

2025 Provider Capacity & Capability Survey Summary

The purpose of this page is to provide:

1. A summary of key findings
2. An in-depth look at summarized data points from the PPT (*Scan QR Code*)
3. Overview of information not included in the PPT (*Scan QR Code*)



Summary of Key Findings:

- The top services that respondents provide onsite or via telehealth are related to HIV medical care and prevention. However, the top two referred core services are Case Management/Care Coordination and HIV-related medications, followed by Dental/Oral Health Care, HIV-related Medical Care, and Health Insurance Premium & Cost-Sharing Assistance.
- The top services that respondents indicated that they would consider expanding to are childcare and those related to legal assistance and the aging with HIV population.
- Most respondents provide access to same-day services or allow clients to call to schedule an appointment themselves (i.e., without an external referral).
- The majority of respondents require that staff have some sort of license or certification and complete ongoing training requirements in order to provide services.
- The average wait times that new clients may experience vary by the type of service, with Medical Care, Medical Case Management, and Referral for Support Services typically having low to no wait.
- Half of the respondents indicated that they spend an average of one hour with clients during appointments.
- Perceptions of max caseload vs. current caseload seem to vary considerably from an agency vs. individual staff perspective. Individuals who responded on behalf of the agencies indicate that there is capacity to support more clients than are currently being served, whereas most direct care staff seem to believe that the maximum number of clients that they can have at one time is aligned with the number of clients that they are currently serving.
- If funding were to be reduced, then the majority of respondents would reduce or eliminate non-essential services or cut back on staffing.

- Most respondents are prepared to continue providing services in the event of disasters/emergencies.
- Although some respondents indicated that they struggle with meeting the needs of non-English speakers (the top languages identified being Portuguese and Haitian-Creole), most respondents indicated that they hire staff who speak languages other than English, use a language line, and/or translators to serve non-English speaking clients.
- Overall, respondents take measures to ensure that they are being culturally responsive, especially in serving clients who are 50+.
- The top agency-perceived barriers that clients face when accessing services are: housing status, keeping appointments, mental health issues, and substance use issues.
- The top staff-perceived barriers that clients face when accessing services are housing status, keeping appointments, mental health issues, stigma or fear of status disclosure, and financial barriers.
- The top barriers and challenges that respondents face is that there is not enough communication/collaboration between agencies, struggles with linkage to referrals, and not enough community partnerships, along with difficulty filling vacant staff positions.