



STAFF ANALYSIS— SAN LUIS OBISPO COUNTY

Name of Innovative (INN) Project:	Affirming Cultural Competence Education & Provider Training: Offering Innovative Solutions to Increased LGBTQ Mental Health Care Access (SLO ACCEPTance)
Total INN Funding Requested:	\$ 554,729
Duration of Innovative Project:	Four (4) Years

Review History:

Approved by the County Board of Supervisors:	June 5, 2018
County submitted INN Project:	June 8, 2018
MHSOAC consideration of INN Project:	August 23, 2018

Project Introduction:

The Affirming Cultural Competence Education & Provider Training: Offering Innovative Solutions to Increased LGBTQ Mental Health Care Access (SLO ACCEPTance) Innovation project aims to provide highly-trained, community-based, and academically-informed mental health services for Lesbian, Gay, Bisexual, Transgender, Queer and Questioning (LGBTQ) individuals by implementing an LGBTQ mental health care training program for mental health professionals. The training will be tested with mental health providers in a three-phase training module over the course of 9-months. The three phases of training are: Phase I, Cultural Sensitivity: Language/Awareness; Phase II, Clinical Issues for Client and Phase III: Potential Provider Issues.

In the balance of this brief we address specific criteria that the MHSOAC looks for when evaluating Innovation Plans, including:

- *What is the unmet need that the county is trying to address?*
- *Does the proposed project address the need?*

- *Are there clear learning objectives that link to the need?*
- *Will the proposed evaluation allow the county to make any conclusions regarding their learning objectives?*

In addition, the MHSOAC checks to see that the Innovation meets regulatory requirements, that the proposed project aligns with the core MHSA principles, promotes learning, funds exploration of a new and/or locally adapted mental health approach/practice, and targets one of the four (4) allowable primary purposes: increases access to mental health services to underserved groups; increases the quality of mental health services, including better outcomes; promotes interagency collaboration; and increases access to services, including, but not limited to, services provided through permanent supportive housing.

The Need

San Luis Obispo County states that the local community lacks a number of culturally competent and LGBTQ-affirming providers needed to work with the underserved LGBTQ community. The County further explains that the local Marriage and Family Therapist (MFT) training program, does not offer specific courses about working with LGBTQ individuals, couples, or families and that many LGBTQ community members travel outside of the county to find support.

A 2014 Community Survey Report shows that LGBTQ community members identified supportive mental health services and youth services as two of the most important service needs in SLO County (Kenyon, Elfarissi, Wolf, Axelroth, 2015).

The County states that they are in desperate need of proper training to build an infrastructure of well-trained professionals that can meet the mental health and wellness needs of the LGBTQ community in San Luis Obispo.

The Response

In order to address the lack of culturally competent and LGBTQ-affirming providers, the SLO ACCEPTance project will test a possible solution through community-based trainings to help develop an infrastructure of well-trained and affirming mental health professionals (MHP).

The County states that the project builds on existing training approaches to provide an innovative model for 50 mental health professionals and peers through a 9-month intensive training program. This program will help to provide empirical evidence for an innovative training program by combining current empirically-based multicultural training models and community-based practices into an intensive LGBTQ-affirming mental health training program for professionals.

Key components of the training program:

- Comprehensive and empirically-based (but not yet tested) training program delivered across three intensive 2-3 day trainings for MHP and peers with lived experience.

- Professional case consultation meetings with trainers provided between each of the three trainings.
- Three phases of training: Phase I, Cultural Sensitivity: Language/Awareness; Phase II, Clinical Issues for Client and Phase III: Potential Provider Issues (**See pages 29-30 of County Plan for more detail**).
- Development of a network of providers who can consult with each other and others in the community after the training program ends.

The County states that they were unable to identify any similar training programs that provide an intensive LGBTQ training for mental health professionals. The County acknowledges that some training modules do exist that provide a day or weekend-long training about transgender issues but that none of those provide a comprehensive 9-12 month training program with the depth offered by this proposal.

The Community Planning Process

The County states that this project design comes from collaborative work between Community Counseling Center (CCC), Queer Gay and Lesbian Alliance (GALA); Tranz Central Coast (TCC); Queer Community Action, Research, Education, and Support (QCARES); Access Support Network (ASN); Cal Poly Pride Center; on-campus middle and high school Gay Straight Alliance clubs (GSA), the Central Coast Coalition for Inclusive Schools (CCC4IS), and mental health affinity agencies, including Transitions Mental Health Association (TMHA), RISE, Stand Strong/Women's Shelter Program, Community Action Partnership of San Luis Obispo County (CAPSLO), and the County of San Luis Obispo Behavioral Health Agency.

Over a 6-month period, the San Luis Obispo Behavioral Health Department worked collaboratively with local stakeholders, including consumers and family members, to develop this innovation proposal.

The County's Innovation Planning Team is a stakeholder group consisting of between 10-20 representatives of different community groups including consumers, family members and underserved communities. The Innovation Planning Team met two times between September 2017 and March 2018 and will oversee the launch and participate in the evaluation of the innovation project, if approved. A comprehensive list of the diverse stakeholders that participated in the innovation planning process can be found on pages 7-8.

Stakeholders and the Innovation Planning Team were provided with an online project development toolkit consisting of innovation definitions and guidelines with a worksheet to walk them through the creation and development of the Innovation project.

The goal for the stakeholder group was to develop projects outside of the stakeholder meetings and bring the proposals to the group for revision and final approval. In order to determine the level of prioritization for each proposed project, the County provided

stakeholders with an online tool for ranking purposes. This process resulted in two proposals for this round and two proposals for a future fiscal year.

The County reports receiving ten letters of support for the SLO ACCEPTance project. Letters of support came from Cal Poly, The Community Foundation Growing Together Initiative, Sierra Vista Regional Medical Center, Community Counseling Center, Transitions-Mental Health Association, Tranz Central Coast, the Gay and Lesbian Alliance of the Central Coast, and community members.

This Innovation project was shared with MHSOAC stakeholders on May 15, 2018 and no letters of support or opposition were received in response.

Learning Objectives and Evaluation

San Luis Obispo County has proposed implementing an LGBTQ mental health care training program in order to help increase access to mental health services for LGBTQ individuals. The target population of the project will be two “A-Teams” each consisting of 25 mental health professionals, for a total of 50 participants. In order to guide their project, the County has identified three main learning goals:

1. Determine the best approaches for teaching and training therapists to work with LGBTQ clients in a rural setting
2. Develop a team of professional and peers who can provide critical LGBTQ-affirming therapy and services for an underserved community in a rural setting, and
3. Identify better methods to increase access to the underserved LGBTQ community.

In addition to these learning goals, the County hopes to meet four outcomes through the ACCEPTance project, including:

1. Increase therapist knowledge, awareness, and skills as established by the nine-month training period
2. Increase the overall level of LGBTQ competency and attendees’ learning outcomes as a result of the nine-month training curriculum and timeframe structure
3. Increase the number of services that engage LGBTQ-identified clients by 10% as established by the nine-month training period, and
4. Increase the number of LGBTQ-identified clients served in the community by 10% as established by the nine-month training period.

In order to determine if outcomes are met, San Luis Obispo County will use a pretest-posttest design, and will establish a group of 50 individuals upon which those who have received training will be compared. Data for the evaluation will be gathered through a variety of collection *methods*, such as pretest and posttest surveys, focus groups, and interviews with participants.

Specific *measures* that will be used to determine changes in knowledge, awareness, skills, self-efficacy, and interpersonal apprehension include: LGBTQ-adapted Personal

Report of Interpersonal Communication Assessment (PRICA), LGBTQ-affirming Law Enforcement Self-efficacy Inventory adapted for mental health therapists, multiple choice measure of knowledge, self-assessment of behavior and behavioral change, and case conceptualization measures. Focus groups will also be used to gain insight into levels and utilization of LGBTQ knowledge, awareness, and skills among mental health professionals and peers in working with LGBTQ clients.

Lastly, San Luis Obispo County will explore access and barriers among LGBTQ community members prior to the implementation of the ACCEPTance project, as well as at its conclusion of the project in order to assess the program's impact on service delivery for the LGBTQ community. The County states that a contracted evaluator will be tasked with data analysis as well as the final evaluation report.

All project findings and lessons learned will be shared in a variety of ways, including forums, websites, presentations to partner boards of director, at various conferences, as well as to other organizations, such as the California LGBTQ Health and Human Services Network, and through #Out4MentalHealth. **The Commission may wish to encourage San Luis Obispo County to reach out to other counties with similar needs in order to foster cross-county learning and collaboration, as well as the possible implementation of a statewide training program.**

The Budget

The total proposed budget for this innovation project allocates \$554,729 of MHSAs Innovation Funds over four (4) years.

Personnel costs total \$160,000 and funds the salary and benefits of a (1) FTE Project Manager for all four years who will implement the project work plan in coordination with the stakeholders, trainers, and an evaluator.

Operating expenses total \$150,000 for the complete project and include: program supplies, rent for training room space, program incentives for participants, student assistants, and the ongoing multiphase evaluation. The operating expenses also include a contracted Project Researcher who is responsible for developing measurement tools, monitoring instruments, data collection, analysis and submission to the Innovation County Evaluator.

Other expenditures total \$142,729 for the complete project and include costs for project evaluator of \$15,000 per year and indirect costs at the rate of 20.08%.

Contract costs total \$100,000 and include the costs associated with trainers and consultants.

The County states that they will utilize \$107,461 of unspent AB 114 funds from fiscal year 2008/09 in the first year, projected fiscal year 2017/18 funds in the second year, fiscal year 2018/19 funds in the third year, and fiscal year 2019/20 funds in the fourth year.

Additional Regulatory Requirements

The proposed project appears to meet the minimum requirements listed under MHSA Innovation regulations.

References

Kenyon, Elfarissi, Wolf, Axelroth. 2015. 2014 Community Survey Report. San Luis Obispo, CA: Growing Together Initiative. Retrieved from <http://www.cfsloco.org/images/cms/files/2014%20Community%20Survey%20Report%20-%20FINAL.pdf>

Full project proposal can be accessed here:

<http://mhsoac.ca.gov/document/2018-06/san-luis-obispo-county-inn-plan-slo-acceptance>