



LOS ANGELES COUNTY
COMMISSION ON HIV



Visit us online: <http://hiv.lacounty.gov>

Get in touch: hivcomm@lachiv.org

Subscribe to the Commission's Email List:

<https://tinyurl.com/y83ynuzt>



Consumer Caucus "Hybrid" Meeting

Thursday, February 8, 2024
2:00PM-3:30PM (PST) *note time change

St. Anne's Conference Center
155 N. Occidental Blvd., LA 90026

****Complimentary On-Site Valet Parking Available****

Agenda and meeting materials will be posted on our website
at <http://hiv.lacounty.gov/Meetings>

SIMULTANEOUS TRANSLATION IN SPANISH AND OTHER LANGUAGES NOW AVAILABLE VIA CLOSED CAPTION FEATURE WHEN JOINING VIRTUALLY VIA WEBEX. CLICK [HERE](#) FOR MORE INFO.

If you are a person living with or at risk of HIV, we invite you to be a part of a unified effort to help improve HIV prevention & care service delivery in Los Angeles County

TO ATTEND IN PERSON

"St. Anne's Conference Center"

155 N. Occidental Blvd., LA 90026

On-Site Complimentary Valet Parking Available

**Please let valet attendant know you are attending a Commission on HIV meeting*

****LUNCH WILL BE PROVIDED ****

TO ATTEND VIRTUALLY

MEETING PASSWORD: CONSUMER

TO JOIN BY PHONE: +1-213-306-3065 MEETING #/ACCESS CODE: 2533 289 3867

<https://lacountyboardofsupervisors.webex.com/lacountyboardofsupervisors/j.php?MTID=m2129dcfc4ebd09dde539d0e891df415a>

LIKE WHAT WE DO?

Apply to become a Commission Member at:

<https://www.surveymonkey.com/r/COHMembershipApp>

For application assistance call (213) 738-2816 or email hivcomm@lachiv.org



REGISTRATION NOT REQUIRED + SIMULTANEOUS TRANSLATION IN SPANISH AND OTHER LANGUAGES NOW
AVAILABLE VIA CLOSED CAPTION FEATURE WHEN JOINING VIRTUALLY VIA WEBEX. CLICK [HERE](#) FOR MORE INFO.

CONSUMER CAUCUS (CC)

****HYBRID** MEETING AGENDA**

Thursday, February 8, 2024 @ 2:00PM-3:30PM **note time change*

"St. Anne's Conference Center"

155 N. Occidental Blvd., LA 90026

On-Site Complimentary Valet Parking Available

Lunch Provided for In-Person Attendees

TO JOIN VIRTUALLY BY COMPUTER:

<https://lacountyboardofsupervisors.webex.com/lacountyboardofsupervisors/j.php?MTID=m2129dcfc4ebd09dde539d0e891df415a>

TO JOIN BY PHONE: +1-213-306-3065

MEETING #/ACCESS CODE: 2533 289 3867 MEETING PASSWORD: CONSUMER

- | | |
|---|-----------------|
| 1. CO-CHAIR WELCOME, INTRODUCTIONS & HOUSE RULES | 2:00PM – 2:05PM |
| 2. COH MEETING DEBRIEF (<i>Opportunity to address specific items from the Commission meeting that directly impact consumers</i>) | 2:05PM – 2:15PM |
| 3. ED/STAFF REPORT | 2:15PM – 2:20PM |
| • County/Commission Updates | |
| 4. CO-CHAIRS REPORT | 2:20PM – 2:30PM |
| • January 11, 2024 Meeting Recap | |
| • 2024 Workplan Development (ongoing) | |
| 5. DISCUSSION TOPIC: "ALL THINGS HOUSING" | 2:30PM – 3:15PM |
| • HOPWA Overview | |
| • CHIRP LA Presentation | |
| • PLWH 50+ & Housing (Presentation by R. Ybarra) | |
| • Open Dialogue | |
| 6. OVERFLOW & PARKING LOT (<i>Opportunity to continue discussions from previous agenda items or capture future discussion topics not agendaized.</i>) | 3:15PM – 3:20PM |
| 7. ACTION ITEMS, CALLS TO ACTION & NEXT STEPS | 3:20PM – 3:25PM |
| 8. AGENDA DEVELOPMENT FOR NEXT MEETING | 3:25PM – 3:27PM |
| 9. PUBLIC COMMENTS & ANNOUNCEMENTS | 3:27PM – 3:30PM |
| 10. ADJOURNMENT | 3:30PM |

#MIPA

Meaningful Involvement by People Living with HIV/AIDS



LOS ANGELES COUNTY COMMISSION ON HIV



Approved by COH
6/8/23

510 S. Vermont Ave 14th Floor • Los Angeles, CA 90020 • TEL (213) 738-2816 • FAX (213) 637-6748

HIVCOMM@LACHIV.ORG • <http://hiv.lacounty.gov>

CODE OF CONDUCT

The Commission on HIV welcomes commissioners, guests, and the public into a space where people of all opinions and backgrounds are able to contribute. In this space, we challenge ourselves to be self-reflective and committed to an ongoing understanding of each other and the complex intersectionality of the lives we live. We create a safe environment where we celebrate differences while striving for consensus in the fights against our common enemies: HIV and STDs. We build trust in each other by having honest, respectful, and productive conversations. As a result, the Commission has adopted and is consistently committed to implementing the following guidelines for Commission, committee, and associated meetings.

All participants and stakeholders should adhere to the following:

- 1) We approach all our interactions with compassion, respect, and transparency.**
- 2) We respect others' time by starting and ending meetings on time, being punctual, and staying present.**
- 3) We listen with intent, avoid interrupting others, and elevate each other's voices.**
- 4) We encourage all to bring forth ideas for discussion, community planning, and consensus.**
- 5) We focus on the issue, not the person raising the issue.**
- 6) Be flexible, open-minded, and solution-focused.**
- 7) We give and accept respectful and constructive feedback.**
- 8) We keep all issues on the table (no "hidden agendas"), avoid monopolizing discussions and minimize side conversations.**
- 9) We have no place in our deliberations for racist, sexist, homophobic, transphobic, and other discriminatory statements, and "-isms" including misogyny, ableism, and ageism.**
- 10) We give ourselves permission to learn from our mistakes.**

In response to violation of the Code of Conduct which results in meeting disruption, Include provisions of SB 1100 which states in part, ". . . authorize the presiding member of the legislative body conducting a meeting or their designee to remove, or cause the removal of, an individual for disrupting the meeting . . . Removal to be preceded by a warning to the individual by the presiding member of the legislative body or their designee that the individual's behavior is disrupting the meeting and that the individual's failure to cease their behavior may result in their removal." Complaints related to internal Commission matters such as alleged violation of the Code of Conduct or other disputes among members are addressed and resolved in adherence to Policy/Procedure #08.3302." (Commission Bylaws, Article VII, Section 4.)

APPROVED BY OPERATIONS COMMITTEE ON 05/25/23; COH 06/08/23

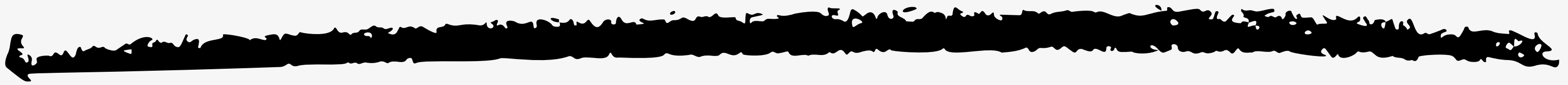
Approved (11/12/1998); Revised (2/10/2005; 9/6/2005); Revised (4/11/19; 3/3/22, 3/23/23; 5/30/23)

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HOUSE RULES

Consumer Caucus Meetings



1. **Active Listening:** Practice active listening during discussions. Allow each member to express their thoughts without interruption and try to understand their perspective before responding.
2. **Stay On Topic:** Keep discussions focused on the agenda and relevant issues. Avoid veering off into unrelated topics to make the most of everyone's time and energy.
3. **One Person, One Voice:** Give everyone an opportunity to speak before allowing individuals to speak again. This ensures that multiple perspectives are considered and prevents domination of the conversation by a few individuals.
4. **ELMO Principle:** A acronym for "Enough, Let's Move On." When a topic has been thoroughly discussed, respectfully say "ELMO", signaling the need to transition to the next agenda item.
5. **"Vegas" Rule:** "What's discussed in the Caucus, stays in the Caucus." Respect the confidentiality of sensitive information shared within the Caucus unless there is explicit permission to share.
6. **Respect Diversity & Use Inclusive Language:** Embrace diversity of opinions, backgrounds, and experiences. Be open to different viewpoints and avoid making assumptions about others based on their beliefs. Be mindful of the language you use and strive to be inclusive and respectful. Avoid offensive or discriminatory language.
7. **Use Parking Lot:** Utilize the "parking lot" to capture ideas, questions, or discussions not directly related to the current agenda item to address later or offline with staff and/or leadership.





JANUARY 11, 2024 CONSUMER CAUCUS (CC)

Meeting Summary

Meeting packet available [HERE](#)

CO-CHAIR WELCOME & INTRODUCTIONS. Co-Chairs Lilieth Conolly, Ish Herrera and Damone Thomas opened the meeting and led introductions.

COH MEETING DEBRIEF. The Caucus briefly reviewed the Annual Meeting evaluation information as a tool to assist in developing the 2024 workplan. In response to the Brown Act presentation, concerns were expressed regarding lack of engagement allowed on social media as Commissioners to promote or advocate for Commission-related initiatives. Additional concerns were expressed regarding the management of COH meetings and how they are encroaching upon Caucus meetings. A request was made whether consumers can apply to DHSP provider trainings; staff to follow up.

ED/STAFF REPORT. Cheryl Barrit, Executive Director, directed the Caucus to the HOPWA funding-related resources in the packet, emphasizing the symbiotic relationship between the HOPWA and Ryan White Program. While distinct systems, they work together.

Highlighting the availability of HOPWA coordinators in each region, C. Barrit shared how these coordinators can assist individuals in connecting with HOPWA services. During the discussion, the Caucus expressed concerns about the escalating problem of limited accessible housing for People Living with HIV (PLWH). Additionally, there was acknowledgment that consumers face challenges in understanding how to navigate HOPWA services effectively. This awareness underscores the need for further education and support in addressing these critical issues.

The Caucus recommended that a different service be highlighted each month, inviting relevant service providers to Caucus meetings for informative sessions. Alternatively, the Caucus proposed presenting informational/FAQ videos from service providers to enhance consumer understanding and assist in navigating available services.

Acknowledging the importance of improved information sharing, C. Barrit committed to collaborating with Chuy Orozco, the HOPWA Program Manager, to facilitate better communication between HOPWA and the Caucus. While welcoming service providers to attend all meetings, C. Barrit clarified that only

Chuy Orozco, appointed by the Board of Supervisor, can occupy the HOPWA seat, unless replaced by another HOPWA representative.

CO-CHAIRS REPORT.

December 14, 2023, Retreat Summary Highlights:

- ❖ Ongoing discussions on the 2024 workplan to include the following additional topics to include as part of the 2024 workplan:
 - Russell Ybarra's presentation on housing
 - Proposal to form a dedicated Housing Taskforce
 - Plans to organize jail tours for better community understanding
 - Plan an all-consumer-led event
 - Emergency Financial Assistance (EFA) updates shared, offering data on program utilization

2024 Workplan Development:

- ❖ February 2024: Housing Overview
 - Russell Ybarra housing presentation
 - Open dialogue on housing issues and potential solutions
 - Ask attendees to submit ideas and recommendations to help inform next steps
- ❖ March 2024: Mental Health
 - Exploration of available mental health services
 - Discussion on coping mechanisms and tools
 - Addressing concerns about excessive paperwork and the need for support in navigating the system
- ❖ April 2024: Presentation on Get Protected LA: I'm+LA Website
 - Spotlight on Get Protected LA program
 - Overview of Ryan White Program services
- ❖ Request to provide hard copies of meeting materials for those without access to technology
- ❖ Next Caucus meeting will be on February 8, 2024, at St. Anne's Conference Center



Consumer Caucus Workplan 2024

PURPOSE OF THIS DOCUMENT: To identify activities and priorities the Consumer Caucus will lead and advance throughout 2024.

CRITERIA: Select activities that 1) represent the core functions of the COH and Caucus, 2) advance the goals of the 2023 Comprehensive HIV Plan (CHP), and 3) align with COH staff and member capacities and time commitment.

CAUCUS RESPONSIBILITIES: 1) Facilitate dialogue among caucus members, 2) develop caucus voice at the Commission and in the community, 3) provide the caucus perspective on various Commission issues, and 4) cultivate leadership within the caucus membership and consumer community.

#	GOAL/ACTIVITY	ACTION STEPS/TASKS	TIMELINE/ DUE DATE	STATUS/COMMENTS
1	Create a safe environment for consumers (<i>people in need of HIV care and prevention services</i>)	Increase awareness of the caucus in the community. Create consumer-only spaces as part of meetings; address topics that are consumer-focused; provide educational and capacity building opportunities.	Ongoing	Increase participation in the Caucus is encouraged, emphasizing the significance of sharing opinions and feedback. Individual experiences can make a meaningful impact on others attending, fostering a sense of community support.
2	Address topics important to consumers that improve quality of life	Create a list of topics relevant to consumers' needs and concerns	Ongoing	Housing, EFA, mental health, RWP services, social engagement, advocacy, estate planning, general HIV education, stigma, SUD, 50+, exercise, support programs, i.e., buddy, animals, etc., service coordination <u>Proposed Meeting Schedule:</u> February=Housing; March=Housing, Mental Health; April=Housing, I'm+LA Website, RWP Services; May=Life Insurance, Estate Planning; June=Self Advocacy, Support Groups
3	MIPA. Meaningful Involvement by People Living with HIV/AIDS.	Ensure that the communities most affected by HIV are involved in decision-making, at every level of the response	Ongoing	Plan an all-consumer led event; cross collaborate w/ other Caucuses.
4	Leadership and Capacity Building Training: <i>Identify training opportunities that foster and nurture (PLWH & HIV-neg) consumer leadership and empowerment in COH and community.</i>	Continue soliciting ideas from consumers for training topics	Ongoing	Refer to 2024 Training schedule. Access DHSP provider trainings – TBD. Establish a Speaker Series.

5	Consumer Recruitment & Participation in COH: <i>Identify activities to increase consumer participation at Consumer Caucus/COH meetings, especially individuals from the Black/African American, Latinx, youth, and indigenous communities.</i>	<ul style="list-style-type: none"> -Identify mechanism for retaining Caucus members -Recruit members that are not part of Ryan White contracted agencies or consumers of Ryan White services -Recruit members that need HIV care and prevention services -Develop an award ceremony to recognize individuals that volunteer their time to serve/participate in the Caucus 	Ongoing	Question: <ul style="list-style-type: none"> -Why would anyone come to Caucus meetings? -Why won't providers recruit? -How can we get providers to encourage their clients/patients to attend? -What is the incentive for unaffiliated consumers to attend meetings?
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An Unaffiliated Consumer Conversations with Providers about Housing Notes from Field | Commissioner Russell Ybarra

Purpose:

- To gain a personal understanding of the capacity of local organizations to serve PLWH with their housing needs.
- Share notes from field with Consumer Caucus to spark ideas on how the Caucus can work within the legislatively required functions of the Commission on HIV to improve access to housing related services for PLWH, especially older adults living with HIV.

Additional Resources: Refer to additional attachments to help understand how the Commission can help improve housing services within its duty as a planning council:

1. [Program Clarification Notice \(PCN\) #16-02 Ryan White HIV/AIDS Program Services Eligible Individuals and Allowable Uses of Fund](#)
2. [Ryan White Housing FAQs](#)

QUESTION	RESPONSE AGENCY 1	RESPONSE AGENCY 2	GENERAL COMMENTS FROM AGENCIES 3, 4, 5 <i>*These agencies did not answer all questions but provided general comments instead.*</i>
How many staff members does your housing department staff?	2	2 case managers	AGENCY 3: <ul style="list-style-type: none"> • Feels I / we should create a Task Force • Speak to Chuy Orozco (HOPWA), DHSP (Mario Perez), and other funding agencies. • Speak to the Commission staff and Aging Caucus. • One staff member discussed how he tried helping a senior friend complete housing form online. He was equally confused, for each application, they had to create a new file with a different email address and new log-in password for that agency's website.
Do you feel you could use more staff?	Yes	No	
How many senior client applications do you have pending?	5	0 (none received this year)	
How many senior clients have been housed in the past year?	At {Agency Name}, we don't house anyone directly, but from time to time we do	0	

	assist clients locate housing. About 5		<ul style="list-style-type: none"> The agency feels there is a need for senior service and said they would be happy to support me / us as we move forward. <p>AGENCY 4:</p> <ol style="list-style-type: none"> Everyone has trouble finding housing. Project New Hope is another resource depending on their availability. Housing is extremely difficult and not readily available. Even for someone who is housed but at risk of losing it because of past due rent, the process for getting enrolled in rental assistance services is tedious and time consuming. It can take months for something like that to come through for a client and that just isn't time they have. Another issue that is currently affecting our undocumented/not legally present clients is the loss of their section-8 vouchers without a solution or eligibility to apply anywhere else. And the other difficult part is you must be behind on rent or bills for them to help you. As mentioned, by ***** those are the usual organizations we refer to. I know the LGBT center also has some Housing assistance for folks over 50, but the waitlist is about 3-6 months now. If I see anything else, I'll make sure you reach out. <p>AGENCY 5:</p> <ol style="list-style-type: none"> Senior do not have enough to pay rent due to landlords' raising rental rates.
Have you had to stop accepting applications due to a lack of staff?	Yes	No	
When you have a senior client, is your staff able to help them from start to finish in the housing process?	Sometimes	Yes	
What do you feel the LA County Commission on HIV can do to help HIV / AIDS seniors get additional help to search and secure housing?	We need another housing locator, and another Client Resource Coordinator to assist with the one-to-one case management. Identifying landlords and apartments for rent. The COH can assist with funds for another position, and also assist with covering the rental applications that go well above \$50 per application per person.	<ol style="list-style-type: none"> Grant Coordinated Entry System (CES) access to case managers so they can assist clients with CES referrals. Prioritize senior applications to further assist clients with lack of transportation and / or technology illiteracy. 	
Do you or your agency have any suggestions on how to address the Senior population's housing special needs?	We need units that are designated for seniors, HIV/AIDS, undocumented, low-income to no income.	<ol style="list-style-type: none"> Transportation Provide seniors who obtain permanent housing with on-site case managers on a weekly basis to ensure housing needs are met. 	

			<ul style="list-style-type: none">2. Seniors do not want to go into shared housing, due to income and are used to living alone.3. Undocumented programs coming to an end with no new programs available.
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HOUSING RESOURCES

*****Not exhaustive and meant to provide a starting point for additional information.*****

Comprehensive Housing & Referrals for People Living with HIV/AIDS (CHIRP LA)

<https://www.chirpla.org/>

150 W. 24th Street

Los Angeles, CA 90007

Email: info@chirpla.org

Phone: (213)741-1951

Toll Free: (877)7CHIRPLA

(877)724-4775

Fax: (213)741-1959

Open Monday through Friday 10:00am to 3:00pm. It is strongly suggested to call and make an appointment at 213.741.1951.

Los Angeles Homeless Services Authority (LAHSA)

<https://www.lahsa.org/get-help>

Hotline: (213) 225-6581

Hours of Operation: Monday through Friday, 7:30am to 4:30pm

Grievance: (213) 225-8442 or <https://www.lahsa.org/support/contact-us?t=13-grievances>

U.S. Department of Housing and Urban Development

<https://www.hud.gov/findshelter>

https://www.hud.gov/complaints_home

Los Angeles County Housing Resource Center

<https://housing.lacounty.gov/>

1-877-428-8844

Monday-Friday, 6am to 5pm

City of Los Angeles Eviction Defense Program

<https://www.stayhousedla.org/>

1-888-694-0040

City of Los Angeles Housing Department

Housing Programs: <https://housing2.lacity.org/housing>

Complaints and Code Violations: <https://housing2.lacity.org/residents/online-services-residents>

1-866-7368

Angeleno Account | To Access City of Los Angeles Services

<https://angeleno.lacity.org/>

Housing and HIV | Community Reflections on Coordinated Planning



LOS ANGELES HOMELESS SERVICES AUTHORITY (LAHSA)

Coordinated Entry System | Funding and Administration | Homeless Management Information System
Homeless Count | Homeless Outreach

City of LA \$1.3B

- Measure HHH
- State and Federal Grants
- Interim housing
- Acquiring hotels
- Support services (case management, food, residential staff)
- Permanent housing
- Staff and administration, outreach teams, housing navigation
- SUD treatment beds (residential care)
- Street medicine teams

HOMELESS INITIATIVE (HI) \$609.7M

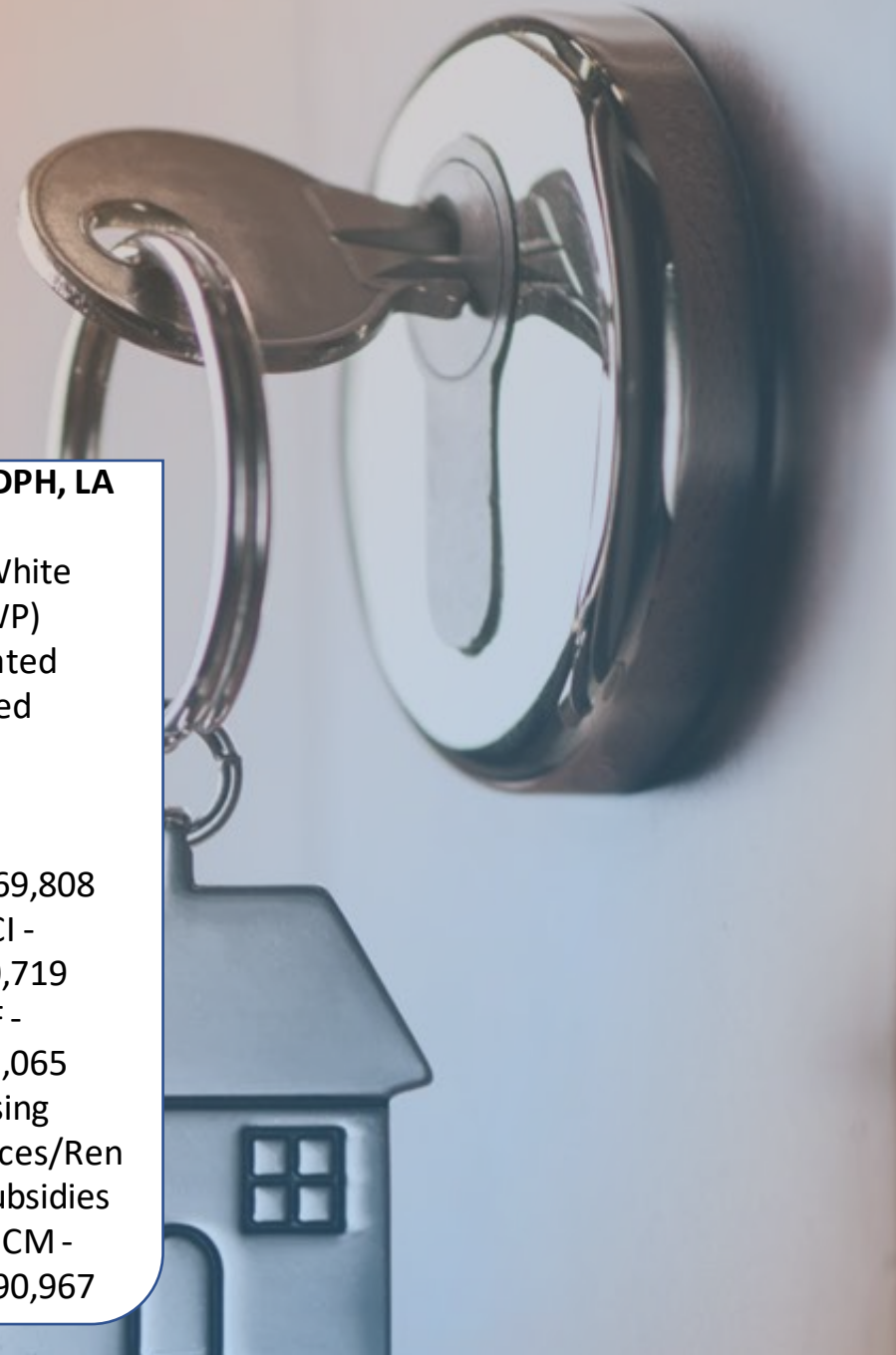
- Under CEO –lead for LAC Homeless Emergency Response
- Measure H, State Grants, County funds
- Multiple County Departments
- DHS, DMH, DPH-SAPC, LAHSA
- Recuperative care
- Stabilization housing
- Mental health interim housing
- Enriched residential care (aka Board and Care)
- Enhanced emergency shelter program for TAY
- Recovery bridge housing
- Crisis housing
- Transitional housing for DV/IPV victims
- Winter shelter
- Safe parking
- Street medicine, outreach teams

HOPWA (under City of LA) \$21.7M

- Short-term Rent, Mortgage and Utility (STRMU)
- Permanent Housing Placement Grant
- Tenant-based rental assistance (TBRA)
- Project-based rental assistance (PBRA)
- Scattered site master leasing
- Housing specialists
- Residential service coordinators
- Benefits counseling
- Legal services
- Animal support and advocacy
- Housing information and referral

DHSP (part of DPH, LA County)

- FY 23 Ryan White Program (RWP)
- Housing Related COH Approved Allocations
- \$4,627,919
 - EFA - \$1,569,808
 - RCFCI - \$220,719
 - TRCF - \$145,065
 - Housing services/Rental subsidies with CM - \$2,890,967



Housing and HIV | Community Reflections on Coordinated Planning

1. What reactions and questions are coming up for you?
2. What does a coordinated community planning process look like around housing and HIV?
3. What about the status-neutral approach to HIV and housing community planning?
4. What are your expectations around community planning for housing and HIV?
5. How do we get key funders to talk to us?
6. Which agencies do we want to talk to?

For your consideration: use the first quarter of 2024 full Commission meetings to focus on housing and HIV coordination and planning with key agencies.





Los Angeles County HOPWA Program

Housing Opportunities For Persons with HIV/AIDS (HOPWA) is a federally-funded program that provides assistance with housing and supportive services for low-income persons living with HIV/AIDS and their families. The program goals are to maintain stable housing, reduce the risk of homelessness, and increase access to care. Services are provided countywide.

Housing Information and Referral – Locates vacant units within the County of Los Angeles and maintains a user-friendly website that includes rental listings, housing resources, and additional community resources.

Housing Specialist/Crisis Housing – Performs comprehensive assessments and housing plan to address barriers to finding and sustain stable housing. Emergency and transitional housing for clients homeless or at-risk of homelessness.

Short Term Financial Assistance – Short-Term Rent, Mortgage, and Utility (STRMU) program provide short term financial assistance to maintain housing and Permanent Housing Placement (PHP) provides move-in grant to help households with first month's rent, security deposits and utility switch on fees.

Tenant Based Rental Assistance (TBRA) – Funded through four housing authorities, operates similarly to a Section-8 voucher program. Households who remain eligible after 12 months may convert to the Section-8 program.

Scattered Site Master Leasing – Households living in units leased by a non-profit agency scattered throughout multiple buildings and receive supportive services.

Residential Service Coordination – Households living in affordable permanent housing (PH) receive supportive services and linkages to other community resources.

Legal Services – Assists with evictions, issues related to eligibility for public benefits, and informs tenants of rights regarding fair housing laws.

Animal Advocacy – Teaches tenants' rights regarding service animals for emotional support as well as supportive services for animals.



HOUSING SPECIALIST, CRISIS HOUSING OR FINANCIAL ASSISTANCE

- Antelope Valley (SPA 1) – Tarzana Treatment Center (661) 948-8559
- San Fernando Valley (SPA 2) – Tarzana Treatment Center (818) 342-5897
- San Gabriel Valley/Pasadena (SPA 3) – Foothill AIDS Project (909) 482-2066
- Hollywood/ Metro/Westside (SPA 4/5) – Alliance for Housing and Healing (323) 656-1107
- Downtown Los Angeles (SPA 4) – JWCH Institute Inc. (Wesley Health Centers) (213) 285-4260
- South Los Angeles Area (SPA 6) – APLA Health (213) 201-1637
- East LA/Great Whittier Area (SPA 7) – Foothill AIDS Project (909) 482-2066
- Greater Long Beach area (SPA 8) – Alliance for Housing and Healing (562) 294-5500

LEGAL SERVICES

- Inner City Law Center (213) 891-2880

ANIMAL ADVOCACY & SUPPORT

- PAWS/LA (213) 741-1950

For more information please contact, **CHIRPLA** at **(877) 724-4775** or visit their website at www.chirpla.org.

You may also contact the **HOPWA Hotline** at **(213) 808-8805** or via e-mail at lahd-hopwa@lacity.org.



We're Listening

share your concerns with us.

**HIV + STD Services
Customer Support Line**

(800) 260-8787

Why should I call?

The Customer Support Line can assist you with accessing HIV or STD services and addressing concerns about the quality of services you have received.

Will I be denied services for reporting a problem?

No. You will not be denied services. Your name and personal information can be kept confidential.

Can I call anonymously?

Yes.

Can I contact you through other ways?

Yes.

By Email:

dhspsupport@ph.lacounty.gov

On the web:

<http://publichealth.lacounty.gov/dhsp/QuestionServices.htm>





Estamos Escuchando

Comparta sus inquietudes con nosotros.

**Servicios de VIH + ETS
Línea de Atención al Cliente**

(800) 260-8787

¿Por qué debería llamar?

La Línea de Atención al Cliente puede ayudarlo a acceder a los servicios de VIH o ETS y abordar las inquietudes sobre la calidad de los servicios que ha recibido.

¿Se me negarán los servicios por informar de un problema?

No. No se le negarán los servicios. Su nombre e información personal pueden mantenerse confidenciales.

¿Puedo llamar de forma anónima?

Si.

¿Puedo ponerme en contacto con usted a través de otras formas?

Si.

Por correo electrónico:
dhspsupport@ph.lacounty.gov

En el sitio web:
<http://publichealth.lacounty.gov/dhsp/QuestionServices.htm>

