



ALCOHOL, DRUG & MENTAL HEALTH SERVICES
DON KINGDON, PhD, DIRECTOR

Quality Assurance Office
2000 Embarcadero Cove, Suite 305
Oakland, California 94606
(510) 567-8105 / TTY (510) 533-5018

DATE: May 15th, 2017
TO: All ACBHCS MH & SUD Providers
FROM: ACBHCS Quality Assurance Office
RE: Sexual Orientation & Gender Identity (SO/GI) Data Collection in the Intake & Assessment Process

Introduction:

In March of 2012 Alameda County Behavioral Health Care Services (BHCS) published: *Making the Invisible Visible: LGBTQI2-S MH Consumers of Alameda County*. http://acinnovations-cedar-14-app.herokuapp.com/pdfs/Innovations_Report_Making_the_Invisible_Visible_by_HHREC.pdf. This study, conducted by the Health and Human Resource Education Center (HHREC) under an Innovations Grant awarded by BHCS, made several BHCS system-wide recommendations which included:

- *“At all levels Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, and Two-Spirit (LGBTQQI2S) consumers and their family members must be given the Opportunity if they choose to make themselves visible. This includes intake forms and any attempts to assess utilization rates of BHCS services. Protocols and trainings must be developed to insure providers know how to implement this data collection in a respectful manner.”*
- *“A re-examination of what it means for behavioral health organizations to be culturally responsive in terms of provider engagement skill sets, revised clinical approaches that understand the cognitive dissonance experienced by LGBTQQI2S people who experience denied realities on a daily basis.”*
- *“Development of LGBTQQI2S networks of care within the broader Alameda County health care system.”*
- *“Development of a strategic plan to acquire federal, state, and public funding to expand the provision and accessibility of LGBTQQI2S services throughout the County of Alameda.”*

This memo specifically addresses the first two findings.

During late 2014, the BHCS Director approved integrating the collection of Sexual Orientation and Gender Identity (SO/GI) data into the intake process for BHCS. The collection of SO/GI data accomplishes two main purposes. The first is to allow for an analysis of the BHCS system of care to determine if the LGBTQQI2-S populations are being adequately served (vs. underserved). Secondly, it allows the clinician performing the assessment to address any critical cultural components in the

provision of the client's behavioral health care services. For example, are the planned behavioral health services addressing a youth's depression and suicidality in light of the rejecting behaviors they are receiving from their primary caretakers, school peers, and/or faith community?

Intake Forms:

Sample Medi-Cal Compliant Mental Health (MH) Assessment Forms which incorporated fields to collect SO/GI data were posted in 2015 on the Provider Website.

<http://www.acbhcs.org/providers/Main/Index.htm>. More recently, the County's Electronic Health Record (Clinician's Gateway) MH Assessment templates have been updated to include these fields as well.

Additionally, the recommended *Substance Use Disorder (SUD) Intake Forms* distributed to Providers in 2016 includes SO/GI data collection.

Monitoring:

It is the responsibility of every BHCS provider, both County and BHCS-contracted, to ensure that their staffs are trained in the provision of culturally appropriate services, including working with LGBTQQI2-S individuals and their families. Currently all client charts reviewed by the Quality Assurance Office are evaluated for the provision of culturally appropriate services inclusive of, but not limited to, ethnicity, language, and disability. For all MH & SUD services provided 7/1/17 or later, services will additionally be evaluated to ensure that any LGBTQQI2-S cultural considerations (including SO/GI data collection) are being appropriately addressed.

Training Opportunities:

Many providers are already providing culturally responsive services to their LGBTQQI2-S clients, which includes the collection of SO/GI data in the intake process. For some, this data collection will be a new process and staff training will be crucial to the delivery of LGBTQQI2-S culturally appropriate services. See upcoming trainings below:

- On June 6th, Family Paths is offering a 3 hour training entitled: SOGIE Fundamentals for MH Professionals. "SOGIE is one's sexual orientation, gender identity, and gender expression. In this workshop we will provide an introduction to SOGIE development, the needs of SOGIE diverse clients (some of whom may identify as LGBTQ+) and inclusive language. This training will explore how to best support youth around SOGIE identity development, caregiver, family and peer acceptance and support and safety issues." See attached flyer.
- On June 8th, the BHCS Office of Ethnic Services, the BHCS Pride Coalition, and the City of Berkeley MH Division, are presenting a free LGBTQQI2-S training. Part of the day will include an introduction to SO/GI data collection for BHCS Providers. See attached training flyer.

- Later in June 2017 (date pending) and on September 22nd, the Pacific Center and BHCS will be offering trainings for providers focused on serving LGBTQI2-S individuals and their families. These trainings will also address how to collect SO/GI data collection in the most culturally responsive manner. Trainings will be posted at: <http://alameda.netkeepers.com/TPOnline/TPOnline.dll/Home>. Currently course registration is open for the September 22nd training: *Sexual Orientation & Gender Identity (SOGI) Data Collection, and the Provision of Culturally Responsive MH Services for LGBTQI2-S Populations*. See attached flyer.
- Grant Programs are now available to bring training activities to non-profit organizations and other system partners based in Alameda County. MHSAs Innovative provider training curricula and program designs developed through the Innovations Grant Program will assist organizations in building capacity and learning what is needed to better address the behavioral health needs of LGBTQI2-S clients and consumers of all ages. See: http://acinnovations-cedar-14-app.herokuapp.com/thirdRound_2014

Follow-Up and Resources:

Providers' QA staff may reach out to their assigned BHCS QA Technical Support Staff member listed below for questions regarding SO/GI data collection, assessment forms, and training opportunities.

Mental Health Providers

CBO's by Parent Agency Name, or County Clinic by Program Name	QA Technical Support Staff Member
All CBO's & Network Providers: A-I All Children's County Clinics and Programs	Cheryl Narvaez, LCSW Cheryl.Narvaez@ACgov.org
All CBO's & Network Providers: J-Z All Adult County Clinics and Programs	Brion Phipps, LCSW Brion.Phipps@ACgov.org

Substance Use Disorder Treatment & Prevention Providers

Provider Agency Name	QA Technical Support Staff Member
A-Z	Sharon Loveseth, CADCI, LAADC* Sharon.Loveseth@ACgov.org *a non-governmental license LNR4020512

The Pacific Center's *Alameda County LGBTQI2-S Resources Guide for Providers and Clients* is also attached.