



FREQUENTLY ASKED QUESTIONS (FAQ)

Survey overview

The City of Los Angeles Housing Department (the City) is conducting a survey to gather information from people living with HIV/AIDS in Los Angeles County regarding their housing and other supportive service needs. The survey asks questions about people's current living situation, use of supportive services and housing assistance, and unmet needs related to services and housing. For respondents that receive supportive services and/or housing assistance funded by the Housing Opportunities for Persons with AIDS (HOPWA) program, the survey also includes questions about individuals' experience receiving HOPWA -funded services and housing.

Purpose of the survey

The City developed the survey to gather current information on the housing and supportive service needs of people living with HIV/AIDS in the County. The City receives annual HOPWA funds from the federal government to meet the housing and service needs of people with HIV/AIDS in Los Angeles County. By gathering information on current needs, the City can make possible changes to the HOPWA program to help improve the housing and supportive services for eligible people and their families.

Why client feedback is important?

The survey aims to collect responses from HOPWA program recipients as well as people with HIV/AIDS who are not receiving HOPWA-funded services or housing. For HOPWA clients, it is important for HOPWA providers to hear from clients about their experience with the HOPWA program. Information from clients can identify which aspects of the HOPWA program are working well and which could be improved. Information from people who are not HOPWA clients also provides valuable insight on the needs of the broader population with HIV/AIDS in Los Angeles County.

How results will be used?

The City will use the survey results to make possible changes to the HOPWA program to help improve the housing and supportive services for eligible people and their families.

Will results be shared with the agencies?

The City will share a summary of the survey responses with HOPWA providers and individual survey responses will remain anonymous.



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Who should participate?

People who have been diagnosed with HIV/AIDS and live in Los Angeles County should take this survey. This includes people who may or may not be receiving HOPWA supportive services or housing assistance. The goal of the survey is to hear from Los Angeles County residents that have HIV/AIDS.

Why are we doing this survey?

The City developed the survey to gather current information on the housing and supportive service needs of people living with HIV/AIDS in the County. By gathering information on current needs, the City can make possible changes to the HOPWA program to help improve the housing and supportive services for eligible people and their families.

Is participation required?

Participation is not required but is encouraged.

How long does it take?

The survey includes 36 questions, most of which are multiple choice. The survey will take no more than 30 minutes to complete.

Is my information confidential?

Yes, survey responses are confidential. The City understands the confidential nature of the information collected in the survey and will not publish individual survey responses.

How will the results be used?

The City will use the survey responses to better understand the housing and supportive services needs among people with HIV/AIDS in Los Angeles County. The information will help the City as it considers possible changes to the HOPWA program to help improve the housing and supportive services for eligible people and their families.

What if I need help completing it?

For questions, support, or issues with the survey, please email PAWS/LA at ajusto@chirpla.org. For general program comments or questions, please email lahd.hopwa@lacity.org.