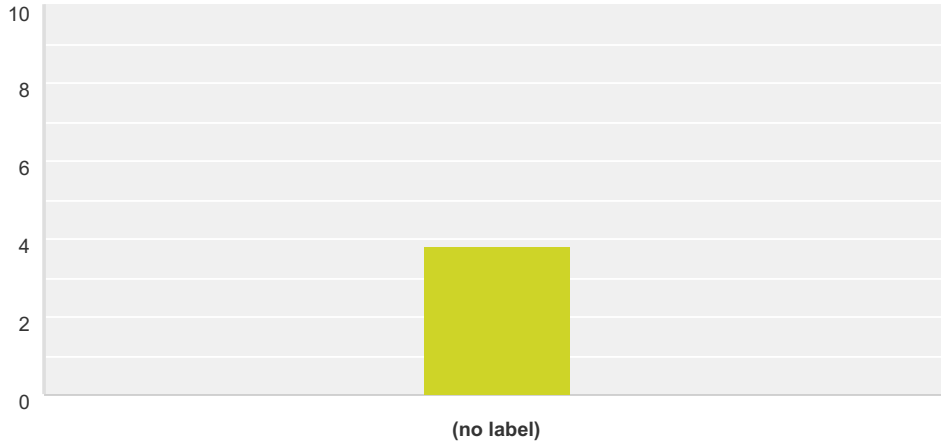


Q1 My program is successful in responding to the questions my clients have about HIV benefits in relation to the Affordable Care Act.

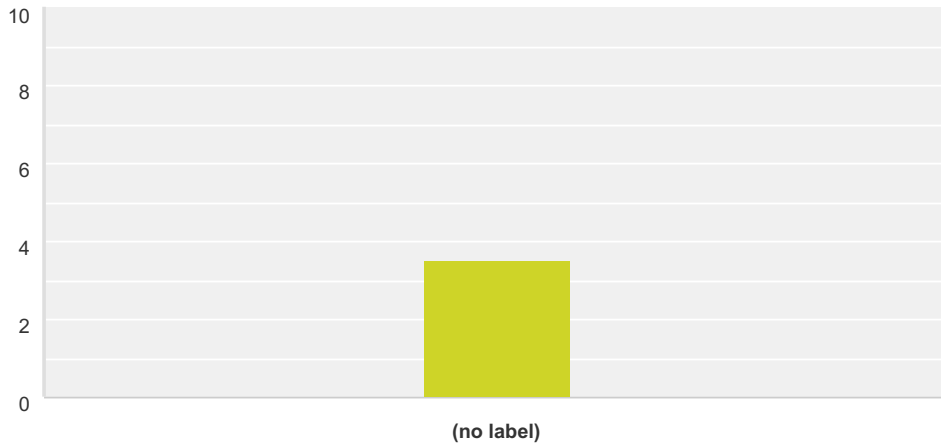
Answered: 36 Skipped: 0



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A or Don't Know	Total	Weighted Average
(no label)	2.78% 1	8.33% 3	22.22% 8	27.78% 10	30.56% 11	8.33% 3	36	3.82

Q2 In general, my clients do not have to wait more than two (2) weeks to see their primary care provider.

Answered: 36 Skipped: 0



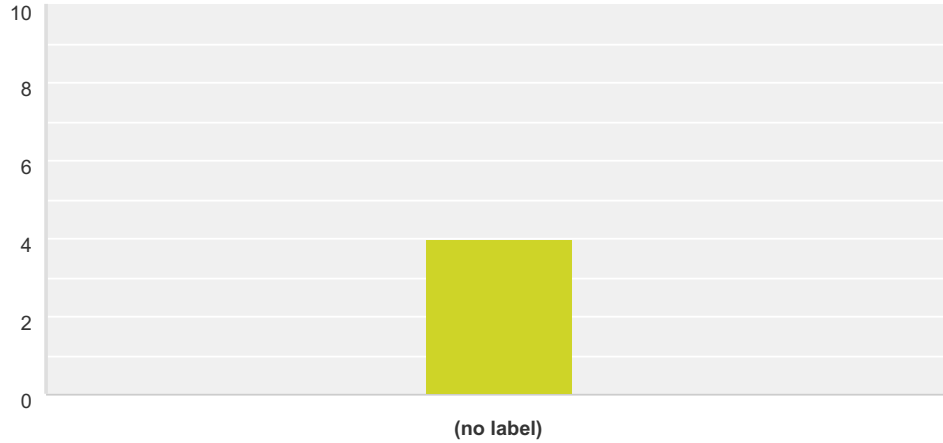
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A or Don't Know	Total	Weighted Average
(no label)	2.78% 1	19.44% 7	8.33% 3	36.11% 13	16.67% 6	16.67% 6	36	3.53

Q3 In general, my clients do not have to

ACA+HIV: A Front Line Workers' View

wait more than two (2) weeks to access benefits counseling.

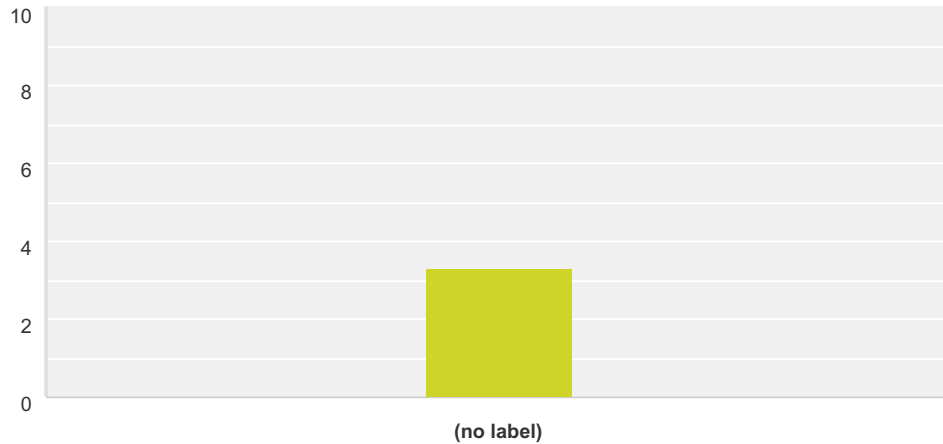
Answered: 36 Skipped: 0



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A or Don't Know	Total	Weighted Average
(no label)	2.78% 1	2.78% 1	13.89% 5	44.44% 16	27.78% 10	8.33% 3	36	4.00

Q4 It is easy for someone with HIV (new or existing positive client) to start care at a new clinic (considering insurance enrollment, new patient appointment wait time, language barriers, etc.)

Answered: 36 Skipped: 0

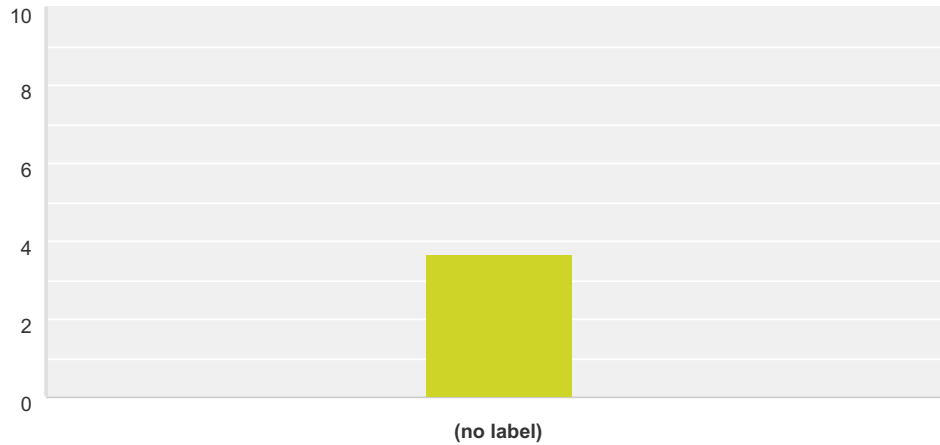


	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A or Don't Know	Total	Weighted Average
(no label)	2.78% 1	25.00% 9	22.22% 8	27.78% 10	16.67% 6	5.56% 2	36	3.32

Q5 Patients receive the support they need to enroll in Medi-Cal Expansion.

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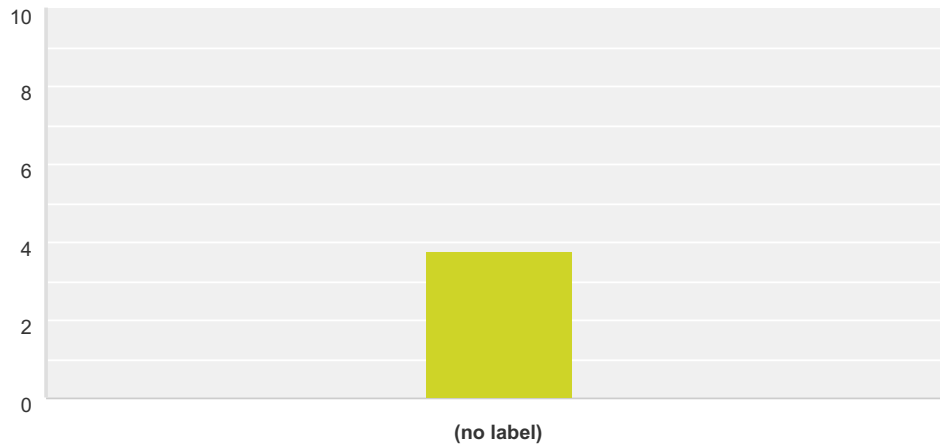
Answered: 36 Skipped: 0



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A or Don't Know	Total	Weighted Average
(no label)	0.00% 0	8.33% 3	25.00% 9	36.11% 13	13.89% 5	16.67% 6	36	3.67

Q6 Patients receive the support they need to enroll in Covered California.

Answered: 36 Skipped: 0



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A or Don't Know	Total	Weighted Average
(no label)	0.00% 0	8.33% 3	22.22% 8	36.11% 13	19.44% 7	13.89% 5	36	3.77

Q7 Please share you additional thoughts about SF HIV systems capacity to respond to clients' needs related to the Affordable Care Act.

Answered: 12 Skipped: 24

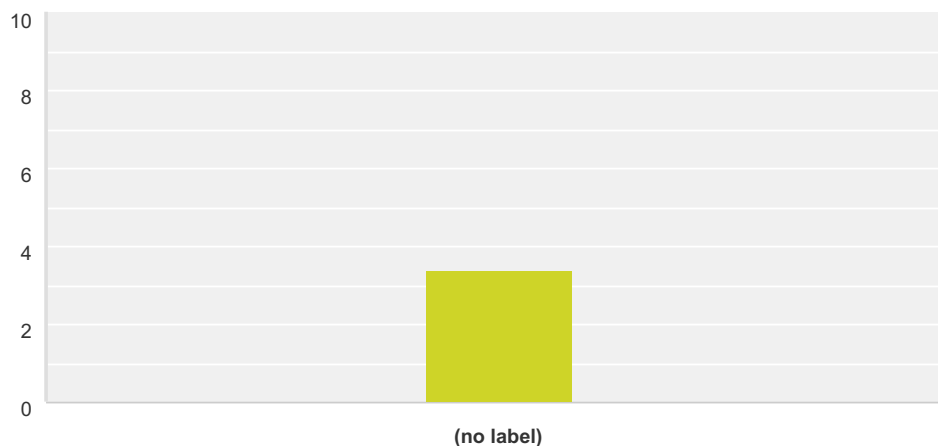
#	Responses	Date
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ACA+HIV: A Front Line Workers' View

1	I think the ACA makes things much more complicated	4/27/2015 4:10 PM
2	In Feb 2014 I started contacting our clients every 90 days to do a Wellness Check, this year I've had a surprising amount of clients telling me they had to go without medications because of copays or go without food so they could cover their copays. I found this real disturbing.	4/27/2015 10:28 AM
3	it is tough to navigate when all the information is not handy. would be nice to have a blueprint.	4/23/2015 10:08 AM
4	As an HIV social worker in the public health system, my knowledge of private health insurance systems is too basic to be giving advice to clients. Either we need more extensive training (without conflicts of interest of becoming an Covered CA worker) or patients need same week/drop in access to get information they need.	4/22/2015 11:36 AM
5	Right now, all my clients seem to be getting what they need.	4/22/2015 11:34 AM
6	Would like to hear and see how it pans out with other front line staff.	4/21/2015 12:50 PM
7	the system overall is still a bit clunky between behavioral, medical and housing services. Housing access, maintenance and habitability is still a BIG issue.	4/20/2015 11:26 AM
8	I don't get many patients who need ACA. Mostly, mine are straight Medi or Medi-Medi.	4/20/2015 11:22 AM
9	Clients are sometimes confused by ACA and drop out of care as a result.	4/20/2015 8:32 AM
10	Because of gaps in knowledge at the state level, we continue to run into problems with clients who fall into exception categories or have special circumstances that shift them in and out of insurance/benefits plans. Learning/sharing best practices on how to troubleshoot these issues would be helpful. Additionally, having a voice at the table from ADAP/State Office of AIDS would be extremely beneficial in order to understand their capacity to be the payer of last resort and what barriers might exist they we can potentially help alleviate.	4/14/2015 3:26 PM
11	I wish we had more official Covered CA enrollment workers who work within the HIV Systems of Care. It is hard to find someone who knows the programs (HIPP, ADAP, etc.) and also knows the care options (Kaiser, UCSF, etc.) so that they can help patients with HIV.	4/13/2015 12:09 PM
12	It is hard for people to connect to care after receiving Medi-cal expansion and Covered California	4/13/2015 11:31 AM

Q8 I generally have enough time throughout my workweek to complete all of the administrative tasks that are associated with my role (e.g. non-billable, job-related tasks such as charting, staff meetings, attending trainings, service plan development).

Answered: 34 Skipped: 2

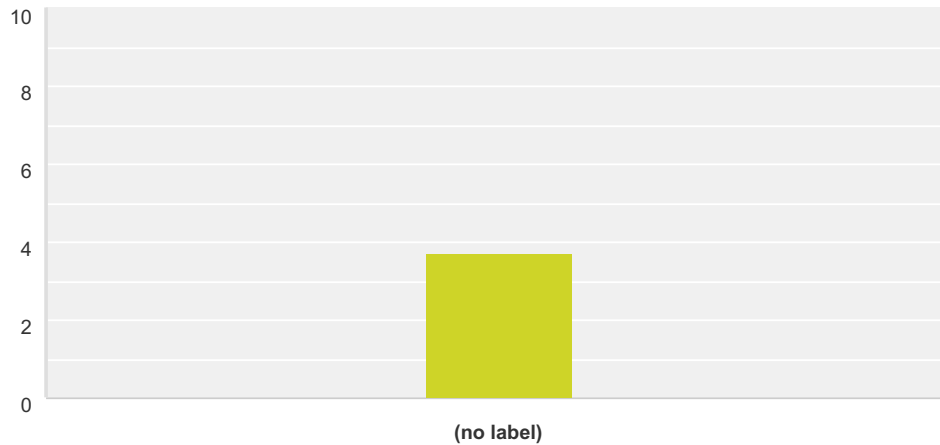


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	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Total	Weighted Average
(no label)	2.94% 1	23.53% 8	17.65% 6	38.24% 13	14.71% 5	2.94% 1	34	3.39

Q9 Administrative tasks take up the following percentage of my workweek:

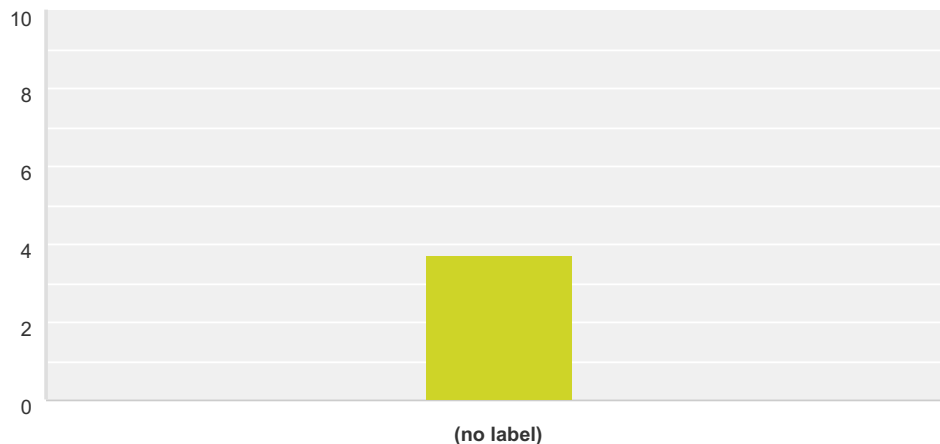
Answered: 34 Skipped: 2



	Less than 15%	15-25%	25-35%	35-45%	45%+	N/A	Total	Weighted Average
(no label)	2.94% 1	8.82% 3	35.29% 12	20.59% 7	32.35% 11	0.00% 0	34	3.71

Q10 I generally have enough time throughout my workweek to complete all of the client service delivery tasks that are associated with my role (e.g. billable service delivery such as: client meetings, work on behalf of a client, case conferences).

Answered: 34 Skipped: 2



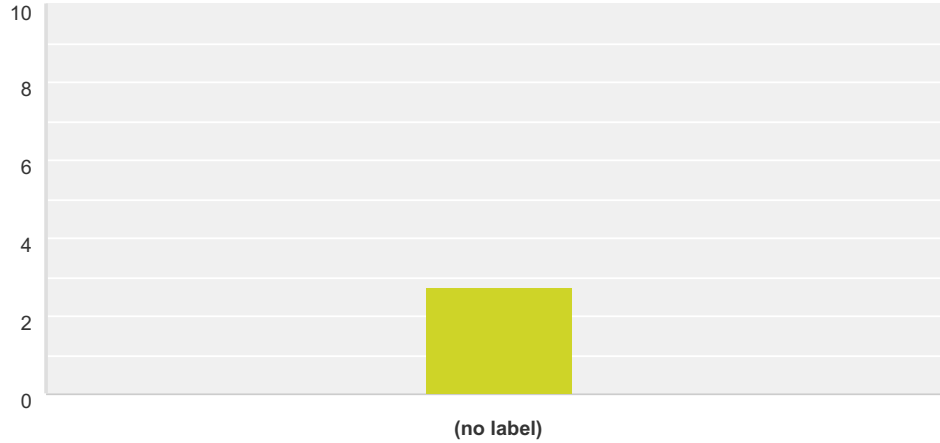
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A	Total	Weighted Average
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ACA+HIV: A Front Line Workers' View

(no label)	2.94%	8.82%	17.65%	50.00%	17.65%	2.94%	34	3.73
	1	3	6	17	6	1		

Q11 Client service delivery tasks generally take up the following percentage of my workweek:

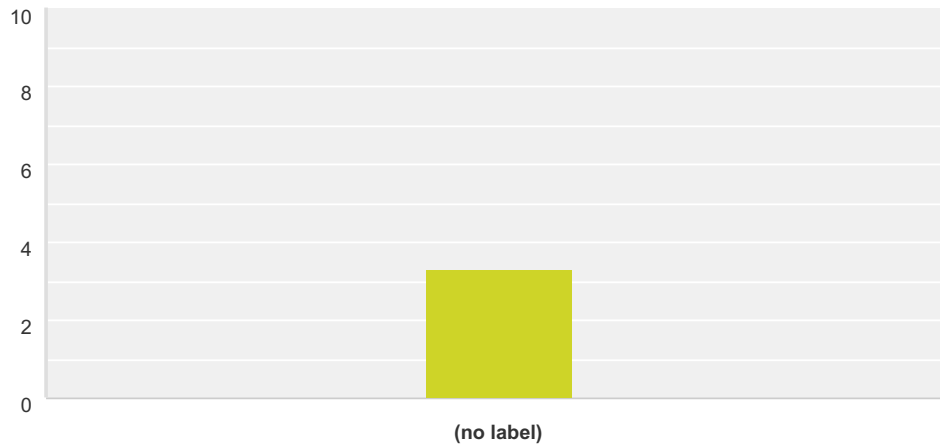
Answered: 34 Skipped: 2



	Less than 50%	50-60%	60-70%	70-80%	80%+	N/A	Total	Weighted Average
(no label)	23.53%	17.65%	23.53%	26.47%	5.88%	2.94%	34	2.73
	8	6	8	9	2	1		

Q12 My workload allows me enough time to regularly attend trainings and stay informed about the Affordable Care Act as it affects people with HIV.

Answered: 34 Skipped: 2



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Weighted Average
(no label)	0.00%	20.59%	41.18%	26.47%	11.76%	34	3.29
	0	7	14	9	4		

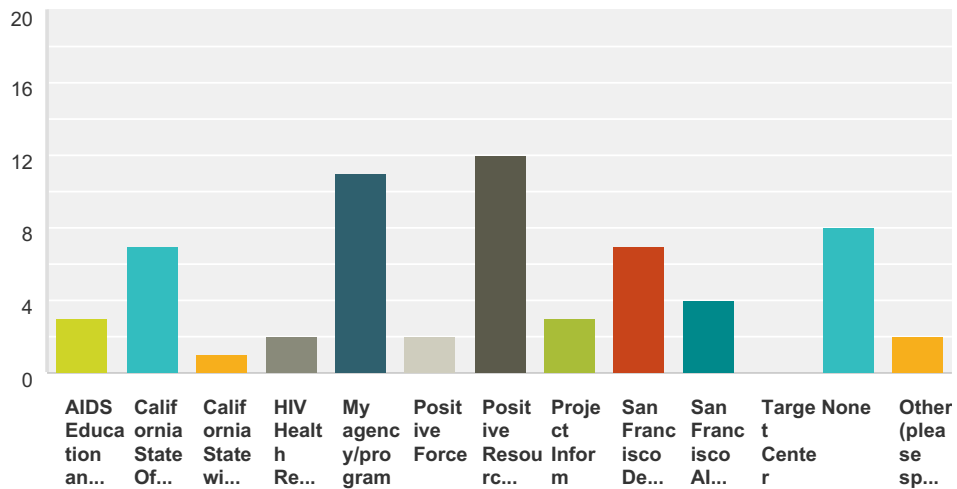
Q13 Please share your additional thoughts about your current workload as it relates to HIV and the Affordable Care Act.

Answered: 7 Skipped: 29

#	Responses	Date
1	My job is to contact our clients by phone or by mail and responding to clients needs always precedence over the administrative work I have to preform after each successful contact.	4/27/2015 10:34 AM
2	My caseload on paper is 800 patients, at least 500 of whom can be classified as high acuity (history or active dual dx with MH/SA or homelessness). Helping patients eligible for ACA should be a high priority for clinics, however not realistic with this caseload.	4/22/2015 11:39 AM
3	Sometimes unavoidable scheduling conflicts happen. I really feel that there is not enough training taking place in the treatment providers community. CBHS and other used to provide training on a regular basis, but now there are very few training opportunities available in San Francisco.	4/22/2015 11:38 AM
4	I work with housing subsidies that is crucial for many clients to stay afloat here in San Francisco. I would like to see and hear out how others have helped clients to help apply it to my caseload.	4/21/2015 12:52 PM
5	I want to become more knowledgeable about ACA and benefits in general. They are always changing and to keep up is difficult. I find it very difficult to break away for such things. Even though, I believe they are vital to my knowledge and to inform my patients.	4/20/2015 11:24 AM
6	Heavy caseload primarily consists of syphilis.	4/20/2015 8:36 AM
7	Almost everything takes longer partially because the systems are new and I have to explain a lot of things to my patients. Where they used to be able to pretty much walk in and get care via Ryan White, they now have to be much more engaged in their benefits. There are more options and this is great, but patients find it to be confusing. As an ADAP EW, my workload has grown considerably b/c of all of the new requirements this program has been rolling out...very time consuming.	4/13/2015 12:14 PM

Q14 During the past 12 months, I received training on HIV and the Affordable Care Act from the following sources (webinar, in person, etc.). Check all that apply:

Answered: 31 Skipped: 5



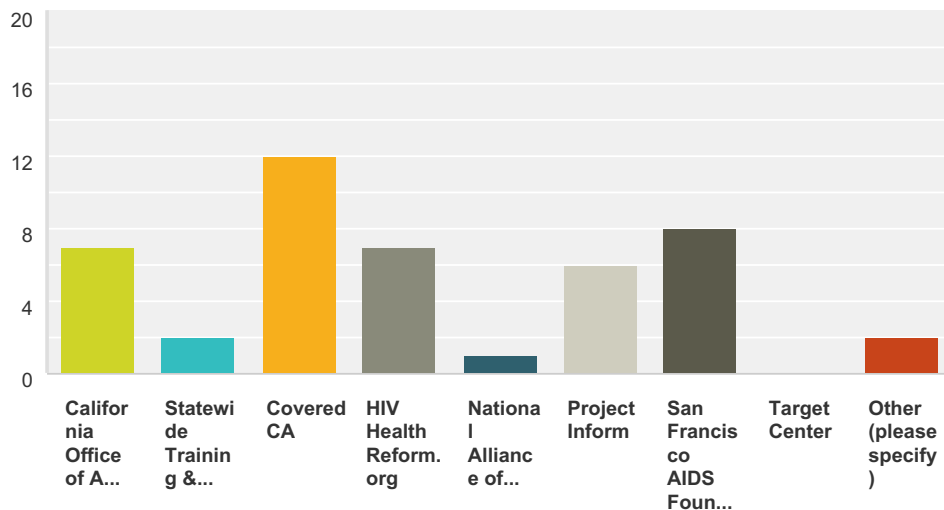
ACA+HIV: A Front Line Workers' View

Answer Choices	Responses
AIDS Education and Training Center (AETC)	9.68% 3
California State Office of AIDS	22.58% 7
California Statewide Training & Education Program (CSTEP)	3.23% 1
HIV Health Reform.org	6.45% 2
My agency/program	35.48% 11
Positive Force	6.45% 2
Positive Resource Center	38.71% 12
Project Inform	9.68% 3
San Francisco Department of Public Health	22.58% 7
San Francisco AIDS Foundation	12.90% 4
Target Center	0.00% 0
None	25.81% 8
Other (please specify)	6.45% 2
Total Respondents: 31	

#	Other (please specify)	Date
1	ADAP	4/24/2015 4:53 PM
2	Planning Council Meetings	4/23/2015 10:19 AM

Q15 I regularly return to the following websites for information on HIV and the Affordable Care Act.

Answered: 23 Skipped: 13



Answer Choices	Responses
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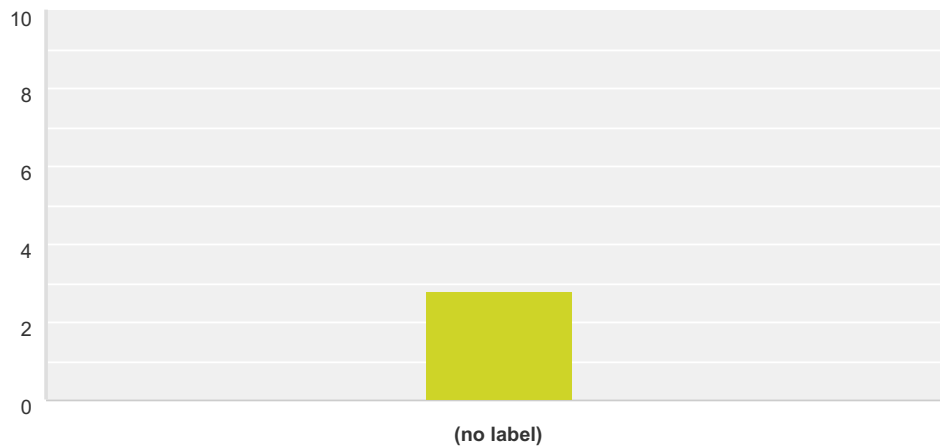
ACA+HIV: A Front Line Workers' View

California Office of AIDS California	30.43%	7
Statewide Training & Education Program (CSTEP)	8.70%	2
Covered CA	52.17%	12
HIV Health Reform.org	30.43%	7
National Alliance of State & Territorial AIDS Directors (NASTAD)	4.35%	1
Project Inform	26.09%	6
San Francisco AIDS Foundation	34.78%	8
Target Center	0.00%	0
Other (please specify)	8.70%	2
Total Respondents: 23		

#	Other (please specify)	Date
1	n/a	4/23/2015 4:22 PM
2	None	4/21/2015 12:57 PM

Q16 Over the past 12 months, I received enough training and education about HIV and the Affordable Care Act to be able to support my clients with their questions on this topic.

Answered: 32 Skipped: 4

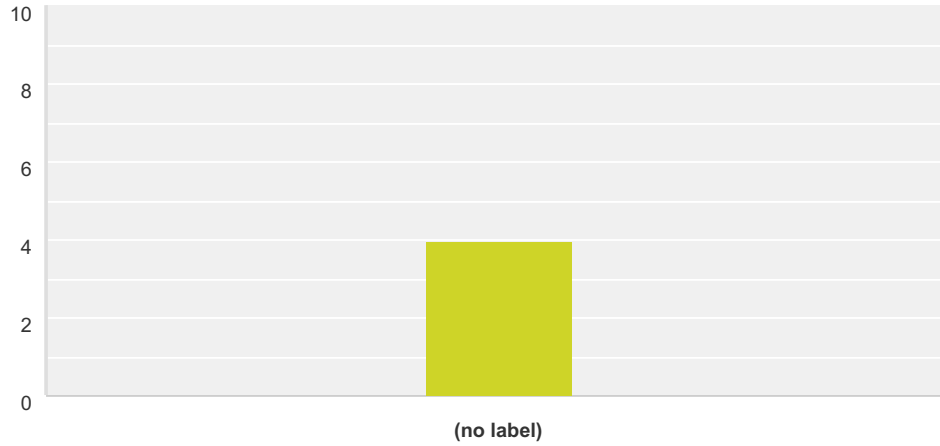


	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Weighted Average
(no label)	6.25% 2	31.25% 10	37.50% 12	25.00% 8	0.00% 0	32	2.81

Q17 If I cannot answer my client's questions about Medi-Cal Expansion, I know where to refer them for assistance.

ACA+HIV: A Front Line Workers' View

Answered: 33 Skipped: 3



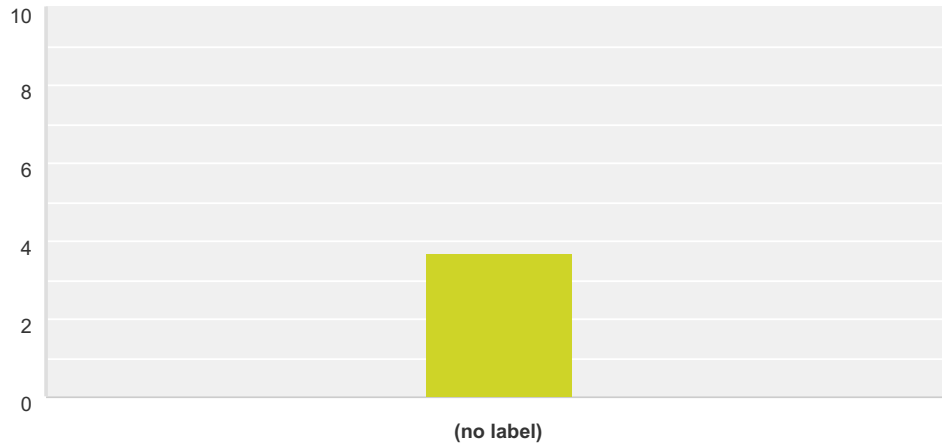
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Weighted Average
(no label)	0.00% 0	6.06% 2	12.12% 4	60.61% 20	21.21% 7	33	3.97

#	Please describe where you refer your clients.	Date
1	SF Dept of Human Services	4/27/2015 10:44 AM
2	Local Covered California Representative	4/24/2015 4:58 PM
3	my supervisors	4/23/2015 10:11 AM
4	Primary cre clinics such as ward 86, Lyon-Martin, Tom Wadell etc.	4/22/2015 11:41 AM
5	Benefits counselors (Shanti and SF AIDS Foundation)	4/21/2015 12:57 PM
6	Medi-Cal office	4/20/2015 6:25 PM
7	Shanti HIV Services staff	4/20/2015 11:52 AM
8	I ususally ask a co worker or co workers.	4/20/2015 11:25 AM
9	My agency/program	4/20/2015 8:40 AM
10	Positive Resource Center	4/15/2015 11:28 AM
11	PRC	4/14/2015 5:22 PM
12	PRC	4/13/2015 12:27 PM
13	PRC's EAHP, Human Service Agency	4/13/2015 12:18 PM

Q18 If I cannot answer my client's questions about the Covered California marketplace, I know where to refer them for assistance.

Answered: 32 Skipped: 4

ACA+HIV: A Front Line Workers' View



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Weighted Average
(no label)	0.00% 0	9.38% 3	28.13% 9	50.00% 16	12.50% 4	32	3.66

#	Please describe where you refer your clients.	Date
1	Covered California	4/27/2015 10:44 AM
2	enrollment/benefit workers and case managers	4/23/2015 4:22 PM
3	Positive Resourc and/or, AIDS Legal Referral Panel	4/23/2015 10:51 AM
4	my supervisors	4/23/2015 10:11 AM
5	Same as 17.	4/22/2015 11:41 AM
6	AIDS Foundation	4/22/2015 10:46 AM
7	Covered Ca website or phone	4/22/2015 9:19 AM
8	SFAF	4/21/2015 2:49 PM
9	Benefits counselors (Shanti and SF AIDS Foundation)	4/21/2015 12:57 PM
10	Covered CA website	4/20/2015 6:25 PM
11	Shanti HIV Services staff	4/20/2015 11:52 AM
12	My agency/program	4/20/2015 8:40 AM
13	Our enrollment personnl	4/15/2015 1:45 PM
14	Positive Resource Center	4/15/2015 11:28 AM
15	internal enrollment workers and the Positive Resource Center	4/14/2015 3:28 PM
16	PRC	4/13/2015 12:18 PM

Q19 Please share your additional thoughts about training and education in relation to HIV and the Affordable Care Act.

Answered: 7 Skipped: 29

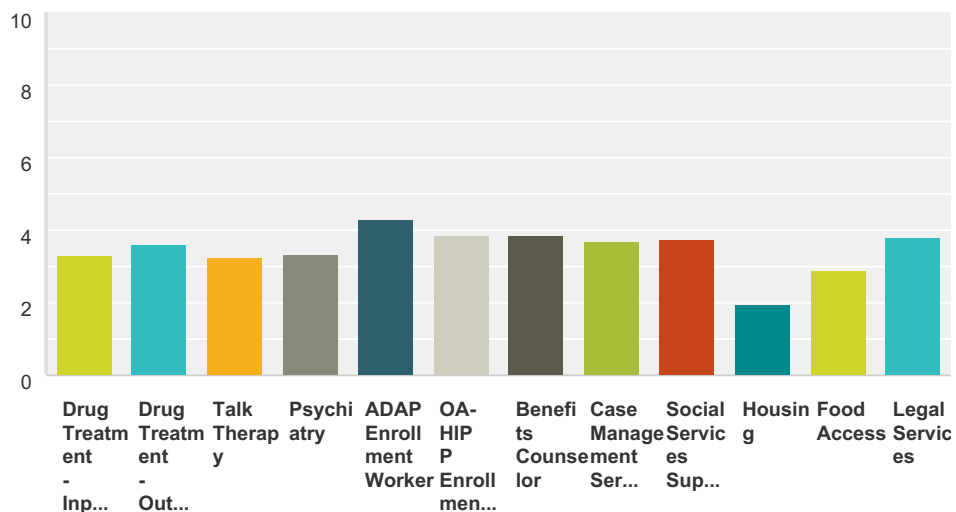
#	Responses	Date
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ACA+HIV: A Front Line Workers' View

1	My client rarely ask questions about health coverage, a large percent already have Medicare and Medi-Cal. If I do get a request for information I do my best for the answer they are looking for and get back with them.	4/27/2015 10:44 AM
2	More training is needed. Training with real people, face to face. Not on-line training.	4/22/2015 11:41 AM
3	Not enough was done to prepare workers, mandatory trainings should have been imposed as there is liability with wrong informaion.	4/22/2015 10:46 AM
4	I would like to receive additional training regarding HIV & the Affordable Care Act.	4/20/2015 6:25 PM
5	Periodic All Staff meetings would suffice.	4/20/2015 8:40 AM
6	I'm new to the field and through my work I have been able to learn through outside trainings and presentations/ trainings at work.	4/15/2015 1:45 PM
7	I'm surprised that there hasn't been any enrollment events or trainings focused on HIPP+Covered CA and MCE that is directed towards people w/ HIV.	4/13/2015 12:18 PM

Q20 Please rate the following services in terms of accessibility by your clients (1 being not accessible at all, 5 being extremely accessible).

Answered: 30 Skipped: 6



	1	2	3	4	5	Total	Weighted Average
Drug Treatment - Inpatient	6.90% 2	17.24% 5	24.14% 7	41.38% 12	10.34% 3	29	3.31
Drug Treatment - Outpatient	3.45% 1	17.24% 5	17.24% 5	41.38% 12	20.69% 6	29	3.59
Talk Therapy	6.67% 2	20.00% 6	30.00% 9	26.67% 8	16.67% 5	30	3.27
Psychiatry	6.67% 2	13.33% 4	33.33% 10	33.33% 10	13.33% 4	30	3.33
ADAP Enrollment Worker	0.00% 0	0.00% 0	10.34% 3	51.72% 15	37.93% 11	29	4.28
OA-HIPP Enrollment Worker	3.33% 1	0.00% 0	26.67% 8	50.00% 15	20.00% 6	30	3.83

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Benefits Counselor	0.00% 0	3.33% 1	26.67% 8	53.33% 16	16.67% 5	30	3.83
Case Management Services	3.33% 1	16.67% 5	16.67% 5	33.33% 10	30.00% 9	30	3.70
Social Services Support (groups, activities)	0.00% 0	13.33% 4	23.33% 7	36.67% 11	26.67% 8	30	3.77
Housing	43.33% 13	30.00% 9	16.67% 5	6.67% 2	3.33% 1	30	1.97
Food Access	10.00% 3	23.33% 7	36.67% 11	26.67% 8	3.33% 1	30	2.90
Legal Services	3.33% 1	0.00% 0	20.00% 6	66.67% 20	10.00% 3	30	3.80

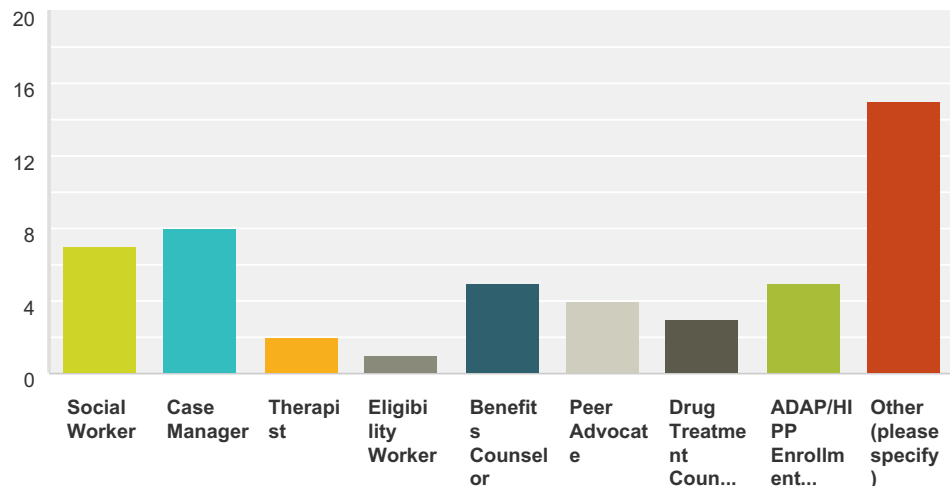
Q21 Please share your additional thoughts about the HIV systems of care in relation to the Affordable Care Act.

Answered: 5 Skipped: 31

#	Responses	Date
1	I can only speak about what my clients tell me, food resources are dwindling, more and more landlords are trying to force long term low income residence out and safe affordable housing is almost non-existent for the disabled.	4/27/2015 11:27 AM
2	San Francisco does a good job.	4/22/2015 11:42 AM
3	Poor funding/interest to deal with the need; HIV Workers must be paid well to avoid high turn-over. Most good workers only last about 2 years, disservice to HIV community!	4/22/2015 10:52 AM
4	These resources are dwindling. Especially housing resources in SF. Also, lots of times the agencies are out there, but I feel as though there's not a lot of accountability or accessibility. Sometimes places don't call back our patients.	4/20/2015 11:27 AM
5	Superior interactive network of agencies and support systems in San Francisco.	4/20/2015 8:44 AM

Q22 My role is (check all that apply)

Answered: 33 Skipped: 3



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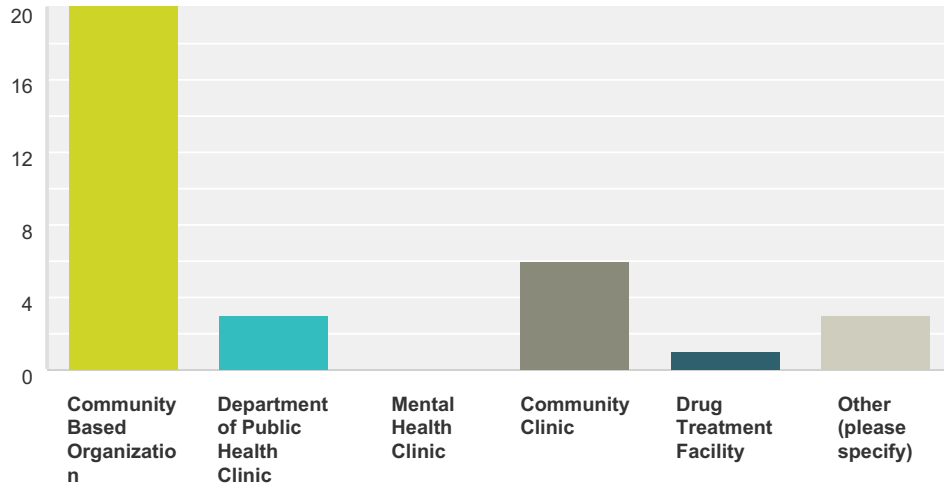
Answer Choices	Responses
Social Worker	21.21% 7
Case Manager	24.24% 8
Therapist	6.06% 2
Eligibility Worker	3.03% 1
Benefits Counselor	15.15% 5
Peer Advocate	12.12% 4
Drug Treatment Counselor	9.09% 3
ADAP/HIPP Enrollment Worker	15.15% 5
Other (please specify)	45.45% 15
Total Respondents: 33	

#	Other (please specify)	Date
1	Housing specialist	4/27/2015 11:29 AM
2	Program Liaison	4/24/2015 4:59 PM
3	nurse	4/23/2015 4:25 PM
4	Housing Rental Subsidy	4/23/2015 10:53 AM
5	Program Manager	4/23/2015 10:20 AM
6	Clinic Assistant in HIV Clinic	4/21/2015 3:21 PM
7	Pharmacy representative	4/20/2015 6:28 PM
8	care navigator	4/20/2015 2:19 PM
9	Health Counselor	4/20/2015 11:54 AM
10	Disease intervention and control, Health Worker 3	4/20/2015 8:45 AM
11	Treatment Link Specialist	4/15/2015 1:46 PM
12	Legal Services	4/14/2015 5:23 PM
13	Intake, referral and retention coordination	4/14/2015 3:30 PM
14	Manager of Wellness Programs	4/14/2015 9:07 AM
15	Financial Analyst	4/13/2015 12:16 PM

Q23 I work at a:

Answered: 33 Skipped: 3

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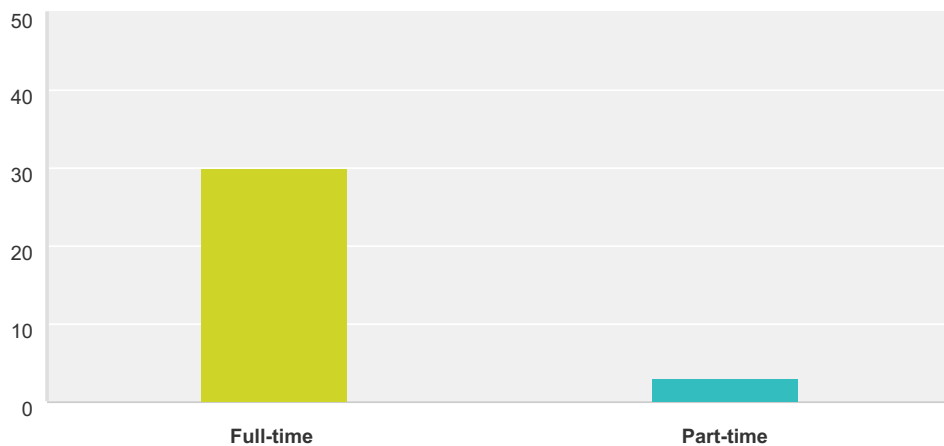


Answer Choices	Responses
Community Based Organization	60.61% 20
Department of Public Health Clinic	9.09% 3
Mental Health Clinic	0.00% 0
Community Clinic	18.18% 6
Drug Treatment Facility	3.03% 1
Other (please specify)	9.09% 3
Total	33

#	Other (please specify)	Date
1	Religious based organization.	4/27/2015 11:29 AM
2	Kaiser SF	4/22/2015 10:52 AM
3	UCSF	4/13/2015 12:16 PM

Q24 My position is:

Answered: 33 Skipped: 3



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Answer Choices	Responses	
Full-time	90.91%	30
Part-time	9.09%	3
Total		33