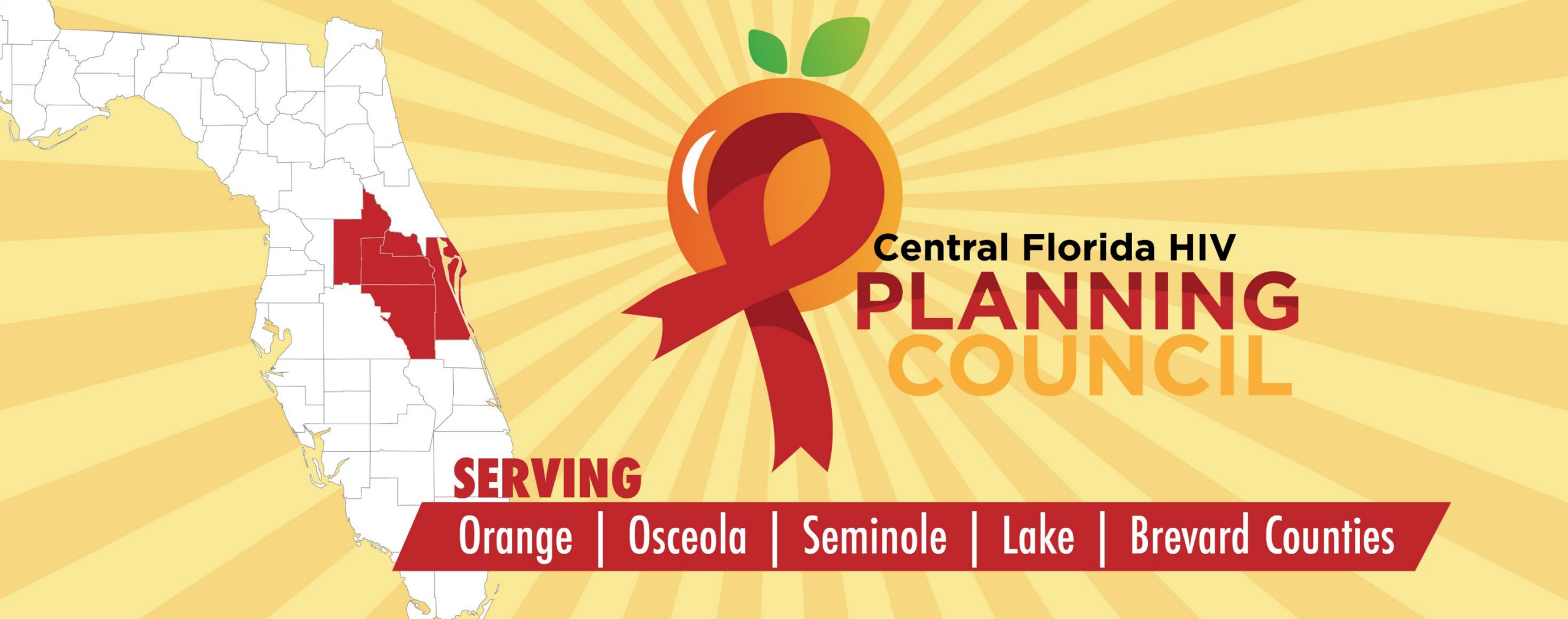




Client Needs Survey

Results from 2025-2026 HIV Care Needs Survey
Prepared for September 17, 2026 Data Presentation





Objectives

- Describe the Client Needs Survey
- Review Respondent Characteristics
- Identify Most Important Services
- Review Top Inaccessible Services
- Review Top Barriers



Technical Notes



- This presentation was created using the data acquired in the HIV Care Needs survey from 2025-2026
- Provider agencies were asked to reach a target response goal of 10% of clients served
- The Florida Comprehensive Planning Network (FCPN) helped to develop the survey, and the Planning Council was given an opportunity to provide feedback on the questions
- Some demographic questions were removed in comparison to previous survey



Technical Notes

- The HIV Care Needs Survey was available both online and via paper
- Online copies of the survey were provided in English and Spanish
 - An approved Haitian-Creole translation of the survey was not made available by the Florida Department of Health HIV/AIDS Section
- How the survey was distributed:
 - Ryan White HIV/AIDS Program (RWHAP) Providers
 - Planning Council events, meetings, and tabling opportunities
 - Social media and CFHPC newsletter



What is the HIV Care Needs Survey?

- Developed by the Florida Department of Health HIV/AIDS Section
 - The CFHPC reviewed a draft of the survey and provided suggestions for improvement.
- Gauges the needs of PWH
- Assessed every 3 years

Note: the survey is not limited to RWHAP clients, all PWH are encouraged to complete the survey



Responses



Total Responses: 1166
A 112% increase from the previous survey



As of: September 17, 2026

Submit

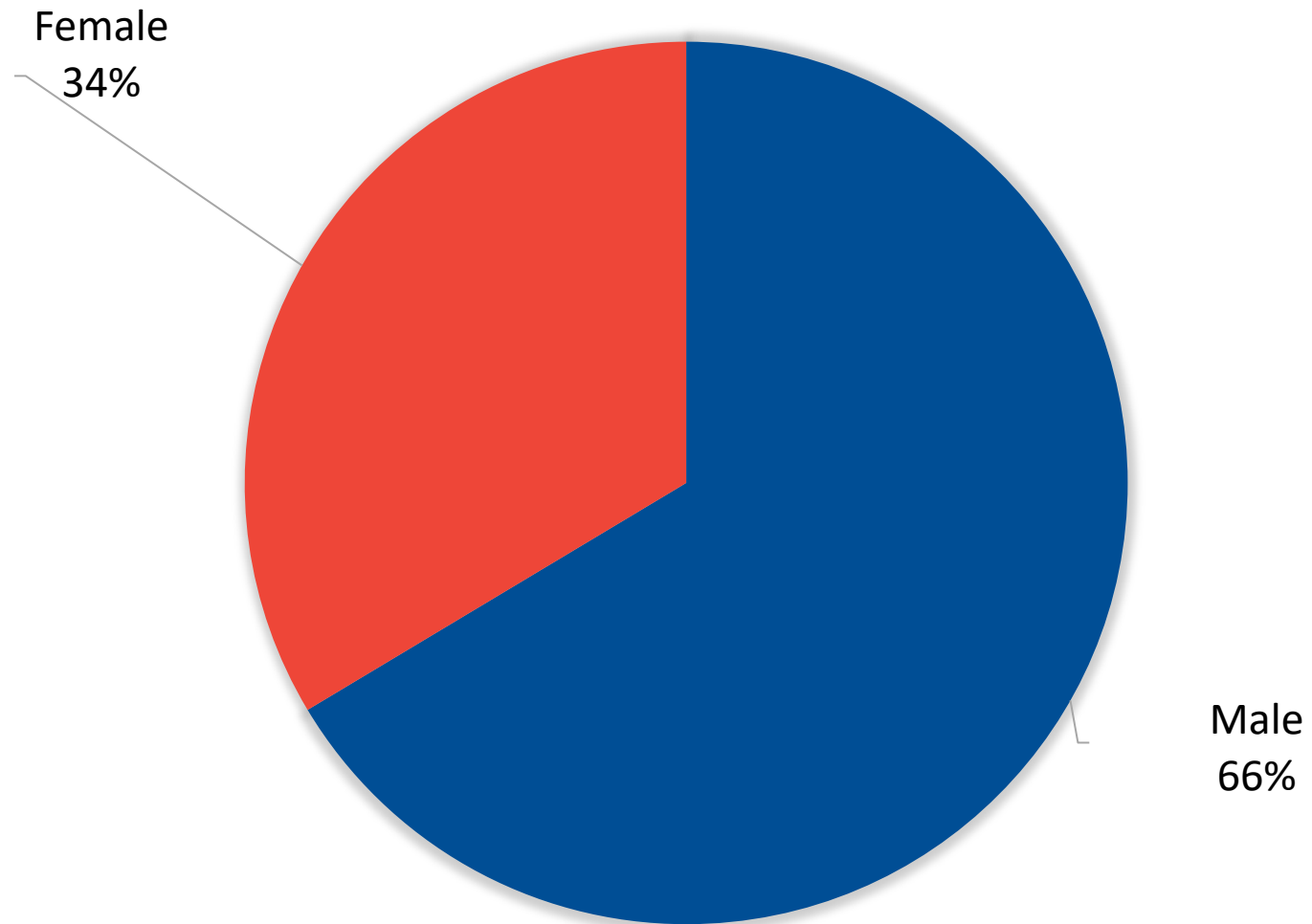


Characteristics of Respondents



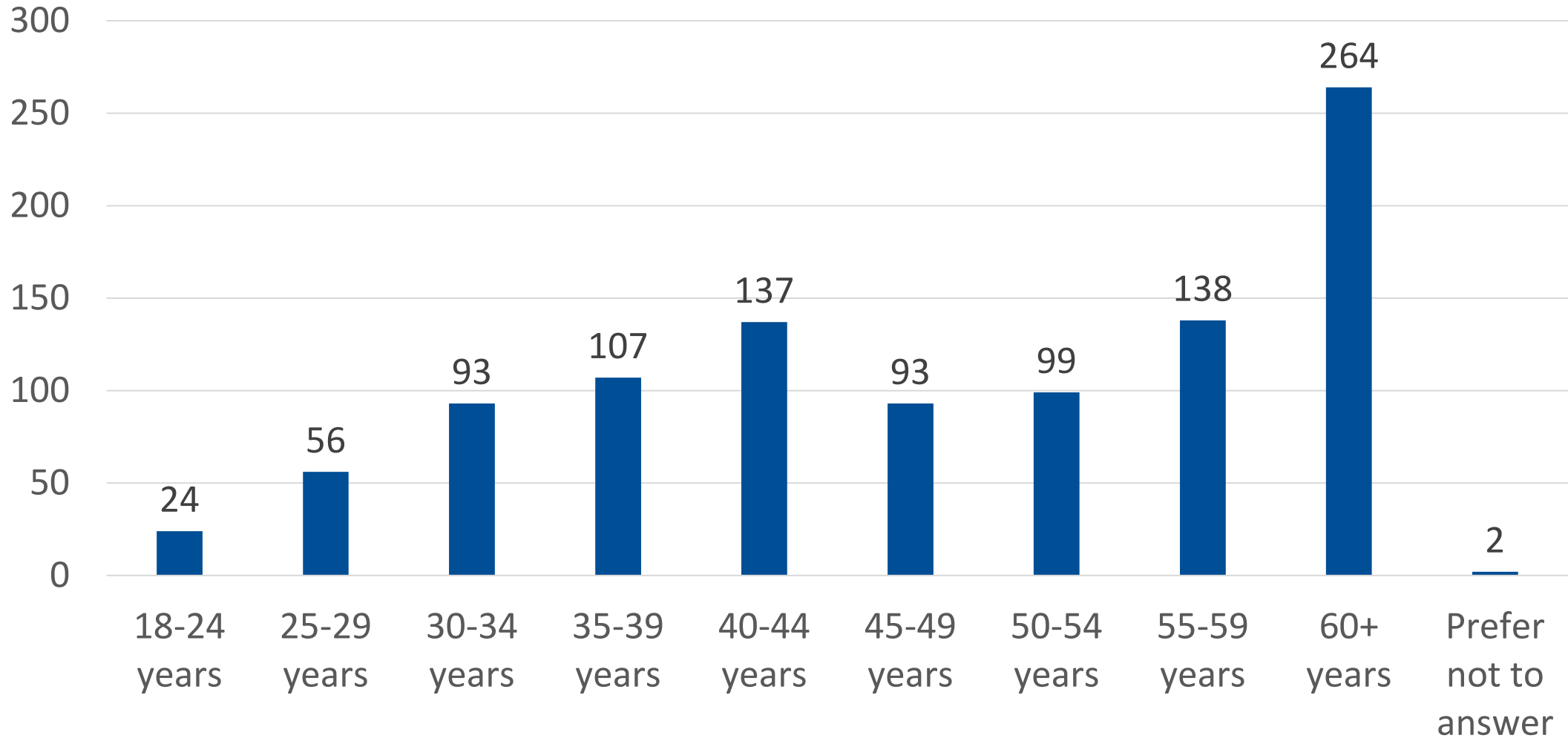
Sex

n=1012



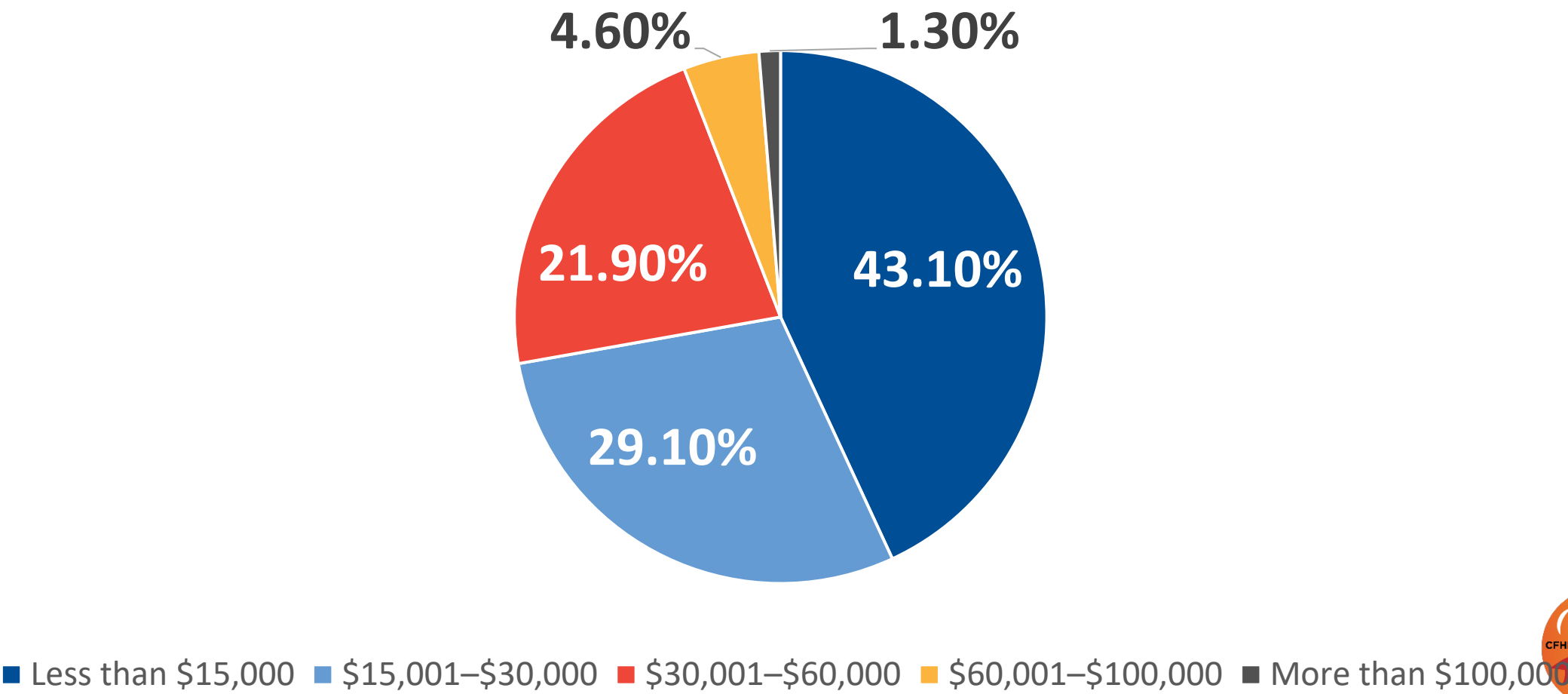
Age

n= 1013



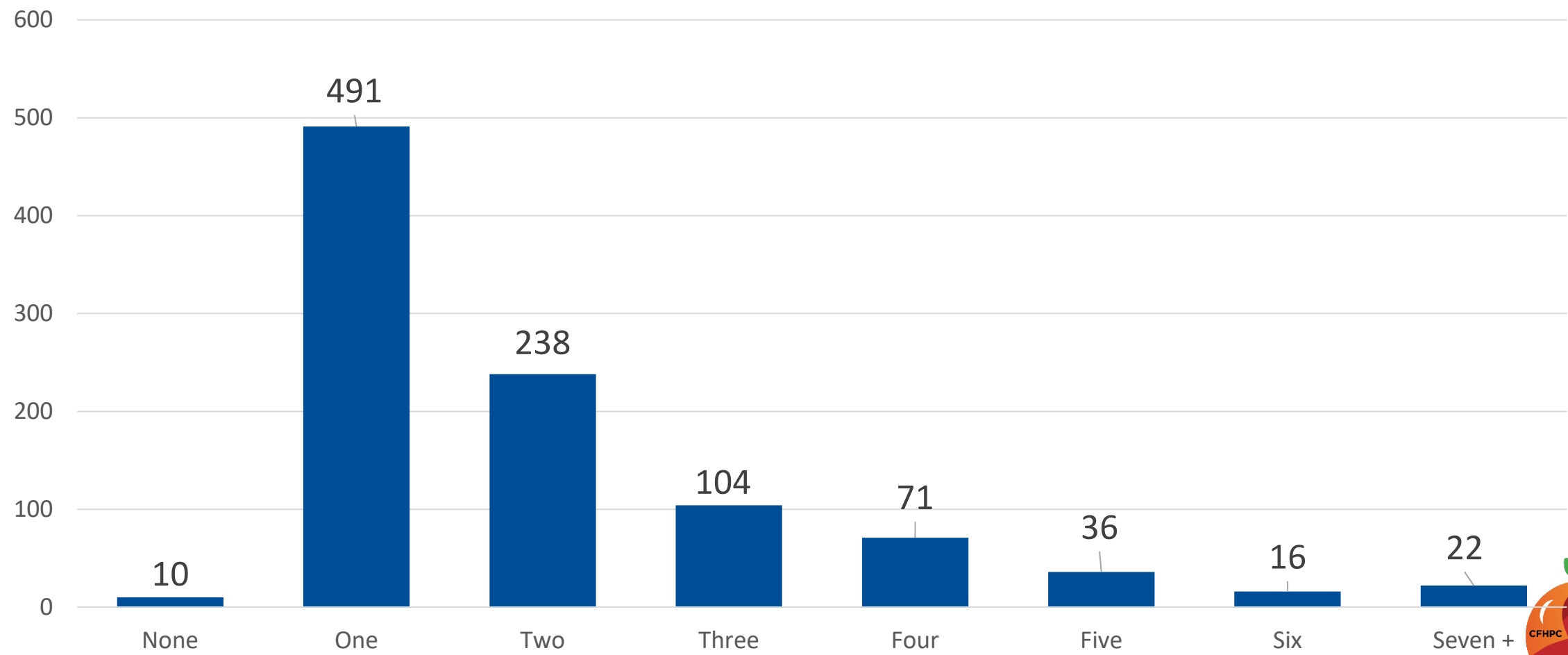
Household Income

n= 1000



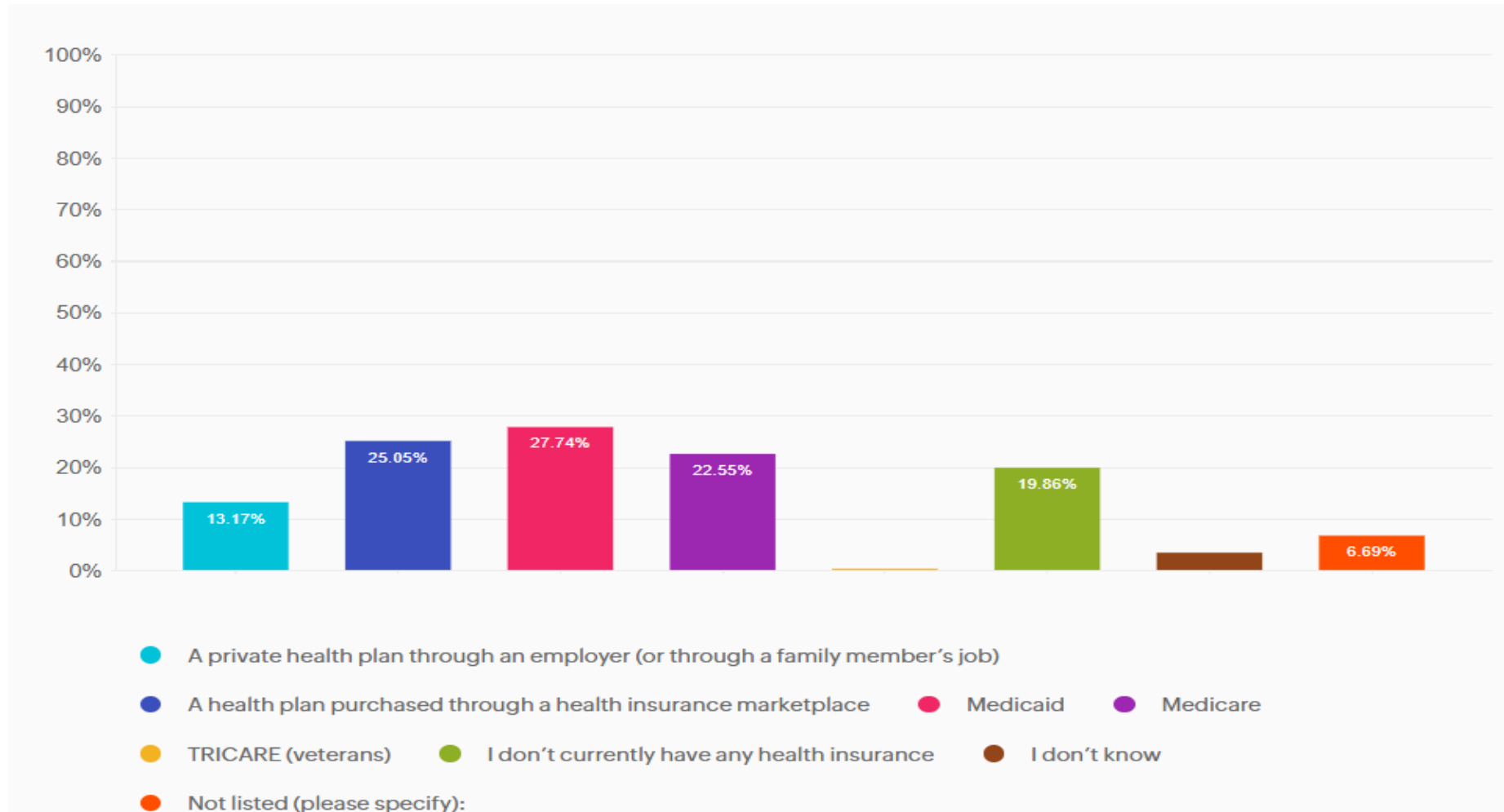
Number of Dependents

n= 992



Health Insurance or Health Care Coverage

n= 1002



Incarceration

Question	Number of Respondents	Yes	No
Incarcerated during the past twelve months?	978	8%	92%
Did jail/prison staff know you had HIV?	75	79%	12%
Did you receive HIV-related medical care while incarcerated?	75	73%	27%

Reasons care was not received:

- HIV-related care was available but not offered (3)
- HIV-related care was not available (3)
- I asked for HIV-related medical care, but was denied (3)
- I did not disclose my HIV status (2)
- I did not have any medications (4)
- Other (6)

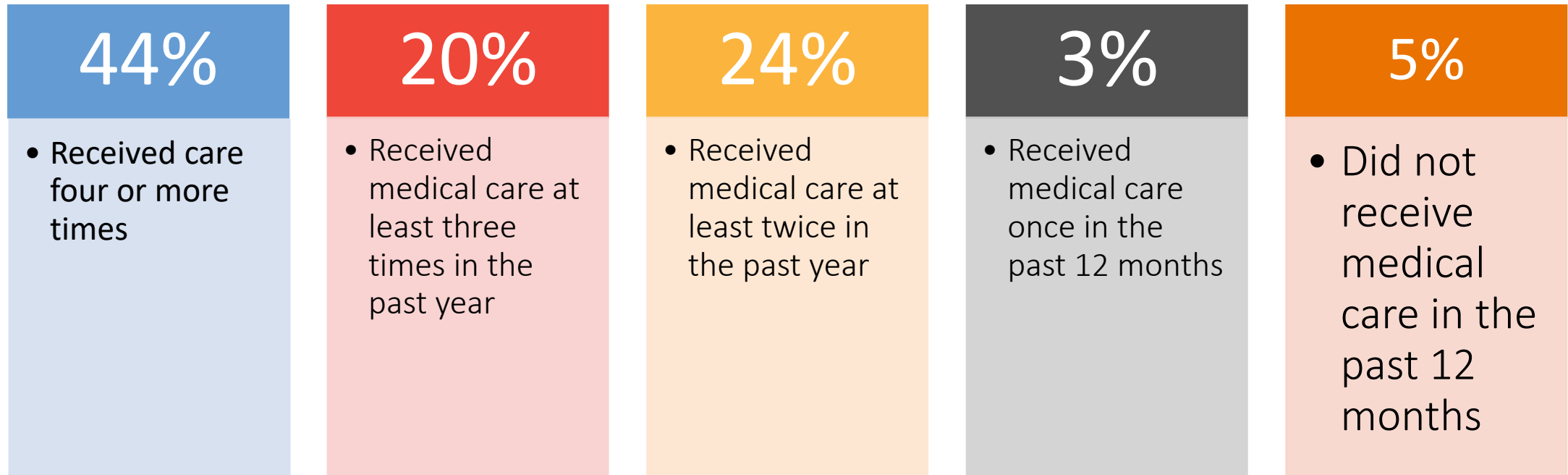


Frequency of Care



Frequency of Medical Care

n= 1018



Reasons for receiving care less than 2 times per year

n= 80

Reason	%
Reason not listed above (please specify):	26.25%
It was my doctor's/provider's decision	21.25%
I did not feel sick	16.25%
I missed my appointment(s)	13.75%
I could not pay for it	10.00%
My viral load was suppressed	10.00%
I did not know where to go	8.75%
I could not get transportation to my appointment(s)	8.75%
I did not want people to know my HIV status	8.75%
I was depressed	8.75%
I was not ready to deal with having HIV	6.25%
I could not get time off work	6.25%

Specified reasons include: feeling overwhelmed, change in employment, no response provided



Care Site/County of Residence n= 971

92%

- Received care in the same county that they live in

8%

- Received care in another county than the one they live in

2%

- Received care in another state

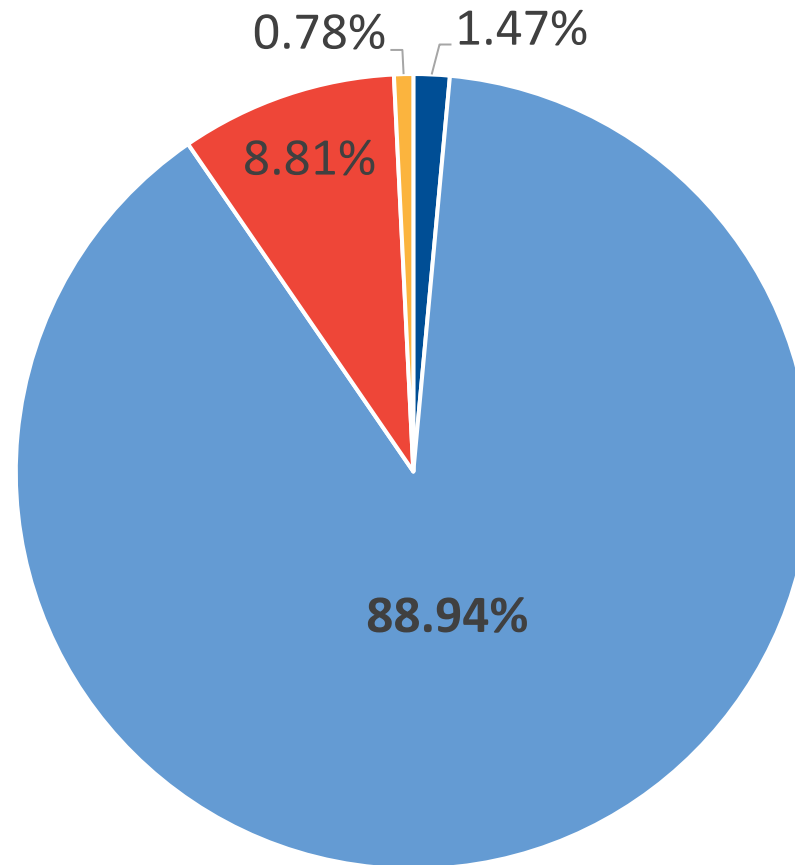
>1%

- Received care in another country

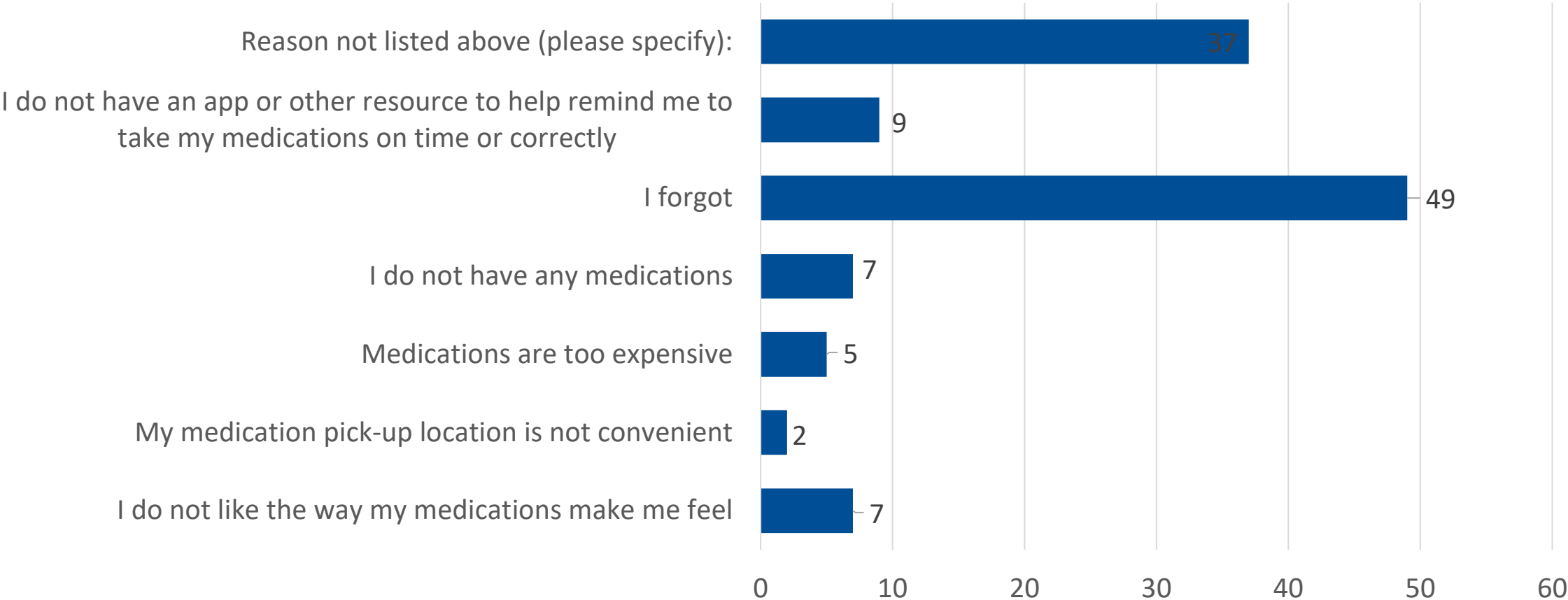


How often do you take your HIV medications?

n= 1022



Reasons for missing HIV medications n=98



Reasons for missing HIV medications:

Other

n= 80

- Lost a lot of jobs trying to find a pull that wouldn't make me sick.
- I was always taken care of
- Newly diagnosed
- Feeling overwhelmed
- Ningugo
- No necesario
- I have been in care
- I had a different doctor
- In jail
- Homelessness
- Besides my meds there isn't any care.
- I was living in another county



Services



Top 5 Services Most Often Received

n=1020

Category 2025	Response Percentage
HIV Medication	91%
HIV Medical Care	89%
Case Management	82%
Oral health	62%
Non-Medical Case Management (Eligibility)	50%

Category 2026	Response Percentage
HIV Medication	88%
HIV Medical Care	91%
Case Management	87%
Oral health	56%
Non-Medical Case Management (Eligibility)	60%



Least Needed Services 2025

Hospice Care	89%
Substance Use treatment - Residential	89%
Interpretation and translation services	86%
Home health care	85%
Psychosocial support (Group or individual support and counseling by PWH, including bereavement and pastoral counseling)	83%
Counseling for substance use/misuse	83%
Outreach to find people with HIV not in care and help them to visit their doctor and get services	80%
Physical therapy, occupational therapy, speech therapy, low vision training, etc.	79%
Legal services to help with HIV-related legal issues (will, living will, SSDI, etc.)	78%



Least Needed Services 2026

n=1020

Nursing and counseling services for the terminally ill and their family (hospice care)	89.65%
Substance use or misuse treatment in a residential setting	88.60%
Substance use or misuse treatment in an outpatient setting	87.91%
Interpretation and/or translation services	85.84%
Home health care services by a licensed/certified home health agency	83.60%
Outreach to find people with HIV not in care and help them visit their doctor and get services	82.92%
Legal services to assist with HIV-related legal issues (such as a will, a living will, SSDI, etc.)	82.67%
Professional counseling for substance use/misuse	82.07%
Physical therapy, occupational therapy, speech therapy, low-vision training, etc.	81.76%



Top Inaccessible Services

n= 1020

Oral Health	19%
Food Assistance/Nutritional Supplements	13%
Help to pay private insurance costs or copays	12%
Limited one time assistance for meds/ADAP, housing, utilities, food, transportation	11%
Transitional, short-term or emergency housing assistance to prevent homelessness	10%



Top 5 Most Important Services

n=1023

1. Case Management
2. Prescription Medications
3. Dental/Oral Health
4. Housing
5. Health Insurance



Knowledge of PrEP

Question	Number of Responses	Yes	No
Are you aware of HIV prevention medications (such as PrEP) that are available for your sexual partners, peers, and other members of your community?	993	94%	6%
Are you aware of HIV treatments used as prevention methods, such as Undetectable=Untransmissible (U=U) and injectable antiretroviral medications (ARVs)?	992	95%	5%



LIVE UNITED

36% (353) respondents indicated that their status has been disclosed by someone else without their consent.



HIV-Related Stigma/Attitudes n= 980

“In many areas of my life, no one knows I have HIV.”

- 42% of PWH strongly disagreed or disagreed with this statement.
- 58% of PWH strongly agreed or agreed with this statement.

“People’s attitudes about HIV make me feel worse about myself.”

- 58% of PWH strongly disagreed or disagreed with this statement.
- 42% of PWH strongly agreed or agreed with this statement.



HIV-Related Stigma/Attitudes n= 980

“Those around me are aware of how HIV is transmitted and of available prevention methods and treatments.”

- 22% of PWH strongly disagreed or disagreed with this statement.
 - 78% of PWH strongly agreed or agreed with this statement.

“Prevention methods are available to me whenever I need or want to use them.”

- 16% of PWH strongly disagreed or disagreed with this statement.
 - 84% of PWH strongly agreed or agreed with this statement.



Questions?

