# FACTSHEET: Involving Stakeholders in the Development of the AIDS Drug Assistance Program Client Satisfaction Survey

## WHY involve Stakeholders?

The California Department of Public Health (CDPH) Office of AIDS (OA) AIDS Drug Assistance Program (ADAP) is committed to providing effective and equitable services to the public; however, CDPH/OA cannot improve ADAP and Pre-Exposure Prophylaxis Assistance Program (PrEP-AP) services without understanding what clients need. CDPH/OA solicited many different perspectives from different groups of stakeholders to help design the first ADAP and PrEP-AP client satisfaction survey.

## HOW were Stakeholders involved?

Because the definition of "satisfaction" can be subjective, CDPH/OA held six interactive **"Blue Sky"** sessions with different stakeholder groups to brainstorm the survey in a structured, intentional way to:

- Identify potential biases and inequities [1,2]
- Provide a space that encourages all voices to be heard [3,4]
- Empower stakeholders to share creative ways to measure satisfaction

Stakeholders were first asked to imagine what the client satisfaction survey would look like if they could ask anything they wanted and had unlimited resources to administer the survey. Stakeholders then went through interactive **Perspective Microscope** exercises to brainstorm motivating questions for the survey from their unique perspectives.

## The Perspective Microscope

The **Perspective Microscope** is a tool developed by the We All Count Project for Data Equity[5] that helps highlight possible areas of data inequity. The perspective microscope consists of three parts:

1) **Perspective**: Whose point of view are we asking from?

2) **Motivation Question**: What do we want to know?

3) **Data Source**: Where might we find some answers?



Gathering different perspectives from stakeholders is important because our goals and perspectives influence how we collect, interpret, and use data. Having different perspectives is key to making the client satisfaction survey more objective and equitable.
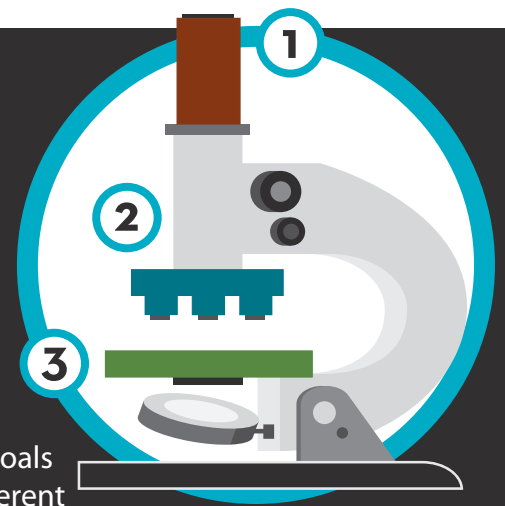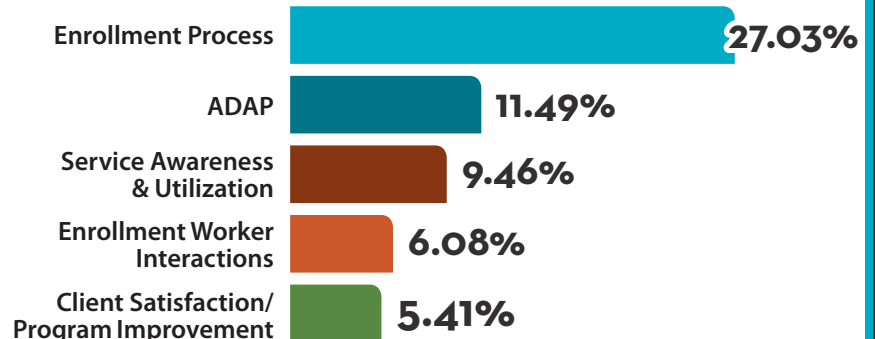
## The Six Blue Sky/Perspective Microscope Sessions Found:

**13** Unique Stakeholder Perspectives

**160** Potential Survey Questions Generated

**30** Themes Identified from Potential Survey Questions

### Top Potential Themes

| Theme | Percentage |
|---|---|
| Enrollment Process | 27.03% |
| ADAP | 11.49% |
| Service Awareness & Utilization | 9.46% |
| Enrollment Worker Interactions | 6.08% |
| Client Satisfaction/ Program Improvement | 5.41% |

**MORE INFORMATION:** CDPH/OA ADAP Fiscal Forecasting, Evaluation, and Monitoring (AFFEM) Section

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5. Krause, Heather. "Foundations of Data Equity." We All Count Project for Equity in Data Science. 17 Dec. 2021.

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