

A microscopic view of blood cells, including red blood cells and white blood cells, set against a dark blue background with a grid pattern.

# Resource Inventory & Profile of Provider Capacity and Capability Survey

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# Resource Inventory

<b>Service Category</b>	<b>Total Number of Providers for that Service</b>
Ambulatory/Outpatient Medical Care	16
Assistance with Medication	3
Dental Care	3
HIV/AIDS Testing Services	6
Assistance with Medical Co-pays	2
Mental Health Services	3
Nutrition Services	2
Case Management Medical and/or non-Medical	9
Substance Abuse Outpatient Services	4
Child Care Services	1
Emergency Financial Assistance	3
Food Bank/Vouchers/Hot Meals	55
Housing Assistance	3
Legal Services	2
Translation Services	0
Transportation	5
HIV/Support Groups/Supportive Counseling	7
Referrals for Support Services	14
Substance Abuse Residential Services	5
OB/GYN Services	10
Eye Glasses/Eye Care	4
Health Insurance Premium & Cost Sharing Assistance	2
Employment Assistance	3
Clothing/Household Products	3
Home Health Care/Care Giver Respite	1



# Provider Survey

- Client barriers to accessing care
- Priority populations;
  - major barriers to accessing care
  - services they request the most
  - services they need but can't get
- Commonly requested referrals
- Single most important system-wide change that could be made

# Client Barriers to Accessing Care

- **Most cited:**
  - **A lack of transportation for clients**
  - **Negative stereotypes related to the disease**
  - **Lack of knowledge about offered services**
- **Additional responses:**
  - **Paperwork/eligibility processes is extensive for the clients**
  - **Lack of education on how the system/programs work**
  - **Lack of cohesiveness and relationships between all the agencies**

# Barriers for Priority Populations

Priority Population	What are their major barriers to accessing care?	What services do they request the most? (* mentioned more than once)	What services do they need but can't get? (* mentioned more than once)
<b>Caucasian MSM (non-Hispanic)</b>	<ul style="list-style-type: none"> <li>• Lack of private insurance</li> <li>• Negative Stereotypes</li> <li>• Adherence</li> <li>• Transportation Needed</li> <li>• Lack of ability to navigate the complex system</li> <li>• Doctors</li> <li>• Program availability</li> </ul>	<ul style="list-style-type: none"> <li>• Access to ADAP, medication assistance</li> <li>• Housing assistance</li> <li>• Transportation*</li> <li>• Gas vouchers</li> <li>• Specialties such as dental*, vision, psych services</li> <li>• Insurance**</li> <li>• Financial Assistance with rent and utilities</li> </ul>	<ul style="list-style-type: none"> <li>• Dental</li> <li>• Food assistance</li> <li>• Gas vouchers*</li> <li>• ADAP*</li> <li>• Housing/rent*</li> </ul>
<b>Women of Child-Bearing Age (15 to 44)</b>	<ul style="list-style-type: none"> <li>• Doesn't want to be in the system- doesn't want help</li> <li>• Lack of education</li> <li>• Lack of care</li> <li>• Lack of support</li> <li>• Negative stereotypes</li> <li>• Mental health issues</li> <li>• Domestic violence</li> <li>• Lack of ability to</li> </ul>	<ul style="list-style-type: none"> <li>• Access to ADAP</li> <li>• Housing assistance*</li> <li>• EFA</li> <li>• Transportation</li> <li>• Dental care*</li> <li>• Mental Health care*</li> </ul>	<ul style="list-style-type: none"> <li>• Dental care</li> <li>• School supplies</li> <li>• ADAP</li> <li>• Housing assistance</li> </ul>

# Barriers for Priority Populations

Priority Population	What are their major barriers to accessing care?	What services do they request the most? (* mentioned more than once)	What services do they need but can't get? (* mentioned more than once)
Adolescents	<ul style="list-style-type: none"> <li>• Not wanting to comply medically</li> <li>• Lack of knowledge about resources and lack of programs in place for this specific group</li> </ul>	<ul style="list-style-type: none"> <li>• ADAP</li> <li>• Housing</li> <li>• Mental Health*</li> <li>• Dental</li> <li>• Vision</li> </ul>	<ul style="list-style-type: none"> <li>• Dental</li> <li>• School supplies</li> <li>• ADAP</li> <li>• Housing</li> </ul>
Injection Drug Users (IDU's) or other Substance Users	<ul style="list-style-type: none"> <li>• Won't take responsibility for addiction</li> <li>• Inability to stay off drugs</li> <li>• Preoccupation with addiction, homelessness, mental health</li> <li>• Drug use</li> <li>• Lack of effective support/rehab programs</li> </ul>	<ul style="list-style-type: none"> <li>• Housing assistance*</li> <li>• ADAP*</li> <li>• Everything</li> <li>• Specialty care/Dental/Vision/Psych</li> <li>• Addiction treatment</li> <li>• Financial assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Dental</li> <li>• ADAP</li> <li>• Housing</li> </ul>

# Barriers for Priority Populations

Priority Population	What are their major barriers to accessing care?	What services do they request the most? (* mentioned more than once)	What services do they need but can't get? (* mentioned more than once)
<b>Minority MSM</b>	<ul style="list-style-type: none"> <li>• Other issues that need to be addressed</li> <li>• Negative Stereotypes</li> <li>• Pay sources, health insurance</li> <li>• Language barrier</li> <li>• Lack of ability to navigate the complex system of care</li> <li>• Doctors</li> <li>• Program availability</li> </ul>	<ul style="list-style-type: none"> <li>• Housing assistance</li> <li>• ADAP, medication assistance</li> <li>• Transportation</li> <li>• Gas Vouchers</li> <li>• Rent*</li> <li>• Utility assistance*</li> <li>• Help with completing SSI paperwork</li> <li>• Specialties such as Dental/Vision/Psych</li> </ul>	<ul style="list-style-type: none"> <li>• Dental</li> <li>• Health insurance</li> <li>• Food assistance</li> <li>• ADAP*</li> <li>• Housing assistance/rent</li> <li>• Gas vouchers</li> <li>• Medication assistance</li> </ul>
<b>Heterosexual Women</b>	<ul style="list-style-type: none"> <li>• Lack of social support</li> <li>• Negative stereotypes, stigma</li> <li>• Lack of knowledge about programs</li> <li>• Program availability</li> <li>• Doctors</li> </ul>	<ul style="list-style-type: none"> <li>• ADAP, medication assistance</li> <li>• Housing, rent*</li> <li>• Transportation</li> <li>• Gas vouchers</li> <li>• Child care</li> <li>• Insurance</li> <li>• Dental care</li> <li>• Mental Health care</li> </ul>	<ul style="list-style-type: none"> <li>• Dental</li> <li>• Food assistance</li> <li>• Gas vouchers</li> <li>• ADAP</li> <li>• Housing assistance/rent*</li> <li>• Medication assistance</li> <li>• Transportation</li> </ul>
<b>Heterosexual Men</b>	<ul style="list-style-type: none"> <li>• Negative stereotypes, stigma</li> <li>• Lack of knowledge about programs</li> </ul>	<ul style="list-style-type: none"> <li>• ADAP*</li> <li>• Housing assistance*</li> <li>• Rental assistance*</li> <li>• Utility assistance</li> <li>• Dental care</li> <li>• Mental Health care</li> </ul>	<ul style="list-style-type: none"> <li>• Dental care</li> <li>• Food assistance</li> <li>• Gas vouchers</li> <li>• ADAP</li> <li>• Housing assistance</li> </ul>

# Priority Populations

## Common Themes

- **Major barriers to access care:**
  - **Negative stereotypes/stigma**
  - **Lack of knowledge about programs**
  - **Inability to navigate the system**
- **Most requested services:**
  - **Transportation**
  - **Housing**
  - **Specialty services, mental health, dental, eye exams**
- **Services they need but can't get:**
  - **Food assistance**
  - **Housing assistance**

# Referrals

- **Most common provided referrals for requested services:**
  - **Clark County Legal Services**
  - **Food Banks**
  - **Shelter Referrals**
  - **Energy Assistance**
  - **Pain Management Services**
  - **Mental Health Services**
  - **Rental Assistance**
  - **Drug Treatment Programs**
  - **Dental Services**

# Service Importance

Service Category	Percentage of Providers that indicated this services as "Very Important" to the clients that they serve, 2010 (% of provider respondents)	Rank in 2010 Consumer Assessment	Rank in 2009 Consumer Assessment
Non-Medical Case Management	100%		
HIV/AIDS Medical Care	86%	1	1
Assistance with Medication Payments	86%	3	2
Emergency Financial Assistance	86%	4	8
Medical Transportation	86%	4	11
Health Insurance Premium Assistance	86%	8	5
Medical Case Management (including treatment adherence)	86%		
Housing Services	86%		
Medical Transportation	86%		
Dental Care	71%	2	3
Food Bank/Home Delivered Meals	71%	6	6
HIV Testing	71%	7	4
Mental Health Services	71%	9	7
Medical Nutrition Therapy	50%	10	10

# Single Most Important Change

- **Single most important system-wide change that would have the greatest overall benefit to the service delivery system in our TGA:**
  - **Better communication between providers**
  - **More patient education**
  - **Streamline eligibility requirements across grants or Parts**
  - **Comprehensive training for all agencies on HIV and grant requirements**

A 3D illustration of a blood vessel. The vessel is shown as a yellowish, translucent tube with a textured surface. Inside the vessel, numerous red blood cells (RBCs) are depicted as red, biconcave discs. Several white blood cells (WBCs) are also present, appearing as larger, more rounded cells with distinct nuclei. The background is a dark blue gradient, suggesting the interior of the vessel. The overall scene is illuminated from the left, creating highlights on the cells and the vessel wall.

Questions?