



Suicide Prevention Through Improved Workplace Climate for LGBT Employees and Clients in the AZ Behavioral Health System (AZ)

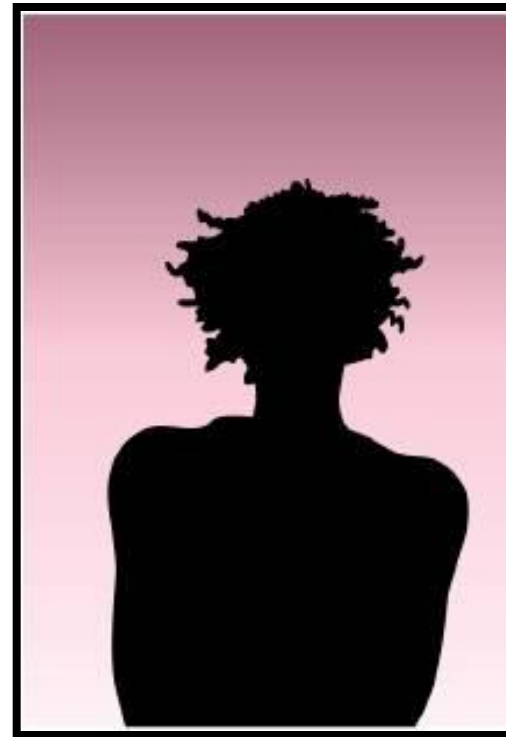
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GLS Grantee Meeting
February 2011

Presentation Overview

- Evolution of the LGBTQ initiative in Arizona
- GLS grant proposal
- Creating a safety net
- Climate survey
- Survey findings
- Recommendations
- 2011 climate survey



Arizona: Coming Out

2001

First statewide plan for suicide prevention

2003

Initiated discussion around the elevated risk of suicide in LGBTQ population and strategies for prevention

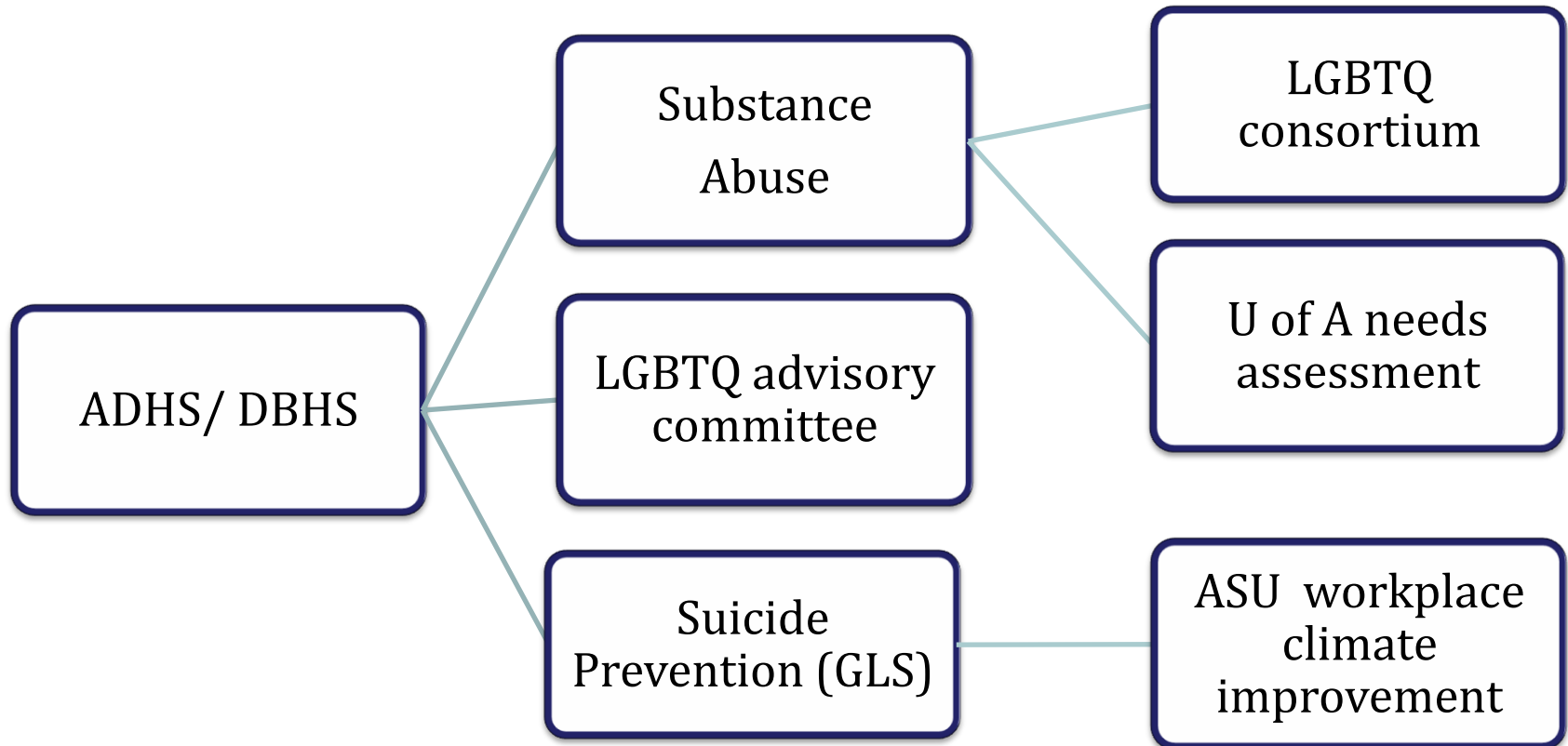
2004 - 2008

Several unsuccessful attempts to establish programming specific to the LGBTQ population

2009

Arizona inserted the prevention of behavioral health disorders among LGBTQ population into a number of statewide initiatives and plans

Program Planning Strategies



OVERVIEW OF AZ GRANT PROPOSAL

Goals

Reduce the rate of completed suicides among Arizona youths ages 15 to 24 to 10 per 100,000 from 14.3 per 100,000.

Outcome Objectives

1. Reduce the rate of ER admissions for suicide attempts among youth ages 15 to 24 to 13 per 100,000 as measured by hospital ER admissions data.
2. Increase youth perception of safety at school by 5% as measured by 2012 AYS.
3. Increase by 5% the number of educators, prevention specialists, and juvenile justice staff persons who complete the webinar training series and perceive their organization has a better climate for LGBTQ.

Target population

Youth who are lesbian, gay, bisexual, or transgender and their gatekeepers.



Activity



Climate Survey Purpose

Baseline assessment

To inform project stakeholders of the strengths and needs of the workplace environment regarding LGBT populations as well as target further training efforts.



Survey Design and Distribution

Checklist

- Massachusetts's *Community Standards of Practice for Provision of Quality Health Care Services for Gay, Lesbian, Bisexual and Transgendered Clients*
- LGBTQ Advisory Committee

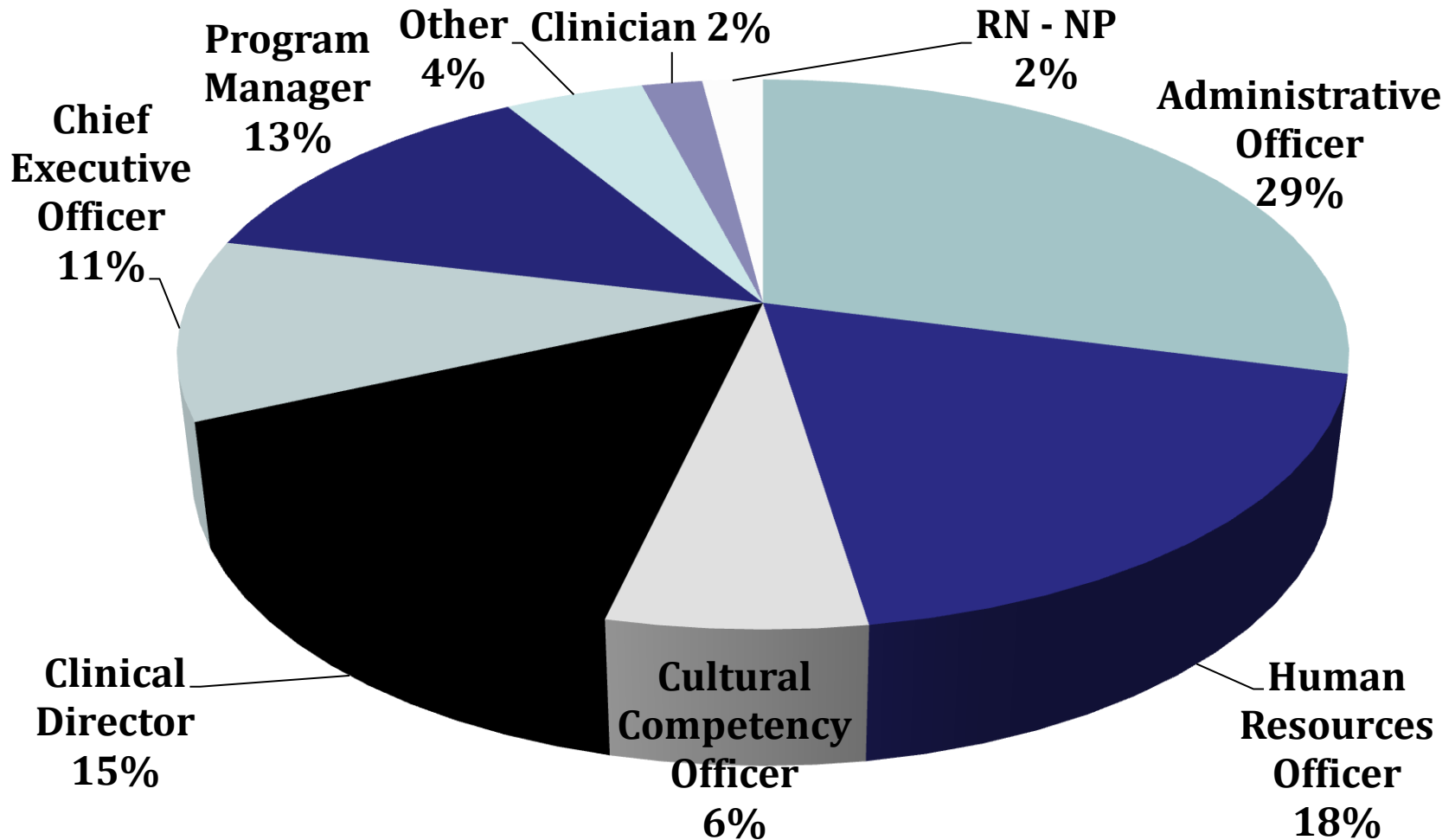
Administration

- Online
- July/August 2010
- Prior to webinar series

Participation

- Behavioral health providers
- Programs receiving ADHS funding
- 151 completed surveys from 136 separate organizations

Job Positions



Human Resource Policies and Procedures

Does your agency, organization or program:	No	Fully implemented
Have written policies regarding diversity, non-discrimination and sexual harassment that explicitly include gay, lesbian, bisexual, and transgender employees?	26%	51%
Intentionally recruit gay, lesbian, bisexual, and transgender employees in its hiring practices?	68%	19%
Acknowledge and support visibility of gay, lesbian, bisexual, and transgender employees?	25%	56%
Have written procedures for addressing employee complaints of discrimination based on sexual orientation or gender identity?	19%	61%
Have written procedures for clients to file and resolve complaints regarding discrimination based on sexual orientation or gender identity?	22%	59%
Ensure that gay, lesbian, bisexual, and transgender employees of all ages have the same benefits and compensation as all other employees, including family/domestic partner benefits?	25%	61%

Staff Training

Does your agency, organization or program:	No	Fully implemented
	%	%
Train staff on confidentiality requirements related to data collection and information disclosure?	2%	92%
Train staff to ensure that they provide clinically and culturally appropriate care and referrals within and outside the agency for LGBT clients?	13%	60%
Train staff to ensure cultural competency of staff in serving one or more groups within LGBT communities?	20%	51%
Train staff on issues of disclosure and reporting that impact their ability to work with youth around issues of sexuality?	33%	48%

Service to Clients

Does your agency, organization or program:	No	Fully implemented
	%	%
Have visible signage to indicate that your organization is LGBT-friendly?	79%	9%
Offer any specialized LGBT groups ?	78%	9%
Offer any specialized LGBT groups for clients who are minors ?	73%	5%
Identify staff with special expertise in working with LGBT individuals?	50%	25%
Use intake and assessment forms and procedures that are inclusive and culturally appropriate for gay, lesbian, bisexual, and transgender clients?	46%	34%

Qualitative Findings

- **Benefits Offered to LGBT Employees**
 - Health insurance benefits for domestic partners
 - Employee benefits:
 - Paid leave benefits for significant others/partners
- **Barriers to inclusive LGBT policies in the workplace**
 - No Barriers
 - Resources
 - No specific policy
 - Lack of training
 - Awareness or lack of sensitivity
 - Non-acceptance of LGBT population

Recommendations

- Human resource policies and procedures
- Staff training
- Service to clients and clients who are minors



HR Policies and Procedures

- Hiring practices that include LGBT employees
- Policies, procedures, and benefits that explicitly address or include sexual orientation and gender identity
- Identification and documentation of LGBT people seeking or receiving services

Staff Training

- Cultural competency training in serving LGBT communities
- Issues of disclosure and reporting that impacts ability to work with youth around issues of sexuality

Service to Clients

- **Culturally appropriate** intake and assessment forms and procedures
- **Resource list** of LGBT-friendly health and behavioral health providers
- Promote **LGBT-specific groups** for adults and minors in the community
- Increased **visible signage** indicating a provider is LGBT-friendly
- Improve client service through recruitment and/or identification of staff with **LGBT expertise**

2011 LGBTQ Webinar Series

- LGBTQ Advisory committee as cultural experts
- Sustainable efforts
- Community Empowerment
- Targeted webinars from Climate survey

2011 Climate Survey

Aim

To document a statewide move towards a safer and more supportive environment for LGBT individuals.

Survey

- Comparing results
- Track positive movement

Questions?

Thank you!

**Contact us by email with additional
questions or comments:**

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