

Central Florida HIV
PLANNING
COUNCIL

SERVING

Orange | Osceola | Seminole | Lake | Brevard Counties

Provider Capacity & Capability Survey

September 20, 2024





This report was made possible through the collaborative efforts of the following partners:

- CFHPC Planning Council Support
- Ryan White HIV/AIDS Program (RWHAP) Part A Recipient's Office – Orange County Health Services
- RWHAP Part B Lead Agency – Heart of Florida United Way
- RWHAP Part A, Part B, and Ending the HIV Epidemic (EHE) providers:
 1. AIDS Healthcare Foundation, Inc.
 2. Brevard Health Alliance, Inc.
 3. Burnham Woods Champa & Assc.
 4. CAN Community Health
 5. Center for Multicultural Wellness & Prevention, Inc.
 6. FDOH Brevard County
 7. FDOH Lake County
 8. FDOH Orange County
 9. FDOH Osceola County
 10. FDOH Seminole County
 11. Hope & Help Center of Central Florida, Inc.
 12. Midway Specialty Care Center
 13. Miracle of Love, Inc.
 14. Osceola Community Health Services
 15. Orange Blossom Family Health
 16. Pan American Behavior Health Services
 17. Specialized Treatment, Education, and Prevention Services (STEPS)
 18. Unconditional Love dba Comprehensive Health Care
 19. Project Response, Inc.
 20. Sunshine Care Center at FDOH Orange





Purpose of the Survey

To identify the extent to which HIV-related services are accessible, available, and appropriate for people with HIV (PWH) in the Orlando Service Area.

The Orlando Service Area (OSA) includes the following counties:
Brevard, Lake, Orange, Osceola, and Seminole





Definitions

Capacity vs. Capability

Capacity: describes *how much* of each service a provider can deliver.

Capability: describes the degree to which a provider is *actually accessible* and whether the provider has the *needed expertise* to deliver the services.





Survey

Methods & Results

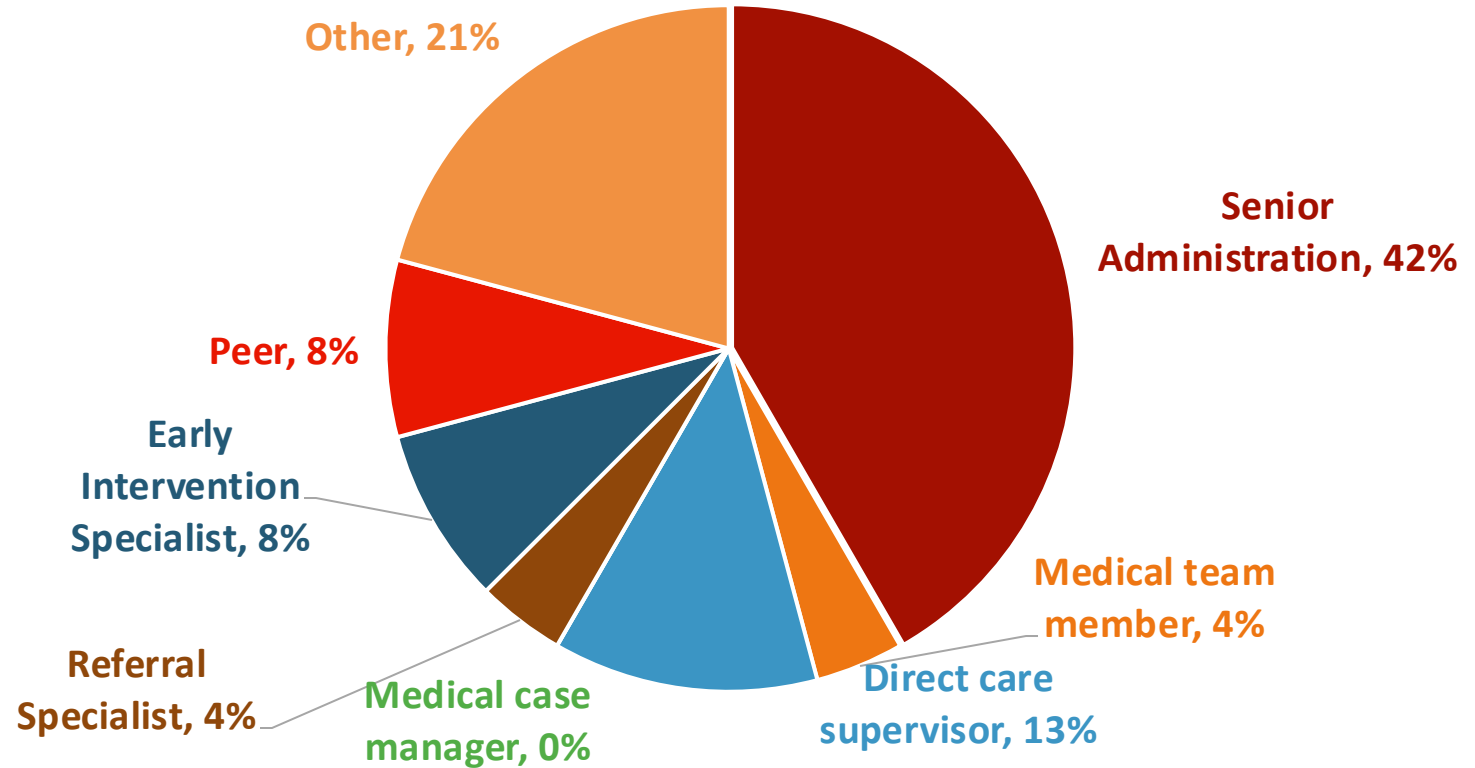
- Survey was adapted from HRSA and President of EGM Consulting, LLC, with input from Planning Council members
- Providers completed survey electronically via SurveyMonkey
- **Two versions were provided:**
 1. Designed for Executive Leadership, Clinicians, and Senior Administrators
 2. Designed for direct care service staff and their supervisors (RS, MCM, EIS, & Peers)
- Representatives from **8 of 20** HIV service providers identified their agencies during survey completion (agency response rate: **40%**)
- A total of **24 surveys** were collected from all respondents
 - Direct service staff: **33%** completion
 - Executive Leadership staff: **46%** completion





Survey Respondent Information

Please describe your role within your organization:



***Other:** Compliance Officer, Contracts Manager, Program Coordinator, Special Project Coordinator/Compliance Officer, Case Management Supervisor



Service Overview

Reviewing all available services, most common services, and desired services





Service Overview

All Available Services

- AIDS Pharmaceutical Assistance (HIV-related Medications)
- Counseling & Testing for HIV
- Early Intervention Services
- Emergency Financial Assistance
- Food Bank/Home Delivered Meals
- Health Education/Risk Reduction
- Health Insurance Premium & Cost-Sharing Assistance
- HIV Prevention
- Home and Community-Based Health Care including Durable Medical Equipment
- Housing
- Linguistic Services
- Local Pharmaceutical Assistance Program (LPAP)
- Medical case management, including treatment adherence
- Medical Nutrition Therapy including nutritional supplements
- Medical Transportation
- Mental Health Services
- Non-Medical Case Management
- Oral health care
- Other Professional Services
- Other Professional Services
- Outpatient/Ambulatory Health Services (medical visits)
- Outreach Services
- Psychosocial Support (Peer Support)
- Referral for Health Care & Support Services
- STI Testing
- Substance Use/Abuse Treatment (outpatient)
- Substance Use/Abuse Treatment (residential)





Service Overview

Most Common Services

Service	Responses	
Counseling & Testing for HIV	82%	9
HIV Prevention	82%	9
Psychosocial Support (Peer Support)	82%	9
Referral for Health Care & Support Services	82%	9
Medical case management	73%	8
Outpatient/Ambulatory Health Services (medical visits)	73%	8
Outreach Services	73%	8
STI Testing	73%	8
Early Intervention Services	64%	7
Health Education/Risk Reduction	64%	7
Non-Medical Case Management	64%	7
Counseling & Testing for HIV	82%	9





Service Overview

Expansion of Services

Which services is your agency able to provide referrals to? (Includes funded services not provided onsite)

All services were selected by at least one provider

Service	Responses	
Oral health care, Mental Health Services, Substance Use/Abuse Treatment (outpatient), Substance Use/Abuse Treatment (residential)	82%	9
Early Intervention Services, Home Health Care, Legal Services, Local Pharmaceutical Assistance Program (LPAP), Medical Transportation, and Outpatient/Ambulatory Health Services (medical visits)	64%	7
HIV Prevention, Food Bank/Home Delivered Meals, Housing, Medical Nutrition Therapy including nutritional supplements, and STI Testing	55%	6





Service Overview

Expansion of Services

Which services is your agency not currently providing, but would consider expanding to include?

- Home and Community-Based Health Care including Durable Medical Equipment (2)
- Oral Health (2)
- Ambulatory detox
- Permanency Planning
- Medical Nutrition Therapy
- Mental Health (3)
- Substance Use Outpatient Treatment (2)





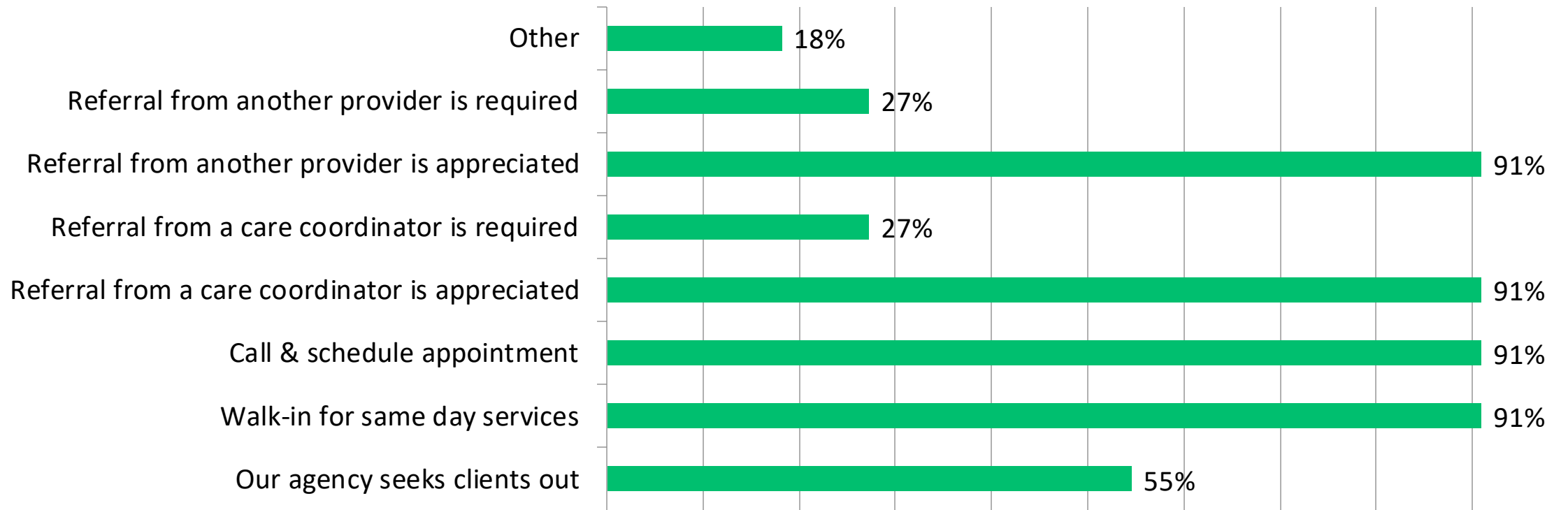
Service Overview

Client Access

Answered: 11

Skipped: 13

How do clients access the services your agency provides?



100% of respondents refer clients out as needed.





Service Overview

Top 5 Referred Services (Core)

By weighted average

1. Oral Health
2. Medications & HIV Medical Care (tied)
3. Mental Health
4. Case Management/Care Coordination
5. Early Intervention Services





Service Overview

Top 5 Referred Services (Support)

By weighted average

1. Referral for Health Care and Support Services
2. Non-Medical Case Management
3. Housing Assistance
4. HIV Prevention Education
5. Emergency Financial Assistance & Translation/Interpretation Services (tied)



Client Overview

Reviewing agency caseload and average wait times





Client Overview

Agency Caseload

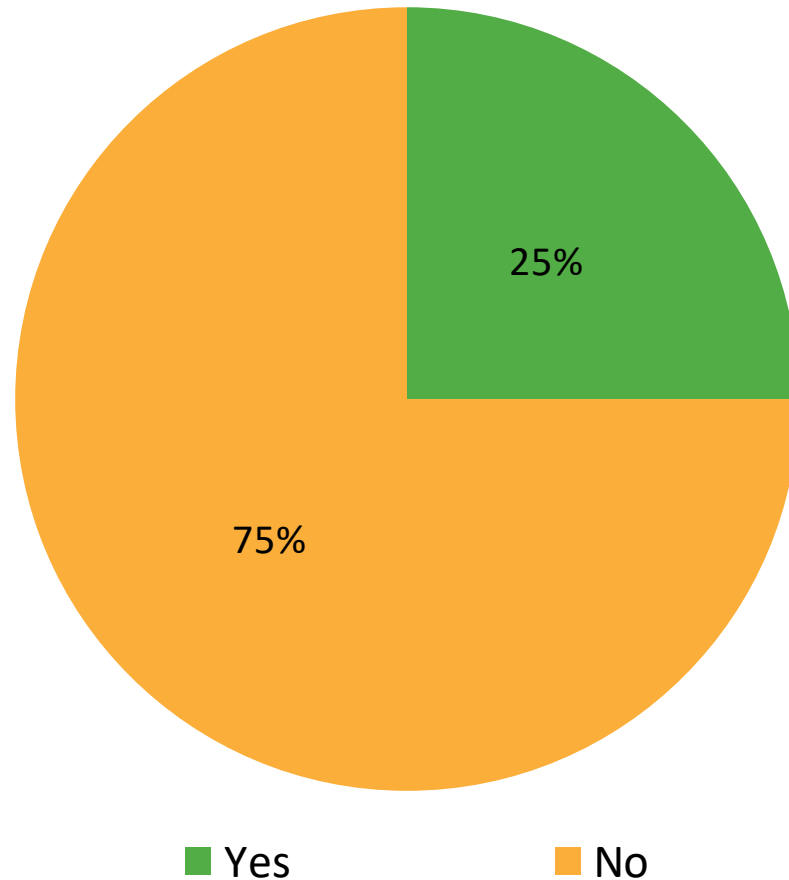
What is the maximum number of clients that your agency is able to have on the caseload at one time with current resources?

Provider	Currently Serving	Max Case Management	Max Clinic	Max Mental Health & Sub. Abuse	Max Other Services
A	367	100	500	0	0
B	200	500	931	8000	60000
C	1500	35	1500	0	0
D	610	560	750	0	300
E	50	150	300	300	0
F	1875	1030	4622	0	2500
G	510	500	1500	0	0



Client Overview

Priority Populations



Does your agency target a particular population?

Responses:

- The poor
- Populations disproportionately affected by HIV
- Men and women of color
- Undocumented
- MSM

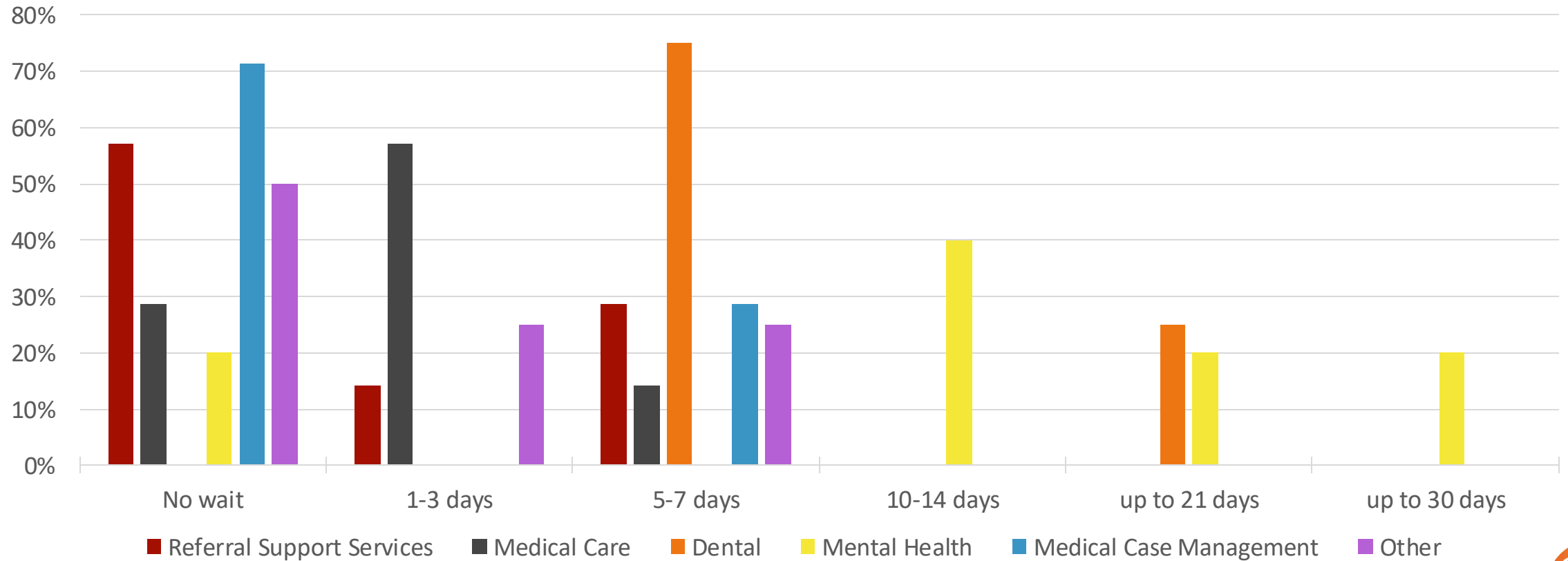


Answered: 8

Skipped: 16

Client Overview

Average Wait Times in Days



Cultural Competency

Reviewing services for non-English speakers and aging client.

Reviewing agency actions to ensure cultural competency.

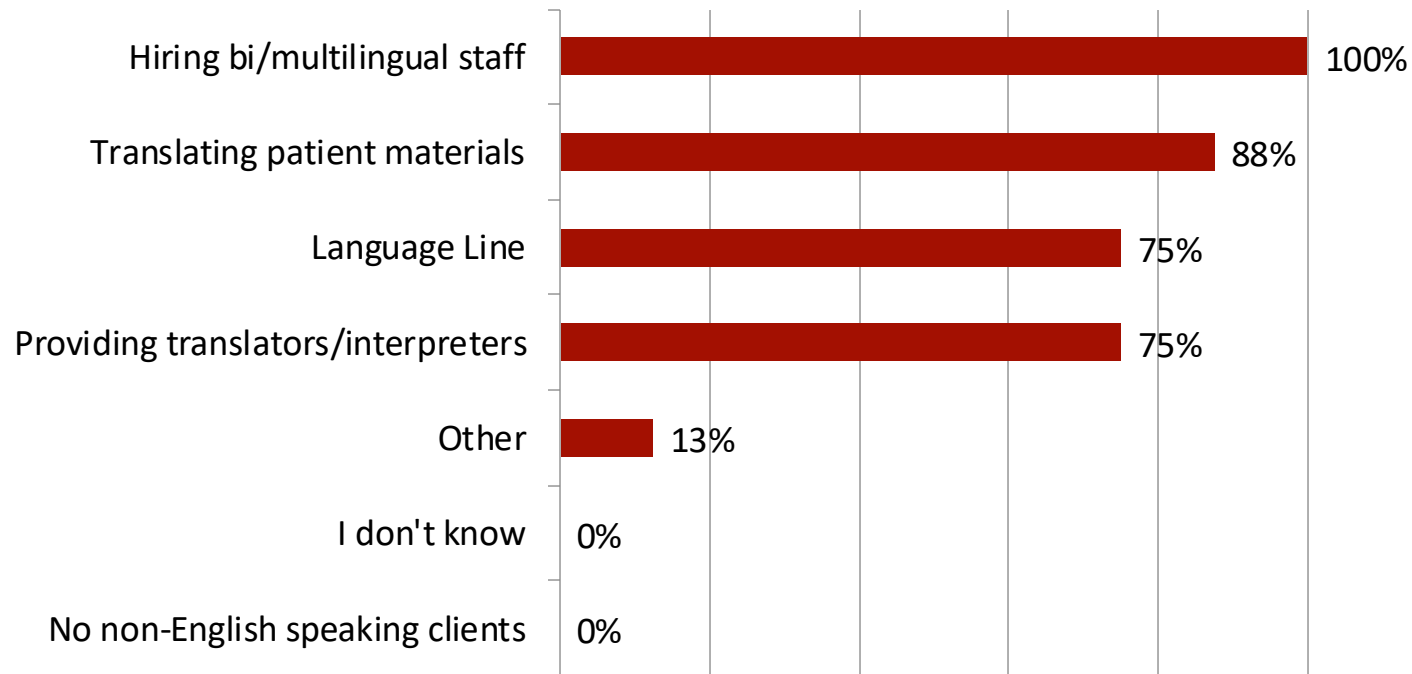




Cultural Competency

Serving Non-English Speakers

How does your agency serve clients who do not speak English?



Please list the languages of any populations you are unable to serve:

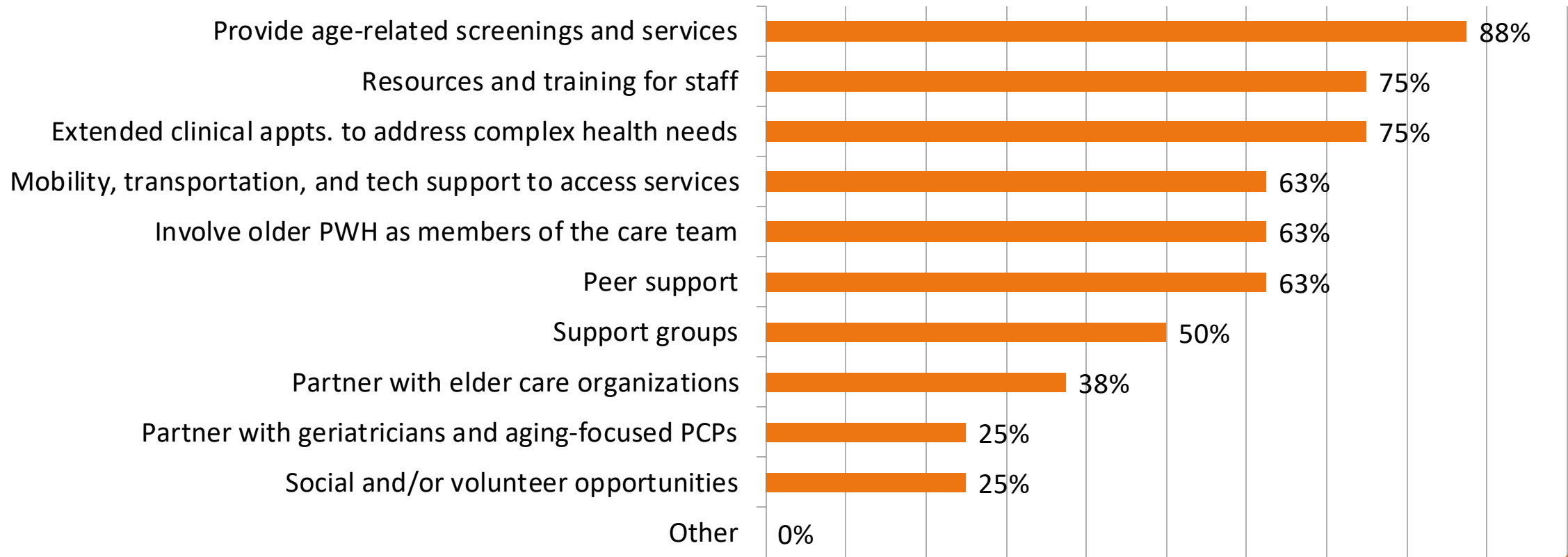
- Creole
- Portuguese
- ASL
- Mandarin
- Ukranian
- An African language not known by the interpreter services in the area





Cultural Competency

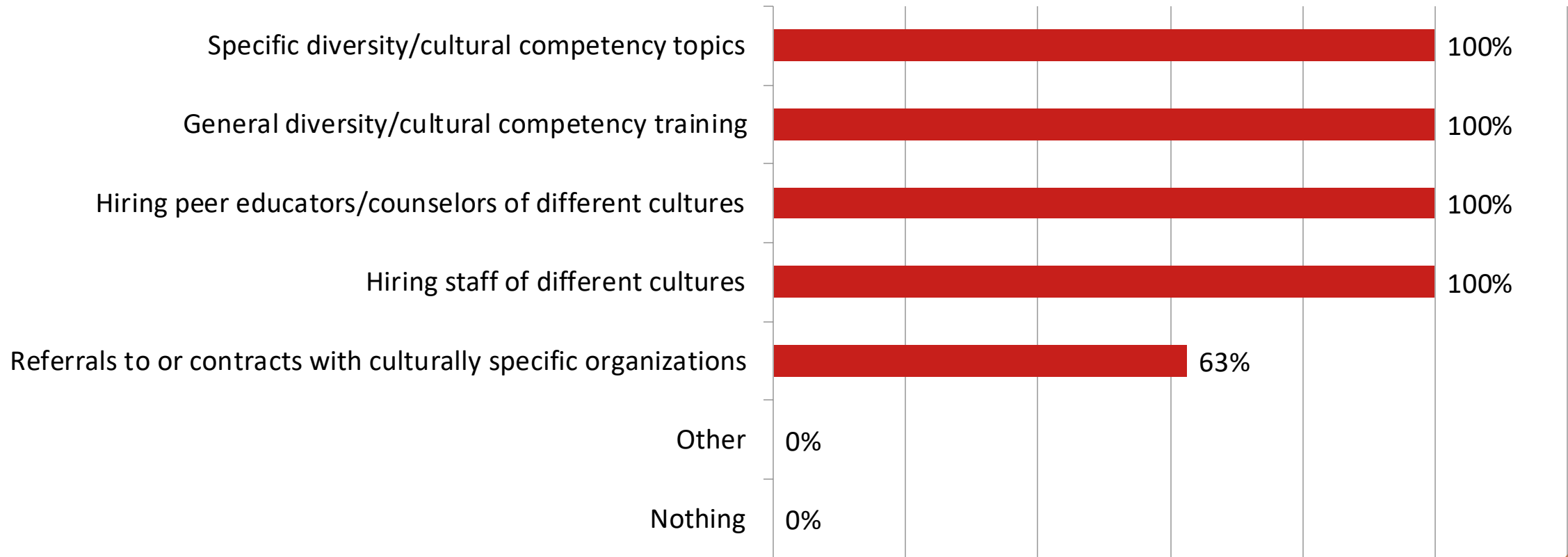
Serving Clients Age 50 and Older





Cultural Competency

Ensuring Cultural Competency



HIV Care & Barriers

*Reviewing percentage of PWH in client load, agency barriers,
and what agencies perceive as barriers for clients*

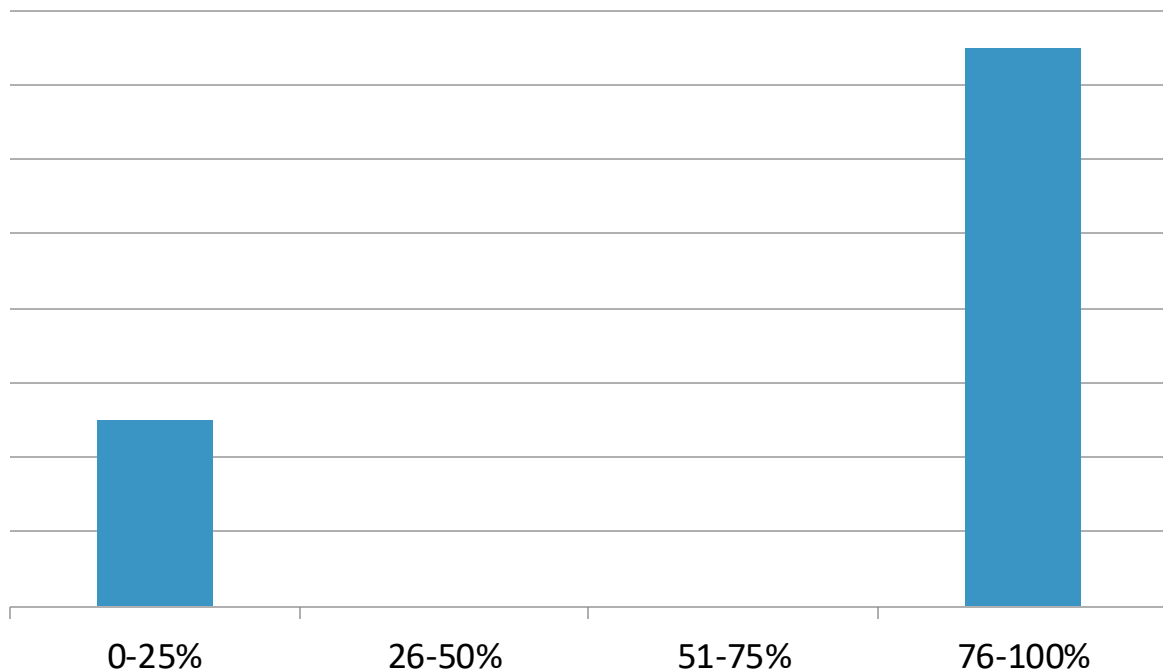




HIV Care & Barriers to Care

HIV Status & Medical Care

What percentage of your clients have received an HIV diagnosis?



Are you aware of your clients' HIV status?

- 100% of respondents were aware of their clients' HIV status

Do you ask your clients who are HIV positive whether they are receiving HIV-related primary medical care?

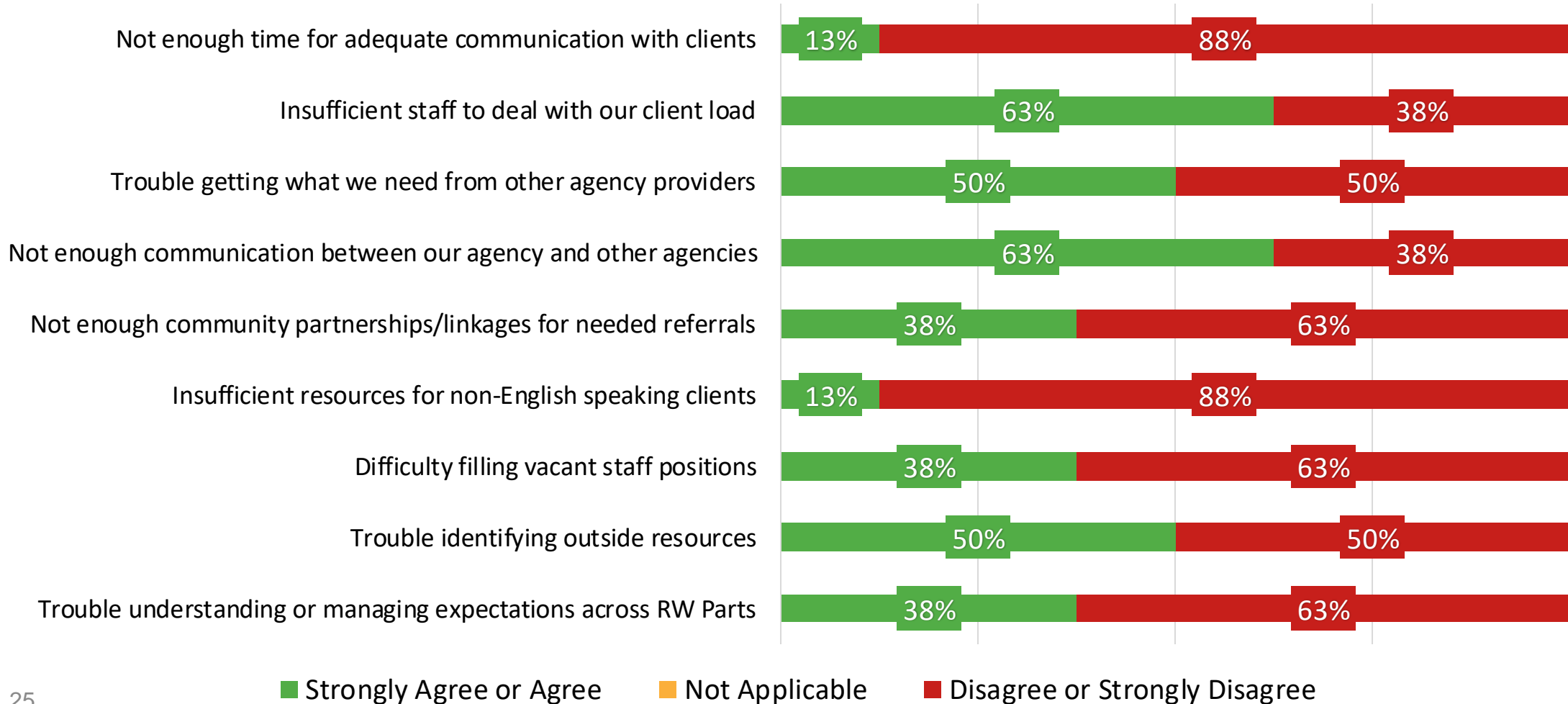
- 100% of respondents ask about HIV-related primary medical care





HIV Care & Barriers to Care

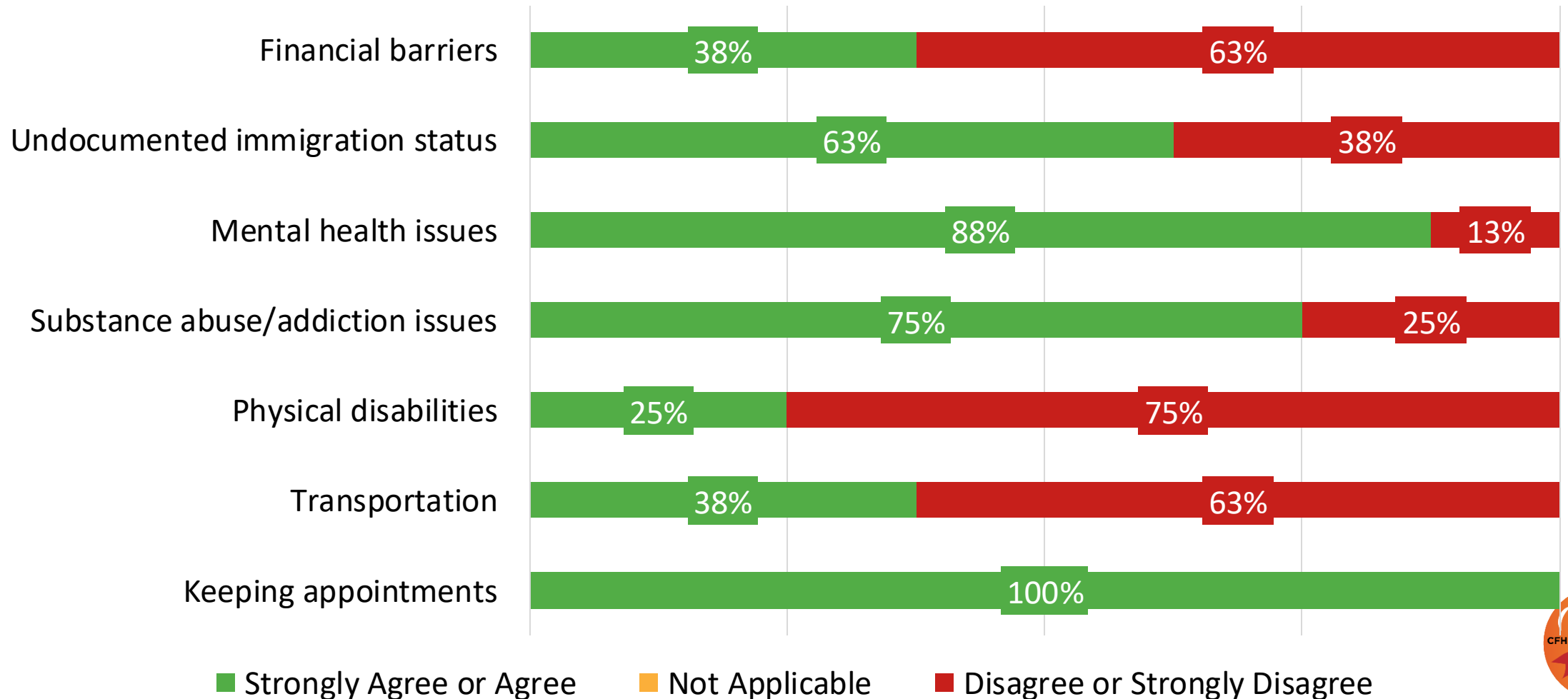
Agency Barriers





HIV Care & Barriers to Care

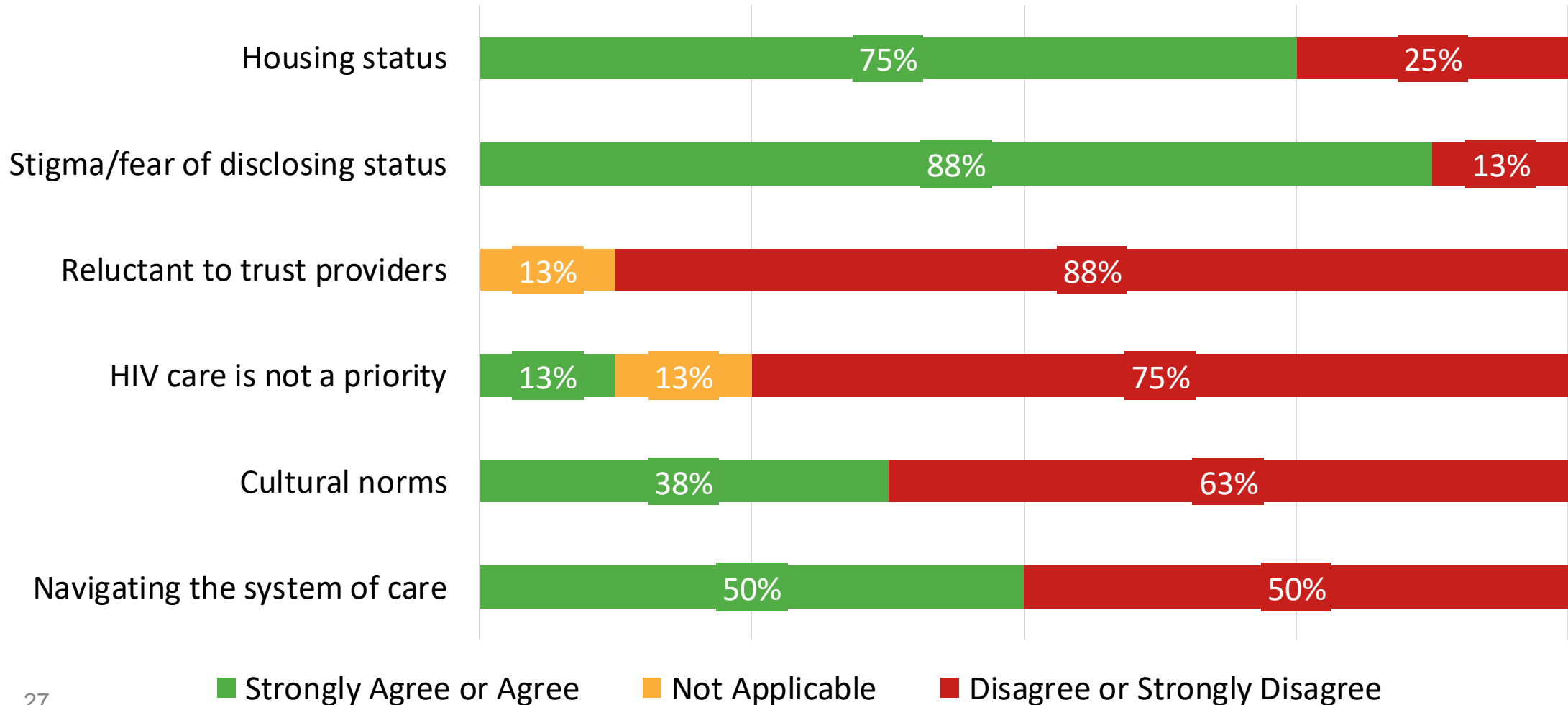
Agency-Perceived Barriers for Clients





HIV Care & Barriers to Care

Agency-Perceived Barriers for Clients



Agency & Staff

Reviews number of employees, education requirements, hours of business, and staff capacity





Agency & Staff Size, Licensures, and Cont. Education

Agency size:

- 25 to 500 full-time equivalent (FTE) staff
- 25 to 500 full-time employees
- 0 to 100 part-time employees

Licensures:

- 88% of respondents require employees to have any sort of licensure or certification to provide services, including:
 - Medical licenses (MD, DO, DMD, DSS, PsyD, LCSW, APRN, RN, LPN, CNA, MA), driver's licenses, college degrees, state licenses, HIV 501 (for HIV testing), AAHIV certification.

Continuing Education:

- 75% of respondents require employees to complete continuing education hours, including:
 - HIV 500/501 update, medical CMEs, CPR, Civil Rights, Clinical CEU, social work CMEs, and any other hours required by a license/certificate and the Orlando Service Area Service Standards.





Agency & Staff Provider Accessibility

Hours

- **100%** of respondents are open Monday through Friday during regular business hours
 - One respondent schedules after-hours by appointment only
- **50%** of respondents are open Saturday
 - Limitations: Limited hours or by appointment only
- **13%** (one) respondent is open Sunday

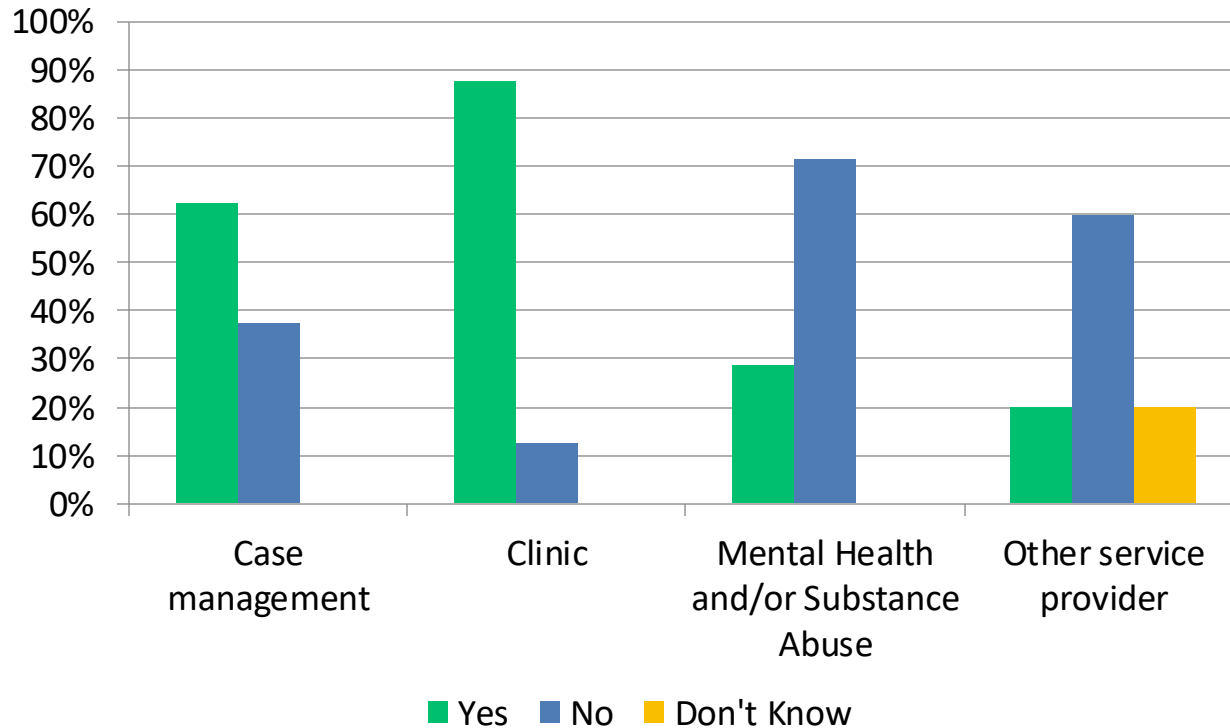
Locations

- **50%** of respondents offer services in at least one alternate location that is open Monday through Friday during regular business hours
 - **75%** of respondents with an alternative location are open on the weekend





Agency & Staff Staff Capacity



Do you currently have enough staff and resources to effectively meet the needs of clients on your current caseload?

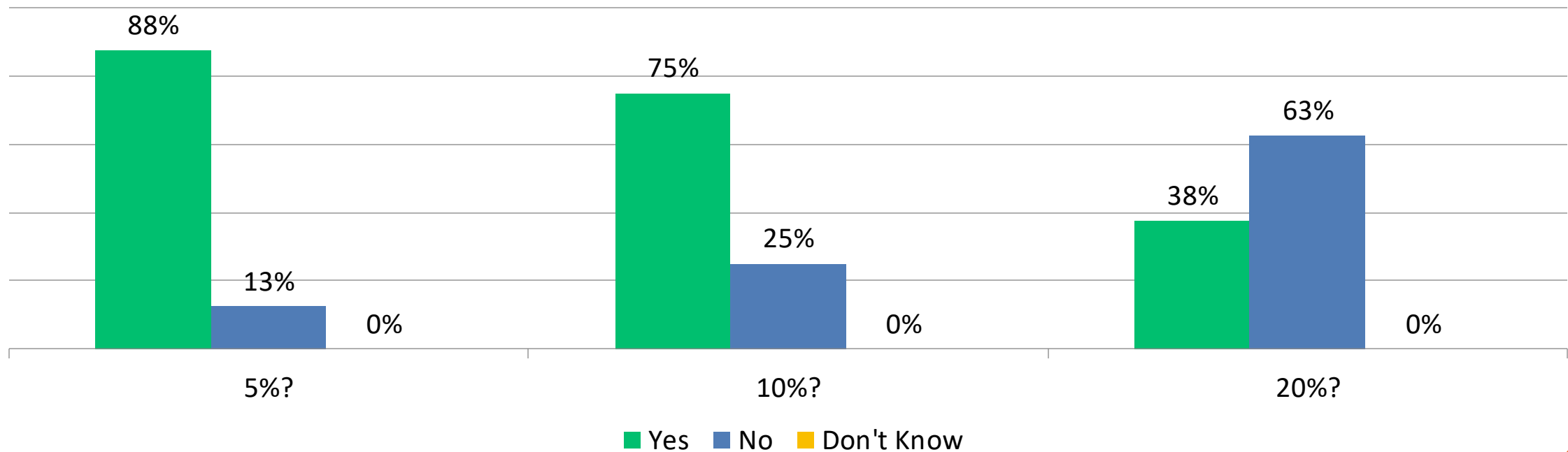
If No, please explain:

- Long wait times for mental health and difficulty with insurance for substance abuse clients
- Not enough staff / vacancies
- Need LMHC
- Not enough RW funding



Agency & Staff Staff Capacity

Do you have enough staff and resources to effectively meet the needs of clients if your caseload were to increase by:



Sustainability & Scalability

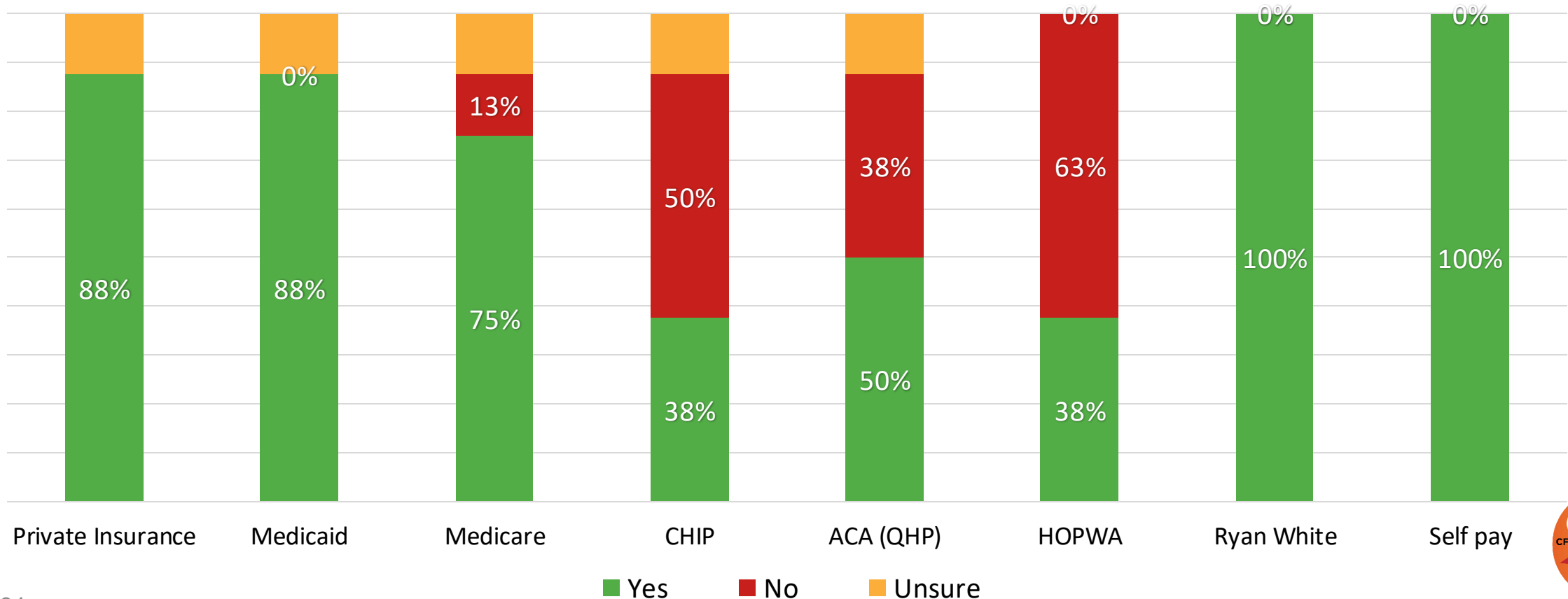
Reviews an agency's ability to sustain operations in different situations and capacity to increase services



Sustainability & Scalability

Reimbursement Sources

Does your agency accept the following source of reimbursement?





Sustainability & Scalability

Budget for HIV Direct Services

All agencies rely on a combination of funding sources to provide services, including:

- Ryan White Part A
- Ryan White Part B
- Ryan White Part C
- Ryan White Part D
- Ryan White-related program income (e.g., 340B)
- ADAP
- HOPWA
- SAMHSA
- Medicaid
- Medicare
- Private insurance
- Self-pay
- State, county, or federal funding
- Faith-based funding
- Non-governmental grants
- Fundraising
- Other

What is your total agency budget for HIV-related direct services?
\$ 12,000,000.00
\$ 5,996,872.00
\$ 3,700,000.00
\$ 2,700,000.00
\$ 598,000.00
\$ 400,000.00
\$ 300,000.00

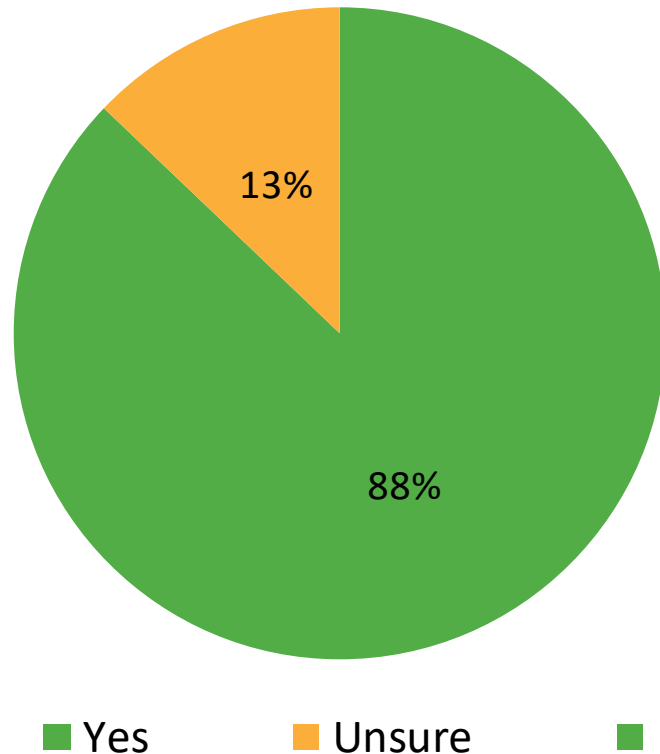
Five agencies report that at least one funding source makes up over 50% of the agency budget.

Three agencies report that Ryan White 340B Program Income makes up over 50% of the agency budget.



Sustainability & Scalability Telehealth Services

Is your agency currently implementing telehealth services?



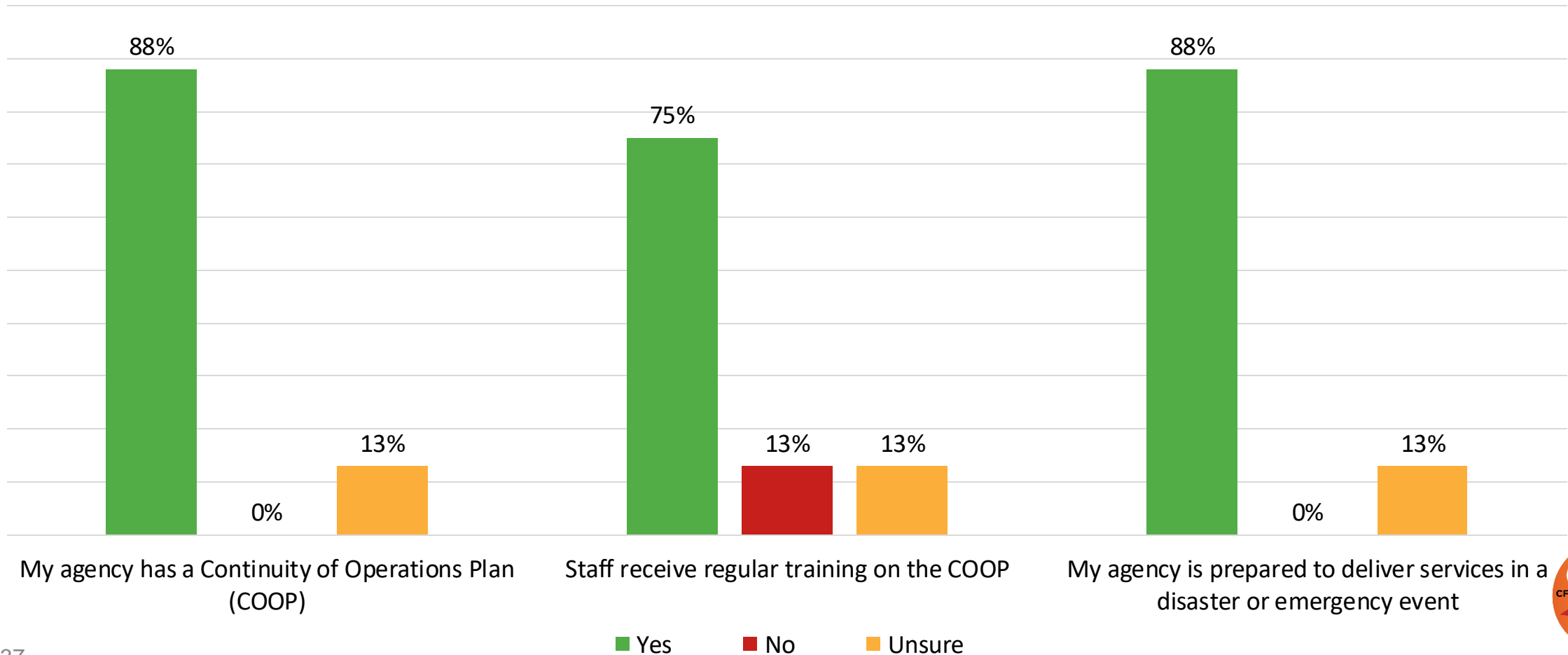
No respondents reported challenges in implementing telehealth services.



Answered: 8

Skipped: 16

Sustainability & Scalability Emergency Planning



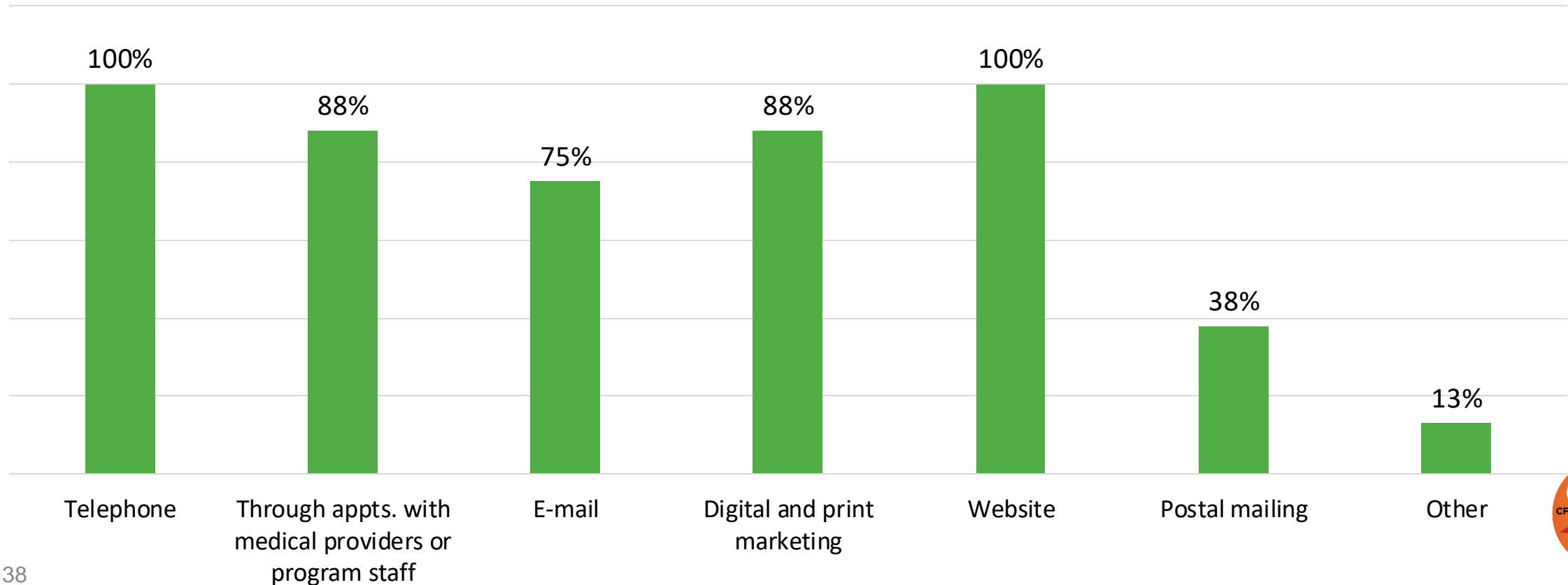


Sustainability & Scalability Emergency Planning

Answered: 8

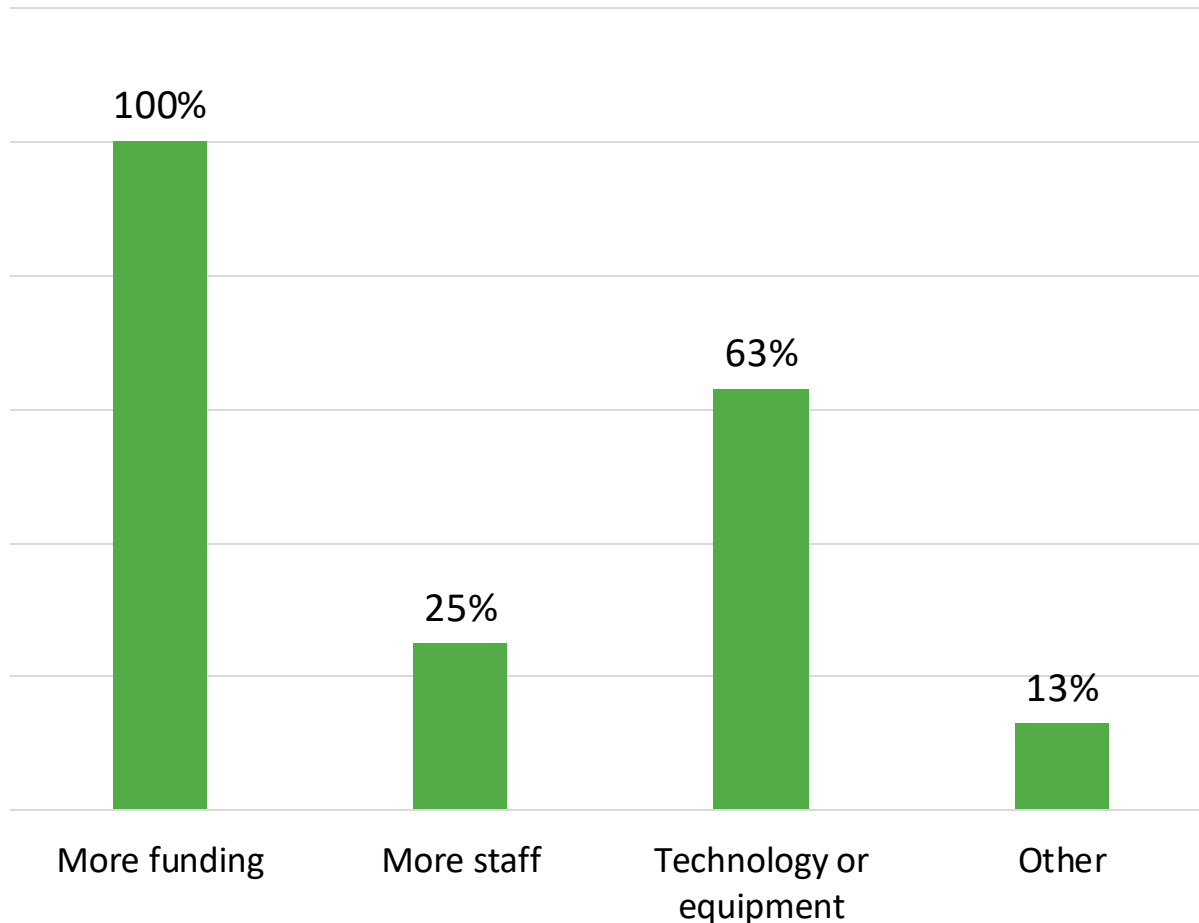
Skipped: 16

How is your agency informing clients of additional resources available during an emergency or disaster?





Sustainability & Scalability Emergency Planning



What resources would your agency require in order to provide continuous services during a disaster or emergency?

Other:

- Mobile unit with generator
- Building generator





Sustainability & Scalability

Emergency Planning

What lessons has your agency learned following the COVID-19 pandemic related to emergency and disaster preparedness?

- Respond quickly with additional staff to support increase in client needs
- Stay flexible in a constantly changing environment
- Ensure public spaces provide for distancing
- How to pivot
- Supply chain issues
- Lack of VPN to work from home
- Robocalls to clients
- Telehealth proved that it is easier in some cases to engage clients
- Act in the best interest and safety of patients and staff



Direct Service Staff Responses

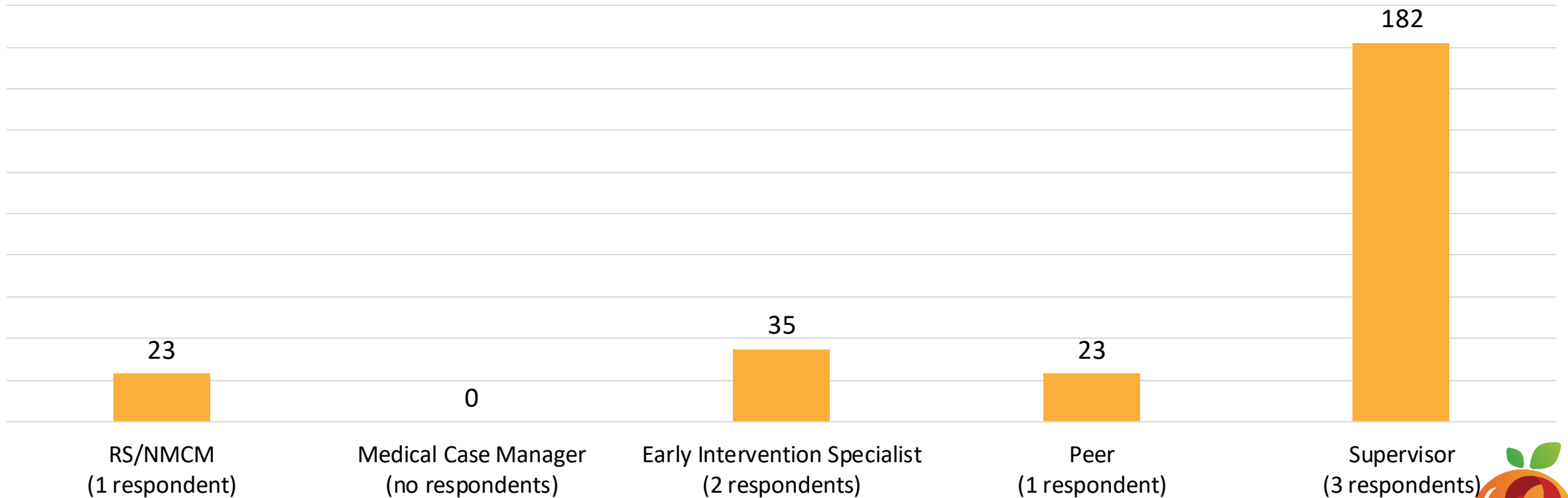
Responses only from: Supervisors, Referral Specialists / Non-Medical Case Managers, Medical Case Managers, Early Intervention Specialists, and Peers





Direct Service Staff Caseload Sizes: Actual

How many clients, on average, are currently on your caseload?



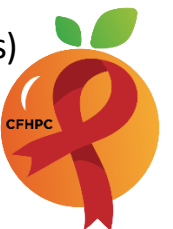
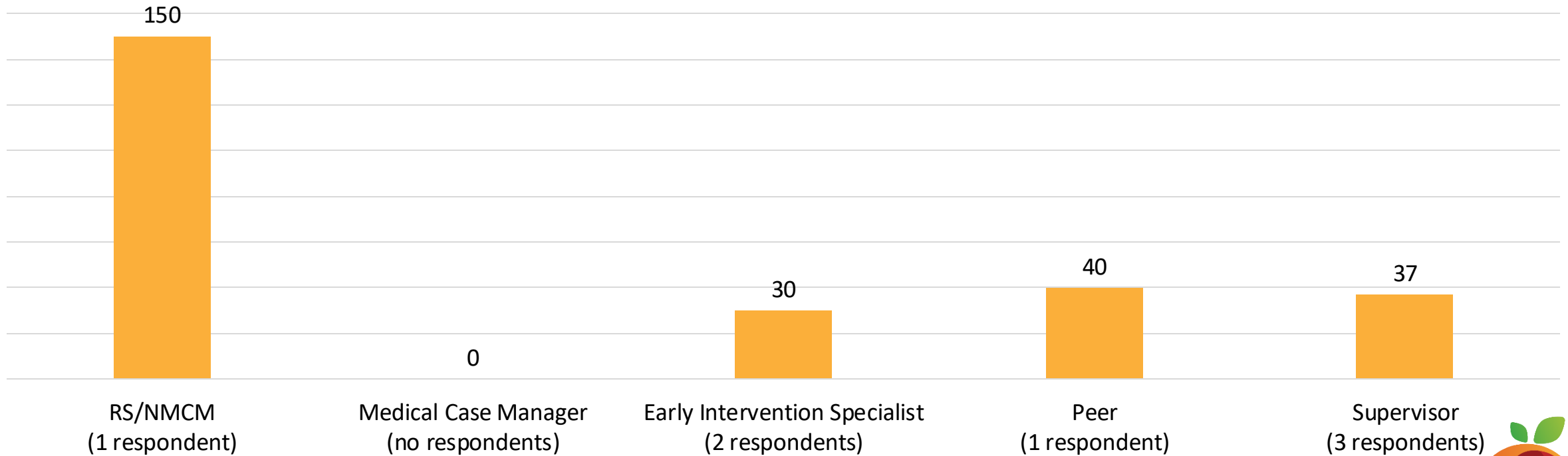


Direct Service Staff Caseload Sizes: Maximum

Answered: 7

Skipped: 17

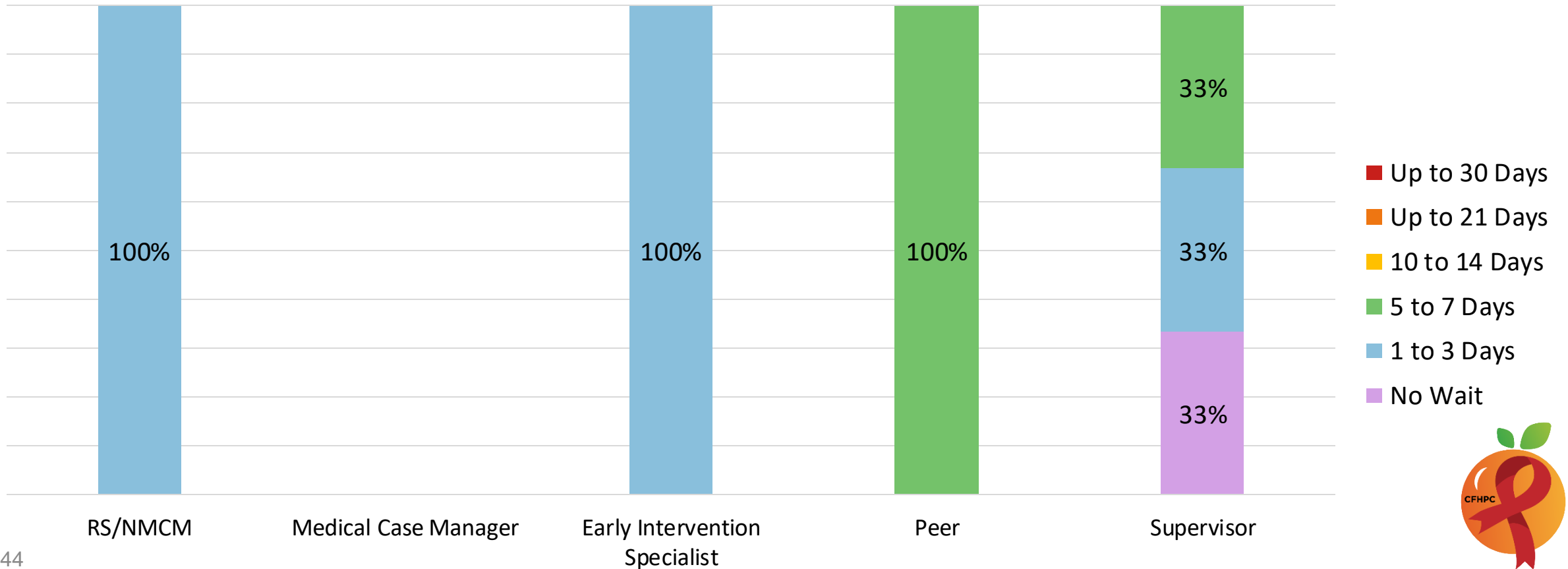
What is the maximum number of clients, on average, that you are able to have on your caseload given current agency funding, staff, and resources?





Direct Service Staff Average Wait Times: New Clients

What is the average wait time for a NEW client to get into services from the initial point of contact with the provider?

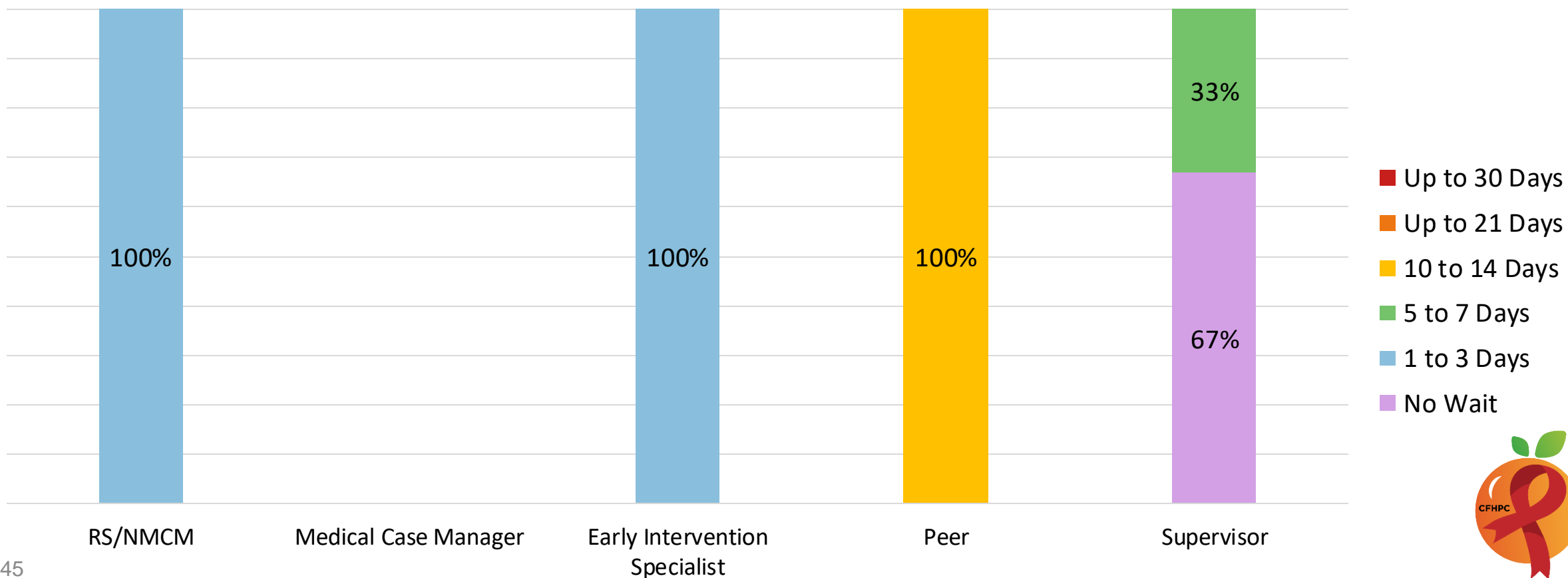




Direct Service Staff

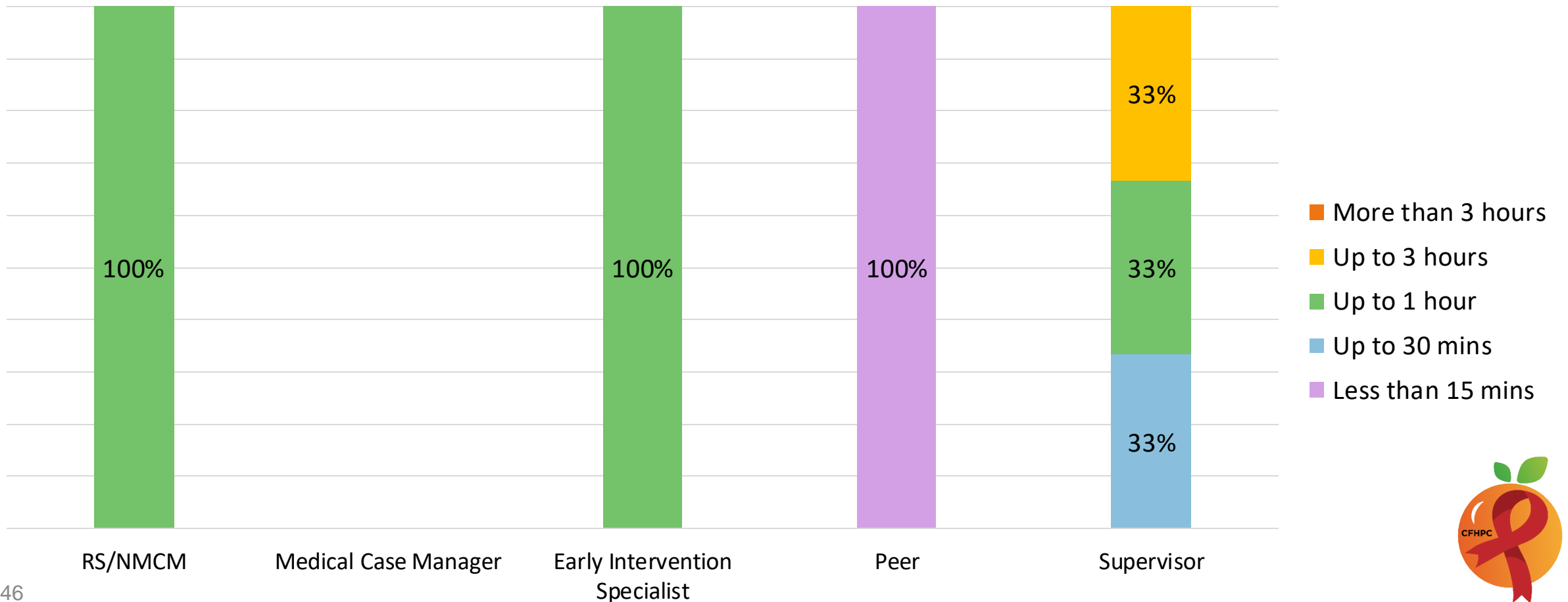
Average Wait Times: Existing Clients

What is the average wait time for an EXISTING client to get into services when returning for appts. or other requests for assistance?



Direct Service Staff Average Time Spent with Clients

What is the average time spent with clients?



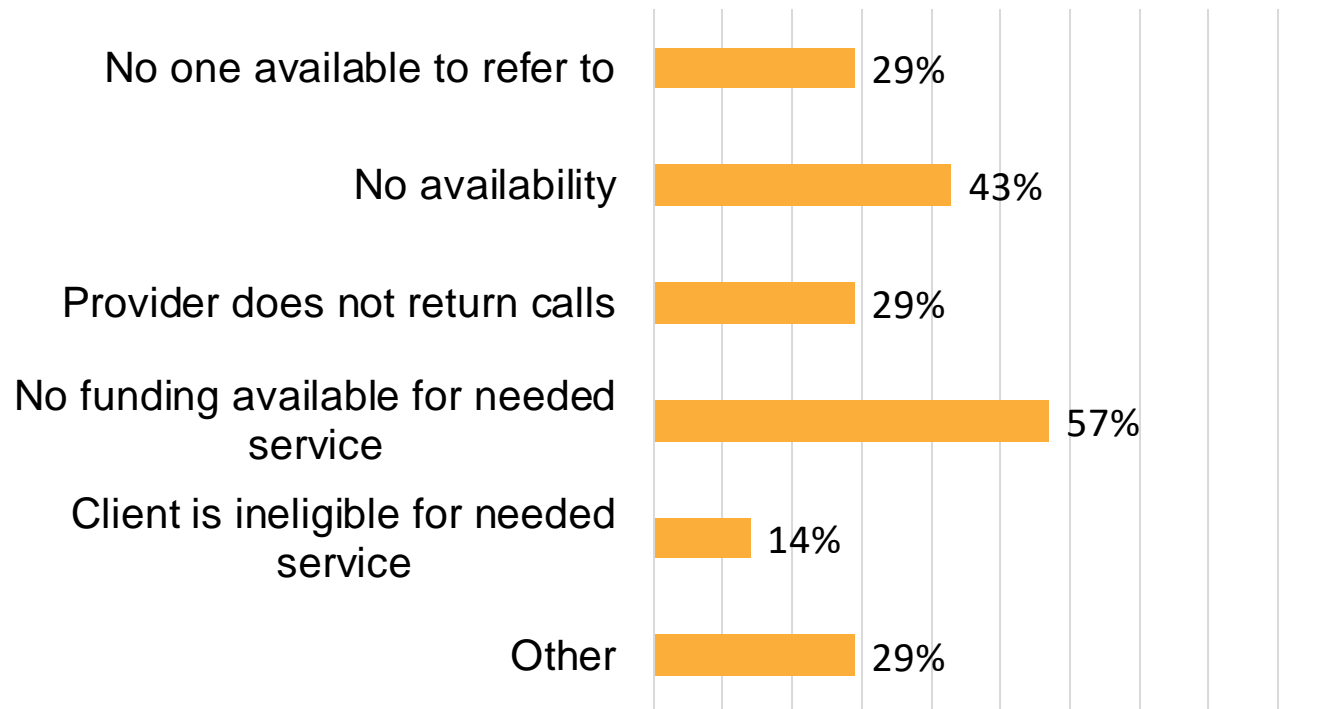


Direct Service Staff Barriers for Staff

Answered: 7

Skipped: 17

What barriers do you experience in providing referrals to your clients?



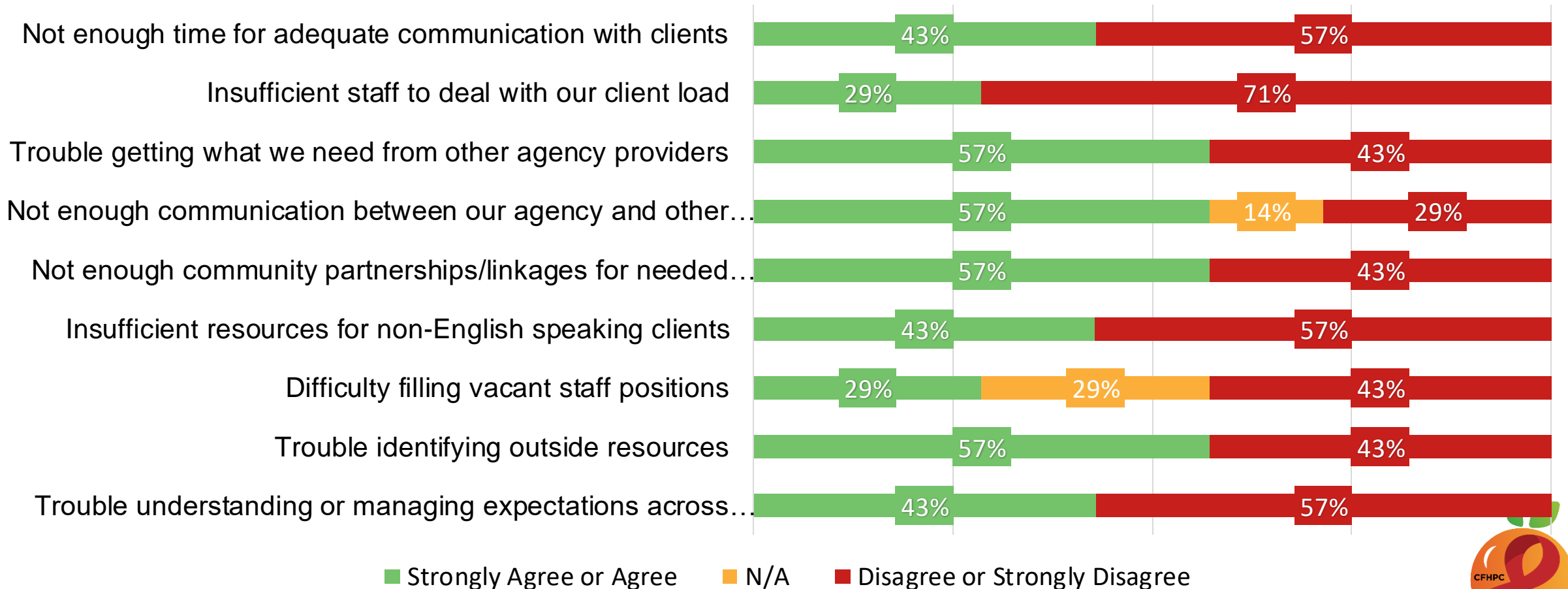
Other (please specify):

- Excessive wait times for medical provider appointment availability



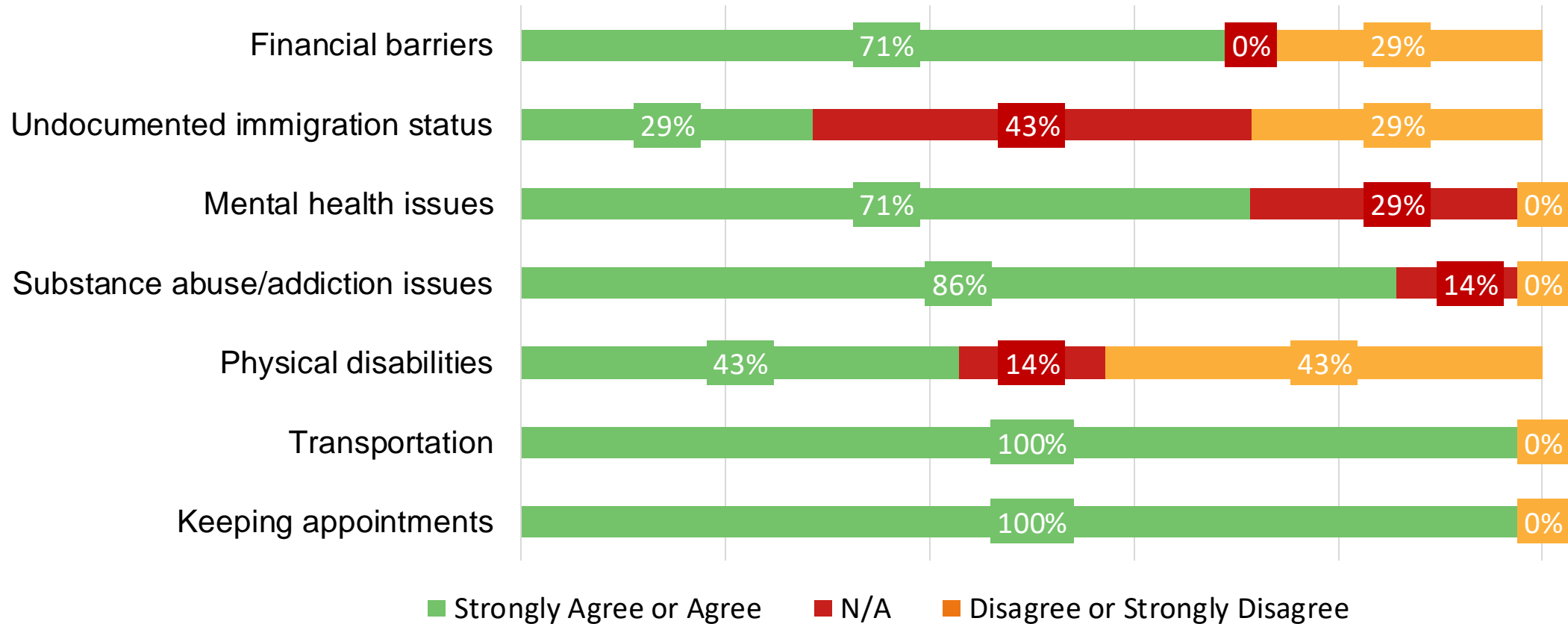


Direct Service Staff Barriers for Staff



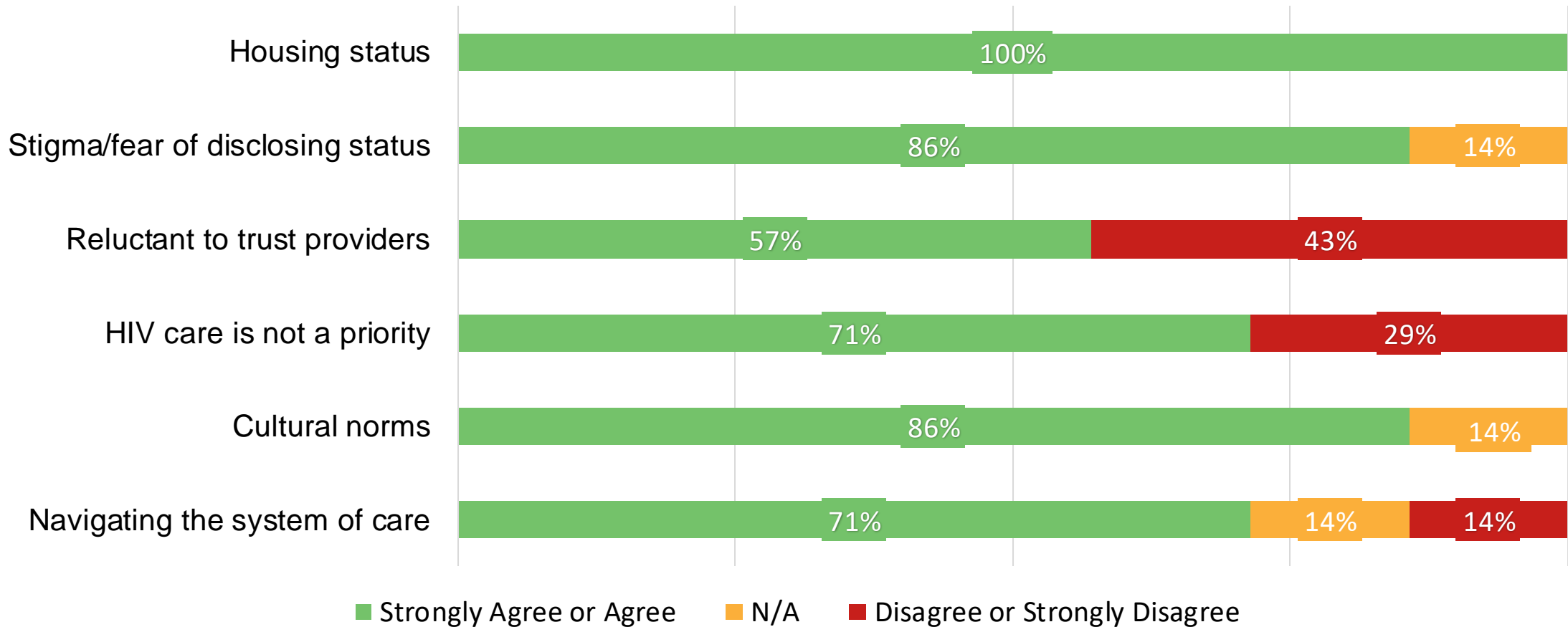


Direct Service Staff Staff-Perceived Barriers for Clients





Direct Service Staff Staff-Perceived Barriers for Clients



Final Survey Comments





Final Comments

(A) Economy has taken a huge jump, cost of living has increased Salary for these positions needs to be adjusted.

(B) [Provider Name] is by far the most inclusive and service driven agency in Brevard County with a complete client focus. We could easily absorb another agency

(C) I would like to see all the program manuals updated with all the new information being sent out or given verbally. As well as training for new case manager specific to the Medical case management training Which includes in depth explanation of all forms and why they are required for use.





Final Comments

(D) The stress of completing units, the expectation of the roles of an RS, MCM and PEER Mentor. There needs to be a solution of assisting the client and not feeling pressured on how many units need to be completed. I know numbers are a significant value, but it's more than just a number. It's humans who are struggling and we want to assist them as best we can. But with assisting and documenting at the same time, taking your job to your home because you didn't finish your notes. Deadlines. It creates release of people not wanting to be in the agencies. There needs to be a solution to this! And the solution is: finding a way that we can provide evidence that we are assisting clients that are not in a unit range form. We can do this, it's all a matter of assisting the client without having the rush of having units because the units are what is stressing everyone!

