



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, June 13, 2024
1:30PM-3:15PM (PST)*

*Note Updated Meeting Time

Meeting materials can be found at
<https://hiv.lacounty.gov/meetings> *Other Meetings



2- PART PRESENTATION: MENTAL HEALTH & HIV "Mental Health & Stigma"

IN PERSON:

510 S. Vermont Avenue, 9th Floor, Terrace Conference Room, Los Angeles 90020

Validated Parking @ 523 Shatto Place, LA 90020

**As a building security protocol, attendees entering the building must notify parking attendant and security personnel that they are attending a Commission on HIV meeting*

****Lunch Provided****

WEBEX VIRTUAL LOG-IN:

<https://lacountyboardofsupervisors.webex.com/lacountyboardofsupervisors/j.php?MTID=m2ead2c60c789a8d2aa65f488b5f4e28d>

Access Code: 2531 565 4590 Password: CAUCUS

together.

WE CAN END HIV IN OUR COMMUNITIES ONCE & FOR ALL

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



CONSUMER CAUCUS (CC)

“HYBRID” MEETING AGENDA

THURSDAY, JUNE 13, 2024 @ 1:30PM-3:15PM

In Person:

510 S. Vermont Avenue, 9th Floor, Terrace Conference Room*, Los Angeles 90020

Validated Parking @ 523 Shatto Place, LA 90020

**As a building security protocol, attendees entering the building must notify parking attendant and security personnel that they are attending a Commission on HIV meeting.*

WebEx Virtual Log-In:

<https://lacountyboardofsupervisors.webex.com/lacountyboardofsupervisors/j.php?MTID=m2ead2c60c789a8d2aa65f488b5f4e28d>

Access Code: 2531 565 4590 Password: CAUCUS

1. CO-CHAIR WELCOME, INTRODUCTIONS & HOUSE RULES 1:30PM – 1:35PM
2. COH MEETING DEBRIEF (*Opportunity to address specific items from the Commission meeting that directly impact consumers*) 1:35PM – 1:40PM
3. ED/STAFF REPORT 1:40PM – 1:45PM
 - County/Commission Updates
 - HRSA Technical Assistance Site Visit Feedback
 - Annual Conference Workgroup Updates
 - [Priority Setting & Resource Allocation \(PSRA\) Survey](#)
4. CO-CHAIRS REPORT 1:45PM – 2:00PM
 - May 9, 2024 Meeting Recap
 - 2024 Workplan Review (Ongoing)
 - Housing Taskforce Updates
 - [2024 Training Schedule Reminder](#)
 - May 20, 2024 Women’s Caucus Virtual Lunch & Learn: [Medical Labs & Medical Adherence](#)
 - June 17, 2024 Women’s Caucus Virtual Lunch & Learn: [Peer Support for Optimal Health](#)
 - Review & Finalize Consumer Housing Letter to [Elected Officials](#)
5. 2-PART PRESENTATION SERIES: MENTAL HEALTH & PEOPLE LIVING WITH HIV 2:00PM – 3:00PM
 - “Mental Health & Stigma” Presented by the Los Angeles County Department of Mental Health (DMH)
6. OVERFLOW & PARKING LOT (*Opportunity to continue discussions from previous agenda items or capture future discussion topics not agendaized.*) 3:00PM – 3:05PM
7. ACTION ITEMS, CALLS TO ACTION & NEXT STEPS 3:05PM – 3:10PM
 - [Call to Action](#): Encourage Resource and Information Sharing Between Consumer & Provider
8. AGENDA DEVELOPMENT FOR NEXT MEETING 3:10PM – 3:12PM
9. PUBLIC COMMENTS & ANNOUNCEMENTS 3:12PM – 3:15PM
10. ADJOURNMENT 3:15PM

#MIPA

Meaningful Involvement by People Living with HIV/AIDS



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.)



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.



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 | <p>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></p> | <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 | <p>Question:</p> <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? |
|---|--|---|---------|--|



MAY 9, 2024 CONSUMER CAUCUS (CC) Meeting Summary

Meeting packet available [HERE](#)

CO-CHAIR WELCOME & INTRODUCTIONS. Caucus co-chairs opened the meeting, led introductions, and reviewed “house rules”.

COH MEETING DEBRIEF. The Caucus emphasized the need for discussions on People with HIV (PWH) to adopt a holistic approach, considering the "whole person." This includes addressing employment, housing, and mental health to help PWH achieve normalcy. Additionally, the Caucus highlighted the importance of increasing opportunities for PWH to engage in policy development and legislative initiatives that directly affect them.

ED/STAFF REPORT. Cheryl Barrit, MPIA, Executive Director, announced that the COH’s Executive Committee has approved the formation of a housing taskforce. An email will be sent to volunteers to poll for their availability for a kickoff meeting.

Additionally, the Planning, Priorities and Allocations Committee (PP&A) launched a Priority Setting and Resource Allocation (PSRA) survey to get consumer input on prioritizing HIV prevention and care services; the electronic survey will be released by the close of business. Responses will help inform the Committee’s priority setting and resource allocations deliberations. The survey is for consumers of HIV prevention and care services in Los Angeles County. Participants will be entered into a raffle to win a \$100 gift card. The survey will remain open until June 7, 2024. Click [HERE](#) to take the survey.

CO-CHAIRS REPORT

[April 13, Meeting Recap](#). The Co-Chairs briefly reviewed the meeting summary located in the meeting packet.

[Workplan Review \(Ongoing\)](#). The Co-Chairs led the Caucus in a review of its workplan

DISCUSSION TOPIC

Review & Finalize Consumer Housing Letter to Elected Officials.

The Caucus reviewed the draft letter and provided the following feedback:

- Integrate elements from the March 13, 2022, Aging Caucus’ memorandum to DHSP & HOPWA concerning housing for older adults living with HIV.
- Mention high-risk populations, including the transgender community, in the header and throughout the letter.
- Reference PWH who own homes and need repairs to help them maintain their current housing.
- Personalize the letter by writing from a collective “we” perspective on behalf of PWH.

- Move the last paragraph to the beginning of the letter.
- Add local data and examples to strengthen the message.
- Highlight the need for practical and effective solutions.

Staff will incorporate the feedback provided by the Caucus and present the updated draft for finalization at the next Caucus meeting.

MENTAL HEALTH SPOTLIGHT: What's Your Secret Sauce for Mental Wellness?

Caucus members were asked to share their "secret sauce" for nurturing their mental health; feedback included:

- Travel: Take time to experience new things
- Listen to music
- Spend time with family
- Engage in therapy
- Exercise regularly
- Maintain a constant state of gratitude
- Practice self-compassion
- Engage in spiritual practices
- Experience and express emotions
- Try the "screaming tree" exercise
- Help others

OVERFLOW & PARKING LOT

N/A

ACTION ITEMS, CALLS TO ACTION & NEXT STEPS

- Staff will incorporate the Caucus' feedback and present the final draft of the housing letter at the next Caucus meeting.
- All consumer members of HIV prevention and treatment services are encouraged to participate in the PSRA survey.
- Staff will send out an email to schedule the kickoff meeting for the Housing Taskforce.

AGENDA DEVELOPMENT FOR NEXT MEETING

- The agenda will be developed at the next Consumer Caucus Co-chairs meeting.
- Finalize housing letter to elected officials.
- Housing taskforce updates
- PSRA Updates

PUBLIC COMMENTS & ANNOUNCEMENTS

The Women's Caucus in partnership with the Consumer Caucus will host a 2-part Virtual Lunch & Learn on May 20 and June 17 @ 2-3:30PM to discuss Medical Labs & Medication Adherence and Peer Support for Optimal Health; see flyer [HERE](#).

ADJOURNMENT

****CONSUMER CAUCUS DRAFT LETTER TO ELECTED LOCAL OFFICIALS****

-FOR 6/13/24 CONSUMER CAUCUS DISCUSSION –
(Updated per 5/9/24 Caucus Feedback)

Subject: Urgent Action Needed to Address the Housing Crisis Impacting People Living with HIV and Vulnerable Communities Who are At Risk of HIV

Dear [Elected Official's Name],

We, the members of the Los Angeles County Commission on HIV Consumer Caucus, are reaching out to you, our elected officials entrusted with representing our interests, to bring attention to the pressing challenges faced by our community of people with HIV (PWH) and our vulnerable communities who are at-risk of HIV, in accessing and sustaining safe and stable housing in Los Angeles County. Together, we can create a Los Angeles County where every person, regardless of their health status, has a safe and stable place to call home.

Importance of Stable Housing for PWH. The urgency of securing stable housing for our HIV communities cannot be overstated. Stable and safe housing stands as a cornerstone of effective health management and HIV prevention and treatment efforts, representing a critical component of public health initiatives.

Our community members have shared powerful testimonies that underscore the profound impact of stable housing on health outcomes. Many PWH recount the challenges they face when lacking a safe and consistent place to call home. Neglect and disregard from building management exacerbate vulnerability, compromising both physical health and dignity. These testimonies reveal that stable housing isn't just about shelter; it's about ensuring a supportive environment where we can effectively manage our health conditions without added stressors or uncertainties.

Moreover, data from both local and national sources further emphasize the critical link between stable housing and health outcomes for our communities. Since 2011, the percentage of newly diagnosed HIV cases among unhoused individuals in Los Angeles County has more than doubled, reaching 9.4% in 2020 (source: [Los Angeles County Integrated HIV Prevention and Care Plan, 2022-2026](#)). Similarly, in the same year, 17% of people with diagnosed HIV experienced homelessness or other forms of unstable housing (source: [CDC. Behavioral and Clinical Characteristics of Persons with Diagnosed HIV Infection—Medical Monitoring Project, United States, 2020 Cycle \(June 2020–May 2021\). HIV Surveillance Special Report 2020;29](#)). These statistics vividly illustrate how housing instability exacerbates HIV disparities and impedes effective HIV prevention and treatment efforts.

Beyond its direct impact on our HIV communities, housing instability poses a broader threat to public health within the scope of HIV prevention and treatment. Homelessness and housing insecurity create environments where the risk of HIV transmission and acquisition is heightened, contributing to the perpetuation of the epidemic. Stable housing not only enables

****CONSUMER CAUCUS DRAFT LETTER TO ELECTED LOCAL OFFICIALS****

-FOR 6/13/24 CONSUMER CAUCUS DISCUSSION –

(Updated per 5/9/24 Caucus Feedback)

us to adhere to treatment regimens, attend vital medical appointments, and maintain viral suppression but also reduces the overall risk of HIV transmission within our communities.

Furthermore, the housing crisis disproportionately impacts vulnerable populations within our community, including women experiencing domestic violence, homeless youth, the elderly, the transgender community, individuals with co-morbidities, and those recovering from substance use. These key populations face intersecting challenges that compound the already daunting task of securing safe and stable housing. Addressing housing instability for PWH must also consider the unique needs and vulnerabilities of our underserved communities to ensure equitable access to housing and comprehensive HIV care.

In essence, stable housing isn't just a matter of shelter; it's a fundamental component of HIV prevention and treatment strategies and a critical aspect of broader public health initiatives. It is imperative that we prioritize efforts to ensure that all individuals, especially our HIV communities, have access to safe and stable housing, as it is essential for our overall health and well-being and for the well-being of the community.

Community Testimonials. As noted, the experiences and testimonies from our community members illustrate the profound challenges encountered in securing and sustaining housing. Many of us have faced homelessness, discrimination, and precarious living situations, exacerbating existing health disparities and hindering our overall well-being. These challenges persist even in buildings specifically designated for PWH, where neglect and disregard from building management are prevalent. Requests for essential repairs and appliance replacements often go unaddressed for years, leaving residents vulnerable and compromising their living conditions. Advocating for necessary improvements can lead to resistance and even threats of eviction, further exacerbating distress.

One community member expressed, "The management's lack of attention to property maintenance affects our well-being and dignity. Requests for repairs and appliance replacements have been ignored for over two years." Another member echoed similar sentiments, highlighting the bureaucratic hurdles in accessing housing assistance, stating, "To get housing is a huge barrier. People run out of time and lose their housing voucher or Section 8. The process to get housing is crazy. My paperwork process took 2 years. Then another year just to finally find housing." For PWH who own their homes, the need for essential repairs and maintenance is equally critical to maintain a safe and habitable environment. Another member emphasizes the importance of safety, a fundamental aspect of Maslow's Hierarchy of Needs, which is vital for PWH and those at risk of HIV and contributes to ending the HIV epidemic.

****CONSUMER CAUCUS DRAFT LETTER TO ELECTED LOCAL OFFICIALS****

-FOR 6/13/24 CONSUMER CAUCUS DISCUSSION –
(Updated per 5/9/24 Caucus Feedback)

The following challenges stand as further testimonies from our community, reflecting the ongoing struggles encountered in accessing and maintaining safe and stable housing and support the urgent need for comprehensive housing solutions that address the diverse needs of our community.

- ❖ Navigating a confusing and disjointed housing application process, often speaking to multiple case managers who provide inconsistent information about housing eligibility and related services.
- ❖ Lack of a clear roadmap for securing housing, with no specific timelines or information about waitlists, leading to prolonged periods of uncertainty.
- ❖ PWH do not have access to long-term housing plans while in interim housing, making them likely to return to the streets after a few weeks in temporary or emergency housing.
- ❖ Losing stable housing due to rising rents and evictions by developers, despite having maintained housing for over 25 years.
- ❖ Difficulty accessing medical care due to long distances from housing locations.
- ❖ Overwhelming challenges in conducting independent research on available services.
- ❖ Inadequate mental health and nutritional support, with some individuals facing long waits for psychiatric appointments and lacking access to kitchens or refrigeration in temporary housing.

Local & National Data. Local and national data further underscores the severity of this crisis:

- ❖ Preliminary data indicate that in 2022, 13% (184) of all people newly diagnosed with HIV in Los Angeles County (LAC) were experiencing homelessness. Compared with an average of 9% (135) over the previous 3 years, the 2022 data represent an increase of 4 percentage points or a 36% increase in the number of newly diagnosed LAC cases who were experiencing homelessness (source: [Los Angeles County Department of Public Health, Division of HIV and STD Programs, Persons Living with HIV & Experiencing Homelessness in Los Angeles County, A Summary of Diagnoses in 2022.](#))
- ❖ As of 2021, 23.7% of PWH are living in unstable housing (source: [AIDS Vu, Los Angeles County, Social Determinants of Health.](#))
- ❖ Since 2011, the percentage of newly diagnosed HIV cases among unhoused individuals in Los Angeles County has more than doubled, reaching 9.4% in 2020 (source: [Los Angeles County Integrated HIV Prevention and Care Plan, 2022-2026](#)).
- ❖ 50% of people living with HIV/AIDS will have some form of housing crisis in their lifetime (source: [Alliance for Housing & Healing.](#))
- ❖ In 2020, 17% of people with diagnosed HIV experienced homelessness or other forms of unstable housing (source: [CDC. Behavioral and Clinical Characteristics of Persons with Diagnosed HIV Infection—Medical Monitoring Project, United States, 2020 Cycle \(June 2020–May 2021\). HIV Surveillance Special Report 2020;29](#)).

****CONSUMER CAUCUS DRAFT LETTER TO ELECTED LOCAL OFFICIALS****

-FOR 6/13/24 CONSUMER CAUCUS DISCUSSION –

(Updated per 5/9/24 Caucus Feedback)

- ❖ People experiencing homelessness or housing instability have higher rates of HIV and mental health disorders than people with stable housing (source: [Issue Brief: The Role of Housing in Ending the HIV Epidemic](#)).
- ❖ Housing status is a social determinant of health that has a significant impact on HIV prevention and care outcomes. The experiences of homelessness and housing instability are linked to higher viral loads and failure to attain or sustain viral suppression among people with HIV (source: [April 12, 2023 Dear Colleague Letter jointly issued by the Centers for Disease Control and Prevention \(CDC\), the U.S. Department of Housing and Urban Development \(HUD\), and the Health Resources and Services Administration's \(HRSA\) HIV/AIDS Bureau.](#))

Call to Action. Stable housing is not a luxury; it is a fundamental right that directly impacts our health and dignity. As you make decisions that shape our community, we urge you to prioritize housing stability as a cornerstone of our collective well-being and implore you to take immediate action to:

- **Allocate** resources specifically earmarked for housing improvements for PWH.
- **Invest** in housing programs and other supportive housing efforts for PWH and those at risk of HIV.
- **Enhance** Section 8 housing programs to better serve PWH.
- **Advance** policies that address social determinants of health and increase access to affordable housing, including for PWH and those at risk for HIV.
- **Advocate** for policies that promote greater landlord accommodation and understanding of our unique needs.
- **Foster** collaboration between housing and healthcare sectors to address the intertwined challenges of housing instability and HIV.

Invitation. We invite you to an upcoming Consumer Caucus meeting to hear directly from the community; alternatively, we are open to scheduling a time for the Caucus to meet with you to explore solutions. Please contact Cheryl A. Barrit, MPIA, Executive Director, at cbarrit@lachiv.org or 213.618.6164 for coordination.

We thank you for your attention to this critical matter.

In community,

[LIST CONSUMER CAUCUS MEMBERS INDIVIDUALLY?]

Lilieth Conolly, Ishmael Herrera & Damone Thomas, Consumer Caucus Co-Chairs
Los Angeles County Commission on HIV Consumer Caucus



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](http://publichealth.lacounty.gov/dhsp/QuestionServices.htm)

