



Mental Health Services Act (MHSA) – Innovation Project Brief #2

Project: Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) Behavioral Health Coordinated Services Center

Background – A comprehensive Community Program Planning (CPP) process identified the **need for culturally specific services and supports including outreach and coordination of services for the LGBTQ community.** The proposed LGBTQ Behavioral Health Coordinated Services Center (The Center) was identified as a priority project to address this need. The San Mateo County Mental Health and Substance Abuse Recovery Commission (MHSARC) held a public hearing on April 6, 2016, following a 30-day public comment period, and recommended the approval of the project to the San Mateo County Board of Supervisors, which approved the project plan on May 24, 2016.

The Challenge – LGBTQ individuals are at higher risk of mental disorders¹ given their experience with multiple levels of stress including constant subtle or covert acts of homophobia, biphobia and transphobia against them. LGBTQ youth are especially vulnerable with higher rates of being victimized, having a mental health disorder and of homelessness and suicide.² LGBTQ older adults are also at higher risk of depression and isolation from family and other social supports.³ Transgender persons and gender non-conforming/variant remain the most vulnerable to mental health problems including suicidality, depression, post-traumatic stress, and substance abuse.⁴ While there are LGBTQ services located in the Bay Area, there are very few services in San Mateo County and a thorough literature review points to the scarcity of published research on models of coordination across services for this community. An academic study of LGBTQ community centers across the U.S. found that while nearly 87% offer social support services, direct mental health services are the least offered service.⁵ This study also pointed to the need to create partnerships to increase quality, capacity and impact, training opportunities, clinical experience and specialized treatment programs for high risk groups; all services The Center will provide.



The Proposed Project – The Center will provide a coordinated approach across mental health treatment, recovery and supports for high risk LGBTQ communities through collaboration of multiple agencies. The Center will include a space where groups, events and other activities will be held and feature the coordination of three (3) components, summarized below. The Center pilot project has an expected start date of October 1, 2016 and a total estimated cost of \$2.2 million for three years.

¹ King, M., Semlyen, J., Tai, S. S., Killaspy, H., Osborn, D., Popelyuk, D., & Nazareth, I. (2008). A systematic review of mental disorder, suicide, and deliberate self-harm in lesbian, gay and bisexual people. *BMC Psychiatry*, 8:70

² Mustanski, Brian, Rebecca Andrews, and Jae A. Puckett. "The Effects of Cumulative Victimization on Mental Health Among Lesbian, Gay, Bisexual, and Transgender Adolescents and Young Adults." *American Journal of Public Health* 106.3 (2016): 527.

³ Fredriksen-Goldsen, Karen I., Hyun-Jun Kim, Susan E. Barkan, Anna Muraco, and Charles P. Hoy-Ellis. "Health Disparities among Lesbian, Gay, and Bisexual Older Adults: Results from a Population- Based Study.(Author Abstract)." *The American Journal of Public Health* 103.10 (2013): 1802.

⁴ Clements-Nolle, K., Marx, R., Guzman, R., & Katz, M. (2001). HIV Prevalence, Risk Behaviors, Health Care Use, and Mental Health Status of Transgender Persons: Implications for Public Health Intervention. *American Journal of Public Health*, 91, 6, 915.

⁵ Rogers, Michael, Tania Israel, Merith Cosden, and Melissa Morgan Consoli. "Enhancing LGBTQ Emotional Health: The Role of LGBT Community Centers in Addressing Access to Mental Health and Social Support Services." N.p.: ProQuest Dissertations, 2012.

1. The social and community component aims to outreach, engage, reduce isolation, educate and provide support to high risk LGBTQ individuals through peer-based models of wellness and recovery that include educational and stigma reduction activities.
2. The clinical component will be comprised of behavioral health services focusing on individuals at high risk of or already with moderate to severe mental health challenges; a strong referral system; and a resource and training ground to build competency working with high-risk LGBTQ.
3. The resource component is to become a hub for local, County and national LGBTQ resources including the creation of an online and social media presence.

Target Population – The Center will reach out specifically to communities that are marginalized, high risk of and/or with moderate to severe mental health challenges, including transgender and gender non-conforming/variant community members, LGBTQ youth, seniors and ethnic minorities. Demographic and mental health outcome data will be collected to ensure The Center is reaching the intended target population. 5,000 outreach encounters, 300-400 unduplicated mental health referrals, and a minimum of 80 clients in the clinical component is expected the first year.



The Innovation – **MHSA Innovative Project Category:** Introduces a new mental health practice or approach.

MHSA Primary Purpose: 1) Promote interagency *collaboration* related to mental health services, supports, or outcomes and 2) Increase *access* to mental health services to underserved groups.

While it is not new to have an LGBTQ center providing social services (see attached program list)⁶, there is no model of a coordinated approach across mental health, social and psycho-educational services for this vulnerable community.

Evaluation –

Learning Goal #1 (Collaboration): Does a coordinated service delivery approach improve outcomes for LGBTQ individuals at high risk for or with moderate or severe mental health challenges?

- Baseline objective: determine current status of coordination and collaboration
- Process measures: increase in communication among providers, referrals, improved satisfaction
- Outcome measures: improved mental health indicators from pre/post scales and client questionnaires assessed at intake and closure and client satisfaction surveys, client engagement

Learning Goal #2 (Access): Does The Center improve access to mental health services for LGBTQ individuals at high risk for or with moderate or severe mental health challenges?

- Demographics, how did you hear about The Center, assessed at intake and after a year to measure impact of outreach efforts

A contract provider will be selected through a Request for Proposal (RFP) process to implement and manage The Center, including the administration, participant recruitment and data collection. A separate RFP process will select a qualified evaluator to develop a thorough evaluation, analysis and reporting. The evaluation plan will include meaningful and diverse LGBTQ and stakeholder participation through the MHSA Steering Committee, which will also be the primary venue for vetting next steps and decisions related to continuation of the project.

⁶ <http://www.lgbtcenters.org/Centers/find-a-center.aspx>

Attachment – List of LGBTQ programs providing similar services

Program Name and Website	Year Established	Location	Method(s) of Engagement
Fenway Health http://fenwayhealth.org/	1971	Boston, MA	The mission of Fenway Community Health is to enhance the physical and mental health of the general community, with an emphasis on services for LGBT individuals. Fenway is 1 of only 9 LGBT-specific community health centers in the United States. Fenway's services include primary medical care and specialty HIV/AIDS, obstetrics, gynecology, gerontology, podiatry, and dermatology services; mental health and addiction services; complementary therapies including chiropractic, massage, acupuncture, and nutrition therapies; health promotion programs, community education programs, programs for the prevention of domestic and homophobic violence, and parenting programs; and family planning services.
Callen-Lorde Community Health Center http://callenlorde.org/about/	1983	New York, NY	Callen-Lorde Community Health Center provides sensitive, quality health care and related services targeted to New York's lesbian, gay, bisexual, and transgender communities — in all their diversity — regardless of ability to pay. To further this mission, Callen-Lorde promotes health education and wellness, and advocates for LGBT health issues. Callen-Lorde offers a full spectrum of full integrated services including patient care services, primary medical care, health outreach to teen (HOTT) targeting homeless LGBT youth, HIV medical care, Lesbian and Bisexual women's health, mental health, transgender services, dentistry, care coordination services, sexual health education clinic, and pharmacy.
SF LGBT Center http://www.sfcenter.org/	2002	San Francisco, CA	<p>The mission of the San Francisco Lesbian Gay Bisexual Transgender (LGBT) Community Center is to connect our diverse community to opportunities, resources and each other to achieve our vision of a stronger, healthier, and more equitable world for LGBT people and our allies. The Center's strategies inspire and strengthen our community by:</p> <ul style="list-style-type: none"> • Fostering greater opportunities for people to thrive. • Organizing for our future. • Celebrating our history and culture. • Building resources to create a legacy for future generations. <p>Our own service programs provide leadership that brings the community together to work on issues of civil rights, public policy and community activism, tackling problems of discrimination, homophobia and disenfranchisement. The Center is sought out as a collaborative leader and partner, leveraging the work of community-based organizations through active engagement with over 70 local organizations. Services include: direct programming, economic development, health and wellness, children youth and family services, policy initiatives, and arts and culture.</p>
Center Link: The Community of LGBT Centers http://www.lgbtcenters.org/Centers/find-a-center.aspx	1994	Nationwide Database	CenterLink develops strong, sustainable LGBT community centers and builds a thriving center network that creates healthy, vibrant communities. Using a nationwide database, LGBTQ members can search for centers on their website where lesbian, gay, bisexual and transgender people have access to flourishing LGBT community centers that advance their safety, equality and well-being.