 (n=108)		2010 (n=245)*	
	Percent	Number	Percent	Number
Martinez	1.9%	2	2.0%	5
Antioch	5.6%	6	2.0%	5
Dublin	0.9%	1	1.6%	4
Hayward	1.9%	2	1.2%	3
Pittsburg	1.9%	2	1.2%	3
San Leandro	0.9%	1	1.2%	3
Walnut Creek	0.0%	0	0.8%	2
Pleasant Hill	0.0%	0	0.8%	2
Alameda	0.0%	0	0.4%	1
San Ramon	0.0%	0	0.4%	1
Union City	0.0%	0	0.4%	1
San Pablo	0.9%	1	0.0%	0
Lafayette	0.9%	1	0.0%	0

*Fourteen respondents left question blank.

Exhibit 68: Years Living with AIDS (n=117)



Exhibit 69: Location of AIDS Diagnosis

City	2009 (n=50)		2010 (n=115)	
	Percent	Number	Percent	Number
Oakland	44.0%	22	45.2%	52
Other	0.0%	0	16.5%	19
San Francisco	8.0%	4	13.9%	16
Richmond	8.0%	4	6.1%	7
Martinez	6.0%	3	3.5%	4
Concord	2.0%	1	3.5%	4
Fremont	0.0%	0	2.6%	3
Walnut Creek	0.0%	0	2.6%	3
Berkeley	10%	5	2.6%	3
San Leandro	4.0%	2	0.9%	1
Alameda	0.0%	0	0.9%	1
Pleasant Hill	0.0%	0	0.9%	1
Antioch	0.0%	0	0.9%	1
Miami	2.0%	1	0.0%	0
Dallas	2.0%	1	0.0%	0
Eureka	2.0%	1	0.0%	0
Sacramento	2.0%	1	0.0%	0
Chicago	2.0%	1	0.0%	0
San Jose	2.0%	1	0.0%	0
Livermore	2.0%	1	0.0%	0
Summit	2.0%	1	0.0%	0
Distrito Federal (Mexico)	2.0%	1	0.0%	0

Exhibit 70: Average Number of Times Tested before Testing Positive (n=235)*

Average	
Average Number of Times:	2 times

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

* Twenty-four respondents left question blank.

Exhibit 71: Progressed to AIDS in 12 Months (n=251)*

Progressed to Aids	Percent	Number
Yes	23.9%	60
No	76.1%	191

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

* Eight respondents left question blank.

Exhibit 72: Referred to Medical Care, After Testing Positive (n=256)*

Referred to medical care	Percent	Number
Yes	79.7%	204
No	18.0%	46
Don't know	2.3%	6

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

* Three respondents left question blank.

Exhibit 73: Average Wait Time to Receive Medical Care, After Testing Positive (n=184)*

Average	
Average number of months:	9 months

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

* Seventy-five respondents left question blank.

Exhibit 74: Linked to Medical Care, After Testing Positive (n=210)*

Linked to care	Percent	Number
Yes	75.7%	159
No	23.4%	51

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

*Forty-nine respondents left question blank.

Exhibit 75: Who Supported Respondents During Medical Care, After Testing Positive Care (n=156)*

	Percent	Number
Social worker/case manager/government worker	33.3%	52
Clinic/doctor/medical professional	29.5%	46
Family/friend	21.8%	34
Self initiated	14.1%	22
Other	1.3%	2

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

*103 respondents left question blank.

Exhibit 76: Lapse in Medical Care, After Testing Positive (n=211)*

Lapse in care	Percent	Number
Yes	34.1%	72
No	65.9%	139

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

*48 respondents left question blank.

Exhibit 77: Referred to Non Medical Services, After Testing Positive (n=254)*

Referred to supportive resources	Percent	Number
Yes	72.0%	183
No	24.8%	63
Don't know	3.1%	8

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

*Five respondents left question blank.

Exhibit 78: Average Wait Time to Receive Non Medical Services, After Testing Positive (n=152)*

Average	
Average number of months:	7 months

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.
*107 respondents left question blank.

Exhibit 79: Linked to Non Medical Services, After Testing Positive (n=187)*

Linked to care	Percent	Number
Yes	79.7%	149
No	20.3%	38

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.
*72 respondents left question blank.

Exhibit 80: Who Supported Respondents While Receiving Non Medical Services, After Testing Positive (n=146)*

	Percent	Number
Clinic/doctor/medical professional	26.7%	39
Family/friend	13.0%	19
Social worker/case manager/government worker	51.4%	75
Self initiated	8.9%	13

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.
*113 respondents left question blank.

Exhibit 81: Lapse in Non Medical Services, After Testing Positive (n=188)*

Lapse in supportive services	Percent	Number
Yes	35.1%	66
No	64.9%	122

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.
*71 respondents left question blank.

HIV/AIDS Disclosure

Exhibit 82: Individuals Disclosed To *				
	2009 (n=108)		2010 (n=252)	
	Percent	Number	Percent	Number
Family members	75.0%	81	77.8%	196
Sexual partners	65.0%	70	65.9%	166
Friends	69.0%	74	63.9%	161
Others	19.0%	20	14.7%	37
No one*	-	-	5.2%	13

*Responses do not equal 100 percent as respondents were able to select more than one response category.

Exhibit 83: Plans to Disclose HIV Status				
	2009 (n=58)		2010 (n=12)*	
	Percent	Number	Percent	Number
Yes	44.0%	26	8.3%	1
No	39.0%	23	50.0%	6
Not sure	1.6%	9	41.7%	5

* This question did not apply to 242 respondents. Five respondents left question blank.

Exhibit 84: Experienced Physical Violence (n=250)*		
	Percent	Number
Yes	23.6%	59
No	73.2%	183
Not sure	3.2%	8

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

*Nine respondents left question blank.

HIV/AIDS Care

Exhibit 85: Point of HIV Care Entry				
	2009 (n=108)		2010 (n=245)*	
	Percent	Number	Percent	Number
Health care provider /Primary care doctor	78.0%	84	72.7%	178
Case manager	9.0%	10	13.9%	34
Support Groups	7.0%	7	4.9%	12
Other**	7.0%	7	5.7%	14
Post-release case manager***	-	-	2.9%	7
Faith-based or religious groups***	-	-	0.0%	0

Note: No 2009 data available for comparison as response category was added to the 2010 Consumer Survey.

*Fourteen respondents left question blank..

** For the 2010 data other response reported were benefits advocate, needle exchange programs, jail, prison and Walden House.

Exhibit 86: Location of Medical Care				
Location of medical care	2009 (n=108)		2010 (n=239)*	
	Percent	Number	Percent	Number
East Bay Aids Center (EBAC)	30.0%	32	21.3%	51
Highland Hospital	19.0%	21	19.7%	47
Contra Costa County Health Services	13.0%	14	14.6%	35
AIDS Health Care Foundation/Magic Johnson Clinic	0.0%	0	6.7%	16
Other	3.0%	3	6.7%	16
Kaiser	4.0%	4	5.9%	14
Tri-City Health Centers	6.0%	6	5.0%	12
Other hospital	0.0%	0	4.2%	10
Casa Segura/APEB Wellness Center	0.0%	0	3.3%	8
University of CA San Francisco (UCSF)	5.0%	5	2.9%	7
Fairmont Hospital	0.0%	0	2.9%	7
Private Dr's office/clinic	5.0%	5	2.1%	5
Lifelong Medical Care/Berkeley Primary Care	0.0%	0	0.8%	2

Exhibit 86: Location of Medical Care				
Location of medical care	2009 (n=108)		2010 (n=239)*	
	Percent	Number	Percent	Number
Brookside Community Health Center	0.0%	0	0.8%	2
Clinica de la Raza	0.0%	0	0.8%	2
St. Mary's Medical Center	0.0%	0	0.8%	2
San Mateo County AIDS Program	2.0%	2	0.4%	1
Berkeley Health Center	0.0%	0	0.4%	1
Children's Hospital of Oakland/Pediatric HIV/AIDS program	0.0%	0	0.4%	1
Asian Health Services	0.0%	0	0.0%	0
Antioch Sutter Delta Medical Center	0.0%	0	0.0%	0
Emergency rooms	0.0%	0	0.0%	0

* For the 2010 data, this question was not applicable to twelve respondents. Eight respondents left question blank.

Exhibit 87: Last Medical Visit				
	2009 (n=106)*		2010 (n=253)	
	Percent	Number	Percent	Number
I have never seen a doctor or gone to a clinic since I found out I was HIV +	1.9%	2	6.7%	17
Less than six months ago	96.2%	102	87.0%	220
Six to twelve months ago	0.0%	0	4.3%	11
More than a year ago	1.9%	2	2.0%	5

*Two respondents left this question blank.

*Six respondents left this question blank.

Exhibit 88: Knowledge of Current CD4 County/Viral Load County (n=238)*		
	Percent	Number
Yes	80.7%	192
No	19.3%	46

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

* This question was not applicable to sixteen respondents. Five respondents left question blank.

Exhibit 89: Last CD4/Viral Load Count		
	2010 (n=240)*	
	Percent	Number
In the last month	47.9%	115
Two to 3 months ago	39.2%	94
Four to 6 months ago	10.4%	25
One year or more ago	1.3%	3
Don't know	1.3%	3

* For the 2010 data, this question did not apply to 18 respondents. One respondent left question blank.

Exhibit 90: Ever Been Out of Care for 12 Months or More				
	2009 (n=107)*		2010 (n=241)*	
	Percent	Number	Percent	Number
No	21.5%	23	26.1%	63
Yes	78.5%	84	73.9%	178

*Total does not equal 108 as one respondent left question blank.

** For the 2010 data, this question did not apply to 18 respondents. One respondent left question blank.

Exhibit 91: Reason for Being Out of Care for 12 Months or More**				
	2009 (n=23)*		2010 (n=63)*	
	Percent	Number	Percent	Number
Other **	30.0%	7	46.9%	23
I started using	0.0%	0	32.0%	16
Got better	39.0%	9	30.2%	16
I didn't have stable housing	16.0%	5	30.2%	16
Change in my income	10.0%	3	23.5%	12
Change in my insurance	19.0%	6	21.6%	11
There was a change in my doctor's or clinic's attitudes	3.0%	1	13.7%	7

*Total does not equal 100 percent as respondents were able to select more than one response category.

**For 2009 data other responses reported by survey respondents were depression, homelessness, drug use and wanting to party before seeking medical care. For 2010 data other responses included: didn't feel the need; depression; denial, drugs; scared; money; insurance; and caring for family members.

Exhibit 92: Reason for Returning to Care				
	2009 (n=23)*		2010 (n=63)*	
	Percent	Number	Percent	Number
I wanted to stay healthy	65.2%	15	63.6%	35
I got sicker	47.8%	11	60.3%	35
To get blood work	43.5%	10	40.7%	22
Family/partner encouraged me to get back into care	26.1%	6	30.4%	17
I stopped using	0.0%	0	27.8%	15
To obtain benefits	0.0%	0	26.4%	14
I had stable housing	26.1%	6	26.4%	14
I had a treatment advocate	0.0%	0	25.9%	14
A provider/community member reached out to me	0.0%	0	25.9%	14
There were different drugs or treatments available	17.4%	4	25.5%	14
Change in my insurance status	13.0%	3	24.1%	13
Heard about new doctor/clinic	13.0%	3	23.6%	13
Change in my income	8.7%	2	20.0%	11
Other	17.4%	4	16.3%	8
I saw a community/media ad campaign	0.0%	0	14.5%	8
There was a change in my doctor's or clinic's attitudes	4.3%	1	12.7%	7

*Total does not add up to 100 percent as respondents were able to select more than one response category.

Exhibit 93: Put off Seeing Doctor for More than Three Months				
	2009* (n=100)**		2010 (n=245)**	
	Percent	Number	Percent	Number
Not applicable	54.0%	54	34.7%	61
Didn't want to believe I was HIV+	10.0%	10	16.7%	41
Other	19.0%	19	16.7%	41
Didn't feel sick	13.0%	14	16.3%	40
Didn't know where to go	5.6%	6	6.1%	15

*Total does not add up 100 percent as respondents were able to select more than one response category.

** In the 2009 Consumer Survey respondents were asked if they had put off seeing a doctor for more than seven months.

Exhibit 94: Language for Medical Care (n=259)*		
When receiving medical care, what language do you currently use to communicate verbally? (n=255)	Percent	Number
English	86.3%	220
Spanish	17.6%	45
When receiving medical care, what language do you currently use to communicate in writing? (n=225)	Percent	Number
English	86.2%	194
Spanish	17.3%	39
When receiving medical care, what language do you prefer use to communicate verbally? (n=229)	Percent	Number
English	84.3%	193
Spanish	20.1%	46
When receiving medical care, what language do you prefer use to communicate in writing? (n=230)	Percent	Number
English	82.6%	190
Spanish	20.0%	46

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

* Totals do not equal 100 percent as respondents were able to select more than one response category.

Exhibit 95: Language for Supportive Services*		
When receiving supportive services, what language do you currently use to communicate verbally? (n=258)	Percent	Number
English	84.5%	218
Spanish	19.4%	50
When receiving supportive services, what language do you currently use to communicate in writing? (n=235)	Percent	Number
English	81.7%	192
Spanish	20.9%	49
When receiving supportive services, what language do you prefer use to communicate verbally? (n=235)	Percent	Number
English	83.4%	196
Spanish	21.3%	50
When receiving supportive services, what language do you prefer use to communicate in writing? (n=233)	Percent	Number
English	81.5%	190
Spanish	21.0%	49

Note: No 2009 data available for comparison as question was added to the 2010 Consumer Survey.

* Totals do not equal 100 percent as respondents were able to select more than one response category.

HIV/AIDS Medication

Exhibit 96: Taking HIV/AIDS Medications				
	2009 (n=106)*		2010 (n=253)**	
	Percent	Number	Percent	Number
Yes	88.7%	94	85.0%	215
No	11.3%	12	15.0%	38

* Two respondents left question blank.

** Six respondents left question blank.

Exhibit 97: Missed or Skipped Taking Medication				
	2009 (n=94)		2010 (n=214)*	
	Percent	Number	Percent	Number
Once or twice a month	37.5%	36	41.1%	88
Have never skipped HIV/AIDS Medication	44.8%	43	37.9%	81
Once or twice a week	6.2%	6	10.3%	22
More than twice a week	9.4%	9	8.9%	19
I have stopped taking my medicine	2.1%	2	1.9%	4

* Forty-five respondents left this question blank or skipped the question because it was not applicable.

Exhibit 98: Reasons for Missing or Skipping Medication				
	2009 (n=53)*		2010 (n=133)*	
	Percent	Number	Percent	Number
Forgot to take the medicines	58.0%	31	65.4%	87
Depressed/hopeless	30.0%	16	27.1%	36
Just didn't want to take them	42.0%	22	25.6%	34
Side effects	0.0%	0	23.3%	31
Ran out of medicines	26.0%	14	22.1%	29
Difficult schedule and requirements	0.0%	0	19.5%	26
Didn't want others to see the medicines	4.0%	2	15.8%	21
Hard to coordinate with food/eating	11.0%	6	14.5%	19
It reminded me that I was sick	0.0%	0	10.5%	14
I needed a break because they're strong	0.0%	0	10.5%	14
Homeless	11.0%	6	10.5%	14
Other	0.0%	0	9.7%	12
Could not afford the medicines	4.0%	2	9.0%	12
My doctor advised me to stop taking my medicines	4.0%	2	8.3%	11
Medicines made me feel good so I felt I didn't need them anymore	9.0%	5	7.6%	10
Didn't understand the directions	4.0%	2	7.5%	10
I cut them in half	0.0%	0	4.5%	6
Felt the medicines didn't work	2.0%	1	3.8%	5

**Total does not equal 100 percent as respondents were able to select more than one response option.*

HIV/AIDS Service Needs & Utilization

Overall Core Services

Exhibit 99: Core Services			
Core Services	Needed Service	Received Service	Needs Were Met
Ambulatory Care/Primary Care	55.6% (n=139)	57.3% (n=137)	96.4% (n=135)
Medical Nutrition Therapy	42.4% (n=106)	30.0% (n=70)	93.9% (n=62)
Medical Case Management	72.2% (n=182)	67.9% (n=165)	91.5% (n=151)
Substance Use	23.7% (n=59)	24.6% (n=56)	87.7% (n=50)
Mental Health	57.7% (n=146)	55.2% (n=132)	85.9% (n=110)
Home & Community Based Health Services	32.5% (n=81)	22.6% (n=53)	85.2% (n=46)
Dental Health Care	79.4% (n=200)	51.4% (n=128)	82.9% (n=102)

HIV/AIDS Service Needs & Utilization

Overall Support Services

Exhibit 100: Supportive Services			
Supportive Services	Needed Service	Received Service	Needs Were Met
Translation and Interpretation Services	17.1% (n=43)	14.7% (n=34)	97.0% (n=32)
Aids Drug Assistance Program	63.4% (n=161)	63.3% (n=150)	96.8% (n=149)
Support Services	66.9% (n=170)	61.5% (n=150)	96.6% (n=141)
Legal Services	48.6% (n=122)	39.2% (n=93)	95.5% (n=85)
Emergency Housing Assistance	42.5% (n=88)	24.7% (n=48)	93.8% (n=45)
Food Bank/Home Delivered Meals	67.8% (n=173)	56.4% (n=137)	92.4% (n=121)
Disclosure Assistance Services	22.4% (n=57)	21.3% (n=49)	91.8% (n=45)
Emergency Financial Assistance	53.3% (n=136)	35.4% (n=85)	91.5% (n=75)
Transportation	67.2% (n=170)	52.9% (n=127)	88.9% (n=112)
Respite Care	15.4% (n=39)	10.4% (n=24)	87.5% (n=21)
Child Care Services	8.3% (n=21)	5.7% (n=13)	78.6% (n=11)

Exhibit 101: Top Five Barriers To Accessing Medical Care

2009 (n=108)	2010 (n=259)
<ul style="list-style-type: none"> ■ Lack of affordable health insurance ■ Transportation ■ Availability of services and lack of follow-up ■ Lack of information about services and resources available ■ Monolingual Spanish speaking respondents reported that language is often a barrier to accessing health care. 	<ul style="list-style-type: none"> ■ Transportation ■ Cost of services ■ Waiting lists to obtain services ■ Locations of services ■ Mistrust in the system of care

Exhibit 102: Top Five Barriers To Accessing Support Services

2009 (n=108)	2010 (n=259)
<ul style="list-style-type: none"> ■ Lack of information about services and resources that are available, specifically knowing who to contact and contact information for social support services. ■ Transportation ■ Feeling embarrassed, shy and ashamed of HIV status when receiving social services. ■ Waiting time and eligibility requirements for social services. ■ Social service agencies running out of funds 	<ul style="list-style-type: none"> ■ Transportation ■ Cost of services ■ Waiting lists to obtain services ■ Locations of services ■ Mistrust in the system of care

7. Preliminary Research Recommendation

Preliminary Recommendations

The last section of the data book presents preliminary research recommendations future Oakland (TGA) Collaborative Community Planning Council (CCPC) Needs Assessments. The preliminary recommendations identified below will be further discussed and augmented in collaboration with the Needs Assessment Workgroup.

- **Conduct a qualitative exploration of service needs and barriers of youth and injection drug users.**
- **Plan for the future needs assessments earlier in the year.**
- **Work closely with consumers and providers to develop strategies to engage the out-of care population.**