

VDH COVID-19 Consumer Needs Assessment Summary

Responses: 181

Valid responses (removing duplicates, empty responses, HIV negative): 166

Multiple choice responses

The charts below feature the top three responses given for many questions, but you'll find the frequency data with all responses below each chart.

Age:

Range	Count	Percentage
18-25	3	1.8%
26-39	38	22.9%
40-54	64	38.6%
55-64	49	29.5%
65-80	11	6.6%
Over 80	1	0.6%

Counts/frequency: **18-25** (3, 1.8%), **26-39** (38, 22.9%), **40-54** (64, 38.6%), **55-64** (49, 29.5%), **65-80** (11, 6.6%), **Over 80 years** (1, 0.6%)

What has changed for you since the COVID-19 pandemic began?

n=158

Response	Count	Percentage
Seeing my doctor/attending appointments has changed	105	66.5%
My income has changed	81	51.3%
Being able to keep in touch with friends, family, and others has changed	80	50.6%

Counts/frequency: **My housing/living situation has changed** (37, 23.4%), **My income has changed** (81, 51.3%), **My work/employment has changed** (72, 45.6%), **My ability to get around (transportation) has changed** (42, 26.6%), **Seeing my doctor/attending appointments has changed** (105, 66.5%), **Being able to keep in touch with friends, family and others has changed** (80, 50.6%), **Being able to get my medicine(s) has changed** (24, 15.2%), **I have lost insurance coverage** (10, 6.3%), **I have had to pay more for insurance coverage** (1, 0.6%), **I have had other changes in access to health insurance** (5, 3.2%)

Which of the following service needs has been impacted by the COVID-19 pandemic

n=148

Response	Count	Percentage
Access to food	87	58.8%
Access to healthcare or health-related services	73	49.3%
Access to peer and/or support groups	54	36.5%

Counts/frequency: **Access to food** (87, 58.8%), **Access to housing** (33, 22.3%), **Access to healthcare or health-related services** (73, 49.3%), **Access to childcare** (4, 2.7%), **Access to education** (17, 11.5%), **Access to mental health services** (35, 23.6%), **Access to transportation** (38, 25.7%), **Access to peer and/or support groups** (54, 36.5%), **Access to medications/Virginia Medication Assistance Program (VA MAP)** (14, 9.5%), **Other** (23, 15.5%)

Other Responses: Social connections, Ability to pay bills (Rent, utility, other),

Of the needs selected above, which is your greatest concern?

n=150

Response	Count	Percentage
Access to food	42	28.0%
Access to healthcare or health-related services	32	21.3%
Access to housing	28	18.7%

Counts/frequency: **Access to food** (42, 28.0%), **Access to housing** (28, 18.7%), **Access to healthcare or health-related services** (32, 21.3%), **Access to childcare** (0, 0.0%), **Access to education** (0, 0.0%), **Access to mental health services** (11, 7.3%), **Access to transportation** (7, 4.7%), **Access to peer and/or support groups** (11, 7.3%), **Access to medications/Virginia Medication Assistance Program (VA MAP)** (11, 7.3%), **Other** (8, 5.3%)

Please check the statements below that are true for you

n=133

Response	Count	Percentage
I am able to maintain recommended social distancing at home and at work, if applicable	118	88.7%
I have access to cloth face coverings when needed	72	54.1%
I have access to hand sanitizer when needed	60	45.1%

Counts/frequency: I am able to maintain recommended social distancing at home and at work, if applicable. (118, 88.7%), I have access to cloth face coverings when needed. (72, 54.1%), I have access to hand sanitizer when needed. (60, 45.1%), I have been asked to quarantine for 14 days because of a possible exposure to someone with COVID-19 (7, 5.3%), I have been asked to isolate because of a COVID-19 diagnosis (6, 4.5%)

What are the most important things that help you stay in care during the COVID-19 pandemic?

n=150

Response	Count	Percentage
Access to food	102	68.0%
Access to healthcare or health-related services	66	44.0%
Access to housing	65	43.3%

Counts/frequency: Access to food (102, 68.0%), Access to housing (65, 43.3%), Access to healthcare or health-related services (66, 44.0%), Access to childcare (4, 2.7%), Access to education (7, 4.7%), Access to mental health services (24, 16.0%), Access to transportation (26, 17.3%), Access to peer and/or

support groups (30, 20.0%), Access to medications/Virginia Medication Assistance Program (VA MAP) (44, 29.3%), Other (11, 7.3%)

Have you had any issues with accessing your medications during COVID-19?

n=161

Response	Count	Percentage
No	132	82%
Yes	25	15.5%
Other	4	2.5%

Counts/frequency: No, I have not had any issues accessing/getting my medications (132, 82.0%), Yes, I have had issues accessing/getting my medications (25, 15.5%), Other (4, 2.5%)

What issues have you had accessing/getting your medications?

Major themes were Transportation/Access to LHD/Pharmacy; Insurance Issue (Loss of insurance, additional copays); Delivery issues; Availability of certain non-HIV medications.

“Because the clinic I attend has reduced hours my prescription was not renewed in time. When that has happened in the past I either went in person to remind them or called. I did that this time but it took days to get a response.”

I use or have the following electronic devices to stay connected socially and/or medically during COVID-19:

n=163

Response	Count	Percentage
Cell phone	105	64.4%
Smartphone or device	91	55.8%
Computer (laptop, desktop)	73	44.8%

Counts/frequency: Cell Phone (105, 64.4%), Smartphone or device (91, 55.8%), Computer (laptop, desktop) (73, 44.8%), Tablet (iPad, Microsoft Surface, etc.) (34, 20.9%), None of the above (2, 1.2%), Other (2, 1.2%)

NOTE: Of the 163 responses, 156 (95%) indicated that they had access to at least one device. Anecdotally, “cell phone” was the most common response when only one response was given.

I have accessed my infectious disease physician through telehealth.

n=153

Response	Count	Percentage
Yes, I did this before COVID-19	34	22.2%
Yes, I started this during COVID-19	36	23.5%
I would like to, but I do not have what I need to do this	9	5.9%
No, but I could do this in the future	67	43.8%
No, I do not wish to do this	13	8.5%

Counts/frequency: **Yes, I did this before COVID-19** (34, 22.2%), **Yes, I started this during COVID-19** (36, 23.5%), **I would like to, but do not have what I need to do this** (9, 5.9%), **No, but I could do this in the future** (67, 43.8%), **No, I do not wish to do this** (13, 8.5%)

I have accessed my mental health provider through telehealth

n=139

Response	Count	Percentage
Yes, I did this before COVID-19	16	11.5%
Yes, I started this during COVID-19	15	10.8%
I would like to, but I do not have what I need to do this	17	12.2%
No, but I could do this in the future	53	38.1%
No, I do not wish to do this	40	28.8%

Counts/frequency: **Yes, I did this before COVID-19** (16, 11.5%), **Yes, I started this during COVID-19** (15, 10.8%), **I would like to, but do not have what I need to do this** (17, 12.2%), **No, but I could do this in the future** (53, 38.1%), **No, I do not wish to do this** (40, 28.8%)

I have accessed my case manager through telehealth

n=147

Response	Count	Percentage
Yes, I did this before COVID-19	33	22.4%
Yes, I started this during COVID-19	29	19.7%
I would like to, but I do not have what I need to do this	12	8.2%
No, but I could do this in the future	61	41.5%
No, I do not wish to do this	17	11.6%

Counts/frequency: Yes, I did this before COVID-19 (33, 22.4%), Yes, I started this during COVID-19 (29, 19.7%), I would like to, but do not have what I need to do this (12, 8.2%), No, but I could do this in the future (61, 41.5%), No, I do not wish to do this (17, 11.6%)

I have used technology to order groceries

n=146

Response	Count	Percentage
Yes, I did this before COVID-19	19	13.0%
Yes, I started this during COVID-19	16	11.0%
I would like to, but I do not have what I need to do this	12	8.2%
No, but I could do this in the future	55	37.7%
No, I do not wish to do this	49	33.6%

Counts/frequency: Yes, I did this before COVID-19 (19, 13.0%), Yes, I started this during COVID-19 (16, 11.0%), I would like to, but do not have what I need to do this (12, 8.2%), No, but I could do this in the future (55, 37.7%), No, I do not wish to do this (49, 33.6%)

I have used technology to access social service programs

n=146

Response	Count	Percentage
Yes, I did this before COVID-19	30	20.5%
Yes, I started this during COVID-19	17	11.6%
I would like to, but I do not have what I need to do this	11	7.5%
No, but I could do this in the future	59	40.4%
No, I do not wish to do this	31	21.2%

Counts/frequency: **Yes, I did this before COVID-19** (30, 20.5%), **Yes, I started this during COVID-19** (17, 11.6%), **I would like to, but do not have what I need to do this** (11, 7.5%), **No, but I could do this in the future** (59, 40.4%), **No, I do not wish to do this** (31, 21.2%)

I have used technology to access resources for substance use disorder recovery support

n=141

Response	Count	Percentage
Yes, I did this before COVID-19	14	9.9%
Yes, I started this during COVID-19	5	3.5%
I would like to, but I do not have what I need to do this	6	4.3%
No, but I could do this in the future	33	23.4%
No, I do not wish to do this	89	63.1%

Counts/frequency: **Yes, I did this before COVID-19** (14, 9.9%), **Yes, I started this during COVID-19** (5, 3.5%), **I would like to, but do not have what I need to do this** (6, 4.3%), **No, but I could do this in the future** (33, 23.4%), **No, I do not wish to do this** (89, 63.1%)

Which of the following programmatic topics would be helpful to you during the restrictions of COVID-19?

n=147

Response	Count	Percentage
Stress reduction	108	73.5%
Staying connected with peers	65	44.2%
How to feel better about myself	56	38.1%

Counts/frequency: **Stress reduction** (108, 73.5%), **How to access medical care and support services** (53, 36.1%), **How to feel better about myself** (56, 38.1%), **Skill building** (39, 26.5%), **Medication adherence** (16, 10.9%), **Staying connected with peers** (65, 44.2%), **Other** (13, 8.8%)

Qualitative questions

Below, find general themes suggested by responses and quotations that illustrate themes.

What else has been difficult about getting HIV related services during COVID-19?

- Doctor's Appointments (very limited, some have been delayed, hard to access through Telemedicine/Telehealth, how to continue having labs drawn, afraid to go to MD appts. If located in hospitals)
 - o "The most difficult HIV service is not being able to communicate effectively with my PHP."
 - o "medication shortage as noted above. I do have two MD appointments next month, both in hospital settings, and am considering postponing both to minimize exposure risk."
- Social connections (Being in isolation, having to rely on technology, Social Distancing, loss of support groups/CAB meetings etc).
 - o "Can't attend support group and not computer literate."

- “Support groups- I really feel alone and scared. Medication”
- Financial Insecurity (Need assistance with food, rent, bills, etc.)
 - “Keeping bills paid has been the most problem. Some agencies are helping, where others aren't.”
- Getting Medications (Cannot get transportation to pick up meds, meds not being refilled in a timely manner due to limited agency hours, medication shortages)
 - “I was transitioning my insurance right before the COVID-19 crisis and I had to wait an additional 30 days to get medication from the VDH ADAP system. When I tried to get a 3 months’ supply. I was told it wouldn't be available to another 2-weeks and that would mean two weeks without medication. So i received 1-month supply and luckily my insurance kicked in and I was able to receive medication via insurance.”
- Transportation (not being able to use taxis, not getting bus cards/fuel cards)

What services and programs have you been unable to access due COVID-19?

- Doctor’s Appointments (very limited, some have been delayed, hard to access through Telemedicine/Telehealth, how to continue having labs drawn, afraid to go to MD appts. If located in hospitals)
 - “Waiting to see my HIV Dr. since February. It has been changed 6 times, still waiting).
 - “Dental...was told only 'emergency' provided. So very important/ non- elective issues must get worse and affect my health!”
 - “Health care provider, mental health provider all appointments have been pushed out”
- Social connections (Being in isolation, having to rely on technology, Social Distancing, loss of support groups/CAB meetings etc).
 - “I am unable to attend support groups, conferences and consumer advisory board meetings.”
 - “But need assistance with feeling depressed and isolated. I have no interaction with anyone.”
- Financial Insecurity (Need assistance with food, rent, bills, etc.)
- Getting Medications (Cannot get transportation to pick up meds, meds not being refilled in a timely manner due to limited agency hours, medication shortages)

What are the most important things that can be done for PLWH during COVID-19?

- Learning coping skills to deal with the stress and anxiety of OVID-19. Also, having a network of peers to talk with about your feelings/concerns. This pandemic has been somewhat isolating.
- How to maintain connections. Phone calls aren't enough. Why aren't we allowed to do zoom face to face calls???
- Help connecting people who are sick/isolating at home to local support services to assist with delivering food, other necessities, transportation to medical visits, etc.
- Continued funding to pay for drugs is a constant worry with the government deficit. Fear that programs for HIV will no longer be funded due to budget cuts by the government.
- Easier ways to stay connected with their providers and other peers for support
- Staying in touch with a case manager, provider or other linked provider of services. Just a check in to see if I'm doing ok would mean a lot.
- Knowledge so that we know how to take care of ourselves. It's concerning having something like this moving going around and not knowing what it can do to someone with HIV.
- Ensure quality, clean housing and access to medications along with mental health care.

Please add any additional information you feel will help Virginia Department of Health understand your needs at this time:

- Can our community organization test and help with COVID 19 like with HIV?
- We really need housing, hotel stay for homeless
- Will be great for each Center pharmacy to have a delivery person to ensure our meds are delivered on time without the stress from postal workers about not delivering efficiently our meds to continue taking care of HIV health
- At this time I have food, but not sure how long before I can't get food because of the fear of going out, or having money to buy food, and personal hygiene products. I'm afraid of what will happen if we have a natural disaster. We had tornado warnings a couple of times recently and I realized how terrible and frightening it would be when it comes to my care. No medication, housing, food, transportation and facing getting affected with COVID 19. We need some sort of plan in place to assure that we can be safe and in care if we have a disaster while being in isolation.
- I'm extremely stressed without by not being able to buy sufficient food and I need 2 face masks. I ask people to shop for me but sometimes they're afraid to go out so I do without and cut back on the food I have until I get help. Having HIV and going outside to shop is not a good idea for me.
- The knowledge of knowing my HIV status is just as important as knowing whether or not I am affected with Cova 19. Would it be important for people with compromised immune systems to get tested for Cova19, so early Isolation/ Quarantine can be provided?

