



## **STAFF INNOVATION SUMMARY—SAN MATEO**

**Name of Innovative (INN) Project: LGBTQ Behavioral Health Coordinated Services Center**

**Duration and Amount of the Innovative Project: \$2,200,000 for Three (3) Years**

### **Review History**

County Submitted Innovation (INN) Project: May 24, 2016

Mental Health Services Oversight and Accountability Commission (MHSOAC or Commission) consideration of INN Project: July 28, 2016.

### **Project Introduction:**

San Mateo County proposed project aim is to develop a Coordinated Services Center, designed to provide a place for a wide range of services for the Lesbian, Gay, Bisexual, Transgender, and Queer and/or Questioning (LGBTQ) community in San Mateo County. Its overall purpose is to improve the quality of life and address the multiple barriers many LGBTQ individuals and families face in seeking behavioral health care. The LGBTQ Behavioral Health Coordinated Services Center will be operated through a collaboration of multiple agencies that can provide a broad range of services (such as counseling and crisis intervention, case management, vocational and peer support services) to LGBTQ communities within San Mateo County. The project will include a location/space where groups, events and other LGBTQ-related activities will be held and feature the coordination of three (3) main components:

(1) Social and Community component aimed at engaging, educating, and providing support to LGBTQ individuals through peer based models of wellness and recovery.

(2) Clinical component comprised of two focal areas, one being behavioral health services and the other a resource and training ground for healthcare providers.

(3) Resource center component to become a hub location for local, county and national LGBTQ resources including a social media and online presence.

### **The Need**

San Mateo County states that LGBTQ individuals and families are considered one of the most vulnerable and marginalized communities in the United States. According to Healthy People 2020, a nationwide consortium that identifies health improvement priorities, increase public awareness and understanding of determinants of health, disease, and disability and

the opportunities for progress, research suggests that LGBT individuals face health disparities linked to societal stigma, discrimination, and denial of their civil and human rights. Discrimination against LGBT persons has been associated with high rates of psychiatric disorders, substance abuse, and suicide.

While there are services for the LBTQ population in San Francisco, San Mateo has very limited services for this population. According to the Gallup Daily Tracking report, the San Francisco population of self-identified LGBTQ residents is 2.6 percent higher than the national average of 3.6 percent in the country. Currently there is no model of coordination of psycho-educational, social services, peer-based and community support and clinical services. The combination of these services together has yet to be seen, but each service separately has been provided in other locations as mentioned in the response below. San Mateo County argues that its Community Program Planning process determined that a focal point of their INN should be on the needs of the LGBTQ community.

### **The Response**

The County's response to the identified need is to propose a coordinated service center specifically to address the needs of the LGBTQ Community. This proposed project appears to be generally responsive to the need the County identified and prioritized in its Community Planning Process. San Mateo County states that the proposed center will provide the quality of life and address the multiple barriers many LGBTQ individuals and their families face while seeking behavioral healthcare.

One challenge San Mateo faces is that there are similar programs that exist across the United States, as highlighted in their proposal. They do in fact acknowledge similarities to such examples as the LGBT Center in San Francisco, the Billy DeFrank Center in San Jose, and The Center in New York. There are more Community Centers that offer the similar programs here in California. The San Diego Lesbian, Gay, Bisexual, and Transgender Community Center, Inc., (d.b.a., The Center) has provided direct services by promoting LGBT health and human rights to its community. The Center's health program offers similar services for the LGBT Community. Another such program which is offering services to all communities by the way of mental healthcare is Telecare Corp (<http://www.telecarecorp.com/program-types/>). In the neighboring county of Alameda, Telecare Corp has a Service center named CHANGES, at which individuals can receive collaborative treatment planning with a recovery focus. All of the Telecare Corp locations provide services in the community for people with, or at risk for mental illness, through their acute, crisis, long-term recovery, and residential programs.

The County distinguishes this proposal from existing, similar models that focus on the LBGTO population by having an LGBTQ behavioral health center that provides a coordinated service approach across behavioral health clinical services and psycho-educational and community/social events and activities.

San Mateo emphasizes that it will focus evaluation on coordination of services to improve delivery, access to mental health services for the LGBTQ Community, and outreach for marginalized and/or high risk for serious mental illness (SMI) persons to receive mental

health services. One challenge will be separating of the impact of the coordinated approach versus improvements in outcomes due to having a previously unavailable service. Data collection and determining the appropriate measures for the evaluation may also prove to be a challenge.

### **The Community Planning Process**

The Community Program Planning (CPP) process involved about 300 diverse stakeholders and approximately 30 meetings for their entire CPP process to develop their three year plan. This ensured all stakeholder groups and demographics were represented. Additional details on the demographics, stakeholder group representation, and engagement are detailed in the Three-Year Plan. Innovation ideas were presented by stakeholders, Mental Health Services Act (MHSA) Steering Committee members, and San Mateo Behavioral Health and Recovery Services staff as at the Steering Committee meeting in March of 2015. The Steering Committee made recommendations on which projects to move forward.

### **Learning Objectives and Evaluation**

San Mateo County has set two focal point learning goals for this proposal, the first is to test whether or not the coordination of services improves service delivery and access to mental health services for the LGBTQ Community's marginalized and high risk SMI individuals. In order to obtain this knowledge the county proposes their outcome objectives will be to determine a baseline for collaboration and how effective the current system is, they will attempt to increase communication, referrals, and interactions as a means to measure their outcomes. The final measurement of their goals will be the improved mental health indicators from pre to post scales and/or gathered mental health patient questionnaires. In order to evaluate these learning objectives the county plans to use a partner agency assessment to determine the level of coordination track LGBTQ visitors to the center during intake and conclusion for client satisfaction observation.

The second learning goal of the county is to focus on outreach to the marginalized and high risk of SMI individuals throughout the LGBTQ Community to improve access to mental health services. The preferred outcome will be a positive perception in regards to accessing mental health services in peer-lead outreach, support programs, and an increase in referrals. In order to quantify the pre and post mental health intake process the county will use a scale or questionnaire to show an increase or decrease in accessibility of service with use of the new system. Development of a thorough evaluation plan will be conducted by a contract evaluator, to be determined.

### **The Budget**

The projected budget is \$2,200,000 over the three year proposed duration.

The County did not provide budget detail, including a budget line item in the proposal for evaluation costs. In discussions with MHSOAC staff, the County stated that they will explain their method for evaluation outlay to the Commission during their presentation.

### **Additional Regulatory Requirements**

The project proposal as presented to Commission staff lacks sufficient detail to establish that it meets all minimum regulatory requirements, particularly with respect to evaluation and the budget. Staff have discussed these issues with the County and anticipate that the County will provide further detail in its presentation to the Commission.

### **References**

Telecare Corp <http://www.telecarecorp.com/program-types/>

The Center in San Diego <http://www.thecentersd.org/pdf/2015-audited-financial.pdf>

The Center in NYC: <https://gaycenter.org/>

Los Angeles LGBT Center: [http://www.lalgbtcenter.org/mental\\_health\\_services](http://www.lalgbtcenter.org/mental_health_services)

The LGBTQ Center Long Beach: <https://www.lgbtcenters.org/Centers/California/15/The-LGBTQ-Center-Long-Beach.aspx>

San Diego - <http://www.thecentersd.org/?referrer=https://www.google.com/>