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# **HIV Consumer Satisfaction Survey Report 2019**

## **HIV Planning Council Presentation**

**Prepared for:  
HIV Resources Administration Unit**

**April 16, 2019**

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# Study Purpose

The HIV Resource Administration Unit (HRAU) is responsible for procuring HIV primary medical care and health-related support services funded by the City of Austin and through multiple federal grants including Ryan White Part A and its Minority AIDS Initiative, Ryan White Part C, and Housing Opportunities for Persons with AIDS (HOPWA).

The HRAU administers Ryan White funds that provide HIV services to the Part A Austin Transitional Grant (TGA) Area, which includes the counties of Travis, Williamson, Hays, Bastrop, and Caldwell. Ryan White Part C also includes the counties of Blanco, Burnet, Lee, Llano, and Fayette, in addition to the five TGA counties. These grant programs are for persons who do not have health care insurance or the financial resources for coping with HIV disease. Ryan White funds also fill gaps in care not covered by insurance. Through Ryan White programs, HIV-related services are provided to more than 3,200 people living with HIV in the Austin area.

Ryan White-funded services are provided by seven organizations:

- AIDS Services of Austin (ASA)
- Austin Travis County Integral Care – C.A.R.E. Program
- ASH+Well
- Central Texas Community Health Centers (CommUnityCare) – David Powell Clinic
- Community Action Inc., of Central Texas
- Project Transitions (Doug's House)
- Waterloo Counseling Center

The Health Resources and Services Administration (HRSA) mandates that Ryan White grant recipients implement clinical quality management activities aimed at improving:

- Patient care
- Health outcomes
- Patient satisfaction

# Study Purpose

Patient satisfaction is an important measure of the quality of healthcare delivery. Patients with higher satisfaction often make important behavioral changes, including adhering more closely to medical advice and treatment, keeping appointments, and maintaining stable relationships with medical providers.

The purpose of this study effort was to implement a consumer satisfaction survey which evaluates the results among individuals currently receiving HIV services within the Ryan White care system.

This survey measured:

- Access and availability of services
- Confidentiality/grievance
- Transportation services
- Quality of HIV medical services, including perceptions of interactions with staff
- Engagement in HIV care and treatment
- Demographic characteristics of respondents

# Methodology

National Service Research (NSR) conducted the following tasks for this study:

- NSR met with HRAU staff and the seven Ryan White service providers to discuss:
  - Project goals
  - Survey instrument elements
  - Implementation strategies
  - Efforts to engage clients in the survey process
  - Survey sampling plan
- NSR reviewed previous satisfaction surveys conducted by HRAU.
- NSR developed a survey draft.
- HRAU approved the survey instrument.
- The survey instrument was available in English and Spanish.
- NSR worked with each of the seven Ryan White service providers to schedule interviewers at each location
- Clients were interviewed prior to or after their appointments from January 22 through February 22, 2019.
- Each client who was interviewed was offered a \$10 Walmart gift card for their participation.
- A total of 22 surveys were conducted in Spanish, while the remainder of the surveys were conducted in English.
- All respondents were asked questions about their HIV medical care services.

# Methodology

The sampling plan was based upon a proportionate share of clients being served by the seven providers:

<b>Provider</b>	<b># of Ryan White Clients Being Served*</b>	<b>Suggested Sample Size</b>	<b>Actual Sample Completed</b>
<b>AIDS Services of Austin (ASA)</b>	1,344	121	122
<b>David Powell Community Health Center</b>	1,277	115	117
<b>Austin Travis County Integral Care C.A.R.E</b>	225	20	20
<b>ASH+Well</b>	153	18	18
<b>Community Action</b>	140	17	15
<b>Waterloo Counseling Center</b>	31	6	4
<b>Project Transitions</b>	18	4	5
<b>TOTAL</b>	3,188	301	301

\*Source: RSR/ARIES 2017 Unduplicated Client Count for Ryan White Parts A, B & C.

# Executive Summary

## Overall Findings

- Survey demographics closely mirror the Ryan White client demographics, indicating validity and confidence in survey data and findings.
- Overall satisfaction ratings throughout were high for customer service and for access and availability of services at the Ryan White-funded agencies.
- Quality ratings for HIV services at the agencies range from 4.22 to 4.94 on a 5-point scale.
- 23% of respondents were diagnosed with HIV less than 2 years ago and 34% were diagnosed more than 20 years ago.
- 23% have been in care for one year or less while 25% have been in care for more than 10 years.
- 42% of respondents have referred others to the HIV services agencies.
- 87% have stable housing.
  - Among those who are without stable housing, 63% reported they are working with a case manager to find stable housing.
- 99% of all respondents indicated the HIV staff has provided them with enough information and education to help them take care of their HIV.
- Just over half of clients reported they can get an appointment with their HIV doctor within one week.
- 49% of all clients interviewed have four or more appointments within a 12-month period.
- Just over half of clients interviewed have not missed any appointments within the past year. 5% of respondents reported they have missed 4 or more appointments.
- Among those who missed an appointment, 77% said someone followed-up with them to reschedule.

# Executive Summary

- 88% of all respondents said their doctor has suggested ways to help them remember to take their HIV medications.
- 84% of clients said their HIV doctor has talked to them about how to keep from getting Hepatitis C or how to avoid passing it to others.
- 93% of respondents reported their HIV doctor or nurse practitioner has explained to them the importance of being virally suppressed or undetectable.
- Eight out of ten clients reported that their viral load is currently suppressed or undetectable. 10% reported they do not know.
- Almost half (47%) of clients said their HIV negative partners know about PrEP. 26% have no partners.
- 19% of clients interviewed said they know of others who are HIV positive and not receiving medical care.
- 96% of respondents reported that they have no difficulty in getting HIV medical care.
- Dropping Out of Care
  - A total of 23% of respondents reported they dropped out of HIV medical care and later returned to care.
  - Primary reasons for dropping out of care were: moved, homeless, substance use, and other reasons which included depression, no stable housing, cancer treatment, lost employment, lost medical coverage, did not like doctor, and financial reasons.
  - Among those who dropped out of care, 49% were out of care 7 months or longer. 16% were out of care more than 2 years.
- 81% of all clients interviewed rated their general health as excellent or good.
- 91% of clients interviewed are very satisfied or satisfied with their general health as a result of HIV services they have received.



# Executive Summary

## Key Disparities by Race/Ethnicity

- 64% of White respondents have not missed any HIV doctor/nurse practitioner appointments in a 12-month period, compared to 52% of Latinx respondents and 50% of Black respondents.
- 65% of Latinx respondents said someone followed up with them to reschedule missed medical appointments, compared to 76% of White respondents and 86% of Black respondents.
- 23% of White respondents said they know others who are HIV positive and not receiving medical care compared to 11% of Latinx respondents.
- 36% of Black respondents who dropped out of care were out of care more than two years compared to 4% of White respondents.
- 36% of White and Black respondents who dropped out of care have been back in care more than 2 years compared to 12% of Latinx respondents.

# Executive Summary

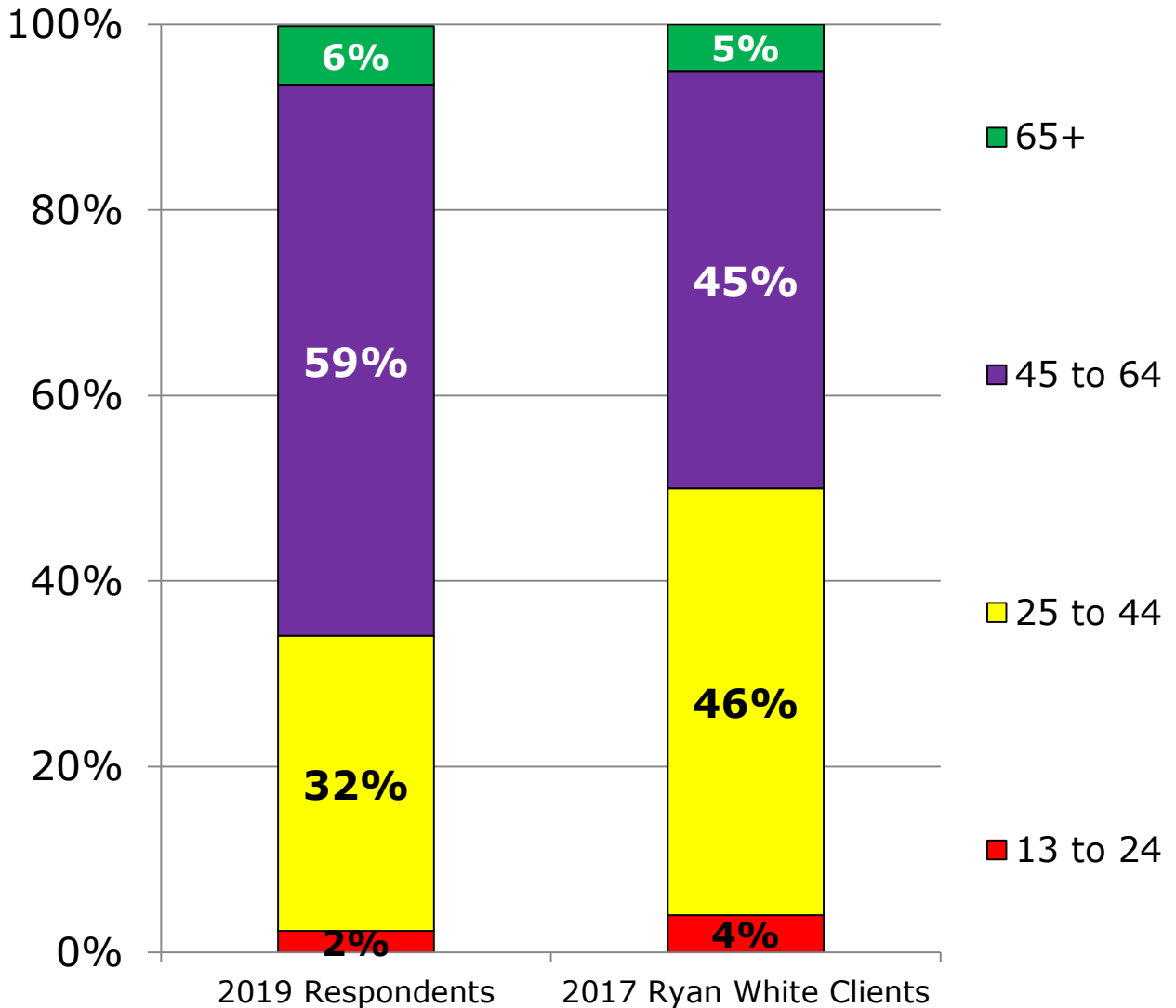
## Quality Improvement Recommendations

- Enhance communication from doctors and provider staff to clients regarding:
  - Knowledge of their viral load (10% did not know if their viral load was suppressed or undetectable).
  - Knowledge of PrEP (10% are not familiar with PrEP, 4% said their negative HIV partners do not know about PrEP, 5% said some of them are familiar, and 6% said they don't know if they are familiar with PrEP).
  - Improve follow-up on missed appointments (23% of clients reported no one followed-up with them if they missed an appointment).
  - Improve the length of time to get an appointment (24% of clients reported it takes 3 weeks or longer to get an appointment with their doctor).
  - Doctors are doing a good job of communicating with clients; however, it is important that doctors have frequent and clear communication with clients regarding:
    - Keeping appointments
    - Importance of taking HIV medications
    - How to keep from passing HIV along to others
    - How to protect themselves from getting Hepatitis C
    - Importance of being virally suppressed or undetectable
    - Informing them about PrEP
- Encourage clients at all agencies to refer others to HIV service providers (42% of clients have referred others to these providers and 19% reported they know others with HIV who are not in medical care).
- Develop strategies to reduce health disparities among racial/ethnic populations.

# Demographics

Age N = 301

The 2019 survey included a representative sampling of respondents by age with an average age of 48.17 compared to 44.57 for all Ryan White clients.



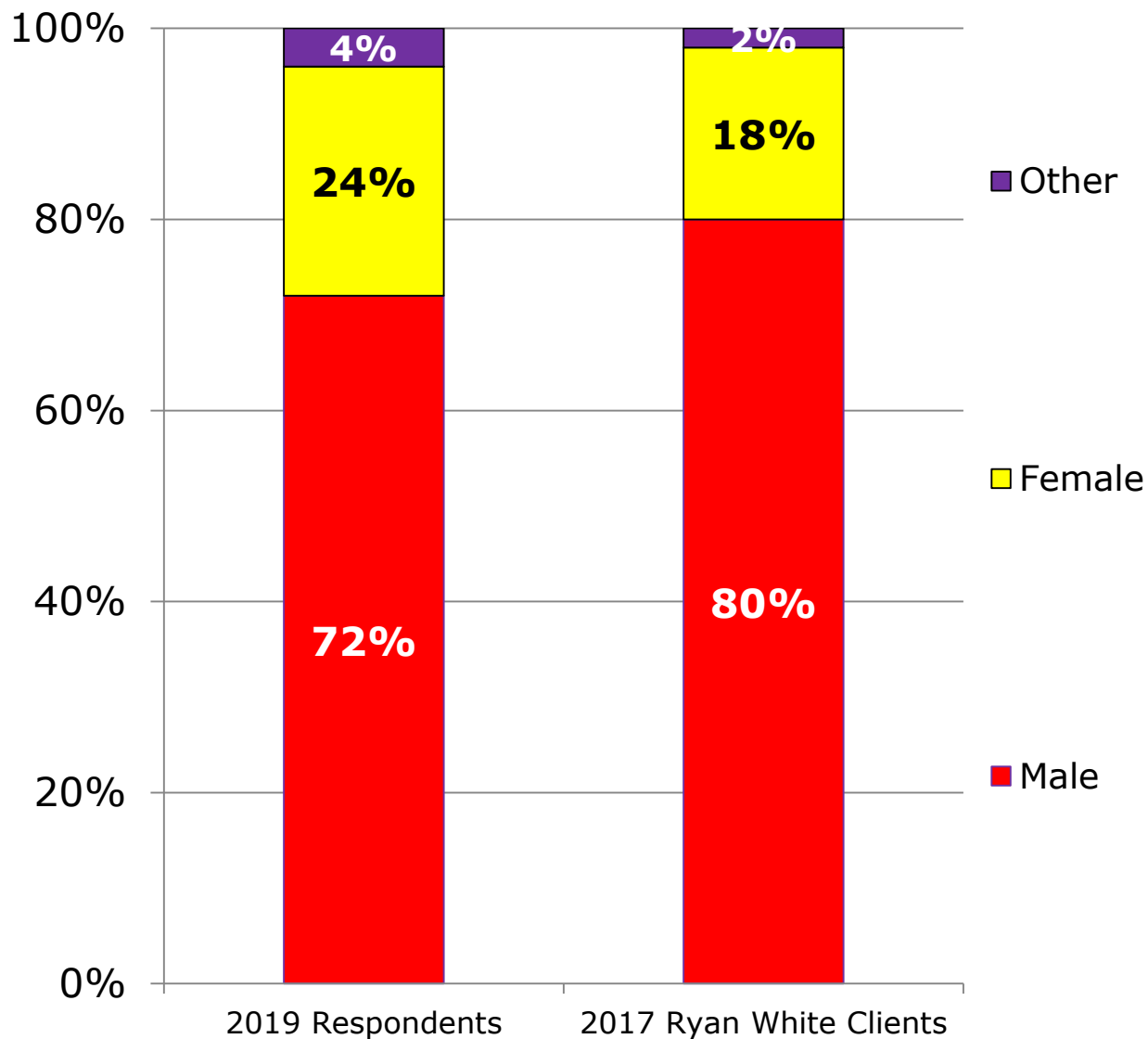
**Average Age→ 48.17**

**44.57**

# Demographics

Gender N = 301

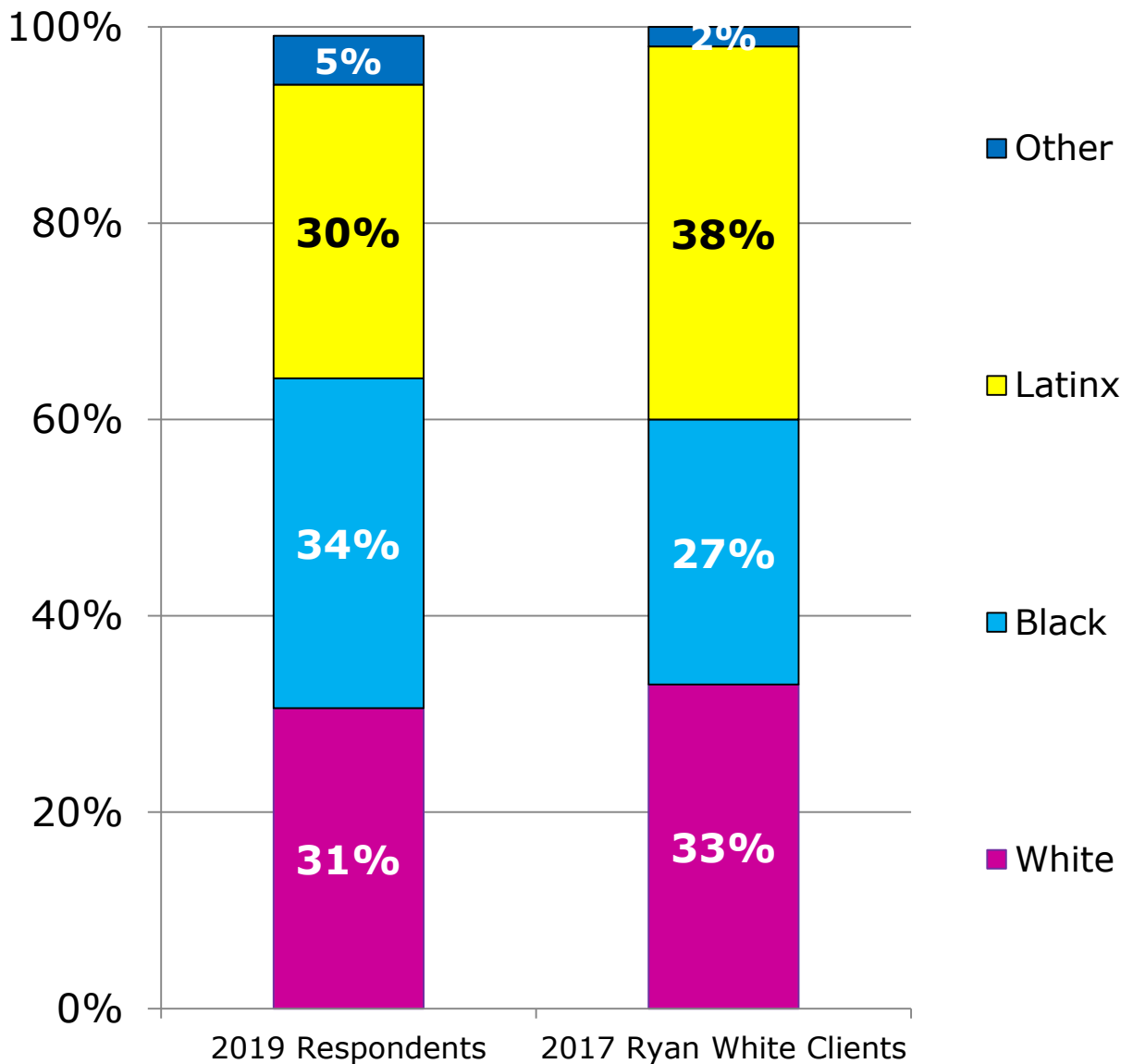
The 2019 survey included a representative sampling of respondents by gender. 72% of respondents were male compared to 80% for all 2017 Ryan Clients. Other gender refers to transgender and non-binary.



# Demographics

## Race/Ethnicity N = 301

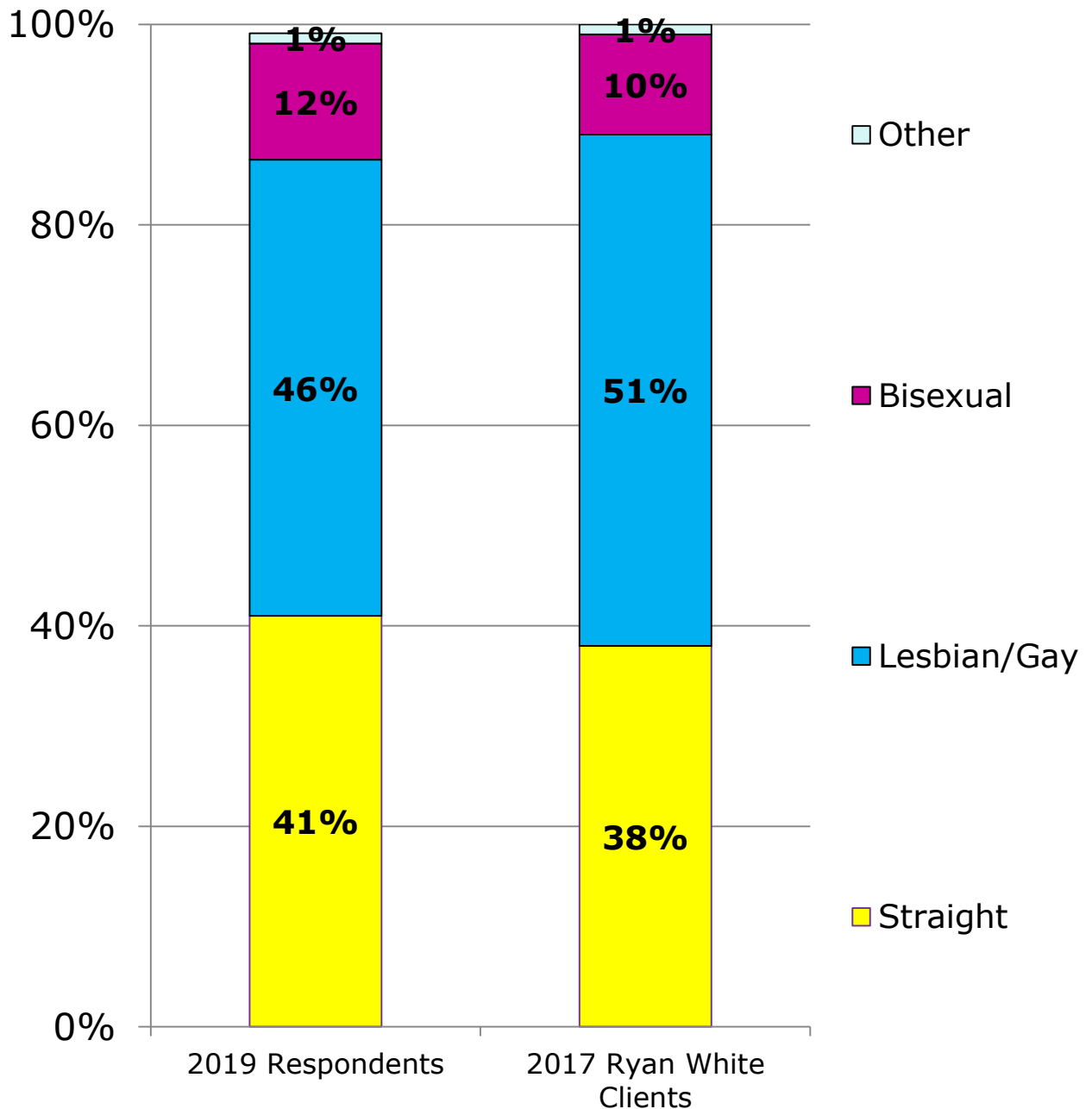
The survey included a representative sampling of respondents by race/ethnicity.



# Demographics

## Sexual Orientation N = 301

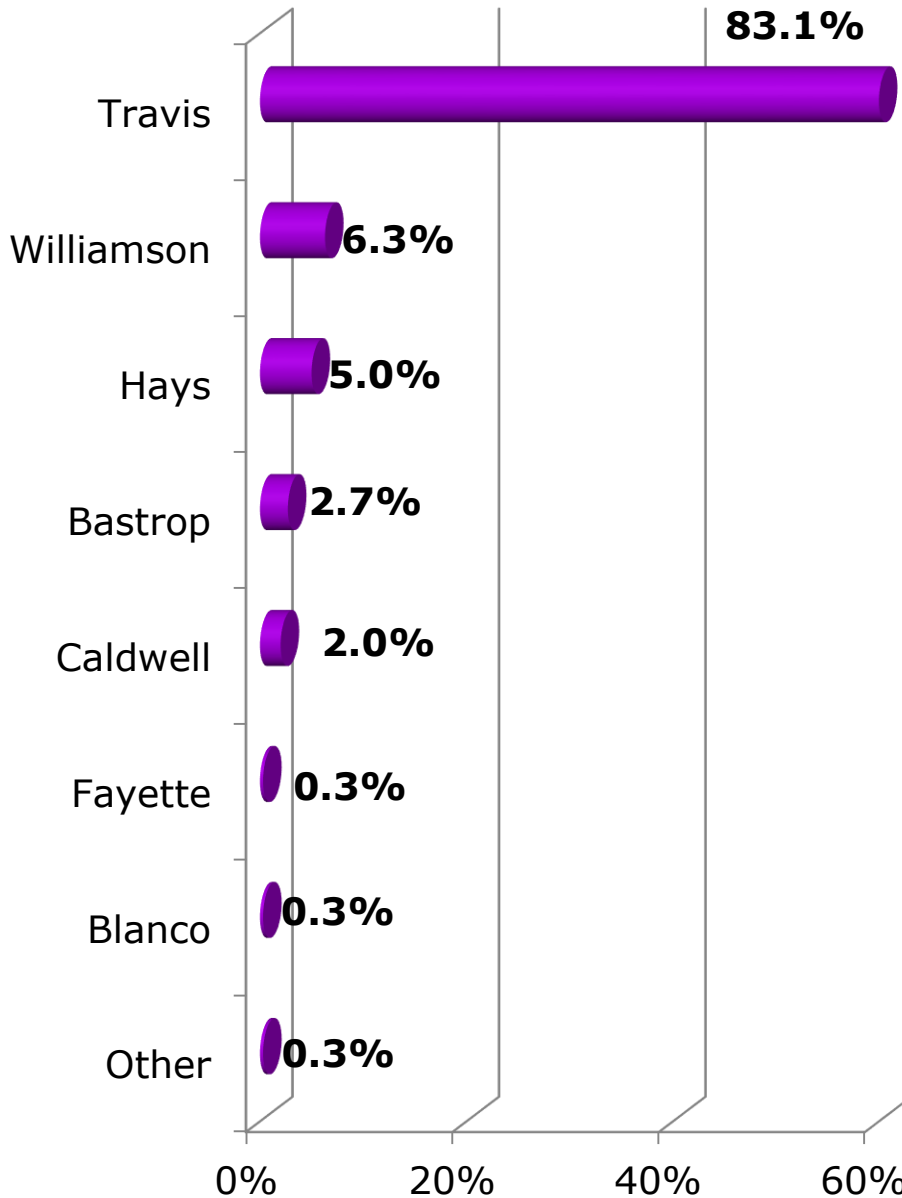
The survey included a representative sampling of respondents by sexual orientation.



# Demographics

## County of Residence

The chart below indicates the county of residence for all respondents interviewed.

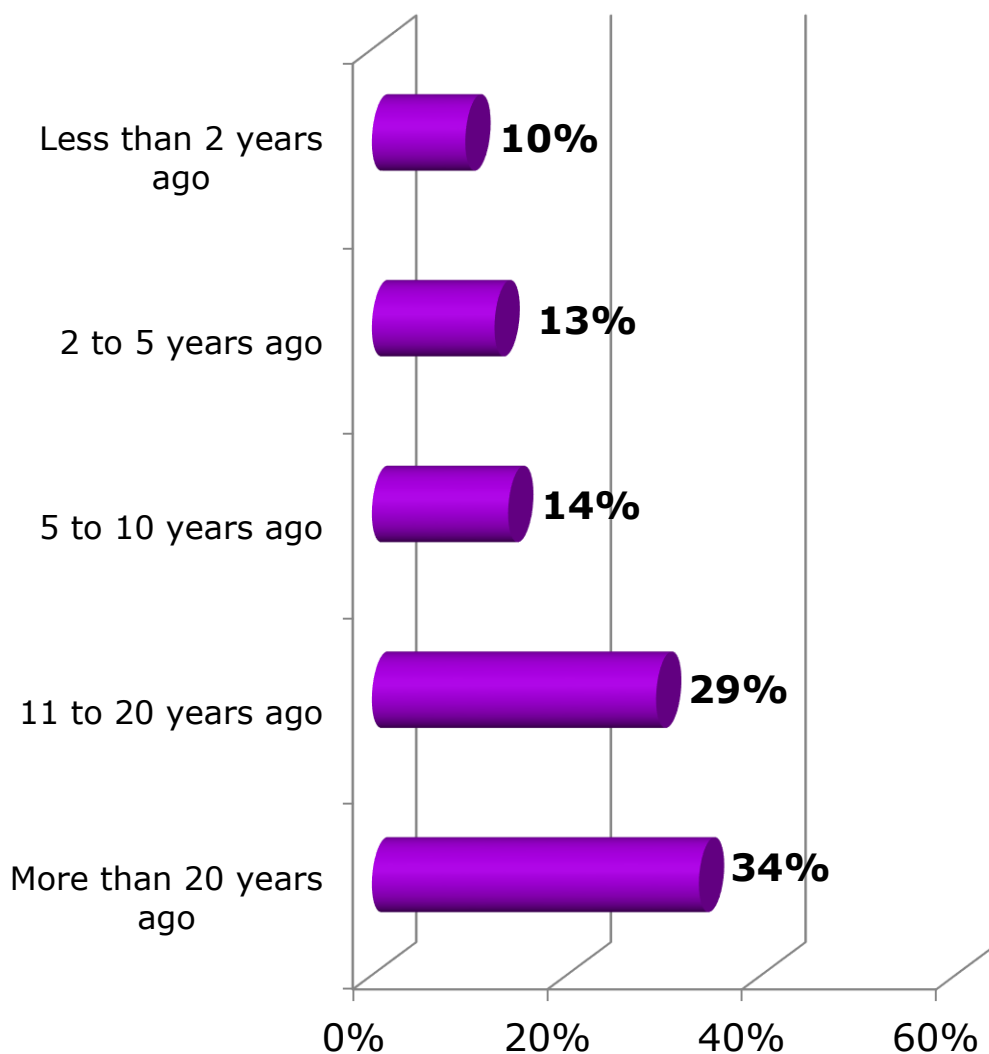


■ All Respondents N = 301

# Demographics

**Q. When were you first diagnosed with HIV?**

23% of clients interviewed were diagnosed with HIV 5 years ago or less, while 34% have been diagnosed for more than 20 years.



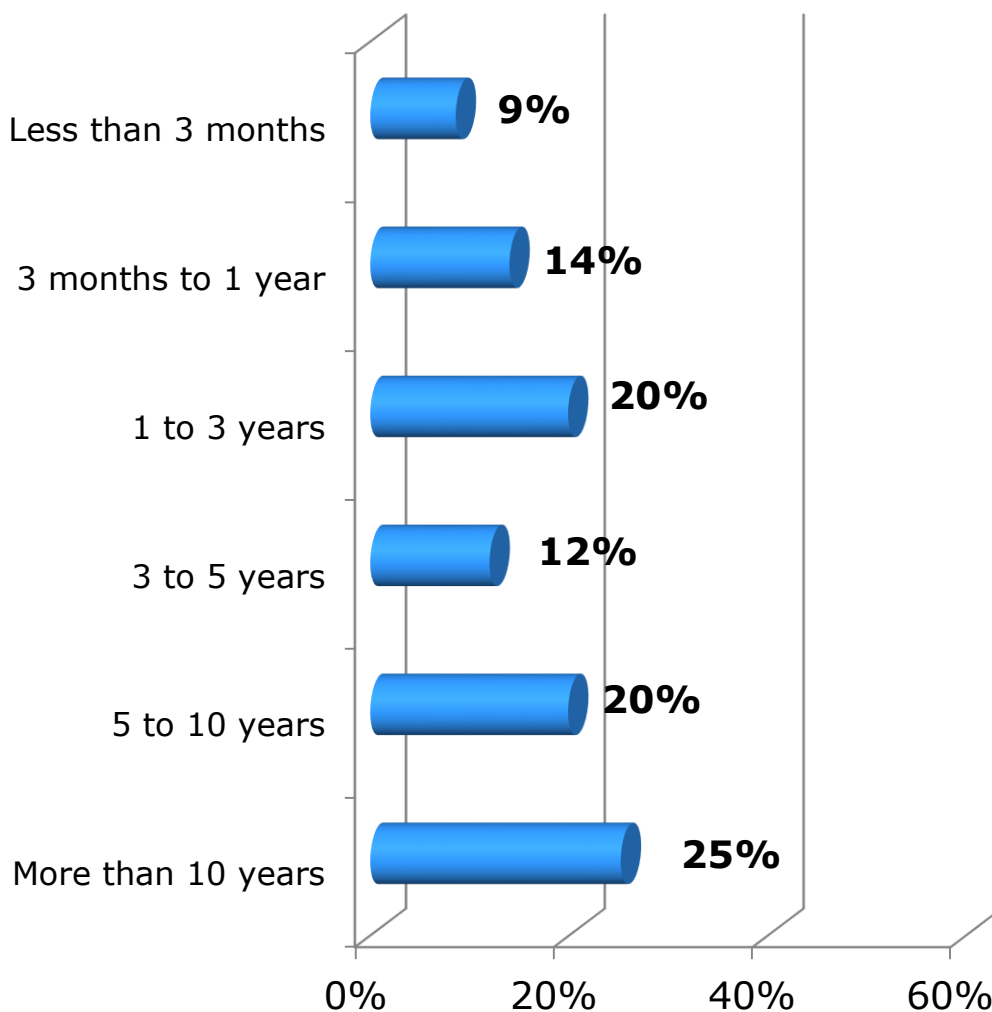
■ All Respondents N = 301



# Demographics

**Q. How long have you been receiving care from these providers?**

23% of clients interviewed have been receiving services for 1 year or less.



■ All Respondents N=301

# Demographics

## Length Receiving Care Versus Length Diagnosed with HIV

24% of clients interviewed who have been diagnosed with HIV for more than 20 years have been in care for 3 years or less, while 49% have been in care for more than 10 years.

Length Receiving Care at Agency	Length Diagnosed with HIV				
	Less than 2 years ago	2 to 5 years ago	5 to 10 years ago	10 to 20 years ago	More than 20 years ago
Less than 3 months	28%	10%	11%	6%	4%
3 months to 1 year	48%	11%	7%	15%	8%
1 to 3 years	24%	53%	23%	13%	12%
3 to 5 years	0%	26%	23%	9%	8%
5 to 10 years	0%	0%	36%	28%	19%
More than 10 years	0%	0%	0%	30%	49%

# Access and Availability of Services

## Customer Service

### AT THIS AGENCY

N=301

Ratings are on a 5 point scale with 5 being very satisfied and 1 being very dissatisfied. Average scores exclude those who checked "does not apply." "THIS AGENCY" applies to the location where the interview took place.

*Average Score Ratings are high (scoring between very satisfied and satisfied) .*

<b>ACCESS AND AVAILABILITY OF SERVICES AT THIS AGENCY</b>	<b>2019 Average Rating</b>
<b>The location</b>	4.58
<b>Times that services are available</b>	4.52
<b>The time it takes to get an appointment or get in touch with staff</b>	4.37
<b>The time I have to wait to see staff</b>	4.37
<b>CUSTOMER SERVICE AT THIS AGENCY</b>	<b>2019 Average Rating</b>
<b>I am treated with respect by staff (lifestyle, culture, religion, etc.)</b>	4.77
<b>I understand the information given to me by staff</b>	4.76
<b>I handle my daily problems better because of the services I get</b>	4.59
<b>I am better able to manage my health because of services I get</b>	4.66
<b>Staff responds to my needs and requests</b>	4.63
<b>Staff has offered me referrals to help me meet my needs (such as other programs, resources, agencies or medical and dental care)</b>	4.59
<b>Staff and I work together to plan my treatment and/or services</b>	4.65

# Confidentiality, Grievance, Transportation Services AT THIS AGENCY

N=301

Almost every respondent feels their personal information is kept confidential. Eight out of ten know how to make a complaint. 41% receive transportation services.

<b>CONFIDENTIALITY/GRIEVANCE AT THIS AGENCY</b>	<b>YES</b>	<b>NO</b>
<b>My HIV and personal information is kept private by staff and shared only when I give permission.</b>	99%	1%
<b>I know how to make a complaint about services at THIS AGENCY</b>	83%	17%
<b>Have you ever filed a complaint that was unresolved?</b>	0%	100%

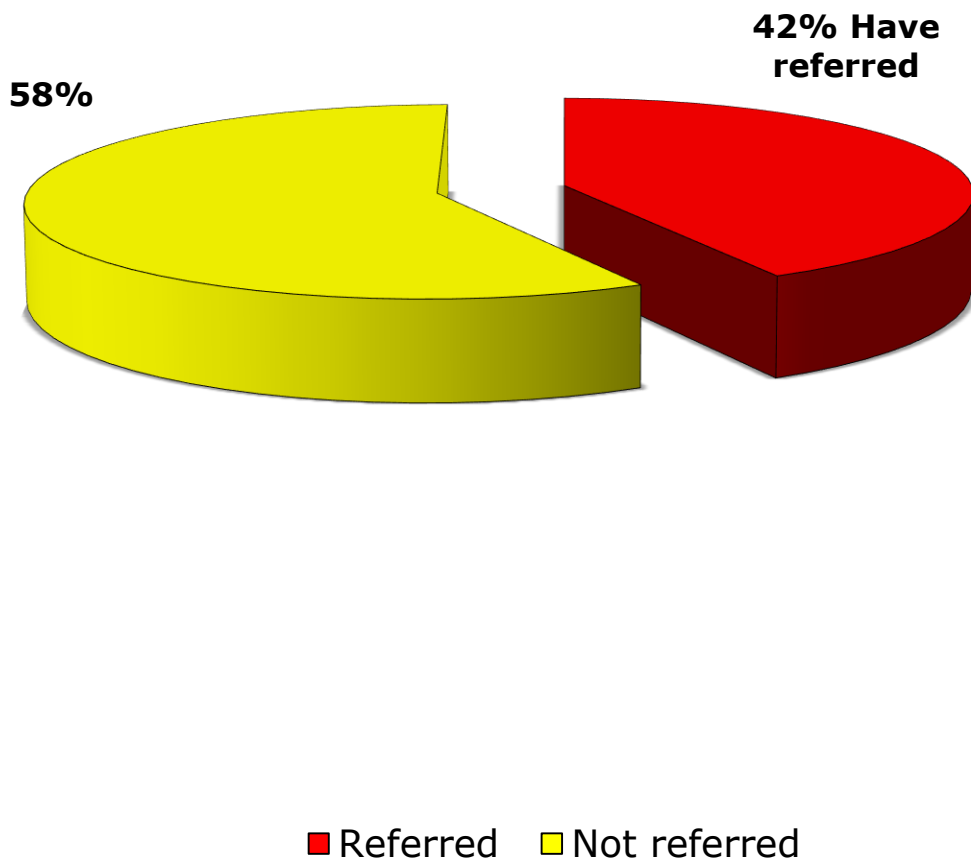
<b>TRANSPORTATION SERVICES AT THIS AGENCY</b>	<b>YES</b>	<b>NO</b>	<b>Does not Apply</b>
<b>I receive transportation services when needed to attend my appointments (such as gas cards, taxi vouchers, CAPMetro passes, staff or agency vehicle)</b>	41%	36%	23%

## Referral

**Q. Have you referred anyone to THIS AGENCY?**

**N=301**

Overall, 42% of all respondents have referred others to the agency where the interview took place.



# Housing

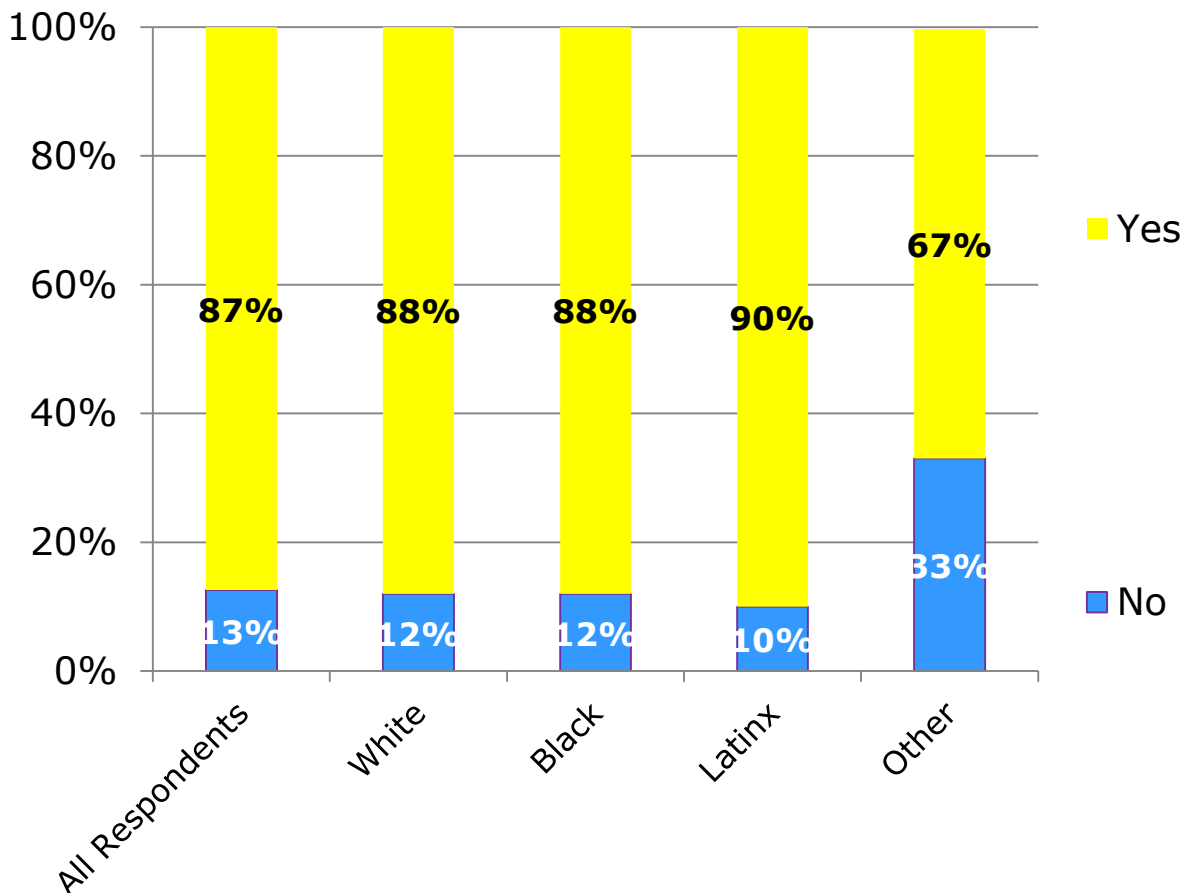
Q. Do you have stable housing (a secure place to live)?

N=301

87% of all respondents reported they have stable housing (a secure place to live).

Reasons for not having stable housing include lack of income and/or resources, eviction record, on waiting list for housing, parole obligation, qualification complications, homelessness and case workers not being proactive.

Among those who do not have stable housing, 63% reported they are working with a case manager to find stable housing.

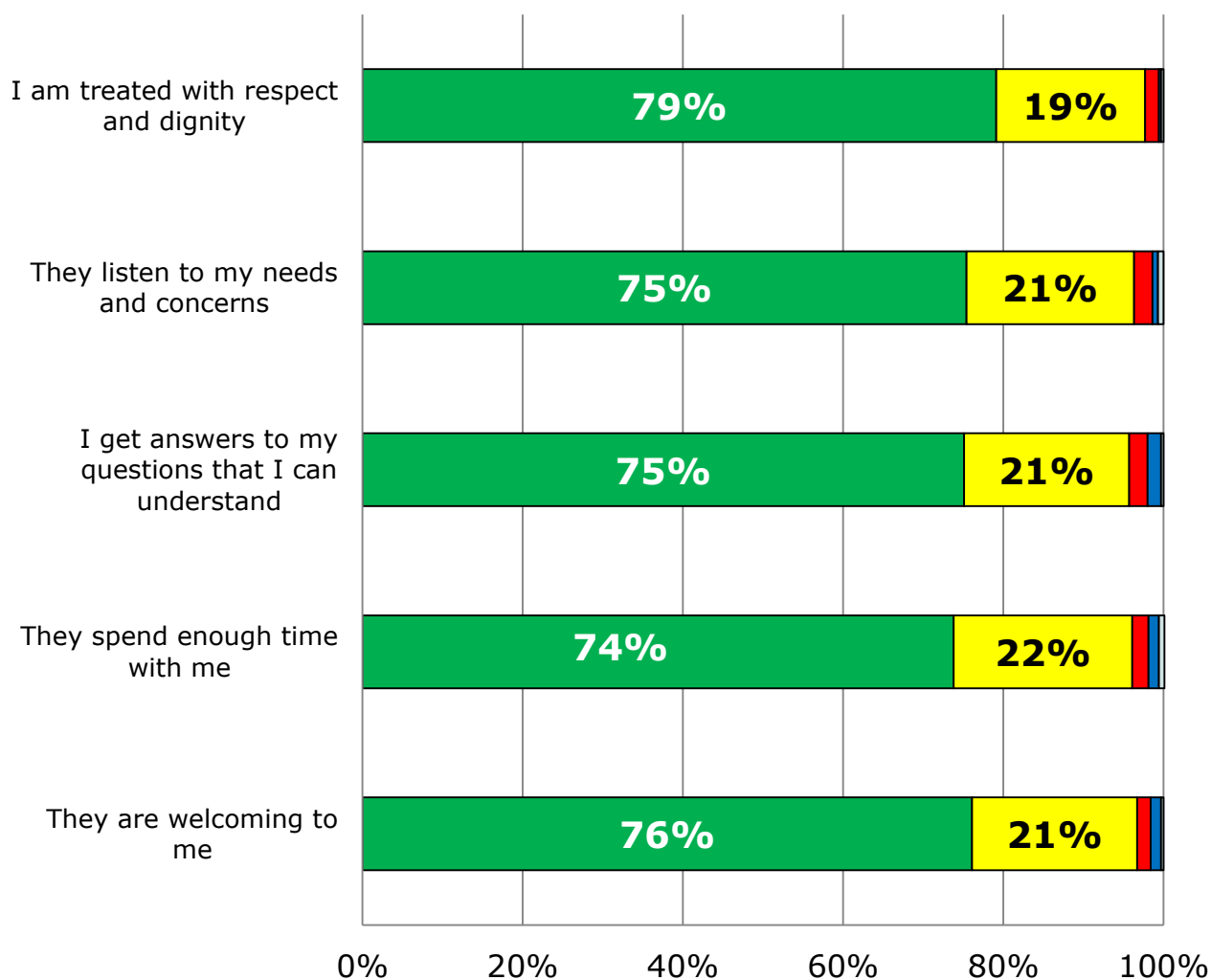


# Satisfaction with Primary Medical Provider FRONT OFFICE STAFF

Q. How satisfied are you with each of the following:

N = 301

96% to 98% of all respondents are very satisfied or satisfied with these characteristics of the front office staff at their primary medical provider.



■ Very Satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied

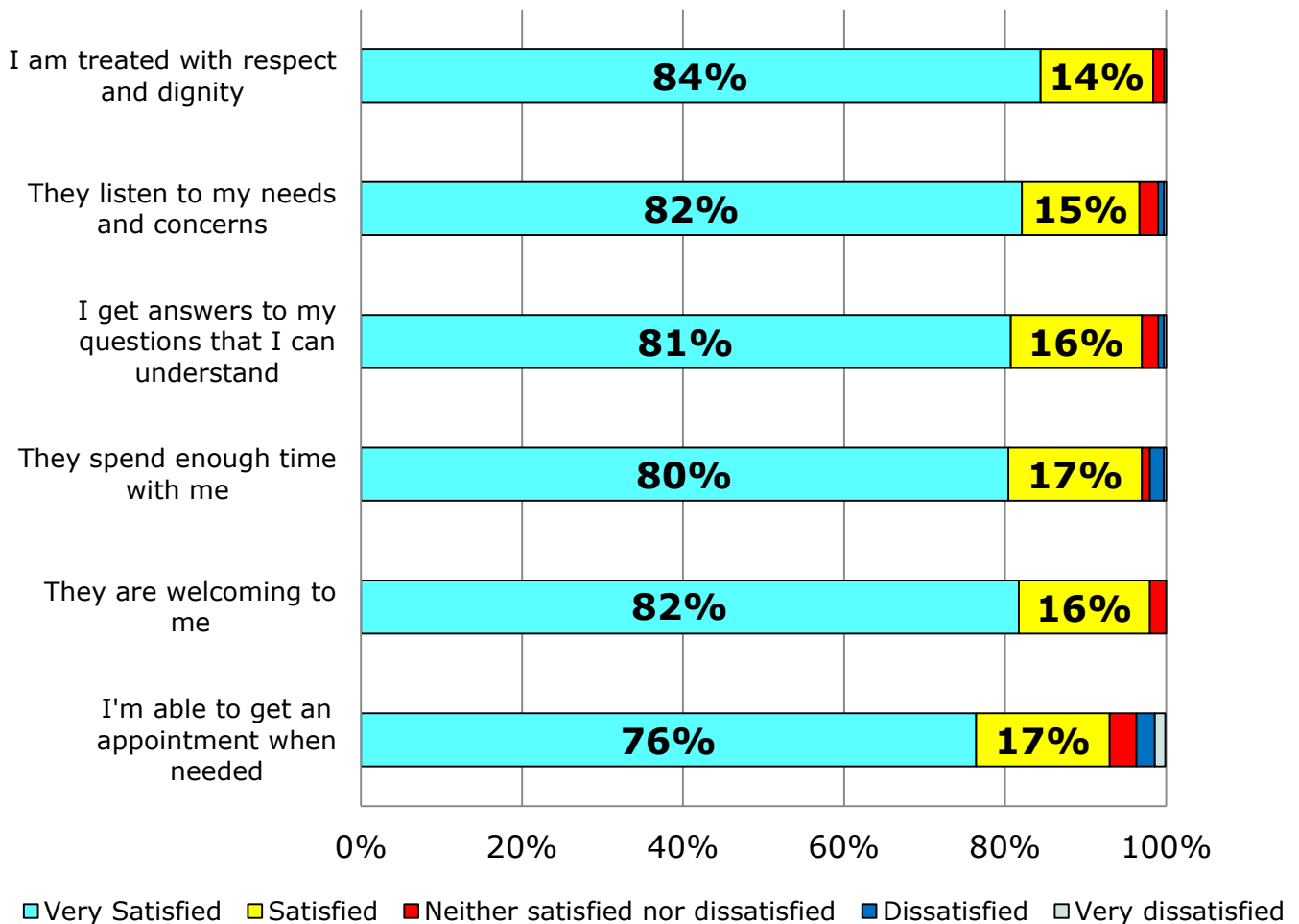
# Satisfaction with Primary Medical Provider DOCTOR OR NURSE PRACTITIONER

Q. How satisfied are you with each of the following:

N = 301

93% to 98% of all respondents are very satisfied or satisfied with these characteristics of their doctor or nurse practitioner at their primary medical provider.

- 93% scored “I’m able to get an appointment when needed” as very satisfied or satisfied, which was lower than all other characteristics rated.





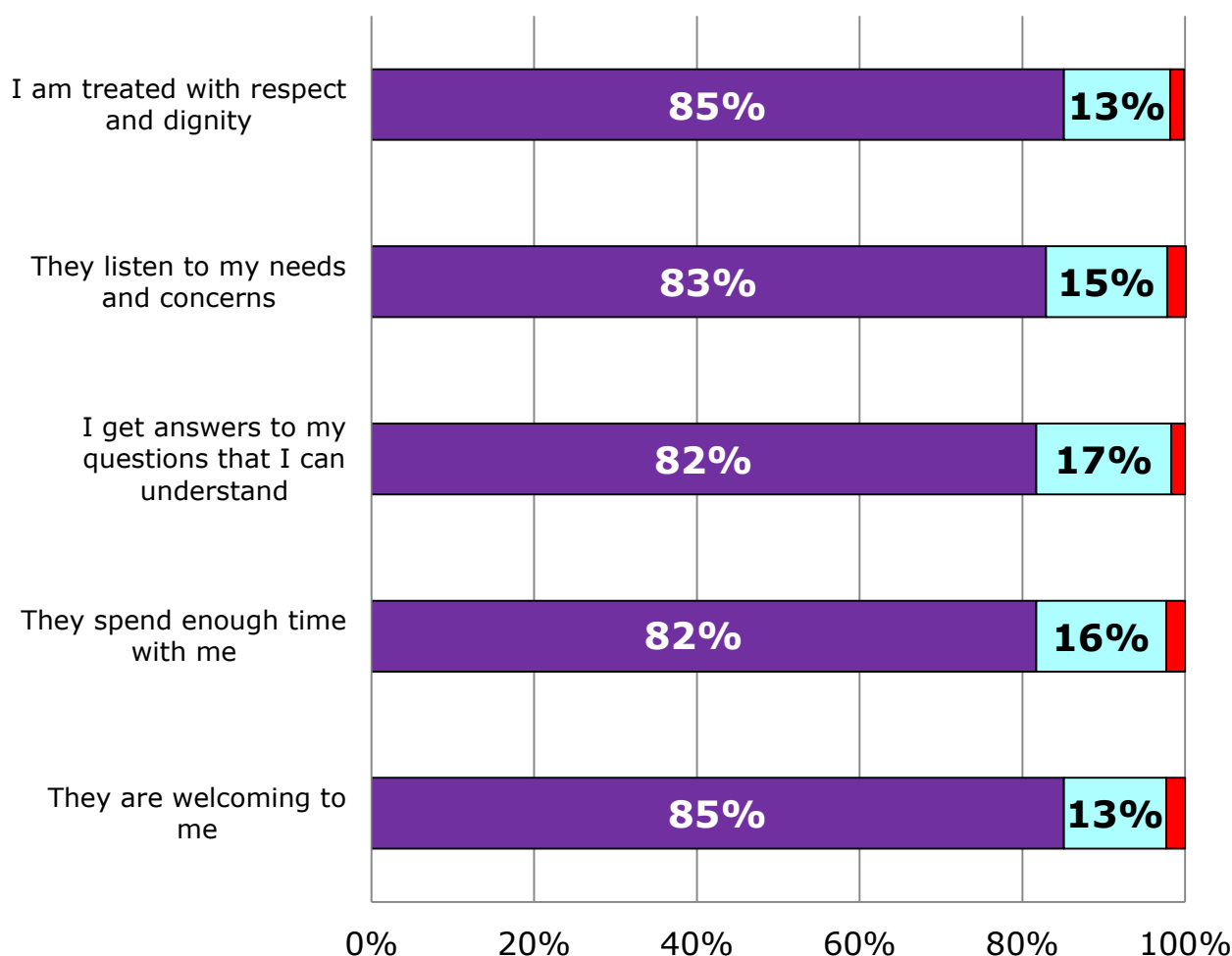
# Satisfaction with Primary Medical Provider

## PHARMACY STAFF

Q. How satisfied are you with each of the following:

N = 175 – Clinic pharmacy users

98% to 99% of all respondents are very satisfied or satisfied with these characteristics of the pharmacy staff at their primary medical provider. No respondents scored any of these characteristics as dissatisfied or very dissatisfied.



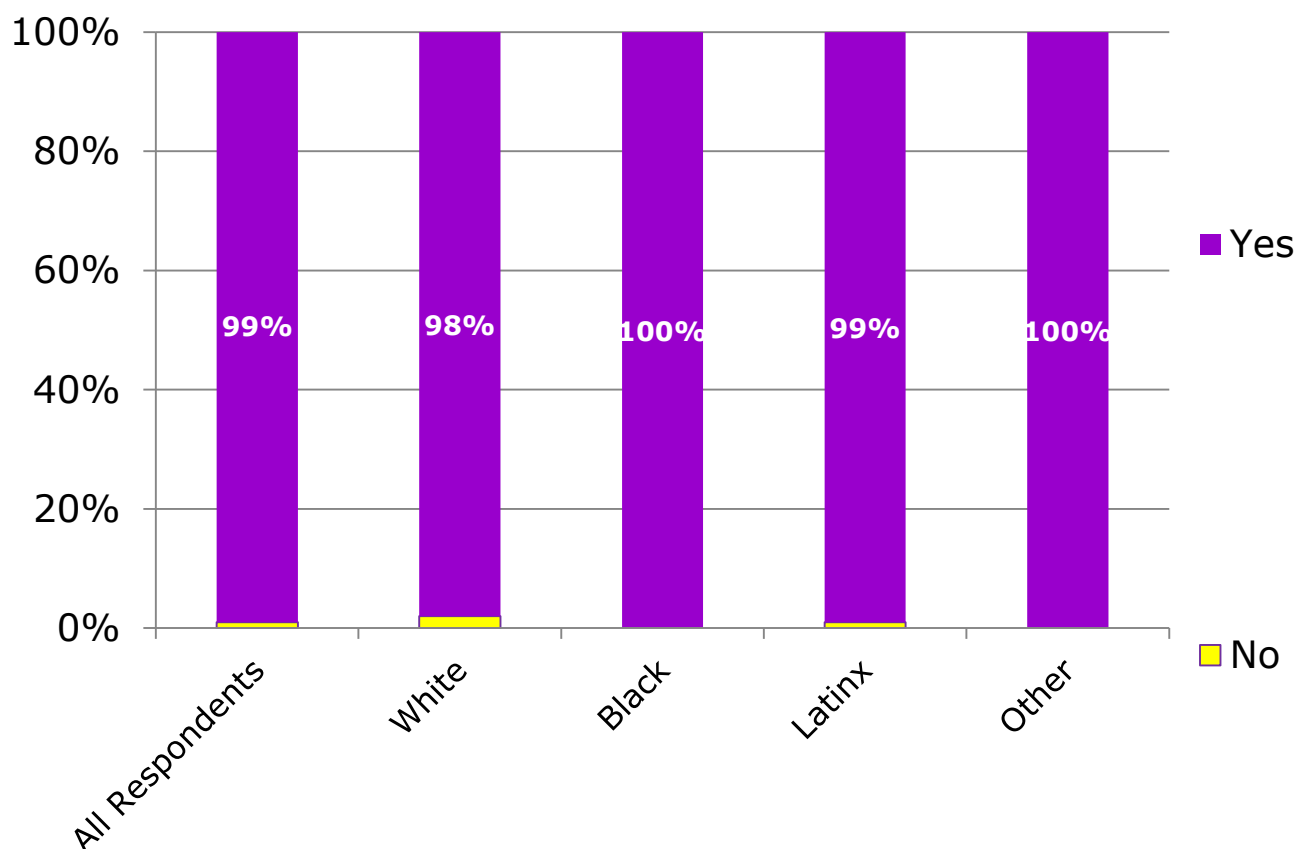
■ Very Satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied

# Enough Information & Education

**Q. Has the HIV clinic staff provided you enough information and education to help you take care of your HIV? N = 301**

99% of all respondents indicated the HIV staff has provided them with enough information and education to help them take care of their HIV. No significant differences were seen among the different racial/ethnic groups.

- Only one respondent provided a reason the staff is not providing them enough information was "why did they change my prescription?"

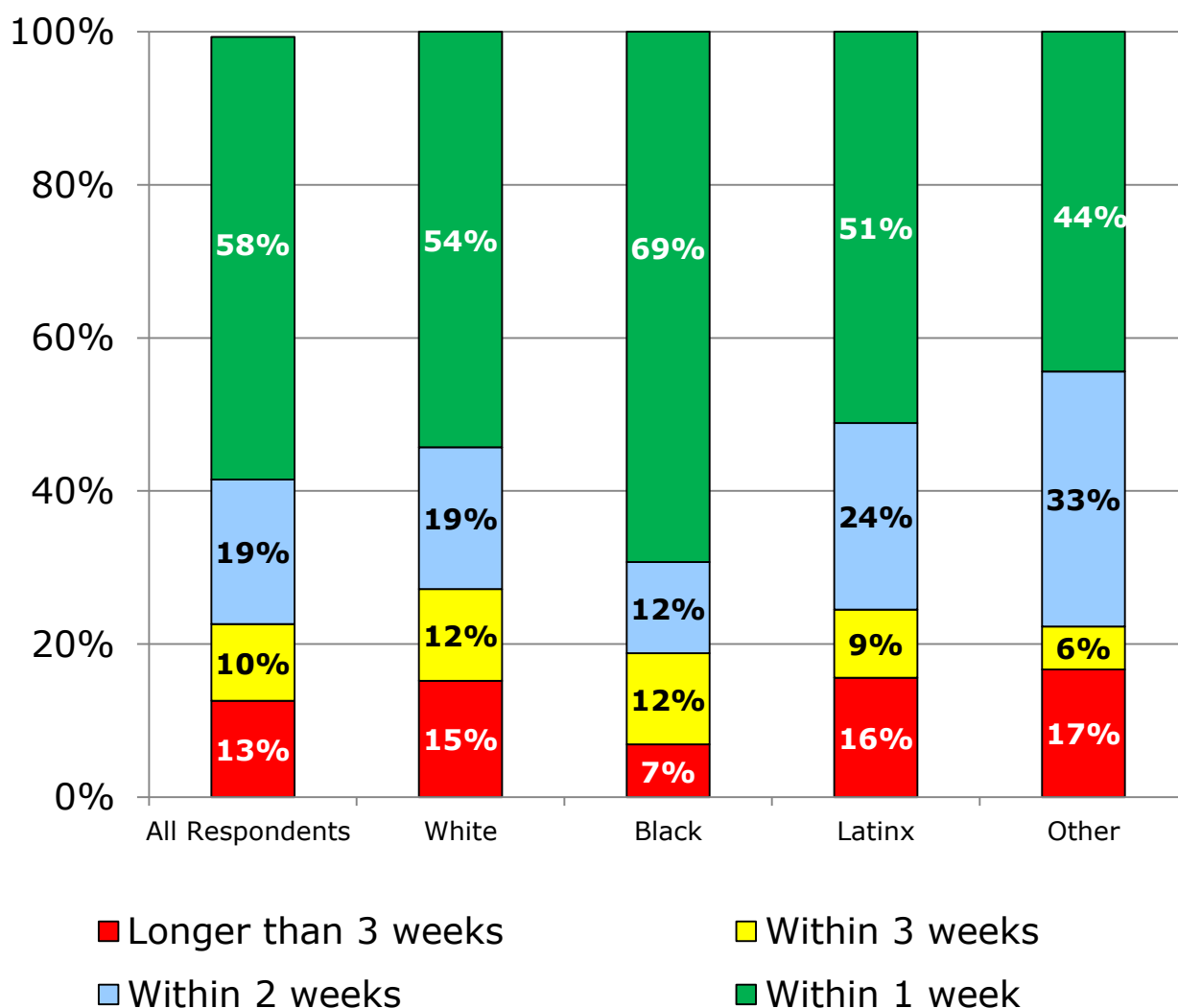


# Length of Time to Get an Appointment

Q. When you call for an appointment, how long does it usually take to get an appointment with your HIV doctor or nurse practitioner?

N = 301

Just over half of clients reported they can get an appointment with their HIV doctor within 1 week. 69% of Black respondents can get an appointment within one week compared to 51% of Latinx respondents.

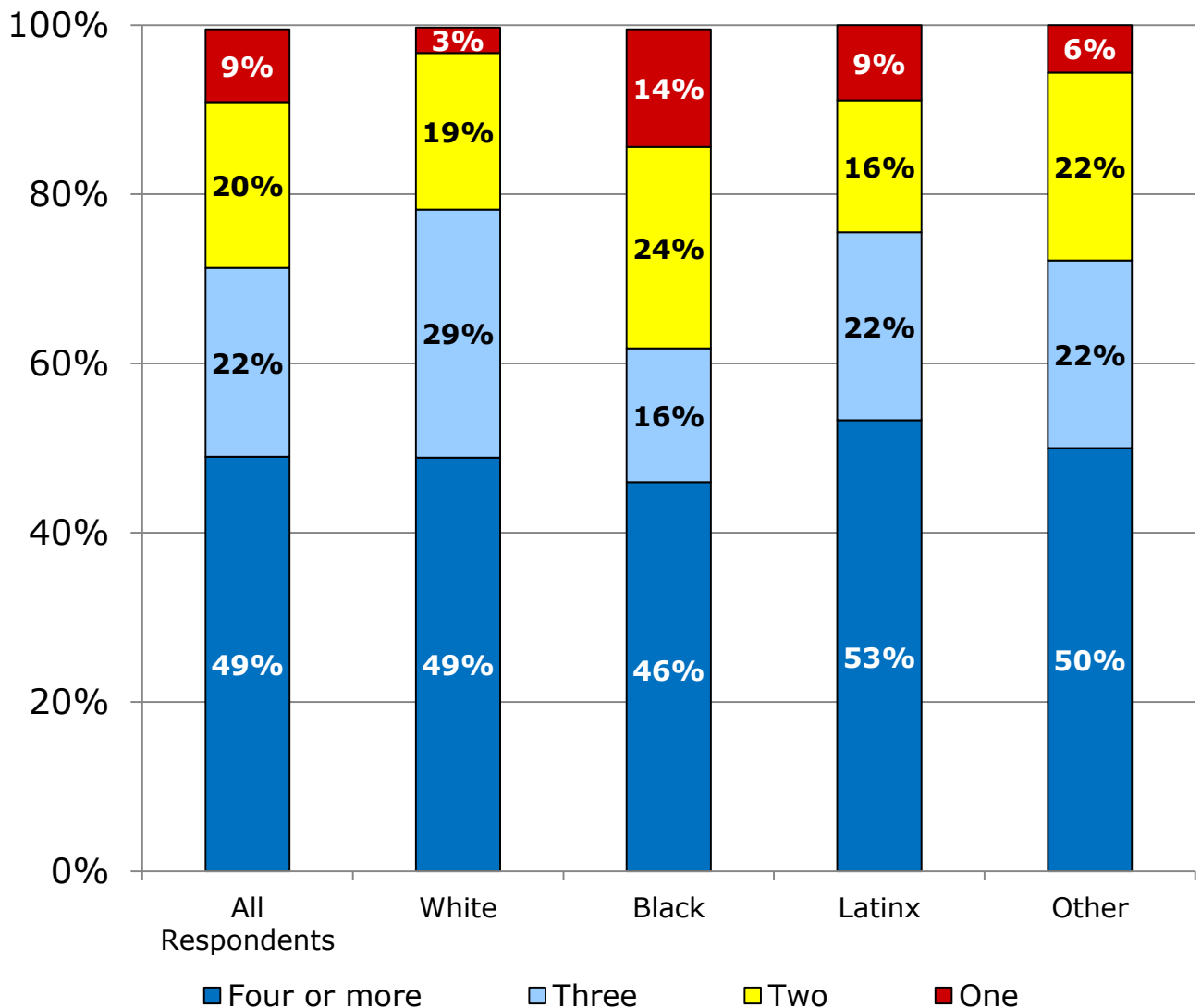


# Number of HIV Appointments in 12 Months

Q. How many HIV appointments do you have in a 12 month period?

N = 301

49% of all clients interviewed have four or more appointments within a 12 month period. 53% of Latinx respondents had 4 or more appointments compared to 46% of Black respondents.

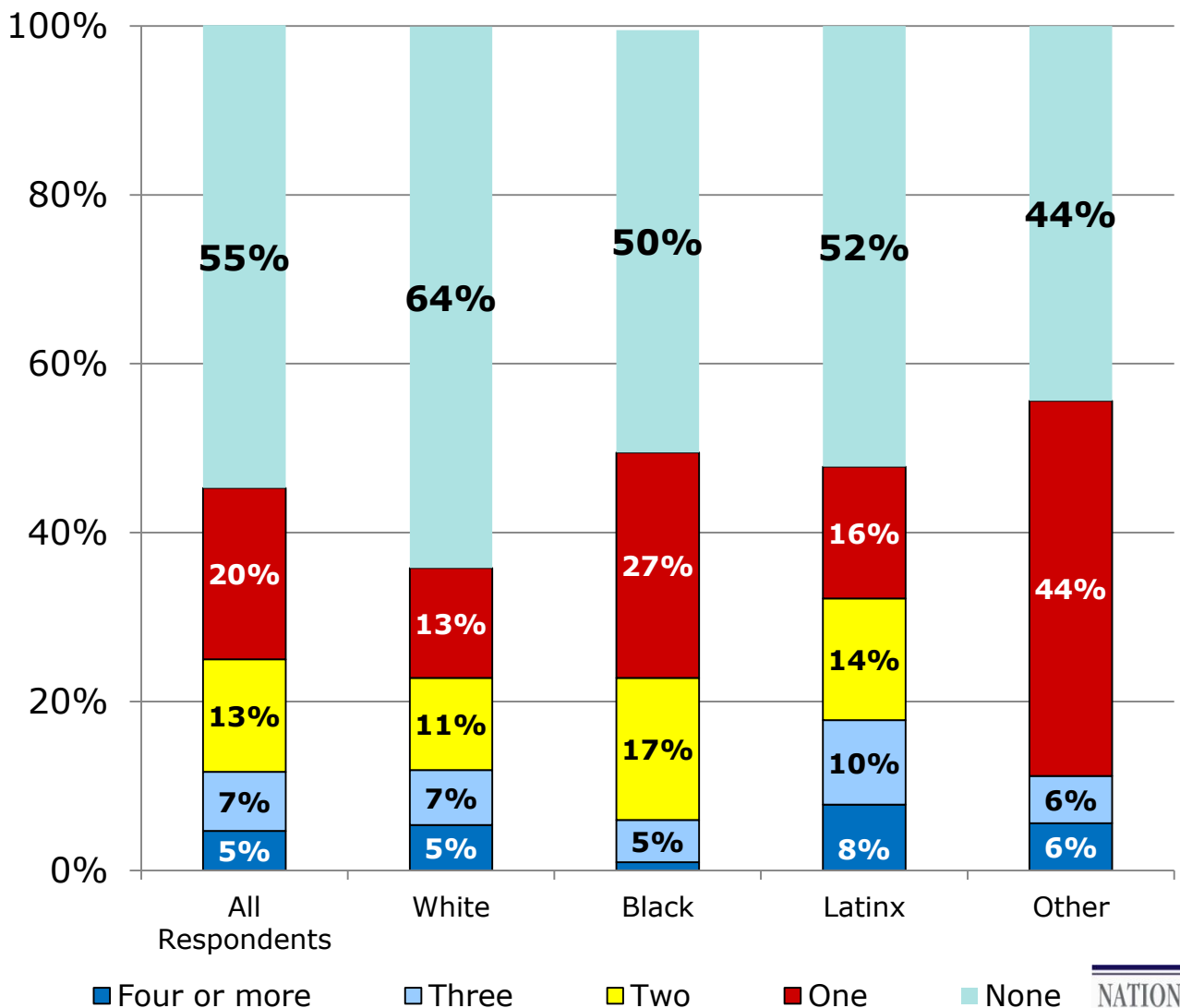


# Number of HIV Appointments Missed in 12 Months

Q. How many HIV appointments have you missed in a 12 month period?

N = 301

Just over half of clients interviewed have not missed any appointments within the past year. 5% of respondents reported they have missed 4 or more appointments. 64% of White respondents have not missed any appointments, compared to 52% of Latinx respondents and 50% of Black respondents.

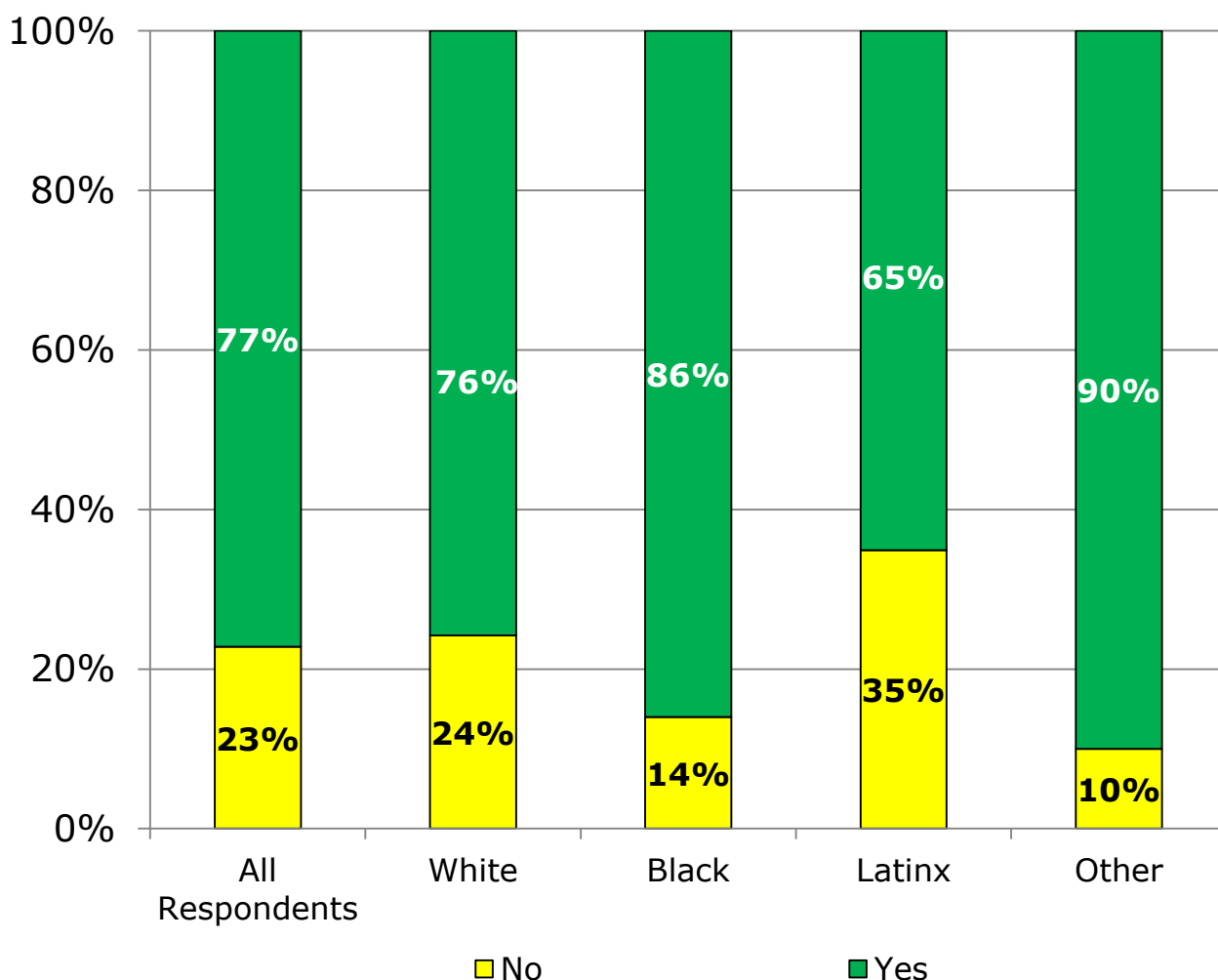


# Follow-Up of Missed Appointment

**Q. When you missed an appointment, did someone follow-up with you to reschedule?**

**Base = Respondents who missed an appointment N=136**

Among those who missed an appointment, 77% said someone followed-up with them to reschedule. 65% of Latinx respondents said someone followed up with them compared to 76% of White respondents and 86% of Black respondents.

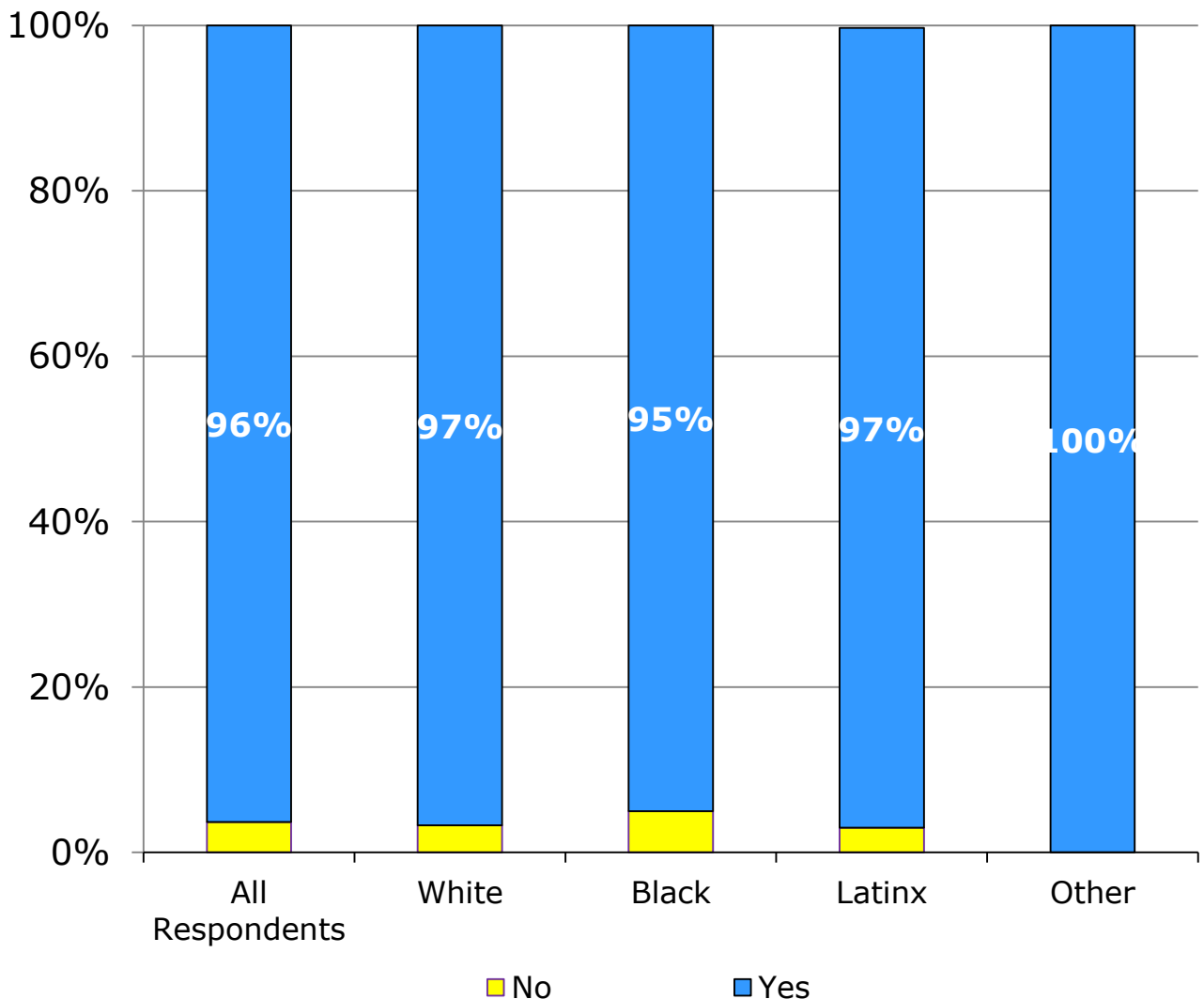


# Importance of Keeping HIV Appointments

Q. Has it been explained to you why you should keep your HIV appointments?

N = 301

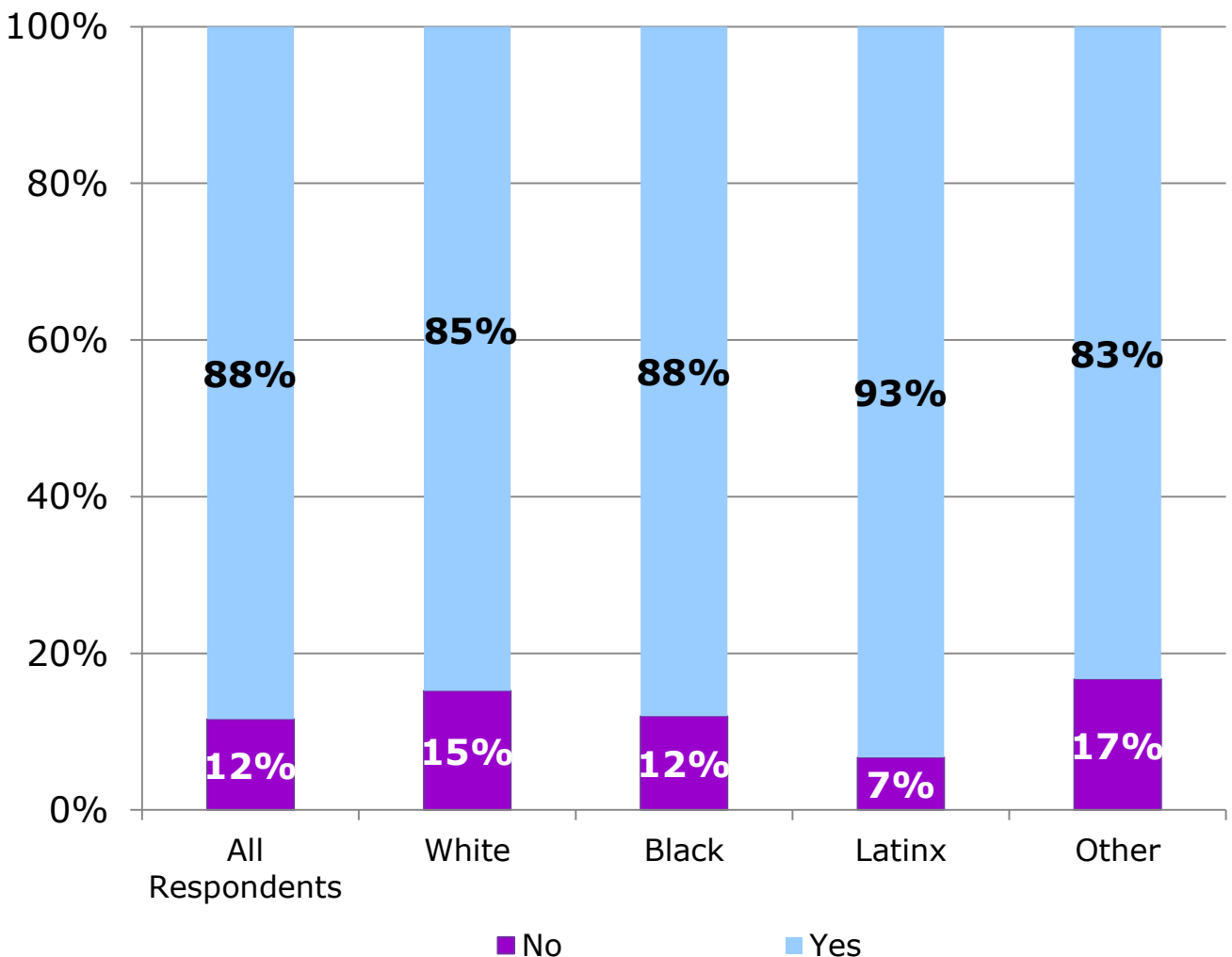
96% of clients said they have been told why they should keep their HIV appointments. No significant differences were seen among the different racial/ethnic groups.



# Reminders to take HIV Medications

**Q. My doctor suggested ways to help me remember to take my HIV medications. N = 301**

88% of all respondents said their doctor has suggested ways to help them remember to take their HIV medications. 93% of Latinx respondents said their doctor has suggested ways to help them remember to take their HIV medications compared to 85% of White respondents.

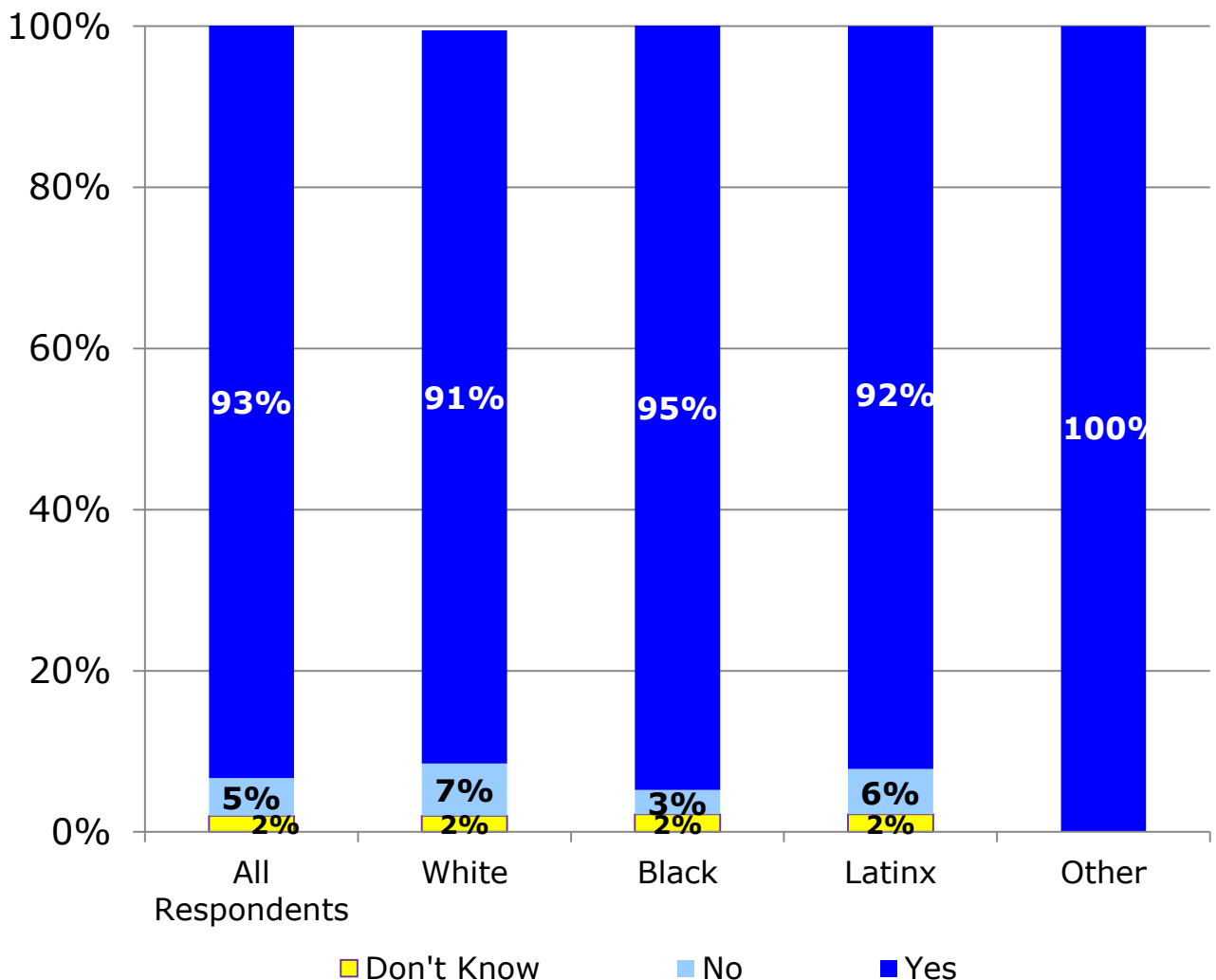




# Keep from Passing HIV to Others

Q. My HIV doctor has talked to me about how to keep from passing HIV along to other people. N = 301

93% of all respondents said their doctor has talked to them about how to keep from passing HIV onto others.

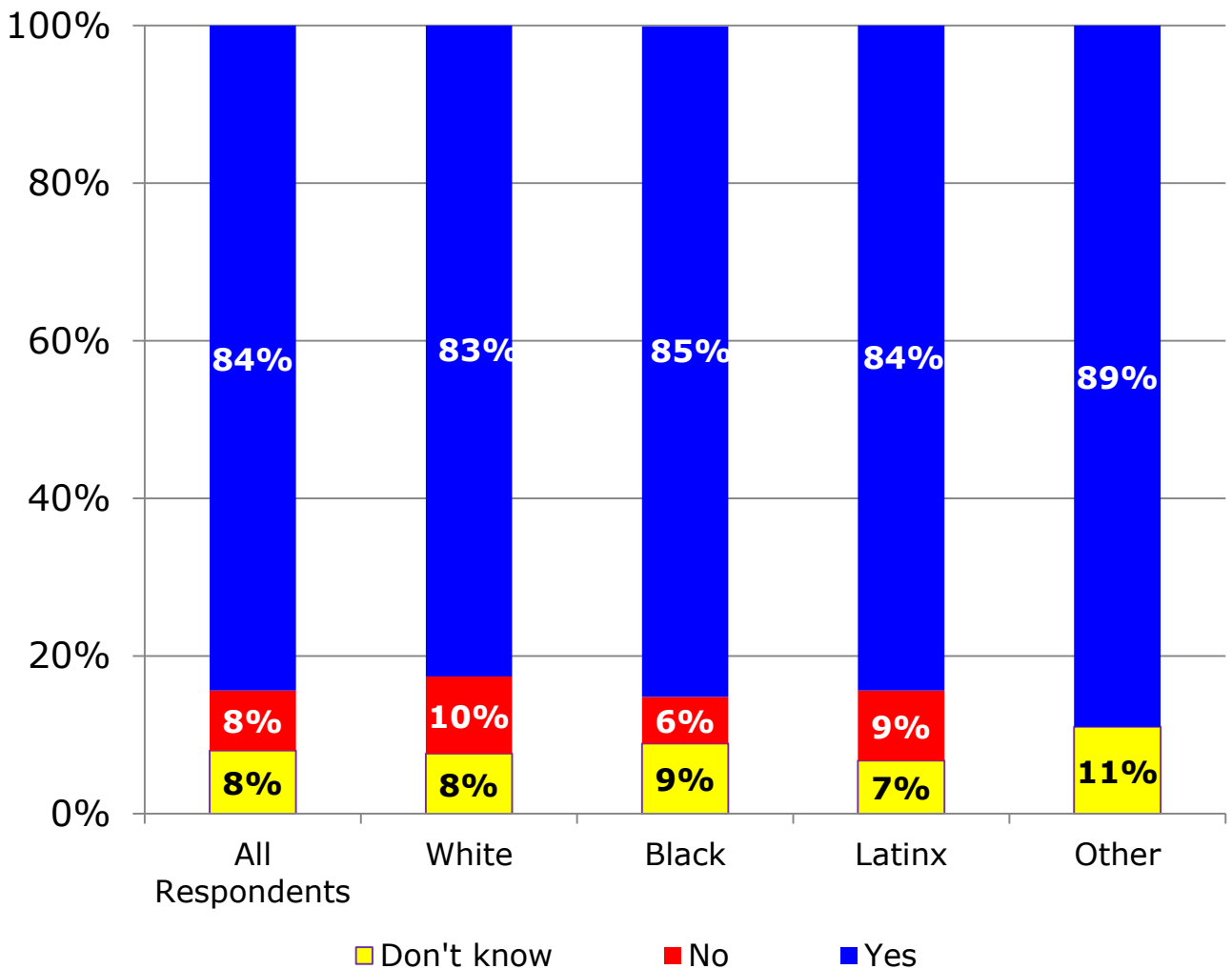


# Hepatitis C

**Q. My HIV doctor talked to me about how to protect myself from getting Hepatitis C or how to avoid passing it on to others if I already have it.**

**N = 301**

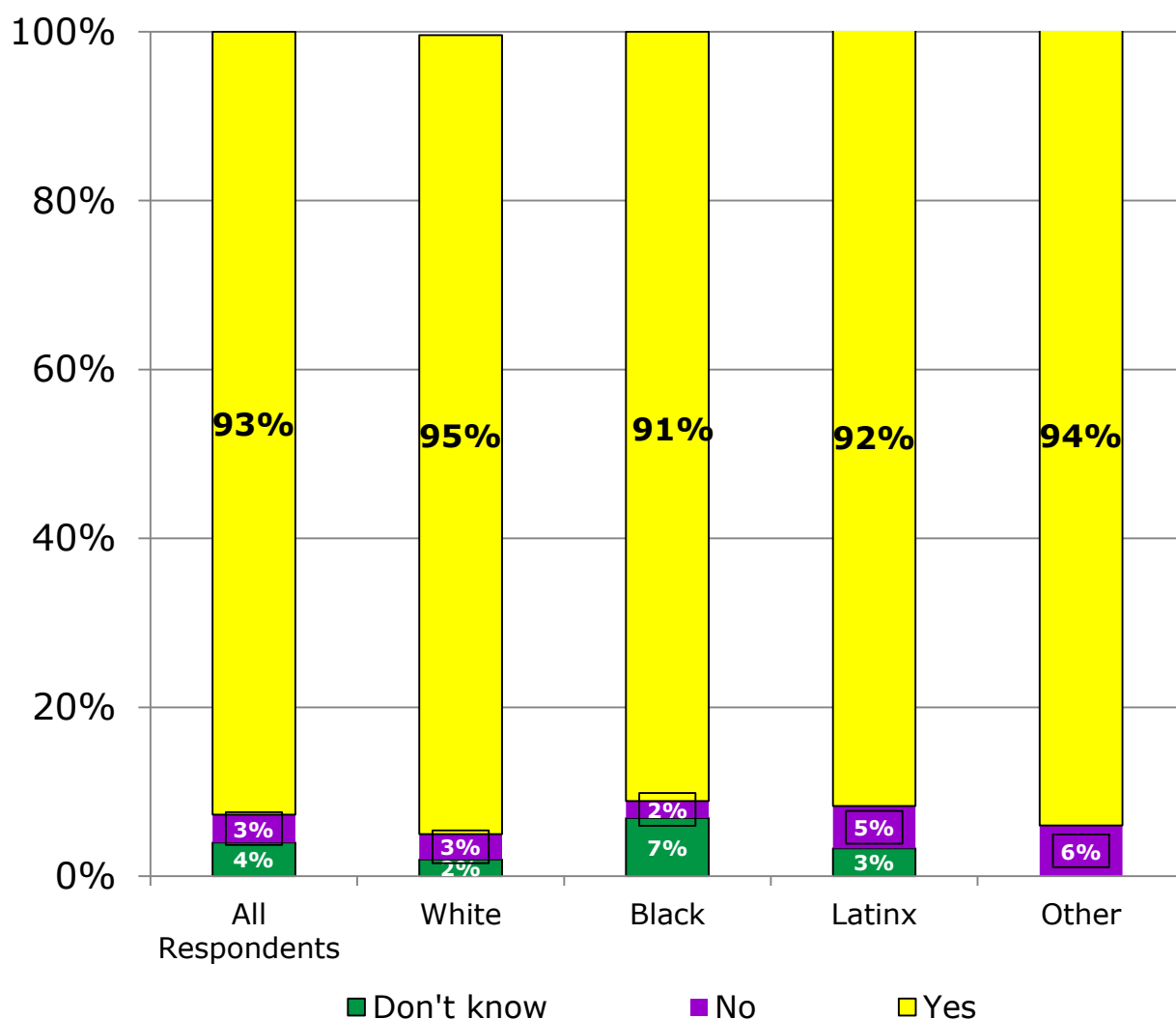
Most clients said their doctor has talked to them about how to keep from getting Hepatitis C or how to avoid passing it to others.



# Virally Suppressed or Undetectable

Q. Has your doctor/nurse practitioner explained to you the importance of being virally suppressed or undetectable? N = 301

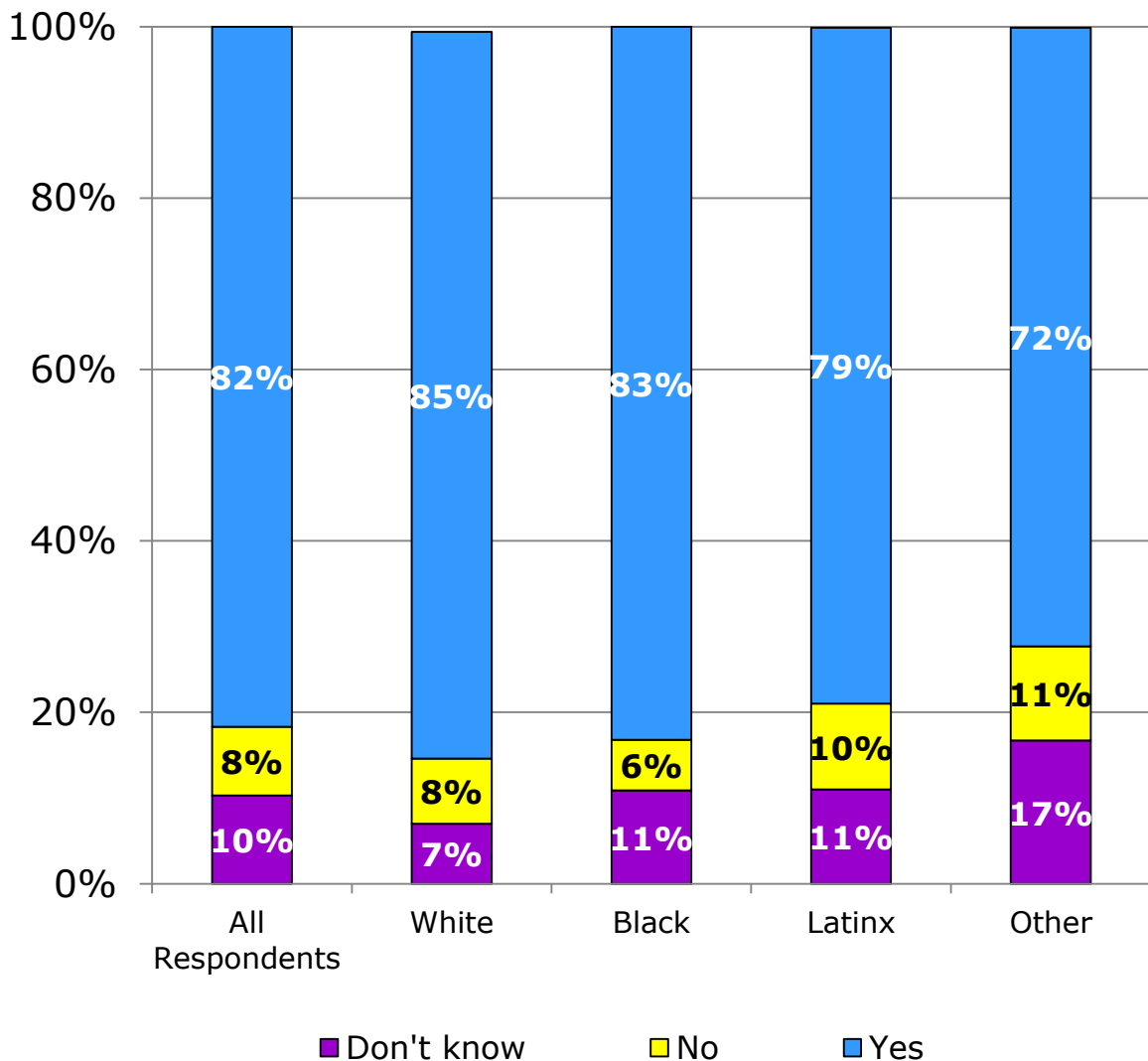
93% of respondents reported their doctor or nurse practitioner has explained to them the importance of being virally suppressed or undetectable. No significant differences were seen among the various racial/ethnic groups.



# Viral Load

Q. Is your viral load currently suppressed or undetectable? N = 301

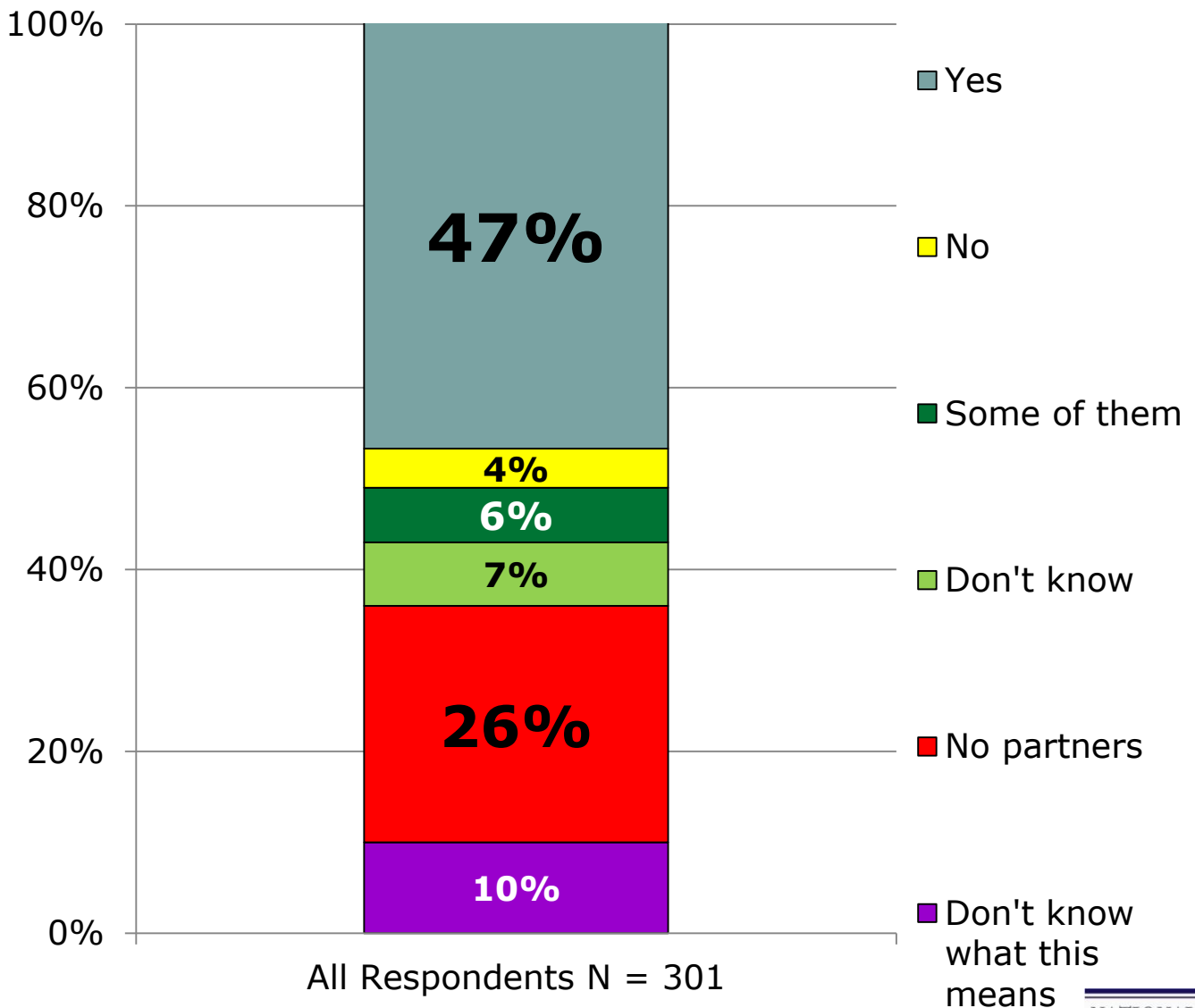
Eight out of ten clients reported that their viral load is currently suppressed or undetectable. 10% reported they do not know.



# PrEP

**Q. Do your HIV negative partners know about PrEP (Pre-exposure prophylaxis)? N = 301**

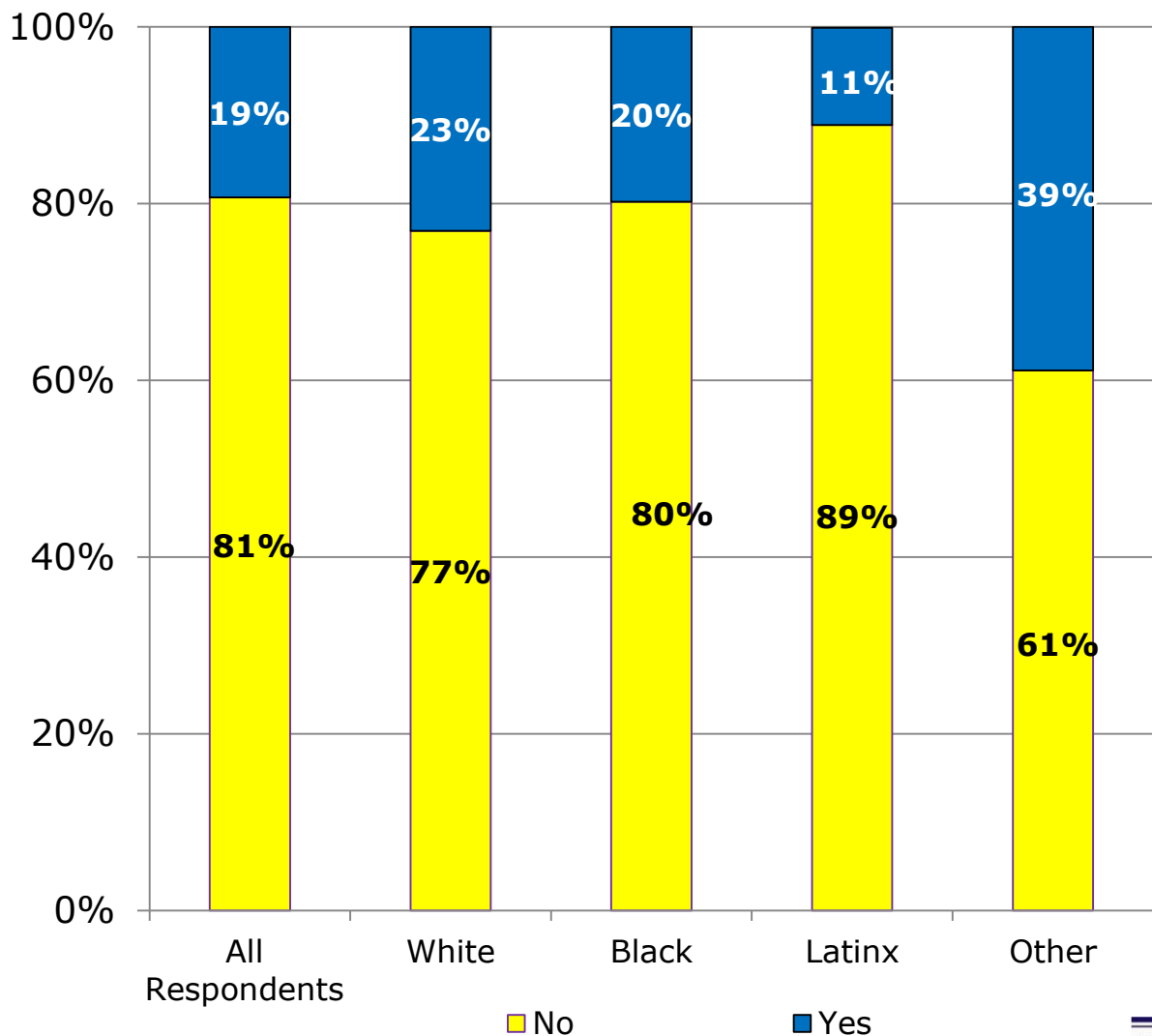
Almost half (47%) of clients said their HIV negative partners know about PrEP. 26% have no partners.



# Know of Others Who are HIV Positive

Q. Do you know people who are HIV positive that are not receiving medical care? N = 301

19% of clients interviewed said they know of others who are HIV positive and not receiving medical care. 23% of White respondents said they know others who are HIV positive and not receiving medical care compared to 11% of Latinx respondents.



# Know of Others Who are HIV Positive Who Are Not In Care – Reasons Provided

**Q. Why do you think they are not receiving medical care?**

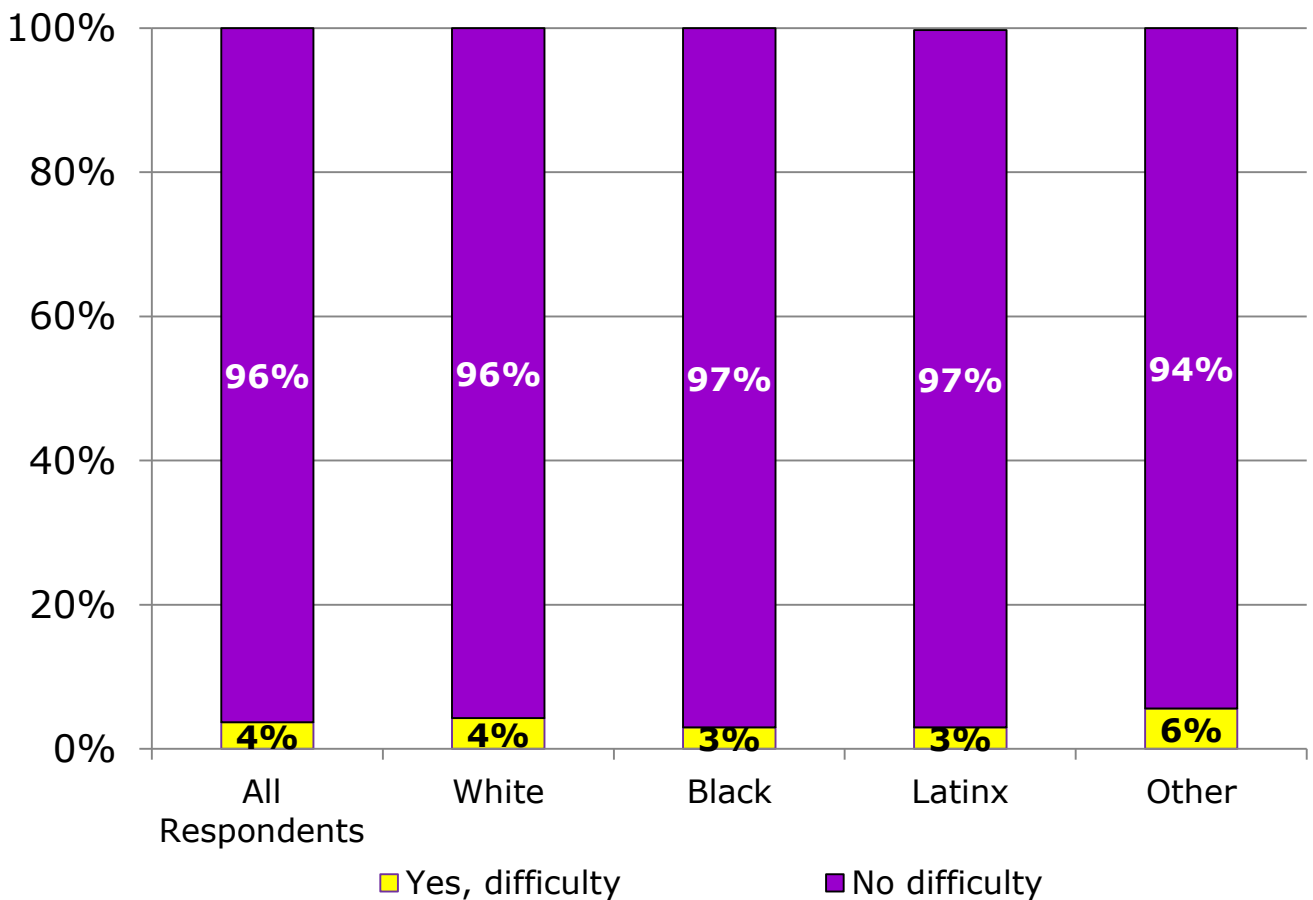
The numbers in parenthesis are the number of mentions.

- I don't know why they aren't in care/no answer (16)
- Personal choice (don't want to or act as though they don't want help) (6)
- Drug and/or alcohol abuse or addiction (4)
- Homelessness or unstable housing (3)
- In denial (2)
- Scared, uncomfortable with topic (1)
- Anger, they want to spread the disease and have others suffer like they have (1)
- Don't think they can afford it (1)
- Financial status (1)
- Level of education (1)
- No transportation to get to care or can't afford transportation to get to care (2)
- Can't afford the co-pay (1)
- They don't care (1)
- They don't want to be seen or known (1)
- Arrogance (1)
- Embarrassed, don't want it (1)
- They take medications but are not in care (1)
- They think the meds will kill them or they don't want to take the meds daily (1)

# Access to HIV Services

Q. Are you experiencing any difficulty in getting HIV medical care? N = 301

96% of respondents have no difficulty in getting HIV medical care. No significant differences were seen among the various racial/ethnic groups. Among clients who had difficulties, responses were: getting medications, homeless, difficult to get around on the bus, cost of medicine, cost of services, eligibility difficulties, difficult to find and access affordable HIV care, no phone, eligibility period should be at least one year and ability to renew over the phone.

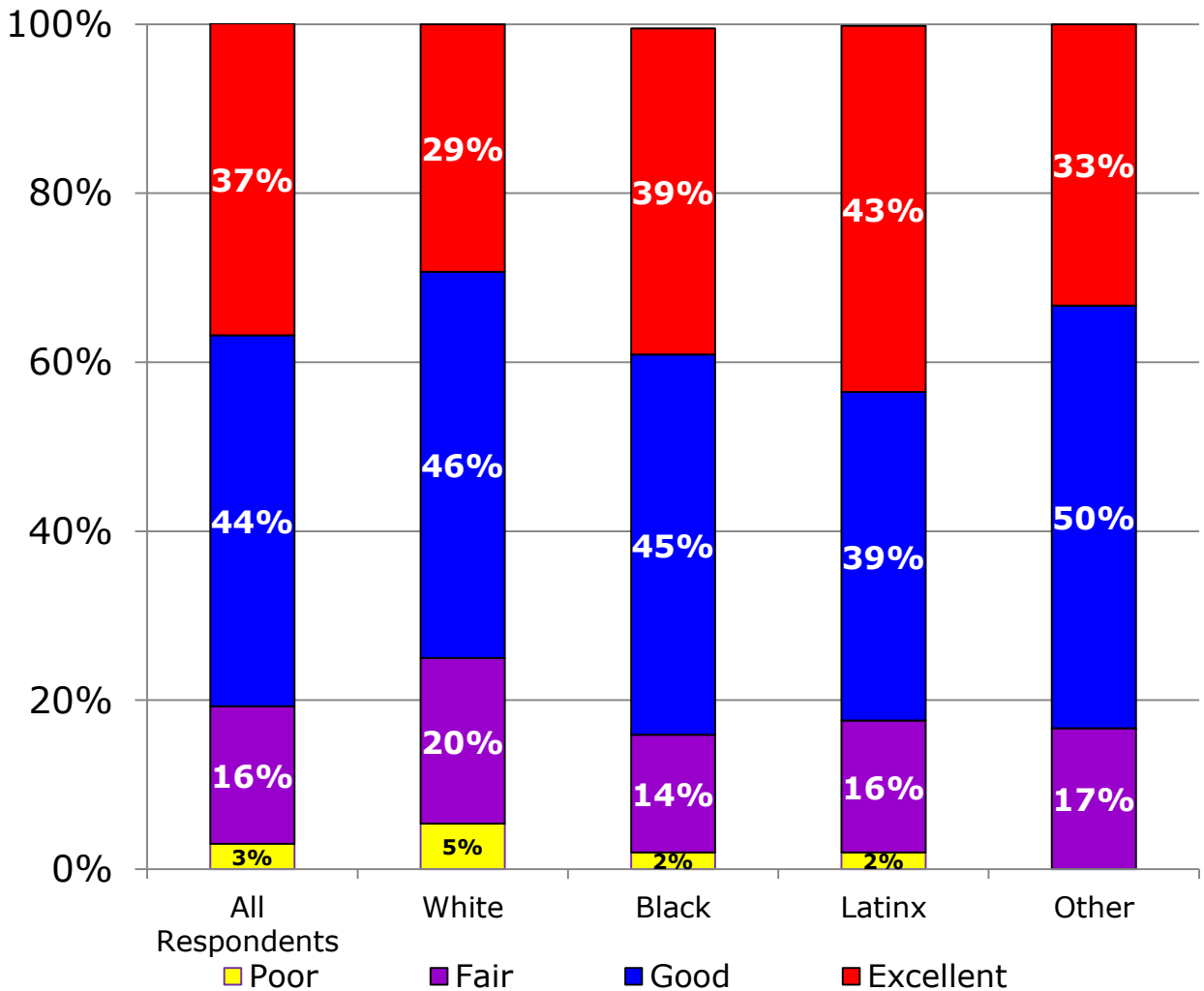




# General Health Rating

Q. I would rate my general health today as: N = 301

81% of all clients interviewed rated their general health as excellent or good. 75% of White respondents rated their general health as excellent or good, compared to 82% of Latinx respondents and 84% of Black respondents

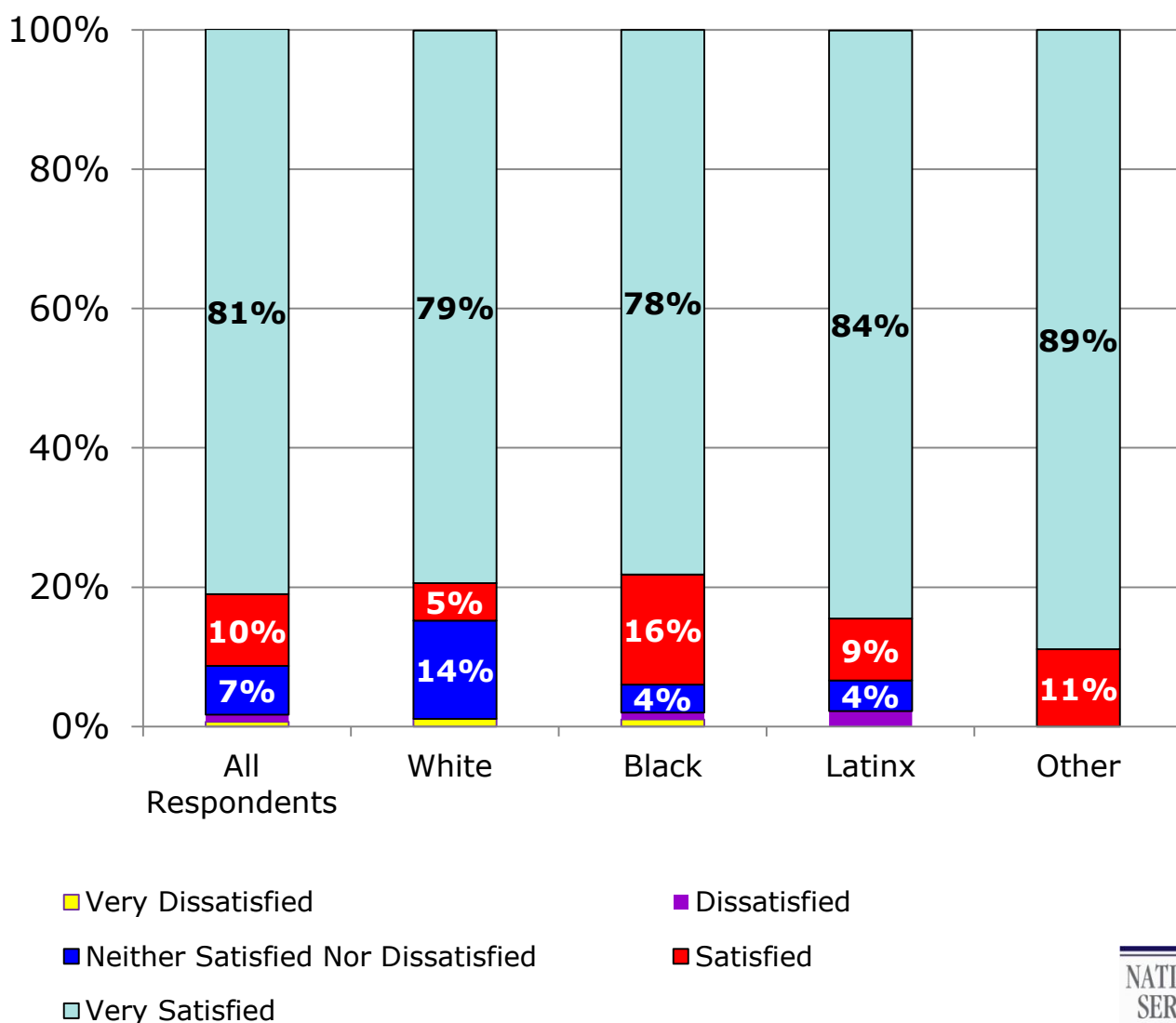


# Satisfaction With General Health as a Result of HIV Services Received

Q. How satisfied are you with your general health as a result of the HIV services you have received? N = 301

91% of clients interviewed are very satisfied or satisfied with their general health as a result of HIV services they have received. 1% are dissatisfied and 1% were very dissatisfied.

94% of Black respondents are very satisfied or satisfied with their general health as a result of HIV services compared to 93% of Latinx respondents and 84% of White respondents.



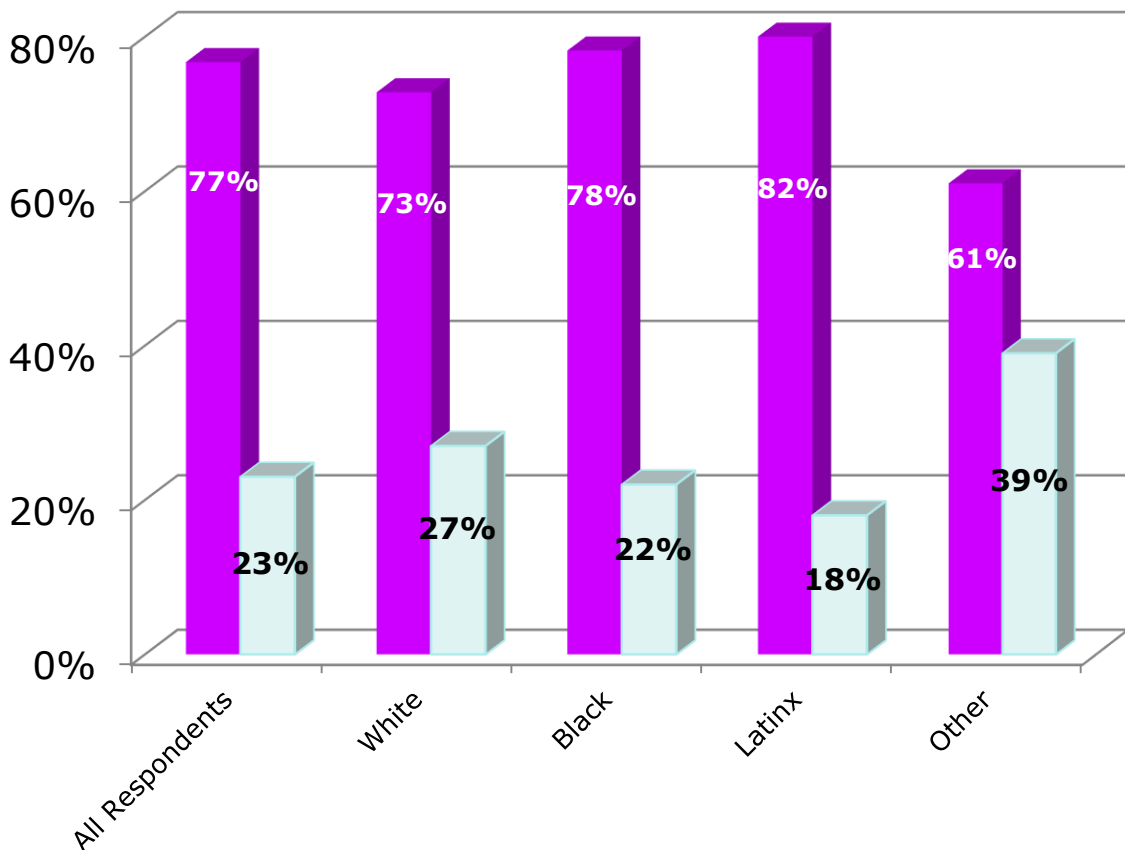
# Ever Dropped out of Care

Q. Have you ever dropped out of care and later returned to care? N = 301

23% of respondents reported they dropped out of care and later returned to care. Reasons for dropping out of care: homeless, moved, substance use, incarcerated, and drug or alcohol use.

29% of White respondents reported they dropped out of care compared to 22% of Black respondents and 18% of Latinx respondents.

Other reasons for dropping out of care: depression, no stable housing, cancer treatment, lost employment, lost medical coverage, did not like doctor and financial reasons.



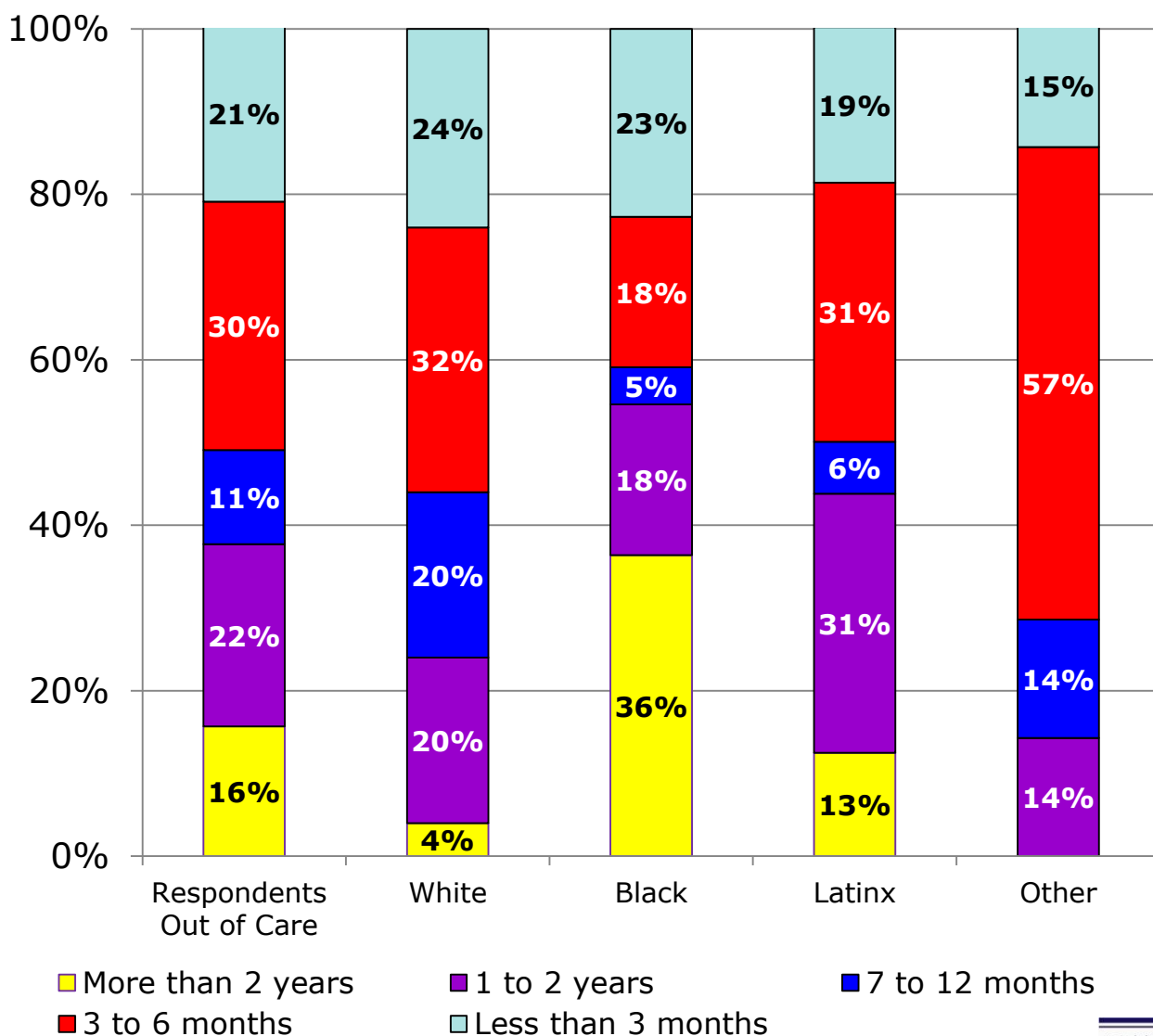
■ Did NOT drop out of care    ■ Dropped out of Care

# Length Out of Care

**Q. How long were out of care before returning to care?**

**Base = Respondents out of care – 70**

Among those who dropped out of care, 49% were out of care 7 months or longer, 16% were out of care for more than two years. 36% of Black respondents were out of care more than two years compared to 4% of White respondents and 13% for Latinx respondents.

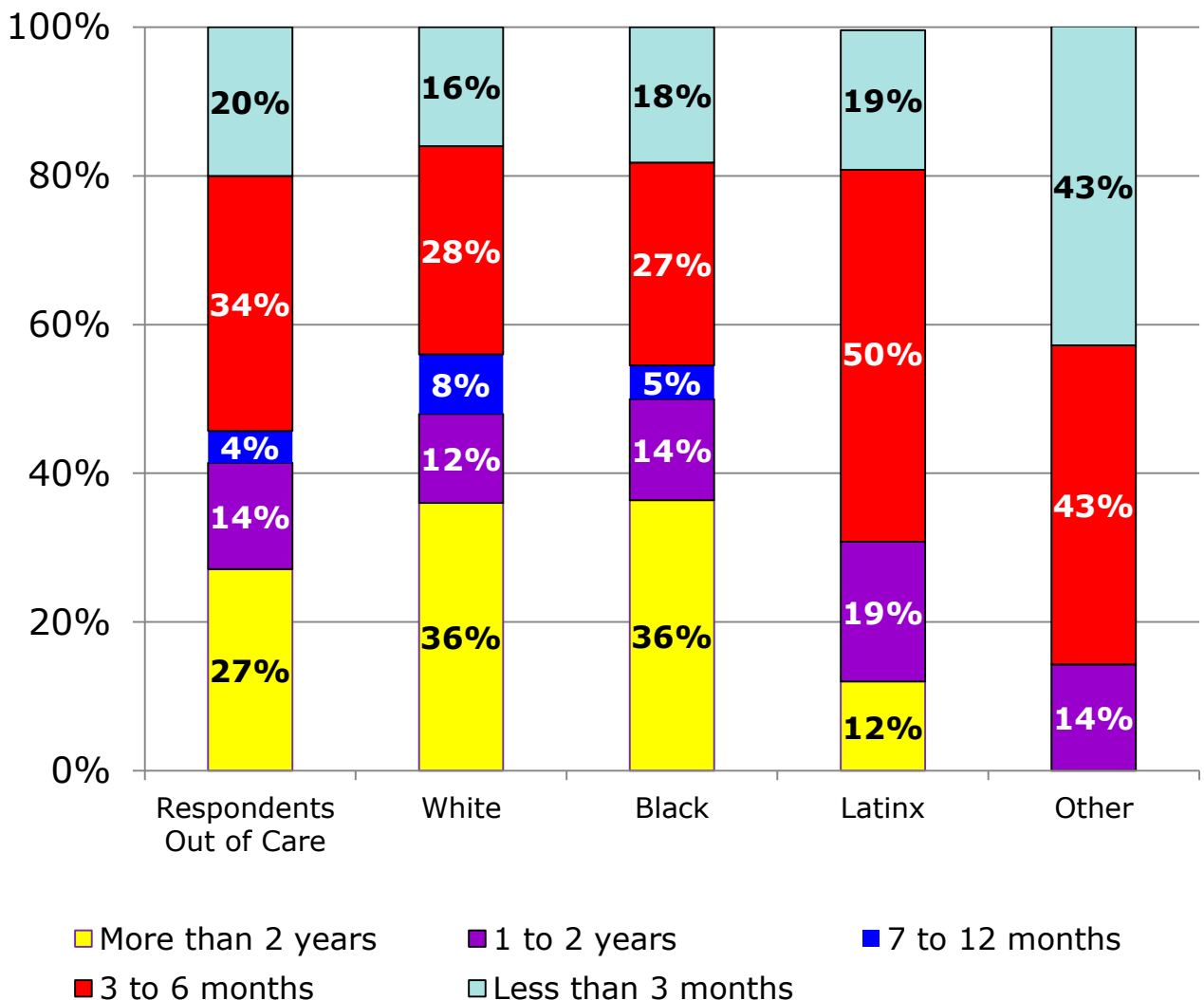


# Length Back in Care

Q. How long have you been back in care?

Base = Respondents out of care – 70

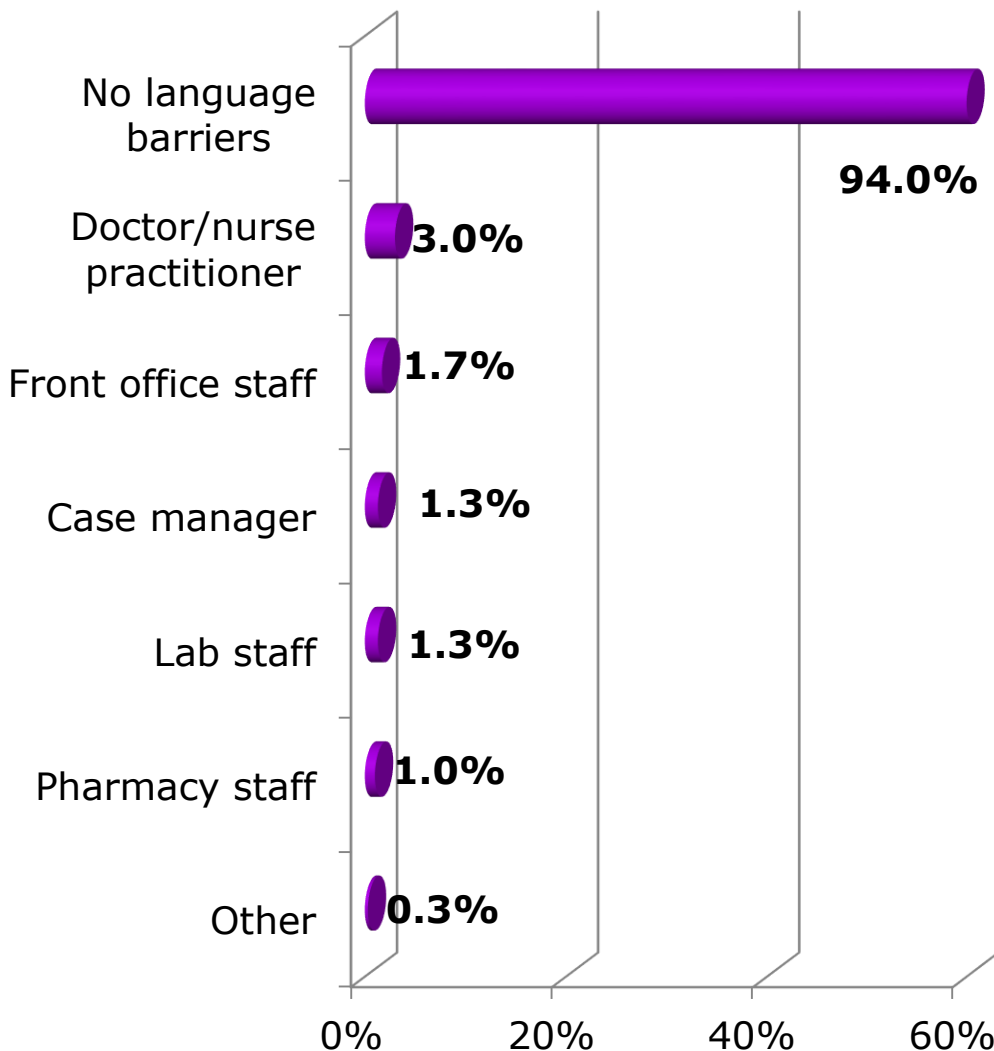
20% have been back in care less than 3 months and 27% have been back in care for more than 2 years. 36% of White and Black respondents who dropped out of care have been back in care for more than 2 years compared to 12% of Latinx respondents.



# Language Barriers

**Q. Have you experienced any language barriers with any of the following?**  
(Base = Spanish speaking clients – 14)

94% of clients interviewed said they did not experience any language barriers with doctors or staff.



■ All Respondents N = 301

# Issues, Suggestions

**Q. Do you have any issues, suggestions for improvement, or other comments about THIS AGENCY?**

A total of 40 respondents provided comments:

- All is well.
- I love it here!
- Staff is great.
- They are so nice!!
- Keep doing what you are doing.
- Give them all a raise in pay!
- Everything is great!
- I feel like they do a great job!
- Very friendly and great staff, great customer service.
- No, they are doing really well.
- Thank you for the kindness, thoughtfulness and support, always.
- Keep up the great work.
- Staff is extremely helpful and extremely nice.
- It's very useful to have clinical staff and services in the same building.
- All of my concerns were taken to people in charge here and handled it all very well.
- I love working with my counselor, he understands me and basically we are on the same level.
- I never thought my life would be manageable until I starting coming here..
- The staff goes above and beyond to help. Very grateful and thankful to have them in my life.
- The new location is much better, staff quickly responds to my needs.
- I like the classes offered.
- Suggestion - Getting a hot meal here when appointment times are at lunch or dinner.
- Need morning group closer to same with men's group.

# Issues, Suggestions for Improvement

**Q. Do you have any issues, suggestions for improvement, or other comments about THIS AGENCY?**

Continued:

- Phone answering service takes a while to get my call to appropriate staff member.
- Need better way to connect with the clinic directly.
- Ask patients if they can leave a message so the call/hold game isn't played.
- My work schedule allows me to go to the clinic but at certain times is difficult to make it to the pharmacy.
- They change staff too much!
- Review criteria, less bias, review/revise surveys and annual service policies.
- Better help for people living with HIV needing financial assistance for housing.
- It's difficult to get appointments quickly.
- The only issue is that sometimes I don't have transportation and I live all the way in Bastrop County so some times I have to reschedule.
- Need a weekend clinic to assist with urgent care issues.
- I have a few issues, but I'm not one to rock the boat.
- Too much paperwork.
- More transportation and services regarding rental and electric services.
- Dallas has a cafeteria and offers more services at their food bank. So a cafeteria would be nice.
- Emergency housing is not treated as "emergency", wish it was faster.
- My case manager needs better client assistance and training. They have not been helpful with pharmacy assistance. Offered to help me with financial assistance and has not followed through. She has not returned multiple phone calls.
- Need to expand the parking and paint new stripes so you can see them.
- Hopefully future funds can expand to provide a larger facility.



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National Service Research was established in  
December 1989.

NSR is a full service market research firm and conducts studies for the public and private sector. NSR conducts various types of consumer and business research including focus groups and surveys nationwide.