



# Standards of Care for Serving Lesbian, Gay, Bisexual, Transgender (LGBT) Youth

*Presented by:*

**Jeffrey M. Poirier**, LGBTQI2-S Learning Community Lead, TA Partnership

**Kim Pawley Helfgott**, Child Welfare Advisor, TA Partnership

**Simon Gonsoulin**, Juvenile Justice Specialist, TA Partnership

**Discussants:**

**Gary Blau**, Branch Chief, Child, Adolescent, and Family Branch, SAMHSA

**Nicole Attong**, Project Director, South Florida Behavioral Health Network

**Tim Denney**, Training Director, Northwestern Mental Health Center

**Wednesday, October 10, 2012**

**3:00–4:30 PM Eastern Time**

# Welcome to Today's Webinar

## Audio Information:

Dial Into: 800-503-2899

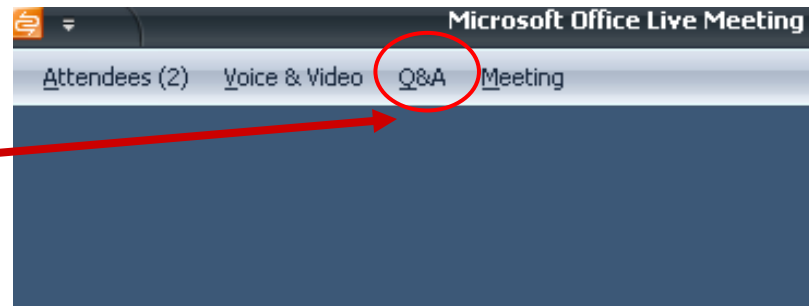
Conference ID: 1384349

## For Technical Assistance:

Dial: 1-866-493-2825

## To Submit Questions:

Use the Q&A button  
at the top of your screen



Attendees (1)

Invite View Find Voice >>

TA Partner [Avatar] [Green indicator]



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



Voice & Video

To join the conference call, call one of the following numbers:

Toll-free: +1 (800) 503-2899  
Participant Code: 6228655

Join Audio [Microphone icon] [Speaker icon] Options

Two-Way Video

No one is sharing video.

Drag (from the top) the "Voice & Video" box toward the top left of the Live Meeting screen.

*Presented by:*

Jeffrey [Name], 2-S Learning Community Lead, TA Partnership  
[Name], Child Welfare Advisor, TA Partnership  
[Name], Juvenile Justice Specialist, TA Partnership

Discussant

**Gary Blau**, Branch Chief, Child, Adolescent, and Family Branch, SAMHSA  
**Nicole Attong**, Project Director, South Florida Behavioral Health Network  
**Tim Denney**, Training Director, Northwestern Mental Health Center

**Wednesday, October 10, 2012**  
**3:00-4:30 PM Eastern Time**

## Attendees (1)

Invite View Find Voice &gt;&gt;

## Voice &amp; Video

To join the conference call, call one of the following numbers:

Toll-free: +1 (800) 503-2899

Participant Code: 6228655

Join Audio   Options

Two-Way Video

No one is sharing video.

Move the “Voice & Video” box until a gray shaded area appears on the left side of the LiveMeeting screen.

Drop the “Voice & Video” box in the gray area and it will lock in place on the left side of the LiveMeeting screen.

TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



## Standards of Care for Serving Lesbian, Gay, Bisexual, Transgender (LGBT) Youth

led by:

ing Community Lead, TA Partnership

Family Helpline, Child Welfare Advisor, TA Partnership

**Simon Gonsoulin**, Juvenile Justice Specialist, TA Partnership

### Discussants:

**Gary Blau**, Branch Chief, Child, Adolescent, and Family Branch, SAMHSA

**Nicole Attong**, Project Director, South Florida Behavioral Health Network

**Tim Denney**, Training Director, Northwestern Mental Health Center

**Wednesday, October 10, 2012**

**3:00–4:30 PM Eastern Time**

## Voice &amp; Video

To join the conference call, call one of the following numbers:

Toll-free: +1 (800) 503-2899  
Participant Code: 6228655

Join Audio | [Microphone] [Speaker] Options ▾

Two-Way Video ▾

No one is sharing video.

## Attendees (1)

Invite ▾ View ▾ Find Voice ▾ >>

TA Partnership [Microphone] [Green]

The "Voice & Video" box may appear empty, but video will appear when the presenters begin.

If you prefer, you can click the "X" in the "Attendees" box to get rid of it, leaving only the video and the PowerPoint slides on your screen.

TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



## Standards of Care for Serving Lesbian, Gay, Bisexual, Transgender (LGBT) Youth

Presented by:

[Name] Training Community Lead, TA Partnership

[Name] Welfare Advisor, TA Partnership

[Name] Juvenile Justice Specialist, TA Partnership

### Discussants:

**Gary Blau**, Branch Chief, Child, Adolescent, and Family Branch, SAMHSA

**Nicole Attong**, Project Director, South Florida Behavioral Health Network

**Tim Denney**, Training Director, Northwestern Mental Health Center

**Wednesday, October 10, 2012**

**3:00-4:30 PM Eastern Time**

**Voice & Video**

To join the conference call, call one of the following numbers:

Toll-free: +1 (800) 503-2899  
Participant Code: 6228655

Join Audio   Options

Two-Way Video



**TECHNICAL ASSISTANCE PARTNERSHIP**  
for Child and Family Mental Health



## Standards of Care for Serving Lesbian, Gay, Bisexual, Transgender (LGBT) Youth

*Presented by:*

**Jeffrey M. Poirier**, LGBTQI2-S Learning Community Lead, TA Partnership

**Kim Pawley Helfgott**, Child Welfare Advisor, TA Partnership

**Simon Gonsoulin**, Juvenile Justice Specialist, TA Partnership

*Discussants:*

**Gary Blau**, Branch Chief, Child, Adolescent, and Family Branch, SAMHSA

**Nicole Attong**, Project Director, South Florida Behavioral Health Network

**Tim Denney**, Training Director, Northwestern Mental Health Center

**Wednesday, October 10, 2012**  
**3:00–4:30 PM Eastern Time**

# Welcome!

- Webinar purpose:
  - To share recommendations to enhance the well-being of LGBT youth, including four principles grounded in system of care values and 10 strategies for implementing high-quality care
  - To hear Federal and local perspectives on the relevance and implications of these standards for policy and practice in systems of care
  - To hear from you about your experiences addressing some of these standards in your communities



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



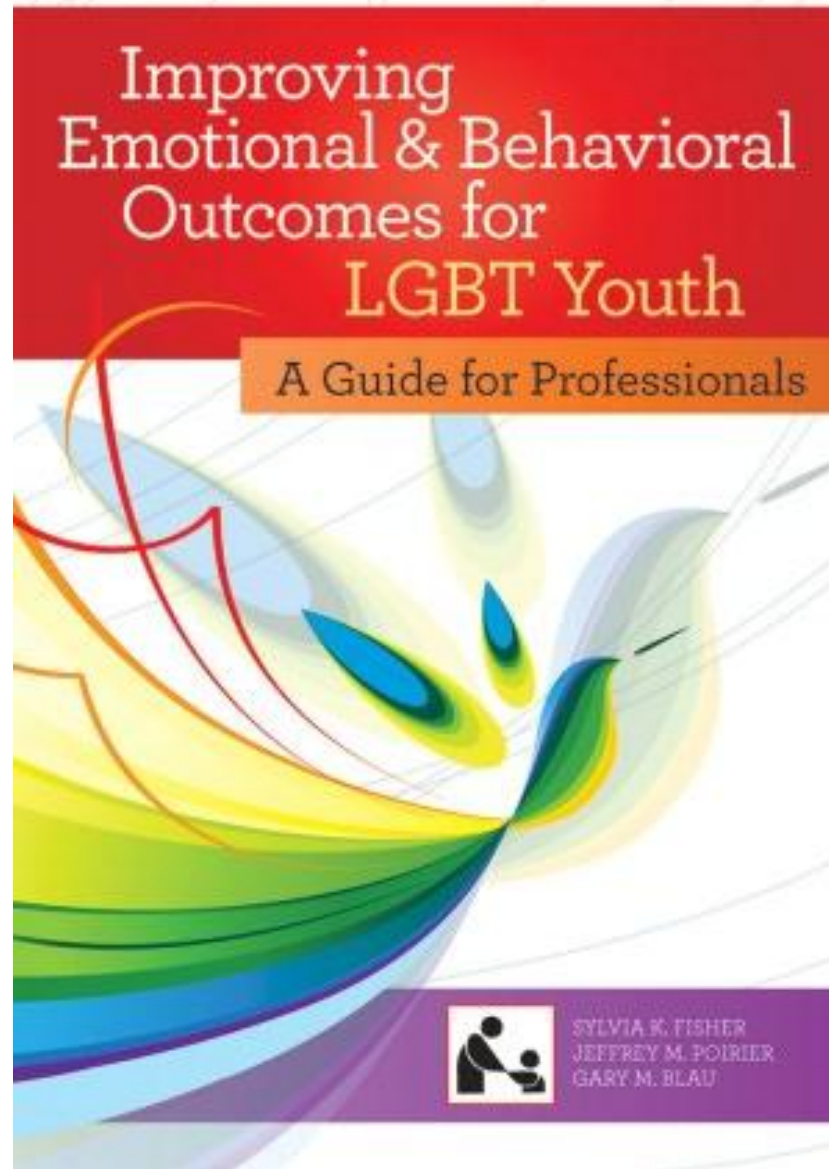


**Jeffrey Poirier**, LGBTQI2-S Learning Community Lead,  
TA Partnership





# Book Purpose



# Book Overview

## Populations

- Sexual identity development
- Transgender and gender nonconforming
- Native American, two-spirit, tribal LGBT
- Disorders or differences of sex development
- Youth who are homeless

## Supporting Youth in Youth-Serving Settings

- Resilience U-Turn: Understanding Risks and Strengths
- Therapeutic interventions
- Cultural and linguistic competence
- Youth in out-of-home care
- Fostering safe, supportive schools

# Book Overview

## Interventions

- Standards of care for LGBT youth
- Addressing suicide and self-harming behaviors

## Tools/ Resources

- Cultural and linguistic competence self-assessment tool\*
- Social marketing
- Internet-based resources

\* This tool is available online at

<http://nccc.georgetown.edu/documents/Final%20LGBTQ%20Checklist.pdf>



**Kim Pawley Helfgott, Child Welfare Advisor, TA  
Partnership**



# LGBT Youth in Systems of Care

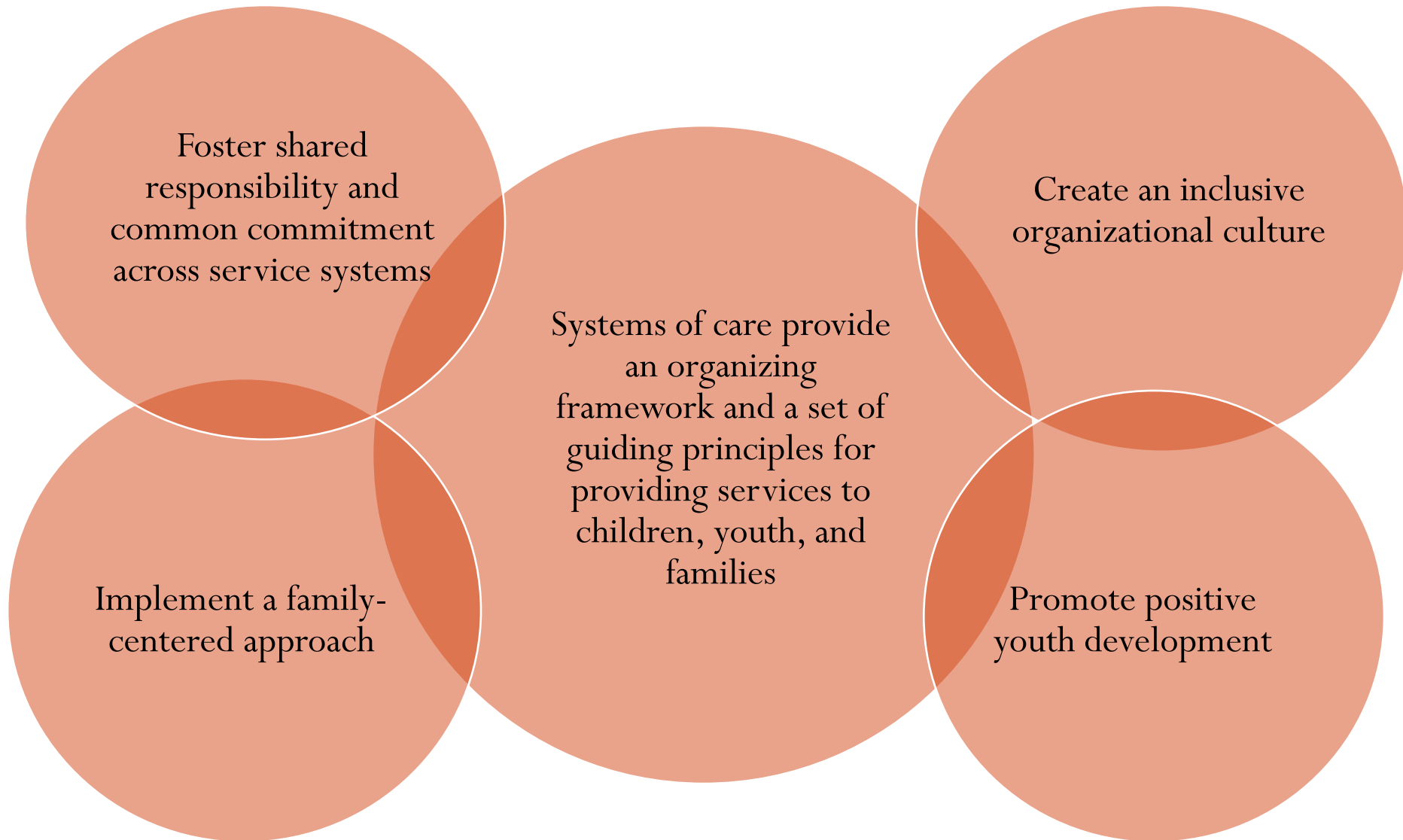
- LGBT youth are involved across all youth-serving systems and require services and supports that recognize their unique strengths, challenges, and needs.
- Some youth-serving organizations and staff are not fully prepared to support LGBT youth
- Systems of care continue to improve their capacity to meet the needs of this population



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Guiding Principles for Serving LGBT Youth within a System of Care



# Strategies for Implementing Standards of Care

- Guide day-to-day practice.
- Provide a starting point for improving services.
- Are not intended to be sequential, but progressive.





**Simon Gonsoulin**, Juvenile Justice Specialist, TA  
Partnership





# Overview of the Standards of Care

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



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Standard 1: Conduct an Agency Assessment and Establish Ongoing CQI Efforts

- Monitor the effectiveness of agency implementation of services, supports, policies and procedures
- Evaluate agency progress toward its goals
- Obtain feedback for programs to institute appropriate changes to meet its goals on an ongoing basis



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Standard 2: Enforce Nondiscriminatory Policies

- Prohibit all forms of harassment and discrimination
- Preclude contracting with service providers who blatantly discriminate
- Inform youth and staff about formal grievance procedures
- Designate an office to review complaints and make determinations regarding graduated disciplines



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Standard 3: Promote Staff Knowledge

Training curricula should educate staff about LGBT youth and include:

- Vocabulary and definitions relevant to LGBT and questioning youth
- Myths and stereotypes
- Developmentally appropriate concerns
- How to support a young person in understanding their LGBT identity
- Approaches to working with families of LGBT youth
- Agency and community resources



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Standard 4: Incorporate Culturally and Linguistically Appropriate Intake Processes

- Intake processes
- Intake forms and screening procedures
- Confidentiality in data collection and information sharing for program planning and placement considerations



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Standard 5: Promote a Safe, Supportive and Culturally Competent Environment

- Engage LGBT youth and adults on boards, advisory groups
- Encourage youth to participate in identifying policies, procedures and practices
- Be sensitive to how youth self identify and use language that respects and acknowledges their preferred identity
- Display symbols that positively represent the LGBT community



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Standard 6: Implement Practices that Support Preferences and Affirm Identity

- Provide the same quality of services and care as delivered to other youth
- Do not require youth to participate in religious activities that condemn/reject LGBT identity
- Allow youth to express their gender identity
- Refer to youth using their preferred pronouns and names (rather than legal names)
- Provide access to counseling
- Be clear with youth about how information about their LGBT identity will and will not be shared



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Standard 7: Promote Healthy Peer Connections

- Opportunities for LGBT youth to meet and support one another
- Mutual support
- Personal development
- Recreational activities



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health





## 8. Strengthen Family Connections

- Educate and inform families about LGBT identity
- Increase knowledge about needs, interests and perspectives of LGBT youth and importance of family connections
- Promote nonjudgmental attitudes and behaviors that demonstrate respect and concern
- Encourage families to allow youth to participate in family activities



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Standard 9: Promote Access to Affirming Services

- Create collaborative partnerships and coordination to increase the array and access to services needed to meet specific needs of youth:
  - Job placement
  - Mental health
  - Housing



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Standard 10: Community Outreach

- Identify and distribute resource lists and community contacts for LGBT services and information
- Engage youth in conducting community outreach and promoting awareness of issues such as bullying, self-acceptance, identity formation, depression and suicide, and tolerance



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Discussants

- **Gary Blau**, Branch Chief, Child, Adolescent and Family Branch, SAMHSA
- **Nicole Attong**, Project Director, South Florida Behavioral Health Network
- **Tim Denney**, Training Director, Northwestern Mental Health Center



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Strategies for Building A Partnership with the LGBT Community

- Outreach to individuals in the LGBT community to participate in the system of care initiative
- Round table discussion with the GLBTQ Youth Alliance
  - Lack of trust of the provider network
  - Lack of understanding of the challenges the LGBTQ community experiences
  - Reluctance to collaborate



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Strategies for Building A Partnership with the LGBT Community

- YES Institute dialogues with:
  - Administrators
  - Mental health and substance abuse providers (direct care staff )
  - Child welfare case managers and clinicians
  - Miami Dade County Public Schools (administrators)
  - Federation of Families and Youth M.O.V.E. (family members and youth) – in Spanish
  - Project staff
- Yes Institute trainings



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Miami's Ongoing Work

- YES Institute
  - Ongoing dialogues: Outcomes and recommendations will be shared with the CLC subcommittee and the collaborative for review and next steps
- Cultural and Linguistic Subcommittee
  - LGBT Behavioral Health Collaborative
    - Save Dade
    - YES Institute
    - Jewish Community Services
    - Safe Schools Florida
    - PFLAG (Parents, Families and Friends of Lesbians and Gays)
    - Project Staff
    - Mental Health and Substance Abuse Provider Network



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Our Children Succeed Initiative

- Working across agency lines to improve services:
  - Multi-agency “cohort” approach to working on culturally responsive services
- Working collaboratively on improvement strategies
- Sharing training resources and opportunities
- Exchanging ideas for practical change: Intake paperwork, increasing awareness, reducing micro-aggressions
- Work is progressing on a “no-budget” approach



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health





# Our Children Succeed Initiative

- Recommendations:
  - Create new training opportunities to increase awareness
  - Create your own training using available resources (like the Brookes LGBT book)
  - Bring in trainers from other sources (e.g., universities, successful practices, TA Partnership)
  - Utilize existing staff trainings to further awareness and skills in this area
  - Match the training to the needs and interests of your audiences



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# Questions and Discussion

---

# Future Directions

- The American Institutes for Research (AIR) and True Colors: Sexual Minority Youth and Family Services (<http://www.ourtruecolors.org/>) are in the process of developing a self-assessment tool that organizations can use to assess their policies, practices, and climate
- TA Partnership LGBTQI2-S webinar series: Next webinar is scheduled for **November 15, 2012, 3:30-5:00 Eastern**, Suicide and Self-Harming Behavior (Sylvia Fisher, Health Resources and Services Administration; Gary Remafedi, University of Minnesota)
- Ongoing efforts of SAMHSA, including its *National Workgroup to Address the Needs of Children and Youth Who Are LGBTQI2-S and Their Families*



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



# National Workgroup to Address the Needs of Children and Youth Who Are LGBT, Questioning, Intersex, and Two-Spirit (QI2-S) and Their Families

- ❑ Located within the Child, Adolescent and Family Branch, Center for Mental Health Services, SAMHSA
- ❑ Purpose:  
To guide the development of policies, programs, materials, products and other resources to improve the lives of children, youth and families in the populations of focus.
- ❑ Vision:  
All LGBTQI2-S children, youth and families live, learn, work, play, thrive, and participate fully in safe, supportive communities where culturally and linguistically competent services and supports are available, accessible, and appropriate.

Website: <http://tapartnership.org/COP/CLC/lgbtqi2sWorkgroup.php>



# Published Resources for More Information

- Fisher, S.K., Poirier, J.M., & Blau, G.M. (2012). *Improving emotional and behavioral outcomes for LGBT youth: A guide for professionals*. Baltimore, MD: Brookes Publishing.
- Jackson, R.A., McCloskey, K.A., & McHaelen R. (2011). *A sexual & gender diversity training program: Increasing the competency of mental health professionals*. Professional Resource Press. Sarasota, FL.
- Larkin Street Youth Services. (2009). *Best practices for meeting the needs of lesbian, gay, bisexual, transgender and questioning homeless youth*. San Francisco, CA.
- Mallon, G. (2010). *Youth issues: A practical guide for youth workers serving lesbian, gay, bisexual, transgender and questioning youth*. Washington, DC: Child Welfare League of America.
- National Association of Social Workers, & Lambda Legal. (2009). *Moving the margins: Training curriculum for child welfare services with LGBT and questioning youth in out-of-home care*. Washington, DC: Authors.  
<http://www.lambdalegal.org/publications/moving-the-margins>
- Wilber, S., Ryan, C., & Marksamer, J. (2006). *Best practices guidelines: Serving LGBT youth in out of home care*. Washington, DC: Child Welfare League of America.



# Sample Websites for More Information

- Advocates for Youth:

[http://www.advocatesforyouth.org/index.php?option=com\\_content&task=view&id=37&Itemid=66](http://www.advocatesforyouth.org/index.php?option=com_content&task=view&id=37&Itemid=66)

- American Psychological Association, LGBT Concerns Office:

<http://www.apa.org/pi/lgbt/index.aspx>

- Center of Excellence for Transgender Health:

<http://www.transhealth.ucsf.edu/trans?page=home-00-00>

- Family Acceptance Project: <http://familyproject.sfsu.edu/>

- Findyouthinfo.gov: <http://findyouthinfo.gov/youth-topics/lgbtq-youth>

- National Resource Center for Family Permanency and Family Connections: [http://www.hunter.cuny.edu/socwork/nrcfcpp/info\\_services/lgbtq-issues-and-child-welfare.html](http://www.hunter.cuny.edu/socwork/nrcfcpp/info_services/lgbtq-issues-and-child-welfare.html)

- True Colors: Sexual Minority and Family Services:

<http://www.ourtruecolors.org/>



TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health





TECHNICAL ASSISTANCE PARTNERSHIP  
for Child and Family Mental Health



## Thank you for participating!

Comments/questions? Interested in receiving training or technical assistance? Please contact the LGBTQI2-S Learning Community Lead, Jeff Poirier, at [jpoirier@air.org](mailto:jpoirier@air.org) or 202.403.5368.

Please visit us online:

- TA Partnership LGBTQI2-S Learning Community:

<http://tapartnership.org/COP/CLC/lgbtqi2s.php>

- \*New\* LGBTQI2-S section of the TA Partnership's Education

content page: <http://tapartnership.org/content/education/publications.php?id=topic15#topic15>