

# Showcasing Progress in the Field and an Action Planning Tool for Improving Services for LGBT Children/Youth

Technical Assistance  
Partnership for Child and  
Family Mental Health  
Webinar

May 8, 2013



# Showcasing Progress in the Field and an Action Planning Tool for Improving Services for LGBT Children/Youth

## Presenters:

- **Jeffrey Poirier**, TA Partnership LGBTQI2-S Learning Community Lead, Washington, DC
- **Jeremy Long**, *Youth Engagement Specialist*, NFusion IV, Corinth, Mississippi
- **Tia Roberts**, *Director*, Project Kealahou, Honolulu, Hawaii
- **Mark Kroner**, *Director*, Lighthouse Training Institute, Cincinnati, Ohio
- **Christopher Duckworth**, *Regional Evaluation Coordinator*, KY SEED, Richmond, Kentucky
- **David Heath Holt**, *Coordinator of Community Advocacy & Wellness*, Oklahoma Department of Mental Health & Substance Abuse Services



# Webinar Overview

The webinar has three goals:

- (1) To highlight and share strategies underway in five systems of care—as well as lessons learned.
- (2) To provide systems of care (SOC) with an opportunity to ask questions about how to move similar strategies forward in their communities.
- (3) To share an action planning tool based on 10 standards of care that you can apply in your community.



# Social Influences on Well-Being

Experiences such as chronic stress associated with...

Peer rejection

Bias and stigma

Violence, including abuse and assault

Loss of connection to culture/community

Rejection from (or loss of) family and other adults

**Lead to negative outcomes such as...**

Substance abuse

Disparities in quality of care

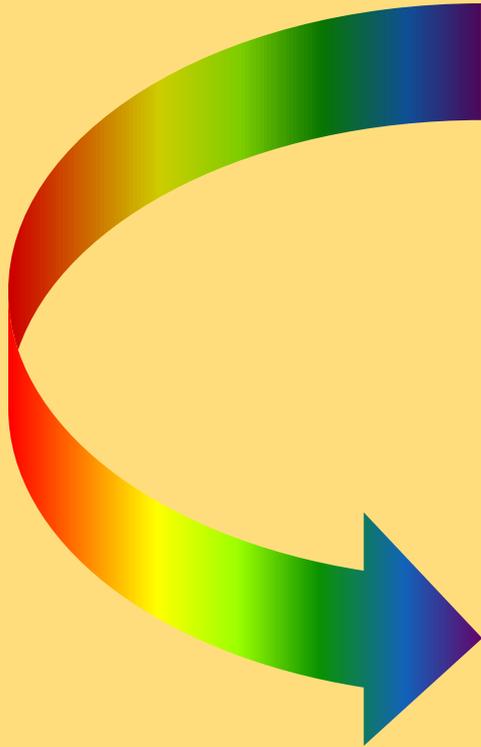
Running away and homelessness

Self-harm as well as suicide attempts/completion

Entry into child welfare and (or) juvenile justice systems

School failure or poor school outcomes (e.g., attendance)

Increased mental health challenges (e.g., anxiety, depression)



# Improving LGBT Youth Outcomes

## Positive Outcomes:

Increased resilience

Improved school attendance

Reductions in bias and stigma

Peer support and healthy connections

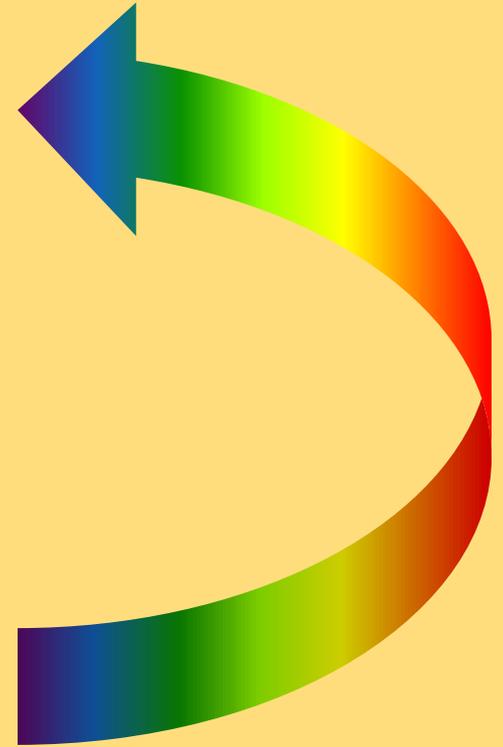
Lower recidivism (or no system involvement)

Decreased homelessness and likelihood of running away

Increased support from families, other adults, and community

Reductions in mental health and substance abuse challenges

**Decreased Stress and Improved Policy,  
Services, and Social Supports**



# NFusion: Mississippi

- Vision: Empowering young adults, inspiring families, and creating new communities
- Demographics
- Services we offer
- <http://nfusionms.org/intro2.aspx>



# LGBTQI2-S Efforts In Mississippi

- Reasoning behind our efforts
- Planning
- Initial training
- Mississippi LGBTQI2-S conference (2011 and 2012)
  - Planning
  - Workshops
  - Participants



# Evaluation Data and Lessons Learned

- Participant demographics and profiles
- Social media
- Outcomes
- Responses from participants

# Questions or Comments?

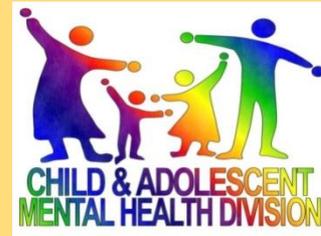
Please type your question in the  
Q&A box.



# Project Kealahou: Hawaii

- Hawai`i initiative providing services for adolescent girls (and those who identify as a girl) who have experienced significant trauma
- Provides systemic support and training to develop trauma-informed, gender-specific programming
- Focuses on Native Hawaiian girls involved in juvenile justice and/or child welfare services
- Developing partnerships with departments of education, human services, and judiciary to improve services and outcomes for girls
- Uniting with the Child and Adolescent Mental Health Division (CAMHD) to improve services provided to LGBT youth (especially those who identify as female)





- Activities – past, present, and planned
  - Training (February 2013, August 2013)
  - Assessment (February 2013, ongoing)
  - Dedicated workgroup (March 2013)
  - Detailed plan with timelines (ongoing)
  - Implementation of changes (May 2013, ongoing)
  - Evaluation and re-prioritization (ongoing)



- **LGBT Inclusiveness Workgroup**

- **Prioritized areas for improvement**

- Leadership and financial support of LGBT inclusiveness efforts
- Visual displays of safe spaces, being “out” in the community
- Assessment of staff/contracted providers cultural and linguistic competence
- Inclusive organizational policies and procedures, forms, and publications
- Ongoing training for staff, contracted providers, and system of care partners
- Recruitment of diverse members (including youth)





- Trainings
  - Hosted two trainings on improving care for LGBT youth; department of education staff and mental health care providers attended
  - Upcoming trainings with TA Partnership in August for education and children's mental health care workers
  - Ongoing trainings in development for CAMHD staff and contracted providers



- Impact/Outcomes

- 140 participants attended trainings in February 2013
- Evaluation forms showed community strengths and desire for more information
- System needs identified through training included staff education; administrative, legislative, and financial support; inclusive policies and procedures; and written materials



# Questions or Comments?

Please type your question in the  
Q&A box.



# Lighthouse Training Institute: Cincinnati, Ohio



- Journey to Successful Living: A system of care focusing on transition-age youth with mental health issues
- Services offered

# Strategies

1. An agency wide open-minded attitude to help any youth who comes to us
2. Continuously evolving programming for youth with special needs
3. Policies that reflect recognition and acceptance of LGBTQI2-S youth
4. Staff training

# Strategies

5. Housing/shelter that meets the needs of LGBTQI2-S youth
6. An ongoing system of care cultural and linguistic competence committee with GLSEN participation
7. Regular and abundant sharing of new information
8. Recruitment of the right staff
9. A reputation to being a LGBTQI2-S-friendly place to live as a youth or work as an adult

# Lessons Learned

- In a conservative town, these youth need allies
- Don't think everyone has changed
- Public systems are still hesitant

# Lessons Learned

- People are appreciative of any and all related information
- Helps to have an ongoing committee that keeps the focus alive
- Take a position of uncertainty

# Questions or Comments?

Please type your question in the Q&A box.



# Kentucky's System to Enhance Early Development (KY SEED)

- 2008 Funded SOC community; statewide Early Childhood System of Care
- Kentucky's third SOC cooperative agreement, 1998,2004,2008
- Continue to build on lessons learned from previous funded communities
- Cultural and Linguistic Competency efforts including the reduction of health disparities for individuals who are LGBTQI2-S and their families began to take shape during the course of previous SOC initiative, Kentuckians Encouraging Youth to Succeed (KEYS)
- <http://childrensmentalhealthky.com>



# KY DBHDID Workgroup to Eliminate Health Disparities for Individuals Who Identify as LGBTQI2-S and Their Families

- Formed in Fall of 2011 and modeled after SAMHSA National LGBTQI2-S Workgroup
- Workgroup members represent various divisions within the Kentucky Department for Behavioral Health, Developmental, and Intellectual Disabilities (KY DBHDID) and Kentucky Partnership for Families and Children (KPFC); for example:
  - Substance abuse prevention
  - Suicide prevention
  - Outcomes transformation and accountability
  - Commissioner's office
- Initial meetings focused on logic model creation and 2013 state action plan



# KDBHDID Workgroup to Eliminate Health Disparities for Individuals who are Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex, or Two-Spirit (LGBTQI2-S) & their Families

## VISION

We envision a Kentucky where all individuals who are LGBTQI2-S and their families are free from shame, stigma, and discrimination and have equal access to a statewide system of care that provides culturally-affirmative and linguistically-accessible services and supports that promote social, emotional, mental, physical, and spiritual well being.

## MISSION

Eliminate health disparities for individuals who are lesbian, gay, bisexual, transgender, questioning, intersex, or Two-Spirit (LGBTQI2-S) & their families receiving or in need of behavioral health and/or DID services by promoting a culturally-affirmative and linguistically-accessible service delivery system.

## POPULATION OF FOCUS

Individuals (across the lifespan) who are LGBTQI2-S and their families who are receiving or in need of behavioral health and/or DID services

## CHALLENGES

- Perceptions that not conforming to heteronormative sexual orientation and gender identity are pathological
- Isolation, exclusion, stigma, prejudice, and discrimination-related consequences
- Disparities in social, emotional, mental, physical, and spiritual health outcomes
- Incidence of high risk behaviors (e.g., substance use) and unsafe environments (e.g., homelessness)
- Inadequate state-specific information and misinformation about service and support needs
- Lack of culturally competent services and supports
- Inadequate access to, or knowledge of, existing services and supports
- Limited or lack of commitment, experience, training, and (or) knowledge of service providers about best practices
- Sustainability of workgroup efforts
- Lack of coordination of intra- and inter-agency efforts

## FUNCTIONS AND ACTIVITIES

### Gather Information/Data to Inform Decision Making

- Statewide Provider Needs Assessment and Resource Mapping
- Consultation regarding the addition of questions re: Gender Identity and Sexual Orientation to departmental data gathering instruments
- Dept clearinghouse for national, state, and local informational LGBTQI2-S resources

### Promote Awareness and Provide Education & Training

- Public Awareness Sessions
- Cross-Agency Provider Education & Training
- Speakers Bureau

### Establish Policy & Maximize Funding Opportunities

- Department Position Statement
- Collaboration and coordination with other DBHDID and external agency LGBTQI2-S initiatives
- Funding Opportunities

## STRENGTHS

- Federal recognition by DHHS/SAMHSA
- Strong state-federal workgroup linkage
- Multiple complimentary initiatives with funding (SPE, SPEAK, SEED, SEOW)
- Workgroup synergy
- Support from Departmental leadership
- Local initiatives in place

# KY DBHDID Workgroup to Eliminate Health Disparities for Individuals Who Identify as LGBTQI2-S and Their Families

- **Fiscal Year 2013 Action Plan:**
  - **Team development**
    - Logic model and action plan presentation to commissioner of KY DBHDID
    - Expand workgroup membership
    - Complete terms of reference/group charter
  - **Gather information/data to inform decision making**
    - Statewide provider needs assessment and resource mapping
    - Ensure questions on gender and sexual orientation are added to existing departmental data gathering systems
    - Create departmental clearinghouse for national, state, and local LGBTQI2-S resources (e.g., toolkit)



# KY DBHDID Workgroup to Eliminate Health Disparities for Individuals Who Identify as LGBTQI2-S and Their Families

- **SFY13 Action Plan continued:**
  - **Promote awareness and provide education & training**
    - Create speakers bureau (listing of potential speakers and trainers on LGBTQI2-S topics)
    - Create curricula for professional development (public awareness and education session, train the trainer, review and ensure inclusion in existing departmental training curricula)
    - Provide public awareness and education sessions
  - **Establish policy and maximize funding opportunities**
    - Develop KYDBHDID position and policy statement
    - Collaborate and coordinate with other agency LGBTQI2-S initiatives
    - Research funding opportunities



# KY DBHDID Workgroup to Eliminate Health Disparities for Individuals Who Identify as LGBTQI2-S and Their Families

- **Promote awareness and provide education & training:**
  - **LGBTQI2-S learning events in Kentucky**
    - September 2011 (approximately 50 attendees)
      - Mental health, substance abuse, juvenile justice, education, youth and family members, youth advocates, administrators
    - May 2012 (approximately 80 attendees)
      - Regional prevention specialists, mental health, substance abuse, administrators
  - **Professional development/awareness**
    - All divisions within DBHDID
    - Child and adult crisis directors across the state
    - Juvenile justice
    - Substance abuse providers (adolescent and adults)



# KY DBHDID Workgroup to Eliminate Health Disparities for Individuals Who Identify as LGBTQI2-S and Their Families

- Learning event participant evaluations (% responding agree or strongly agree):
  - Have a deeper understanding of LGBTQI2-S cultures: **96.8%**
  - Have greater knowledge of the challenges that children/youth who are LGBTQI2-S may experience: **96.7%**
  - Have an expanded understanding of supports/services that can foster resilience among children/youth who are LGBTQI2-S and their families: **93.5%**
  - This learning event changed my perceptions about LGBTQI2-S children/youth and their families: **87.1%**



# KY DBHDID Workgroup to Eliminate Health Disparities for Individuals Who Identify as LGBTQI2-S and Their Families

- **Data to Inform Decision Making**
  - Questions regarding gender identity and sexual orientation have been added or are in the process of being added to:
    - Kentucky IMPACT Outcomes Management System
    - Kentucky Incentives for Prevention Survey (KIP)
    - Kentucky Treatment Outcomes Study (KTOS)
    - Kentucky Adolescent Treatment Outcomes Study (AKTOS)
    - Kentucky Opiate Replacement Treatment Outcomes Study
    - Kentucky Behavioral Risk Factor Surveillance Study
- **Resources**
  - Departmental clearinghouse has been established on the DBHDID network and Community Resources continue to be mapped
  - Education has been provided to make employees aware of resources



# KY DBHDID Workgroup to Eliminate Health Disparities for Individuals Who Identify as LGBTQI2-S and Their Families

- **Collaborate and Coordinate with other agency LGBTQI2-S Initiatives**
  - KY Department of Education LGBT Stakeholders Group
  - GLSEN Bluegrass Steering Committee
  - Lexington Fairness Project Speak Out Anti-Bullying Campaign
  - Kentucky Department for Public Health Office of Health Equity
  - Lexington Fayette County Department of Public Health LGBT Community Health Survey
- **LGBTQI2-S Mini Conference in September 2013**
  - Currently planning to support a mini conference for families, youth, providers, and educators.
  - Will be workshops offered covering a variety of topics including:
    - Intensive strategic planning institute
    - Gay-Straight Alliance (GSA) development and support
    - Wellness and recovery
    - Family acceptance and support



# Challenges

- Very conservative environment; including providers
- Fear and concern about discussing anything of a “sexual nature” with adolescents
- Rural areas have few existing supports for LGBT populations
- Not all of the faith-based community is affirming
- Decreased funding
- Poor collaboration within Kentucky Cabinet for Health and Family Services
- Reluctance by local communities and administration to allow GSAs in schools

# Lessons Learned

- Approach using a reduction in health disparities/cultural linguistic competency framework
- Acknowledge that people may hold deep religious convictions concerning morality of being LGBTQI2-S
- Use data to highlight disparities:
  - GLSEN School Climate Survey
  - Williams Institute
  - Family Acceptance Project
- Foster relationships with local LGBT Community
- Remain persistent even when it feels like an uphill battle
- Celebrate the successes



# Questions or Comments?

Please type your question in the  
Q&A box.



# Oklahoma System of Care

- Provides a comprehensive spectrum of mental health and other support services that are organized into coordinated networks to meet the multiple and changing needs of children, adolescents and their families with a serious emotional disturbance
- Guiding values:
  - Community based
  - Family driven
  - Youth guided, directed, and driven
  - Culturally and linguistically competent
- Population of focus: ages 0–25



# Oklahoma System of Care LGBT Strategies

- Began a dialogue with the LGBT community
- Established an LGBT population advisory group, to strengthen prevention efforts by assessing needs and preferred services for substance abuse prevention
- After several structured meetings, the group was tasked with developing recommendations to enhance prevention efforts

# Oklahoma System of Care LGBT Strategies

- Held two community events in 2012: an LGBT environmental prevention workshop and an LGBT summit
- Substantial community interest
- Events led to larger conversation and action



# Oklahoma System of Care LGBT Next Steps

- Informing general population about LGBT issues
- Compiling a comprehensive resource agency list
- Developing training programs that include cultural responsiveness on LGBT issues for staff and providers
- Adding cultural responsiveness training to credentialing requirements
- Collaborating with the military on LGBT issues
- Collecting demographic and sexual/gender identity data
- Conducting a needs assessment for the LGBT population



# Oklahoma System of Care: Data and Lessons Learned

- One of the training programs (Allied Access) that developed out of these efforts collected baseline information about the attitudes staff have regarding LGBT people in an inpatient crisis centers serving children with mental health and substance abuse issues
- Overall, much work to be done...but there is great support from various communities to address behavioral health issues the LGBT community is experiencing



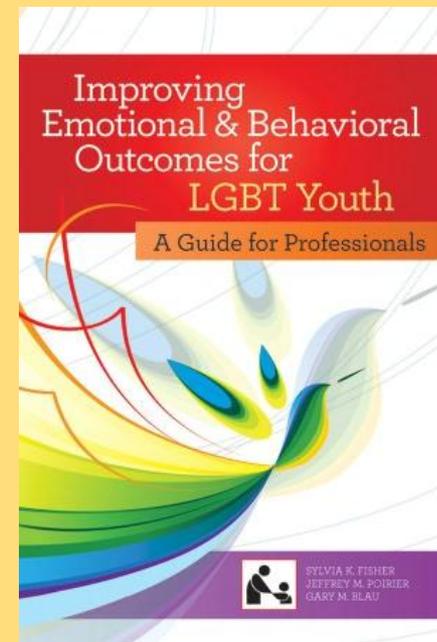
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# Standards of Care for LGBT Youth

1. Assessment and continuous quality improvement
2. Nondiscrimination policies
3. Staff knowledge
4. Processes: Intake, data collection, information sharing
5. Safe, supportive environments
6. Practices that support identity
7. Healthy, supportive peer connections
8. Family connections
9. Access to affirming services and supports
10. Community outreach



# Action Planning Tool

- ✓ Write a vision statement
- ✓ Identify 1 or 2 strategies that you think will be most useful to accomplishing your vision.
- ✓ Indicate whether it is a low, medium, or high priority, and identify a goal(s).
- ✓ Goal(s) should be SMART:
  - Specific
  - Measurable
  - Attainable
  - Realistic
  - Timely
- ✓ Identify specific strategies or action steps you can take to achieve these goals.

Standards	Priority	Goals	Strategies/Action Steps	Who should be involved?	Measures of Success
<p><b><u>EXAMPLE</u></b></p> <p><i>Standard 1: Self-Assessment and Ongoing Continuous Quality Improvement Efforts</i></p>	<p><i>High</i></p>	<ul style="list-style-type: none"> <li><i>Understand agency's strengths, needs, and areas of improvement for providing supportive services for LGBT youth and their families</i></li> </ul>	<ul style="list-style-type: none"> <li><i>Develop or find an evaluation tool</i></li> <li><i>Implement survey/tool with staff and children/youth accessing agency services</i></li> </ul>	<p>Planning: Executive Director, Program Director</p> <p>Survey: All staff and children/youth receiving agency services</p>	<ul style="list-style-type: none"> <li><i>Data on organizational capacity and needs are available leading to implementation of new practices.</i></li> </ul>
<p><b>Standard 1: Self-Assessment and Ongoing Continuous Quality Improvement Efforts</b></p>					
<p><b>Standard 2: Nondiscrimination Policies</b></p>					



# Questions or Comments?

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Q&A box.



# Presenter Contact Information

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