

Sexual Orientation and Gender Identity (SOGI) Implementation
AOD Treatment Provider Assessment

Date: 3/14/2018

Providers who completed survey:

FAL, OCG, HH, P90, PALM, EL CENTRO, HR360, BAART, SITIKE, STARVISTA, TLC_

Surveys completed by: Program Manager, Clinical Director, Executive Director

Summary completed by: Kathy Reyes, Analyst

<i>Please rate your staff's level of:</i>											
Confidence to ask SOGI questions.	1	2	3	4	5	6	7	8	9	10	
	Not at all confident								Very confident		
Understanding about the purpose for collecting SOGI demographic data?	1	2	3	4	5	6	7	8	9	10	
	Not informed at all								Very informed		
Confidence to respond to client questions or concerns about SOGI data collection.	1	2	3	4	5	6	7	8	9	10	
	Not at all confident								Very confident		

1. **How would you describe your staff's (clinical, intake staff) ability to ask clients sexual orientation and gender identity?**
 - **One program has already implemented SOGI data collection.**
 - **Many providers report varying levels of training and practice (very little to moderate amounts)**
 - **Terms used by providers to describe their staff's ability to ask SOGI questions as "high;" "educated;" "fairly comfortable;" "continue to improve their ability;" "varying ability;" "most feel inexperienced"**

2. **Please describe your staff's knowledge or understanding regarding the difference between sexual orientation, gender identity, and sex?**
 - **Providers report some staff are able to describe differences, others are not**
 - **One provider noted "Those who went to the training obtained the knowledge [about differences]"**
 - **Several providers report they are trying to improve staff knowledge**

3. **Have any of your program's staff expressed discomfort or other concerns about collecting SOGI data from clients? Please explain.**
 - **Several providers report that some staff have been uncomfortable**
 - **attributed to concern over client's confidentiality and perceived intrusiveness of questions; fear about insulting clients; some staff express extreme discomfort**

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- **At least three providers described how they would respond is a staff felt uncomfortable (supervision, training)**

4. How would you describe the purpose for collecting SOGI data?

- **Improve quality of care**
- **Better address needs of LGBTQ population**
- **Create more welcoming environment**
- **Increase access to services**
- **Address disparities; improve outcomes**

5. How many staff have attended the SOGI trainings offered by the county? Are the majority clinical/intake/counselor staff?

- **Most providers report 4 or more staff have attended**
- **At least 2 providers report zero staff have attended**

6. What is your plan for onboarding new staff with respect to SOGI data collection? How will you train new staff to collect SOGI data?

- **One program described imbedding LGBTQ cultural competency in hiring process**
- **Most providers said they will send new staff to SOGI trainings offered by County**
- **Some providers will have staff trained by Clinical Supervisor, other SOGI-trained staff, or other staff who have been identified as expert in this area**
- **Some did not have a clear plan (gap between hire and county SOGI training)**

7. What type of ongoing support and technical assistance is your program interested in receiving related to SOGI?

- **Most providers request webinar or other alternatives to in-person trainings**
- **A small number would like 1:1 technical assistance to work through discomfort**
- **Collaboration with PRIDE center**
- **Way to train staff in time between new hire and SOGI training availability**
- **One provider would like to host SOGI trainings**