

## Behavioral Health services for Lesbian, Gay, Bi-sexual, Transgender, Questioning and Intersex Consumers

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## Presentation Outline

- Introduction
- OMHSAS LGBTQI Work Group Recommendations
- Keystone Pride Recovery Initiative Implementation
- Non-Discrimination Bulletin
- Guidelines to Ensure Affirmative Environments and Clinically Appropriate Services for Lesbian, Gay, Bisexual, Transgender, Questioning and Intersex Consumers and their Family Members
- Mercer White Paper

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## Discovery Happens !

“Homosexuality is a discovery, not a decision, and for many it is a discovery which is made against a backdrop where, within their immediate circle of family and friends as well as the wider society, they have long encountered anti-gay attitudes which will do little to help them deal openly and healthily with their own sexuality.”

*- Mary McAlleese, President of Ireland addressing the International Association of Suicide Prevention Conference in Killarney, Ireland, August 31, 2007*

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## LGBTQI OMHSAS INITIATIVE

- Issues of Access to and Inclusion in Behavioral Health Services for Lesbian, Gay, Questioning and Intersex Consumers

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## Issues of Access to and Inclusion in Behavioral Health Services Goals

- To protect LGBTQI consumers from discrimination and mistreatment.
- To ensure OMHSAS and contracted providers provide culturally affirmative environments of care for LGBTQI consumers
- To Ensure clinically competent behavioral health care for LGBTQI consumers

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## Keystone Pride Recovery Initiative Workgroups

- Policy
- Website
- Training
- Data, Measurement and Outcomes

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# Resources

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## Training Resource

- <http://www.public-health.uiowa.edu/pattc/lgbttrainingcurriculum/>
- CSAT Training, developed through ATTC of Prairielands



**A Provider's Introduction to Substance Abuse  
Treatment for Lesbian, Gay, Bisexual, and Transgender  
Individuals: Training Curriculum, First Edition**

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## Online Resources

National Alliance on Mental Health (NAMI) – [www.nami.org](http://www.nami.org)

US Psychiatric Rehabilitation Association (USPRA) – [www.uspra.org](http://www.uspra.org)

Harry Benjamin International Gender Dysphoria Association – [www.HBIGDA.org](http://www.HBIGDA.org)

Rainbow Heights – [www.rainbowheights.org](http://www.rainbowheights.org)

National Center for Transgender Equality – [www.nctequality.org](http://www.nctequality.org)



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Substance Abuse and Mental Health Services Administration  
Center for Mental Health Services  
[www.samhsa.gov](http://www.samhsa.gov)

[www.stopstigma.samhsa.gov](http://www.stopstigma.samhsa.gov)

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## Additional Resources

### Mental Health Consumer/Survivor Civil Rights Movement Resources

Ongoing Draft by Mark A. Davis – March 11, 2008

National Technical Assistance Consumer and Consumer-Supporter Centers promote the involvement of consumers of mental health services in the transformation of mental health systems nationwide and to assist consumers in gaining the necessary skills to enhance peer-run programs. Funding is from the Substance Abuse and mental Health Services Administration.

**“PEERS HELPING PEERS” DBSA Technical Assistance Center (TAC)**

730 N. Franklin Street, Suite 501  
Chicago, IL 60610

Telephone: (800) 826-3632

[www.PeersHelpingPeers.org](http://www.PeersHelpingPeers.org)

**National Empowerment Center (NEC)**

599 Canal Street

Lawrence, MA 01840

Telephone: (800) 769-3728 or (800) POWER2U

TTY/TTD: (800) 889-7693 or (800) TTY-POWER

[www.Power2u.org](http://www.Power2u.org)

**National Mental Health Consumers' Self-Help Clearinghouse (NMHCSC)**

1211 Chestnut Street, Suite 1100

Philadelphia, PA 19107

Telephone: (800) 553-4539 or (215) 751-1810

[www.mhselfhelp.org](http://www.mhselfhelp.org)

[www.cdsdirectory.org](http://www.cdsdirectory.org)

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## Additional Resources

National Coalition for LGBT Health  
Sponsors of the 7<sup>th</sup> Annual LGBT Health Awareness Week – April 6-12, 2008  
[www.LGBTHealth.net](http://www.LGBTHealth.net)

National Center for Transgender Equality  
[www.NCTEquality.org](http://www.NCTEquality.org)

National Gay and Lesbian Task Force  
[www.TheTaskforce.org](http://www.TheTaskforce.org)

SAMHSA ADS Center  
[www.StopStigma.SAMHSA.gov](http://www.StopStigma.SAMHSA.gov)

NAMI Multicultural Action Center  
[www.NAMI.org/multicultural](http://www.NAMI.org/multicultural)

Ulster County, NY Mental Health Association LGBT Training Toolkit  
[www.MHainUlster.com](http://www.MHainUlster.com)

Experiences of LGBT People with Serious Mental Illnesses: Raising Issues  
Alicia Lucksted, PhD

Email: [aluckste@psych.umaryland.edu](mailto:aluckste@psych.umaryland.edu)

Report released Nov 2004, which is available from the author or at  
[http://www.rainbowheights.org/FINAL\\_VERSION.pdf](http://www.rainbowheights.org/FINAL_VERSION.pdf)

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## Additional Resources: Suicide Prevention, Crisis and Peer Support Resources and Pathways

**National Suicide Prevention Lifeline**  
[www.SuicidePreventionLifeline.org](http://www.SuicidePreventionLifeline.org)

(800) 273-TALK (8355)  
TTY (800) 799-4TTY (4889)  
Spanish 1-888-628-9454

**LGBT Suicide Prevention Hotline**  
[www.TheTrevorProject.org](http://www.TheTrevorProject.org)  
(800) 850-8078

**National Domestic Violence Hotline**  
[www.NDVH.org](http://www.NDVH.org)  
(800) 799-7233

**GLBT Help Line for all ages**  
(888) 340-4528 (6p-11p EST)

**LGBT Youth Peer Listening Line**  
(800) 399-7337/PEER (5p-11p EST)

**Gay & Lesbian National Hotline**  
(888) 843-4564

**Youth Support Line**  
(800) GLB-CHAT (10a-6p EST)

**GLBT National Youth Hotline**  
(800) 246-7743

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## To Support Goals

- Designate OMHSAS point person as point of contact to facilitate recommendations
- Put data collection into place at every stage of consumer care, state, county, MCO and provider levels to measure current population served, needs and outcomes

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## Policy Development

- Policy Changes for Health Choices
- White paper on conversion therapy
- Conversion therapy coverage exclusion
- Complaints process
- Two system wide policy bulletins
- Train OMHSAS staff
- Educate counties
- OMHSAS staff non-discrimination policy

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## Non-Discrimination Bulletin

- Improve quality of work environments and service delivery to LGBTQI consumers
- Ensuring that all consumers and their families receive all services to which they are entitled without discrimination or mistreatment related to actual or perceived sexual orientation
- Staff are also free of discrimination or mistreatment

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- Research points to significant disparities in outcomes which are the effect of discriminatory policies and practices which can be alleviated by training
- Training that combats unconscious discrimination
- Also recognizes that those who are part of the system face discrimination

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- Effective immediately for State Hospitals, Counties, BHMCO's and Providers and will be given until 6.2011 to completely implement

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## Policy

- Non-Discrimination Policy
- Publication Policy
- Complaint Procedure

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## Guidelines To Ensure Affirmative Environments and Clinically Appropriate Services for LGBTQI and their Families

- Incremental Cultural Change
- Effective 1.1.2014
  - Establish Plans for Training
  - Credentialing and Certification
  - Environmental changes
- OMHSAS Resource List

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## Appendix

- Included to help familiarize everyone with some of the competencies identified by:
  - American Psychological Association
  - Assoc of LGBTI Issues in Counseling

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## Policy

- Ensuring Non- Discrimination
- Affirmative Environments
- Refraining from Conversion Therapy
- Cultural Awareness Training
- Certified LGBTQI-Affirming Providers

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## Cultural Awareness Training

- OMHSAS will provide a 2.5 hours web-based training module by 2011
- Other training that includes topics that can be incorporated into existing cultural awareness training

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## Certified LGBTQI Affirming Providers

- BH-MCOs identify sufficient number and geographic distribution of qualified provider agencies
- By 1.1.2012 must create a plan to certify providers
- BH-MCOs will issue a letter of certification effective for 2 years
- Certified Providers will be listed on Web Sites of OMHSAS and Net Work of Care
- Full Implementation of plan by 1.1.2014

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## Certification Process

- Documentation of clinical university degree at least at Master's level
- Documentation of LGBTQI specific training or experience

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## Compliance and Accountability

- OMHSAS will review compliance in the course of ongoing operational management of BHM COS
- Providers: Questions will be added to licensing checklists

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## Mercer White Paper

- Addresses research regarding Conversion Therapy
- Contains a review of the positions of key associations
- Addresses Non-discrimination requirements for providers and designation of LGBTQI individuals as a special population

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The End

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