



AIDS
LEGAL
REFERRAL
PANEL

WHAT IS ALRP?



The AIDS Legal Referral Panel (ALRP) was founded in 1983 because people were dying very quickly and needed help with simple wills at a time of intense discrimination, ignorance, & fear.

WHAT IS ALRP?



ALRP is solely dedicated to providing free and low-cost legal assistance and education on virtually any civil matter to persons living with HIV/AIDS.

ELIGIBILITY



- Living with HIV/AIDS;
- Resident of Bay Area counties; and
- Need assistance with a civil legal issue.

LEGAL NEEDS



Legal needs have changed over time:

- Legal issues related to living with HIV rather than dying of AIDS.
- Currently, the biggest issue is housing for people with HIV.
- Employment issues, insurance issues, and immigration issues are the next biggest.

IN-HOUSE REPRESENTATION



Our 10 staff attorneys, myself, and our law clerks assist HIV positive clients in following areas:

- Housing (includes eviction defense in SF)
- Immigration
- Government Benefits/Insurance
- Credit/Debt
- AHCDs, Power of Attorneys, Simple Wills
- Notary Services
- HCAP (HIV Consumer Advocacy Project)

ATTORNEY REFERRALS



ALRP has a referral panel of over 700
volunteer attorneys in the San
Francisco Bay Area who will provide
free initial consultations in any area of
civil law.

GET ASSISTANCE



If you have a client that needs assistance from ALRP, please
call or have your client call:

(415) 701-1200

1663 Mission Street, Ste 500

San Francisco, CA 94103

WWW.ALRP.ORG

Se Habla Espanol





HIV
CONSUMER
ADVOCACY
PROJECT

WHAT IS HCAP?



The **HIV Consumer Advocacy Project (HCAP)** assists people living with HIV/AIDS who experience difficulty accessing services from:

- ❖ Ryan White-funded programs located in **San Francisco, San Mateo, and Marin Counties**
- ❖ Agencies funded by the San Francisco Department of Public Health's HIV Health Services.

HCAP is the only program in the U.S. created to specifically undertake this function.



HCAP ORIGINS



HCAP was created by the HIV Health Services Planning Council to:

- ❖ Provide consumers an advocate who can help them navigate services**
- ❖ Mediate disputes between consumers and providers**
- ❖ Provide appropriate referrals to consumers**
- ❖ Assist service providers by removing barriers to service**

ASSISTING CONSUMERS



- Main goal is to **keep people in a relationship with the service provider**, not to sue the provider.
- Help consumers understand policies of providers or “rules of the game”
- Serve as a buffer between a consumer in a challenging circumstance and an agency (de-escalation)
- Assist consumers to complete grievance forms/file a grievance.
- Provide access to mediation between the client and a service provider.
- Provide information & referrals to other service providers

GRIEVANCES

Q. How does HCAP help consumers with a grievance?

A. HCAP helps consumers follow the internal grievance procedure of each agency, helps consumers submit the grievance, advocates during or mediates a meeting about the grievance, and seeks resolution.



REFERRALS

Q. How does HCAP help with referrals?

A. HCAP helps by reaching out to service providers, finding out if they have a waitlist and what documents are required. HCAP can then provide the documents or other information necessary to apply for services. For some providers, HCAP can make the referral for the consumer. For others, HCAP can work with the appropriate service provider to get the referral.



APPEAL A TERMINATION OR SUSPENSION

Q. How does HCAP help with termination or suspension of services?

A. HCAP helps by filing an appeal of the termination or suspension of services. HCAP will then offer mediation services between the consumer and the service provider, or HCAP can represent the consumers in a meeting. If the termination or suspension is upheld, HCAP can try to make referrals to other agencies that may be able to assist the consumer.



ASSISTING SERVICE PROVIDERS



HCAP works with service providers by:

- ❖ **Providing technical assistance**
- ❖ **Receiving direct referrals from service providers**
- ❖ **Work with service providers or directly with consumers to resolve issues affecting the consumer's quality of life**

CONSUMERS SERVED DURING 2017 – 18 CONTRACT YEAR

- ❖ 93 unduplicated consumers with a total of 131 HCAP matters during the 2017 – 18 contract year.
- ❖ Previous years:
 - ❖ 77 unduplicated consumers in 2016 – 17
 - ❖ 86 unduplicated consumers in 2015 – 16
 - ❖ 73 unduplicated consumers in 2014 – 15
 - ❖ 81 unduplicated consumers in 2013 - 14



SELF-REPORTED CONSUMER DATA

ANNUAL INCOME	2017-18	2016-17	2015-16	2014-15	2013-14
Under \$15,000	80% (74)	77% (59)	78% (67)	82%	97%
\$15,001 - \$26,000	11% (10)	6% (5)	10% (9)	12%	<i>Not counted</i>
\$26,001 - \$30,000	0% (0)	1% (1)	1% (1)	0%	<i>Not counted</i>
\$30,001 - \$45,000	3% (3)	8% (6)	5% (4)	0%	<i>Not counted</i>
\$45,001 - \$50,000	2% (2)	0% (0)	0 (0)	3%	<i>Not counted</i>
Over \$50,000	0% (0)	0% (0)	1% (1)	0%	<i>Not counted</i>
Unknown/Decline to State	4% (4)	8% (6)	5% (4)	3%	<i>Not counted</i>

HCAP consumers are increasingly extremely low income.

- ❖ 80% of 2017-18 HCAP consumers report their yearly income as under \$15,000
- ❖ 91% reported income below \$26,000
- ❖ A large number of HCAP consumers rely primarily on Supplemental Security Income and/or Social Security Disability

SERVICE CATEGORY

SERVICE CATEGORY	2017-18	2016-17	2015-16	2014-15	2013-14
Housing	27% (35)	27% (24)	30% (32)	32%	22%
Request for Assistance	See Consumer Issues	20% (18)	26% (28)	<i>Not counted</i>	<i>Not counted</i>
Primary Medical	13% (17)	18% (16)	11% (12)	15%	24%
Dental	18% (23)	12% (11)	10% (11)	8%	11%
Case Management	15% (19)	11% (10)	18% (19)	27%	17%
Social Support	9% (12)	11% (10)	4% (4)	7%	4%
Benefits Counseling	1% (1)	7% (6)	0% (0)	3%	1%
Food	2% (3)	6% (5)	5% (5)	7%	2%
Money Management	5% (7)	4% (4)	2% (2)	0%	4%
Emerg. Financial Assist.	9% (12)	4% (4)	0% (0)	6%	4%
Residential Substance Use	4% (4)	3% (3)	4% (4)	3%	2%
Hospice	1% (1)	1% (1)	2% (2)	0%	1%
Mental Health	3% (4)	0% (0)	3% (3)	11%	7%
Legal	2% (2)				
Other	1% (1)				

❖ Some consumers received assistance in more than one service category

SERVICE CATEGORY NOTES



Housing

- ❖ 35 cases during the 2017 – 18 contract year
- ❖ Issues related to housing
 - ❖ *10 cases requesting help in accessing housing*
 - ❖ *5 requests for assistance from housing providers*
 - ❖ *1 eligibility issue*
 - ❖ *3 termination/suspension of services*
 - ❖ *3 allegations that service provider(s) failed to follow their own policy and procedures*
 - ❖ *12 cases with alleged problematic policies and procedures*
 - ❖ *12 cases involving quality of care*
 - ❖ *6 cases involving miscommunications*

SERVICE CATEGORY NOTES



Dental

- ❖ 23 cases during the 2017 – 18 contract year
- ❖ Issues related to dental
 - ❖ *7 cases requesting help in accessing dental services*
 - ❖ *1 case where the consumer felt there was a lack of cultural sensitivity*
 - ❖ *3 cases involving miscommunications*
 - ❖ *3 cases involving problematic policies and procedures*
 - ❖ *9 cases involving quality of care received*
 - ❖ *1 case of the agency failing to observe their own policies and procedures*
 - ❖ *10 cases of termination/suspension*

SERVICE CATEGORY NOTES



Case Management

- ❖ 19 cases during the 2017 – 18 contract year
- ❖ 10 Medical Case Management
- ❖ 9 Non-Medical Case Management
- ❖ Issues related to case management
 - ❖ *2 cases involving quality of care received*
 - ❖ *4 cases were requests for assistance from the provider*
 - ❖ *1 case involving confidentiality*
 - ❖ *4 cases involving access to services*
 - ❖ *1 case involving problematic policy and procedures*
 - ❖ *4 cases of termination/suspension*

SERVICE CATEGORY NOTES



Primary Medical Care

- ❖ 17 cases in the 2017 – 18 contract year
- ❖ All cases involved ambulatory/outpatient medical
- ❖ Issues related to primary medical care
 - ❖ *2 cases were requests for assistance from the provider*
 - ❖ *1 case involved a miscommunication*
 - ❖ *14 cases involved quality of care received*
 - ❖ *2 cases of termination/suspension of services*
 - ❖ *1 case of misconduct*
 - ❖ *1 case where the agency allegedly failed to observe policy and procedures*

TYPE OF ISSUE

TYPE OF ISSUE	2017-18	2016-17	2015-16	2014-15	2013-14
Quality of Care	36% (47)	37% (33)	34% (36)	22%	16%
Assistance Sought by Provider	12% (16)	20% (18)	26% (28)	7%	4%
Termination From Services	18% (23)	11% (10)	16% (17)	12%	6%
Access	22% (29)	10% (9)	4% (4)	15%	11%
Problematic Policy or Procedures	12% (16)	8% (7)	14% (15)	23%	17%
Eligibility	1% (1)	6% (5)	4% (4)	8%	4%
Non-Engagement with Regard to Grievance/Complaint	0% (0)	2% (2)	4% (4)	8%	2%
Miscommunication	12% (16)	2% (2)	7% (8)	15%	13%
Information and Referral	14% (18)	2%(2)	2% (2)	<i>Not counted</i>	<i>Not counted</i>
Failure to Observe Procedures	3% (4)	1% (1)	1% (1)	10%	2%
Confidentiality	1% (1)	0% (0)	4% (4)	6%	2%
Cultural Sensitivity	1% (1)	0% (0)	3% (3)	7%	3%
Billing	0% (0)	0% (0)	2% (2)	<i>Not counted</i>	<i>Not counted</i>

- ❖ Some consumers have more than one issue per case
- ❖ “Termination From Services” includes suspension from services
 - ❖ 7% increase
- ❖ “Access” and “Information and Referral”
 - ❖ 12% increase in each
 - ❖ Many consumers did not know what services were available or that there are a number of providers in certain categories

CONSUMER CHALLENGES



Mental Health & Substance Use

- ❖ Large number of consumers with mental health issues, substance use issues, or both
- ❖ Barriers to service
- ❖ Feel they are judged by service providers for their past
- ❖ Interactions with service provider may be negatively impacted
- ❖ Can impact housing
- ❖ Can impact participation in other services

CONSUMER CHALLENGES



Housing & Homelessness

- ❖ Ongoing crisis
- ❖ Percentage of cases stayed the same, but number of cases increased
- ❖ Causes difficulty:
 - ❖ *Keeping appointments*
 - ❖ *Following up on their cases*
 - ❖ *Maintaining good health*
- ❖ Increasing chance of homelessness due to:
 - ❖ Financial Issues
 - ❖ Mental Health Issues
 - ❖ Addiction
 - ❖ Behavioral Issues

CONSUMER CHALLENGES



Dental Services

- ❖ Lack of dental service providers, especially those that can do more complex work
- ❖ Service challenges
- ❖ Affordability of comprehensive care beyond the scope of the schools
- ❖ Termination is a scary possibility:
 - ❖ *Left without dental services*
 - ❖ *Limited amount of service providers*
 - ❖ *Limited amount of service providers offering complex services*

For HCAP assistance:

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