Retention of Transgender People into HIV Prevention and Care Services

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Acknowledgements

APLA-Shared Action$^\text{HD}$

UCSF Center of Excellence for Transgender Health
Who we are...

- CBA for Health Departments
- Components
  - HIV Testing
  - Prevention with Positives
  - Condom Distribution

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CoE Capacity Building Assistance Program

• High Impact HIV Prevention with CBOs
• Transgender health content expert
• Partnerships
  – UCSF Center for AIDS Prevention Study (CAPS)
  – Alliance Health Project

Shawn Demmons, MPH
Greg Rebchook, Ph.D.
Introduction

• Increase awareness of National Transgender HIV Testing Day

• Increase provider capacity to retain high-risk transgender people in HIV testing services
Objectives

By the end of this webinar participants will:

• Increase their capacity to retain transgender people in HIV prevention and care services

• Be able to identify the six factors that affect retention

• Increase their awareness of National Transgender HIV Testing Day
HIV Among Transgender People in the U.S.

Transgender Men
(N-361)

- Hispanic/Latino: 15% (55)
- White: 16% (56)
- Other: 11% (39)
- Black/African American: 58% (211)

Transgender Women
(N-1,974)

- Hispanic/Latina: 29% (578)
- White: 11% (212)
- Other: 9% (182)
- Black/African American: 51% (1,002)

Respondents were living with HIV (1.4%) at nearly five times the rate in the U.S. population (0.3%)

33% of those who saw a health care provider in the past year reported having at least one negative experience related to being transgender

40% have attempted suicide in their lifetime, nearly nine times the rate in the U.S. population (4.6%)


- 4 times more likely to live in poverty
- 3 times higher unemployment rate
- Nearly half (46%) were verbally harassed in the past year because of being transgender.

Polling Question #1

• What are some primary barriers to retention with transgender individuals at your organization?
HIV Care and Prevention Continuum

HIV Positive Care Continuum
- Linkage
- HIV Care
- Treatment
- Engagement/Retention
- Virologic Suppression
- Reduce HIV Prevalence

HIV Test

HIV Negative Prevention Continuum
- Counseling and Risk Stratification
- Prevention Toolbox (risk reduction, PrEP, PeP)
- Ongoing Counseling Support and Outreach
- Support Adherence
- Repeat HIV Testing
- Reduced HIV Acquisition

(Trans HIV Testing Toolkit, Center of Excellence for Transgender Health, 2016)
What is Retention?

Continuous engagement of the client with a specific service or program

Examples:

• Maintaining client participation for the duration of the intervention cycle; when time-limited

• Completion of all sessions required for the delivery of the intervention: *Multi-session group level or individual level*

• Ongoing participation in and adherence to PrEP or ART
Retention Rate

• What is retention rate?

# Currently Engaged
# Enrolled

• What affects your program’s retention rate with transgender communities?
Why Clients Engage or Not

Why do people stay?

Why do people go?
Polling Question #2

• How does your organization respond to challenges to retention with transgender communities?
6 FACTORS THAT AFFECT RETENTION
Factors Affecting Retention

1) Target population
2) Provider characteristics
3) Site specific
4) Internal systems & processes
5) Personal barriers
6) Community
1. Target Population

- Knowledge of target population
- Recruiting individuals within target
- Information about program
Getting to Know the Transgender Community

• Physical and digital networks

• Leaders, gatekeepers, “mothers”

• Community advisory board (CAB)

• Consult transgender staff
2. Provider Characteristics

- Bias
- Cultural sensitivity, competency
- Lack of knowledge of protocol
- Client-centered
- Problem solving skills
- Hire transgender staff
Provider Characteristics:
We all have biases...

- Implicit bias
  - Microaggressions
    - Micro-invalidations
    - Body appraisal
  - Misgendering
    - Names & pronouns
How to address these biases...

• Provider training
  – Ongoing
  – Agency policies

• Cultural humility
  – Lifelong learner
  – Self-reflection
  – Institutional accountability
3. Site Specific

- Accessibility
- Environment, atmosphere
- Reputation, credibility
Creating a Trans-Inclusive Environment

<table>
<thead>
<tr>
<th>Structural</th>
<th>Environment</th>
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<tbody>
<tr>
<td>• Hire transgender staff</td>
<td>• Knowledgeable staff</td>
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<tr>
<td>• Accessibility</td>
<td>• Forms</td>
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<tr>
<td>• Program hours</td>
<td>• Restrooms</td>
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<tr>
<td>• One-stop</td>
<td>• Décor</td>
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</tbody>
</table>
4. Internal Systems & Processes

• Implementation Plan
  – Protocols in place
  – Client Flow
    • Waiting for an appointment
  – Communication between services

• Evaluation
  – Quality Assurance
Effective Program Planning

• Input from community opinion leaders
• Collaborate with other trans service agencies
• Ongoing evaluation
5. Individual Factors

• Competing needs
  – Substance abuse
  – Mental health
  – Housing
  – Food insecurities

• Fear

• Navigating healthcare system
Transgender Specific Factors and Strategies

Psychosocial Issues

• Interference with hormone therapy
• Negative past experiences with providers
• Stigma
• Engagement in sex work

Strategies

• Sufficient time to establish trust and rapport
• Program hours
• Hire transgender staff
• Services that address competing priorities
6. Community

- Stigma
- Social Norms
- Culture/Religion
- Social Networks
Recap

Identify factors that affect retention

Identify possible solutions

Anticipate challenges

Develop a plan
RESOURCES
<table>
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<tr>
<th>Best Practices for HIV Prevention Among Trans People</th>
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<tr>
<td>1. Ground your work in the community</td>
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<td>2. One size does not fit all</td>
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<td>3. Use multi-level approaches</td>
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<td>4. Get the facts</td>
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<tr>
<td>5. Look in all the right places</td>
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<td>6. Increase access to health care</td>
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<td>7. Staff development</td>
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<td>8. Advocate</td>
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transhealth.uscf.edu
8 Best Practices for HIV Prevention among Trans People

1. Ground Your Work in the Community: Develop partnerships with trans people and organizations to create and grow programs, services, and research with, by, and for trans people. Community involvement ensures that HIV prevention programs and services are relevant, feasible, and effective for the target communities.

2. Race & Ethnicity: One Size Does Not Fit All: Interventions and programs are most effective when they incorporate social and ethnic issues that contribute to HIV risk and are sensitive to diverse cultures and communities.

3. Utilize Multi-level Approaches to HIV Prevention: Develop and provide services and care through a broader context of health and well-being. Consider approaches that not only focus on the individual, but also families, social networks, schools, communities, and organizations that trans people live, work, and play in.

4. Get the Facts! Assess, Evaluate & Enhance: Conduct thorough needs assessments and evaluations, use the data to progress planning, and disseminate what you learned.

5. Looking in All the Right Places: Recruitment and retention strategies should consider the unique needs and preferences of diverse populations. Make an effort to get involved with communities, and bring awareness and visibility to the work you do.

6. Increase Access to Health Care for Trans People: Have a network of multiple locations with easy access to primary care options, provide services in multiple languages, and have trained providers who understand current HIV and health care issues of these people. Provide hormone therapy as part of primary care.

7. Invest in Developing and Supporting Your Staff: Professional staff investments in training, education, and learning opportunities for advancement are key to building capacity and healthy work environments for staff and their clients.

8. Advocate for Structural and Systemic Change on Behalf of Trans People: Collaborate with community partners to advocate for policy development and social change to identify and address how HIV among trans people is impacted by housing, employment, discrimination, violence, social support, health care, and structural inequities.

Visit our website for the complete report: 
"Increasing access to comprehensive, effective, and affirming health care services for trans and gender diverse communities."

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Transgender HIV Testing Toolkit

TRAN HIV TESTING TOOLKIT

transhealth.uscf.edu
Things Your Agency Can Do

• Learn how HIV affects transgender people

• Encourage Testing
  – Share Videos from Act Against AIDS’s Doing It campaign

• Utilize social media
  – #TransHIV
  – #Doingit

https://www.cdc.gov/hiv/library/awareness/nthtd_tycd.html
Questions?
Upcoming Webinars

• Effective HIV Prevention for Transgender Communities
  – June 19, 2018
  – 11 am PST / 2 pm EST
Contact Information

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