

Ryan White Program FY 2025 Client Satisfaction Survey Summary of Findings

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Presentation created by Behavioral Science Research Corp.



MIAMI-DADE
HIV/AIDS PARTNERSHIP



FY 2025 Ryan White Program Client Satisfaction Survey

- The RWP Client Satisfaction Survey (CSS) has been conducted annually by Behavioral Science Research Corporation (BSR) since 2008.
- The annual CSS provides the RWP with an opportunity to take the pulse of client needs and opinions, detect and evaluate pain points in service delivery, and augment client health outcome measurement as the basis for quality improvement.
- The FY 2025 CSS was administered to 492 RWP Medically Case Managed (MCM) clients served by 12 MCM provider subrecipients. **Because of internal MCM capacity issues during the dates of survey administration, one RWP subrecipient was granted an exemption from the FY 2025 CSS process.**
- Of these clients, 304 also received Oral Health Care (OHC) services at eight OHC provider subrecipients and were interviewed about these services.

FY 2025 RWP CSS Participant Criteria

- Clients who were eligible for a CSS interview must have been in MCM care in Miami-Dade County for at least six months, validated by at least one MCM service - by itself or in combination with an OHC service - billed through Provide Enterprise® - Miami.
 - BSR provided a randomized list of eligible client to each MCM subrecipient, from which the MCMs would draw clients to participate in the CSS.
 - The list was subdivided demographically to ensure that the CSS survey sample matched the RWP client population as closely as possible.
 - Consent to participate was a two-stage process: (1) clients recruited by the MCMs first had to give permission for BSR to contact them, and (2) when BSR contacted the clients, they had to consent as well to participate in the interviews.
- Clients were interviewed by telephone between September and early November 2025, in English, Spanish or Haitian Creole.
- As an incentive to participate, clients were given a \$30 Walmart “e-gift” card for grocery purchases. The gift cards were sent by text, by email, or by US mail.

FY 2025 Client Satisfaction Survey

Respondent Characteristics

Congruence Between Total RWP Client Population and FY 2025 Client Satisfaction Survey Respondent Demographics							
	Total	Sex		Demography			
		Male	Female	Latino	Black/ African American	Haitian	White non- Latino
RWP Total Clients	9,257	82%	18%	65%	19%	10%	6%
CSS Survey Sample	492	74%	26%	68%	17%	11%	4%

FY 2025 Client Satisfaction Survey

Satisfaction with Services Received

From ...

PROVIDER CATEGORY	2023		2024		2025	
	% Very Satisfied	% Dis- satisfied	% Very Satisfied	% Dis- satisfied	% Very Satisfied	% Dis- satisfied
Medical Case Managers	82%	1%	82%	2%	86%	1%
Dentists	61%	4%	73%	3%	66%	4%
Oral Hygienists	n/a	n/a	75%	2%	68%	1%

FY 2025 Client Satisfaction Survey

Satisfaction with Lag Time to Next Appointment

PROVIDER CATEGORY	2023		2024		2025	
	% Very Satisfied	% Dis- satisfied	% Very Satisfied	% Dis- satisfied	% Very Satisfied	% Dis- satisfied
Medical Case Managers	69%	1%	72%	2%	79%	2%
Dentists	30%	21%	38%	21%	37%	13%

FY 2025 Client Satisfaction Survey

Ease of Making Next Appointments for Care

PROVIDER CATEGORY	2023		2024		2025	
	% Very Easy	% Difficult	% Very Easy	% Difficult	% Very Easy	% Difficult
Medical Case Managers	66%	1%	68%	3%	75%	2%
Dentists	30%	20%	37%	18%	42%	12%

FY 2025 Client Satisfaction Survey

Additional MCM Satisfaction Ratings

How satisfied are clients with the time it takes their MCMs to return phone calls or texts?	84% very satisfied; 2% dissatisfied
How often did MCMs work with clients to create or modify their plans of care?	69% frequently; 12% seldom or never
How often did MCMs discuss clients' needs and refer them to other needed RWP services?	76% frequently; 8% seldom or never
Did clients report MCMs speaking to them about seeing a medical provider annually?	94% yes
How often do clients report their MCMs speak to them about taking their medications?	86% always or usually; 10% rarely or never
Did clients report MCMs speak to them about the importance of lab tests every six months?	93% yes
Did clients report MCMs speak to them about seeing an OHC provider at least once a year?	89% yes

FY 2025 Client Satisfaction Survey

Additional OHC Satisfaction Ratings

How often did their MCM or Peer help them schedule their initial OHC appointments?	73% always or usually; 21% rarely or never
How easy or hard was it for the clients to schedule that initial appointment?	44% very easy; 10% difficult
What proportion of the clients' most recent OHC visits were scheduled, vs. an emergency?	91% scheduled appointment; 9% urgent or emergency
How satisfied are clients with the time it takes for their OHC provider to return phone calls?	25% very satisfied; 15% dissatisfied
How often did clients feel the front office staff were as helpful as they should be?	93% always or usually; 2% rarely or never
How satisfied were clients with their lobby wait time once they are at the OHC provider?	34% very satisfied; 11% dissatisfied
How do clients make their next / follow-up appointment, once their current visit is over?	86% can make it on the spot; 14% client or MCM must call back
How satisfied are clients with the overall appointment process at their OHC provider?	40% very satisfied; 11% dissatisfied

*Thank
You*

