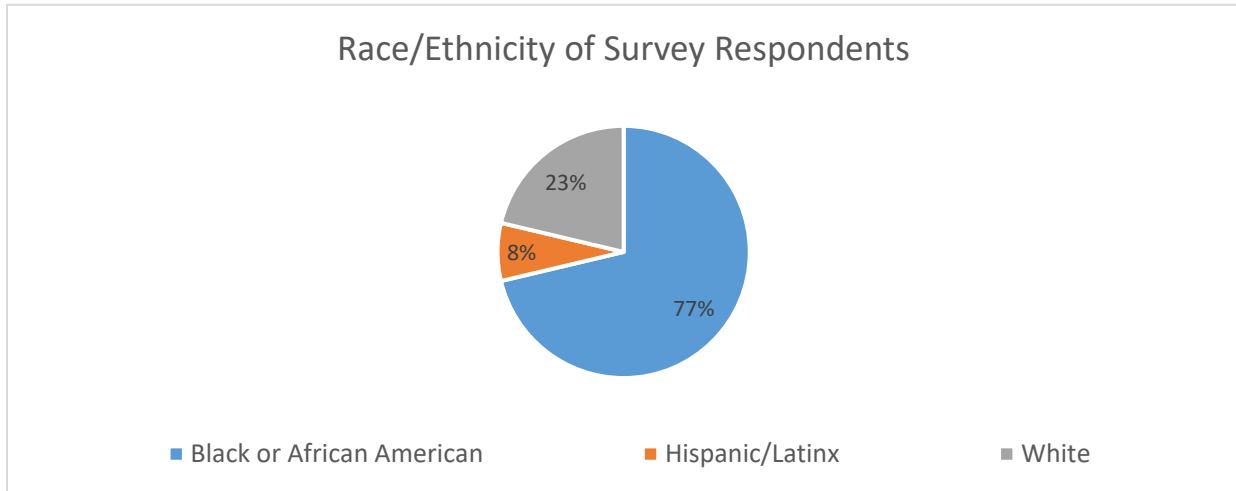


GY19 RWB Consumer Needs Assessment
Eastern Region Summary

The Eastern Regional Consumer Training was held on July 31, 2019 in Norfolk, Virginia. Twenty-six consumers who identified living in the Eastern Health Region of Virginia and may access care in or around the Eastern region, completed the survey.

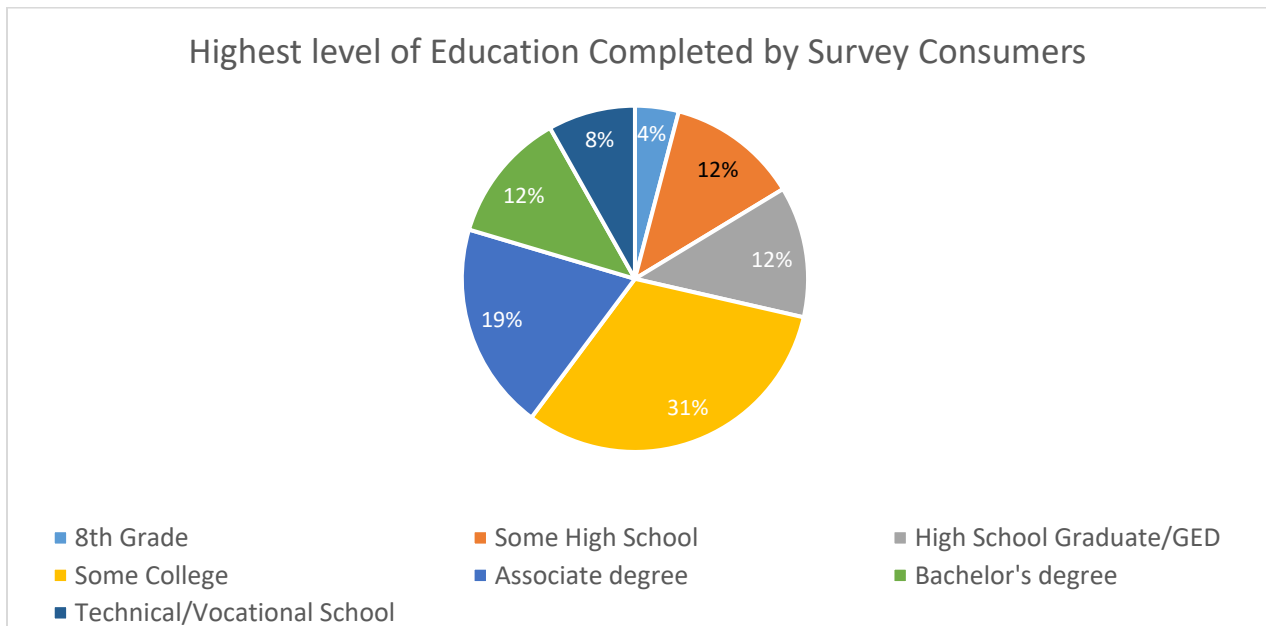
Participant Characteristics:

1. Race



Consumers identified as Black/African American (77%), White (23%), and Hispanic/Latinx (8%).

2. Education Level



One-third of consumers stated that they had completed some college. Twelve percent have graduated from High School or attained their GED. Others have completed an Associate (19%), Technical/Vocational School (8%), and Bachelors (12%). Sixteen percent of consumers have less than a high-school diploma.

Survey Results:

Consumers received a variety of services from agencies over the past twelve months. The services most identified were medical (such as labs, eye services, Infectious disease care and primary care, and co-pay assistance) (35%), Food services (23%) and Housing (including rent and utility assistance (27%). Other services that Consumers identified were Transportation (23%), Support Groups (15%), Case Management (19%), and Dental (12%). When asked about what service consumers thought were most important, 39% of consumers stated medical services were most important. Consumers also identified Housing (20%), Support Groups (19%), Case Management (19%), Medication (16%), and Transportation (15%) as important as well. Consumers also mentioned a variety of services that they either needed or had not been able to access or services that they had trouble accessing. Housing services (27%) and Mental Health (12%) were the services that clients had most trouble accessing and were in need for. No consumers had changed providers in the last twelve months.

For health status, 96% of consumers rated their health as either good (50%), very good (27%), or excellent (19%). When asked why that rating was chosen, consumers stated that there were other non-HIV related health issues (27%), they were undetectable (23%), and that they were adherent to medications (12%). Many consumers had seen their Infectious Disease (ID) physician in the previous six months (88%), three-fourths had seen their case manager (88%), and 92% had labs drawn within six months. One hundred percent of consumers were currently on HIV medications and 96% of consumers took their medications as scheduled either all or most of the time. Some reasons for not taking medications as prescribed were side effects from medications (8%) distrust of medication/provider (4%). Consumers identified Mental Health Issues (62%), High Blood Pressure (50%), and Insomnia (35%) most frequently as the other health issues, in addition to HIV, that they were dealing with in the previous twelve months. Consumers identified having an increase in financial obligations (38%) and being in danger of losing their home/apartment (38%) as their top non-health related concerns.

Consumers in the eastern region also completed the ACE's survey as a part of the Needs Assessment. Nineteen percent of consumers had an ACE score of zero, 19% had an ACE score of one, and 62% of consumers had an ACE score of two or higher.