



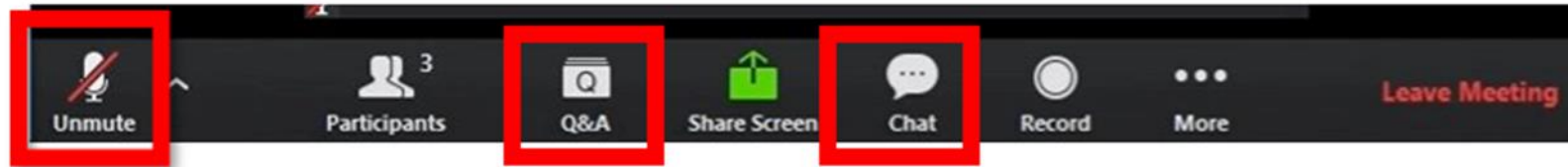
NATIONAL  
COUNCIL  
*for* Mental  
Wellbeing

# SJLA Learning Series June 2024 Event: Supporting LGBTQ+ Communities with an Intersectional Lens

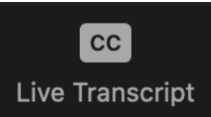
Thursday, June 20, 2024  
12-1 p.m. ET

Thank you for joining! The webinar will begin at the top of the hour.

# Asking A Question & Using Closed Captioning



## All functions are located at the bottom of your screen

- Ask questions by using the Q&A function (you will **not** be able to unmute). Please indicate if you would like your questions to be anonymous.
- Use the chat for discussion & interactive activities.
- Click  and then select "Show Subtitle" to access closed captioning or "View Full Transcript" to access the transcript.

\*If you are experiencing technical difficulties, please send a direct Zoom chat message to Hosts and Panelists.

# SJLA Community Norms

- Practice empathy: discussions around social justice and equity touch on sensitive topics that require us all to be understanding of each other's backgrounds and experiences.
- As you participate in today's webinar, please remember to stay committed to openness and learning.

## Chat Norms:

- We may have differing opinions on ideas, but **those differences should always be discussed respectfully to facilitate education and growth.**
- Insulting, bullying, inflammatory, and offensive language will result in removal from the webinar.
- If you have any questions or concerns or are experiencing issues in the group, feel free to reach out to one of the moderators privately in the chat or by emailing [SJLA@thenationalcouncil.org](mailto:SJLA@thenationalcouncil.org). We are here to help!



# Frequently Asked Questions

- **All Learning Series events are recorded and will be made available to view on demand, along with a copy of these slides, on our SJLA webpage** within 48 hours following the event's conclusion.
- **The SJLA Workbook is not required to participate in the Learning Series.** However, if you are interested in purchasing a copy, it is available on our SJLA website.
- The SJLA Learning Series **is not CEU accredited.**
- **There will not be a certificate of completion for attending the SJLA Learning Series.** However, if you would like proof of attendance for your employer, please email [SJLA@thenationalcouncil.org](mailto:SJLA@thenationalcouncil.org) and we would be happy to provide you with an email verification.





# Description

Gender, race, ability, socioeconomic status and culture play huge roles in a person's experience with their mental health and substance use care. In this SJLA Learning Series event, we'll focus on the experiences of patients and providers within LGBTQ+ communities.

Callen-Lorde Community Health Center will dive into the distinctive experiences of LGBTQ+ individuals based on their various identities and explore ways to address the health disparities within LGBTQ+ communities. We will also highlight strategies to collect data and meet the unique needs of clients.

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# Today's Presenters



**Nola Caslin, LMSW**  
*Substance Use Specialist*  
Callen-Lorde Community  
Health Center  
Pronouns: she/her



**Samara Harris, LCSW**  
*SBIRT Program Manager*  
Callen-Lorde Community  
Health Center  
Pronouns: she/her



# SUPPORTING LGBTQ+ COMMUNITIES WITH AN INTERSECTIONAL LENS

Samara Harris, LCSW *(she/her)*

Nola Caslin, LMSW *(she/her)*



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# AGE NDA

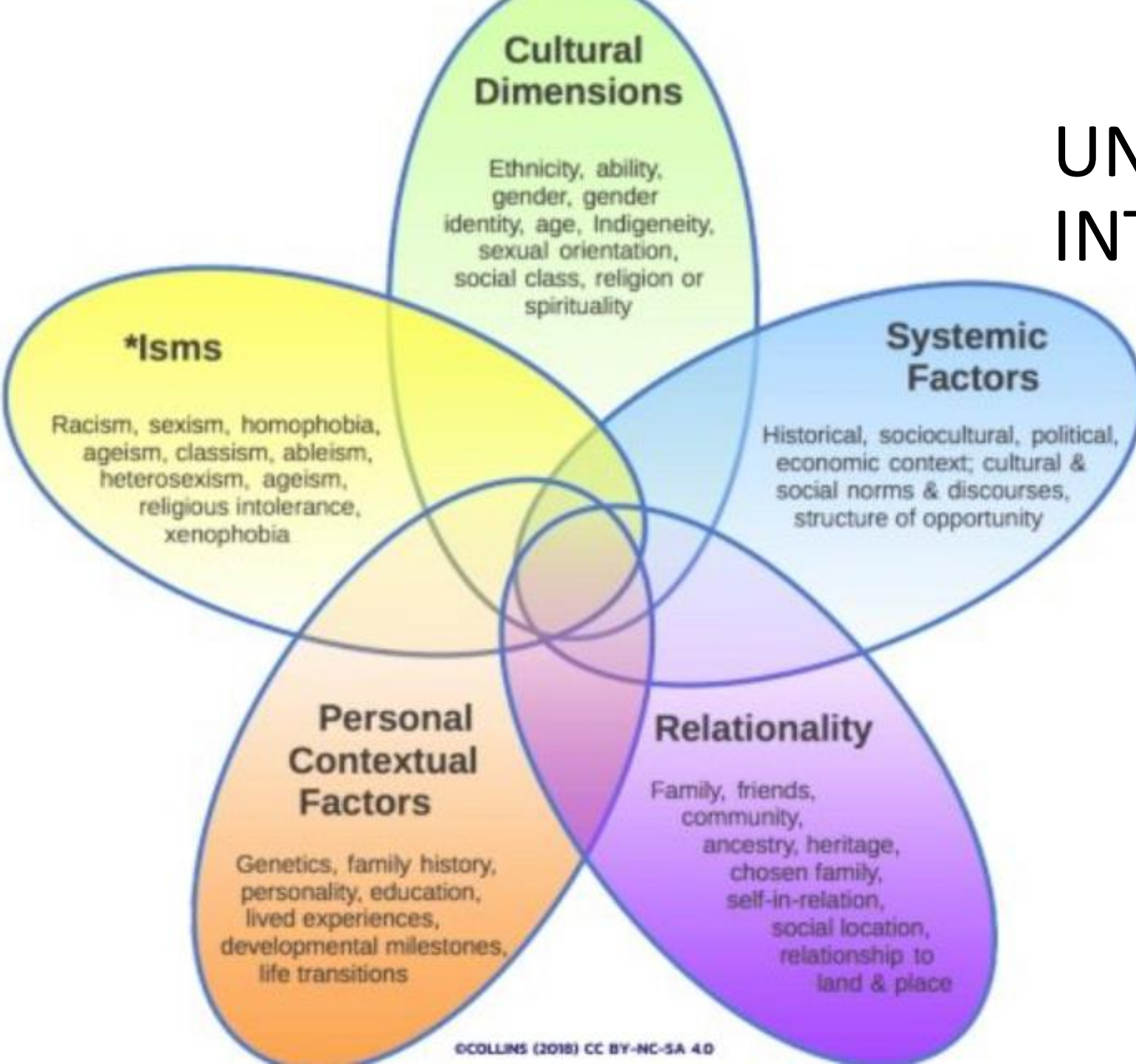
- Define gender and sexuality through an intersectional lens
- Highlight specific health disparities for LGBTQ+ individuals
- Explore current strategies to address unique needs of LGBTQ+ individuals



# UNDERSTANDING INTERSECTIONALITY

**Intersectionality**, a term coined by Kimberlé Crenshaw, highlights how different aspects of a person's identity (e.g., gender, race, class, sexuality, ability) intersect and create unique experiences of oppression or privilege.

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*“There is no such thing as a single-issue struggle  
because we do not live single-issue lives”*

*– Audre Lorde*

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# GENDER & SEXUALITY

**Gender** – the socially constructed roles, behaviors, activities, and attributes that a given society considers appropriate for men and women.

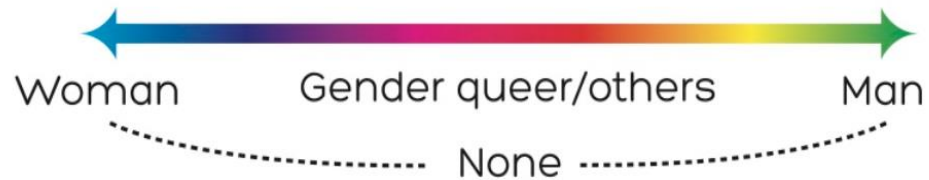
**Sexuality** – a person's capacity for sexual feelings. It encompasses an individual's sexual orientation, desires, behaviors, and how they relate to others sexually.

# GENDER & SEXUALITY



## SEXUAL ORIENTATION

Who are you attracted to sexually and/or emotionally?



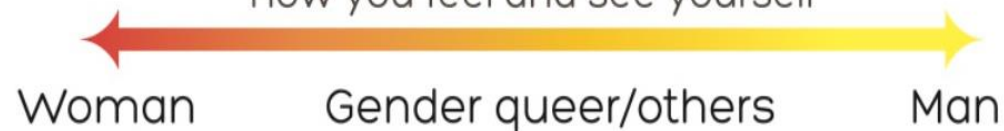
## GENDER EXPRESSION

How do you express yourself?



## GENDER IDENTITY

How you feel and see yourself

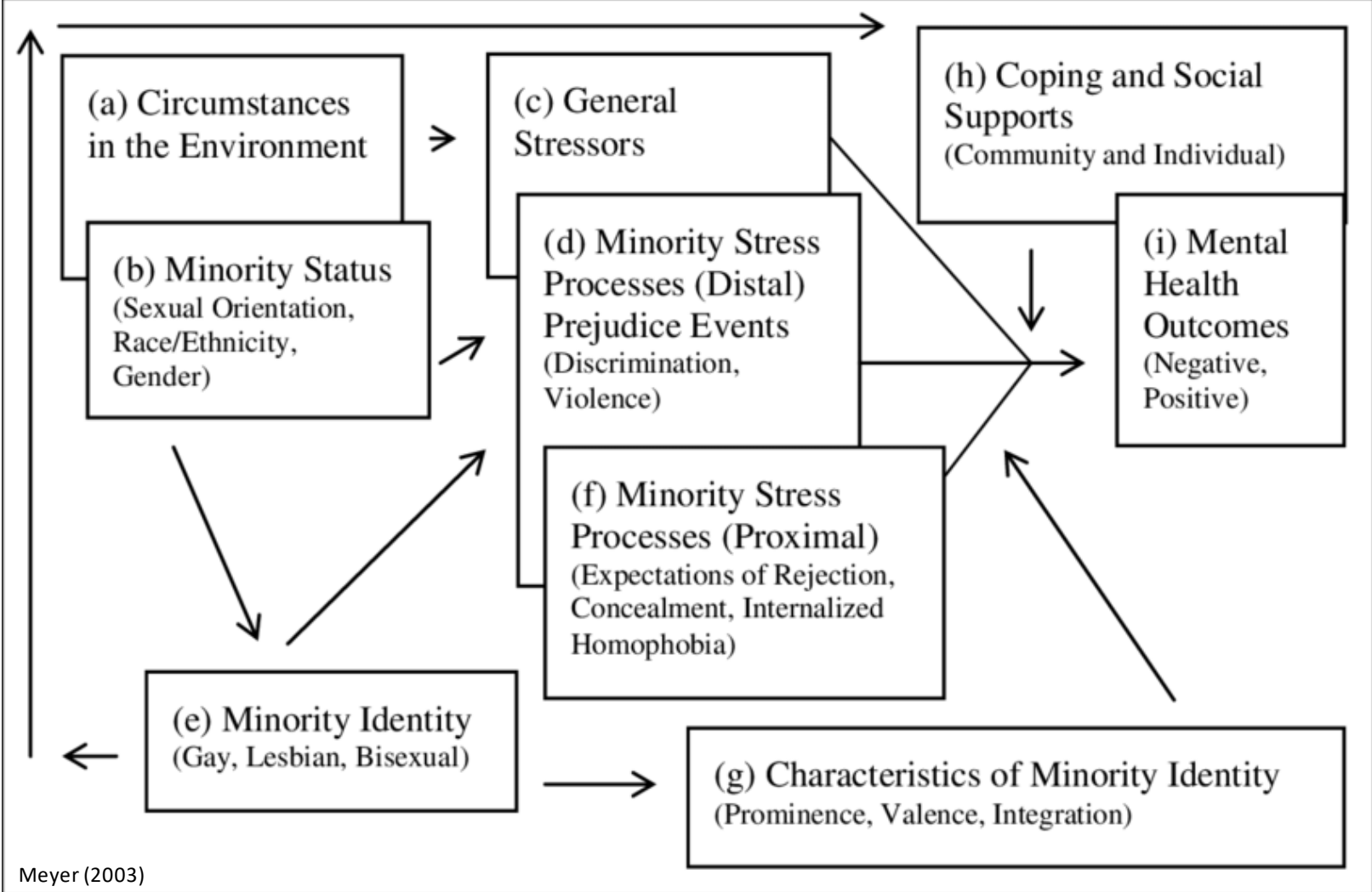


## SEX

Sex assigned at birth



# Minority Stress Model



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# LGBTQ+ Diversity

**Groups within the LGBTQ+ community have more privileges than - others. Higher socio-economic status, able bodied, cisgender, white men are most privileged.**

## **Overlooked identities include:**

- People of Color
- Lesbians
- Transgender and non-binary
- Religious minorities
- Global Majorities
- Lower Income
- Neurodivergent
- “Invisible” Disabilities

# LOOKING FURTHER

- Individuals who belong to multiple marginalized groups (e.g., LGBTQ+, people of color) often face **compounded discrimination**. This intersectional discrimination can manifest in various forms, including microaggressions, systemic barriers, and overt acts of prejudice.
- The formation and expression of gender and sexual identities are deeply influenced by cultural contexts. For instance, **cultural norms and values significantly shape** how individuals perceive and express their gender and sexuality. This can affect their sense of identity and belonging.
- There are **significant health disparities** among LGBTQ+ individuals, particularly those from minority ethnic and racial backgrounds. These disparities are linked to both intersectional discrimination and a lack of culturally competent healthcare services. Mental health issues, substance abuse, and limited access to preventative care were highlighted as major concerns.

LASSITER et al. (2020)

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WHY DOES THIS  
MATTER?

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# THE CHANGING TIMES

- The percent of U.S. adults who identify as something other than heterosexual has doubled over the last 10 years, from 3.5% in 2012 to 7.1 % in 2022, according to a recent Gallup poll.
- More than 1 in 5, or **21%**, of **Generation Z** adults identify as LGBTQ. That's almost double the proportion of **millennials** at **10.5%** percent, and nearly five times the proportion of **Generation X**, at **4.2%** percent. Less than **3%** of **baby boomers** identify as LGBTQ, compared to just **0.8%** of **traditionalists**, who are 77 or older.

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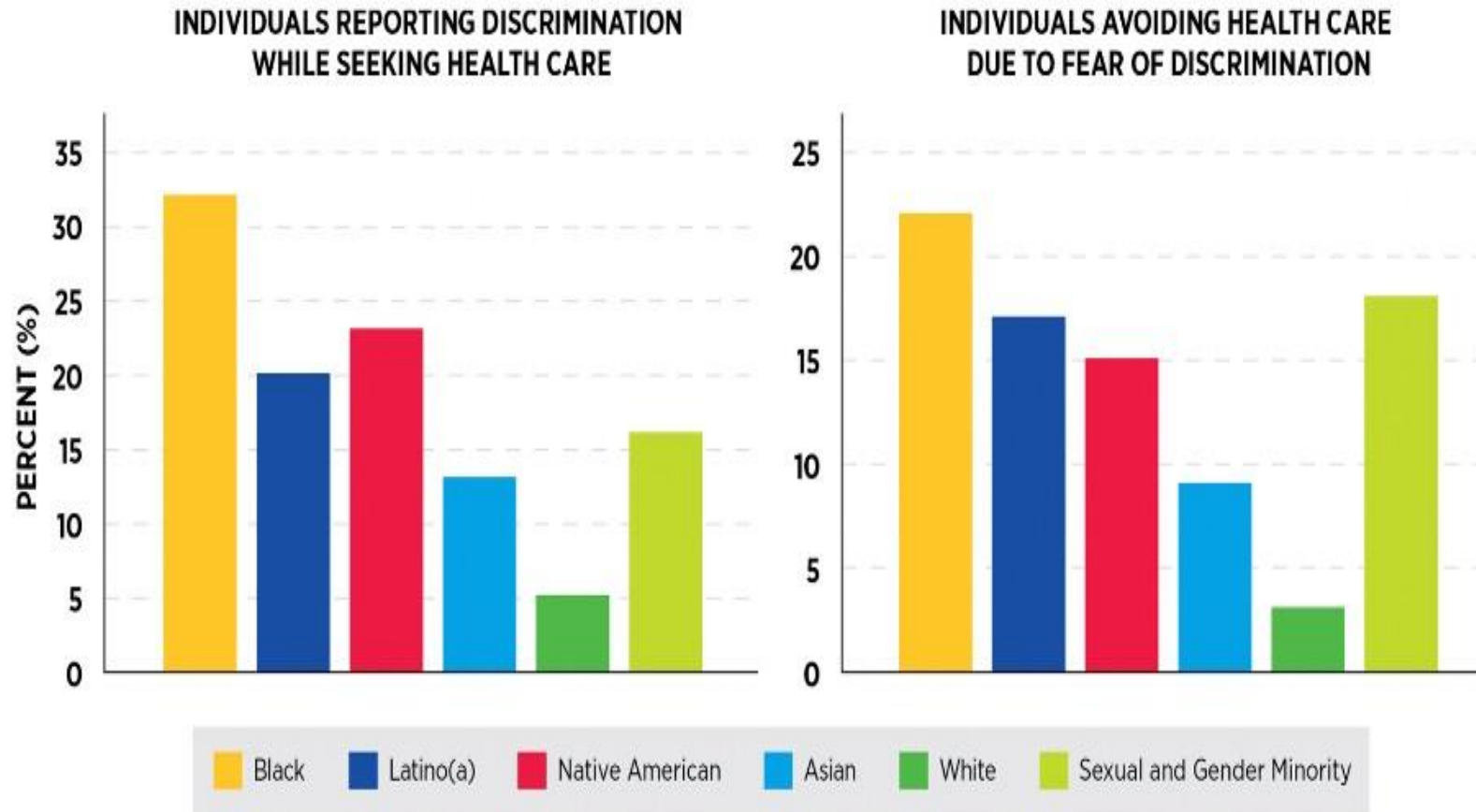
# IMPACT ON LGBTQ+ HEALTH

- Long history of anti-LGBTQ+ bias in healthcare (including psychiatry)
- Some clinicians continue to harbor anti-LGBTQ+ attitudes
- Creates **medical mistrust** which continues to shape access and health-seeking behaviors for LGBTQ+ individuals



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# Discrimination Is a Major Barrier to Receiving Quality Health Care



Adapted from American Association for Cancer Research® (AACR) Cancer Disparities Progress Report 2022

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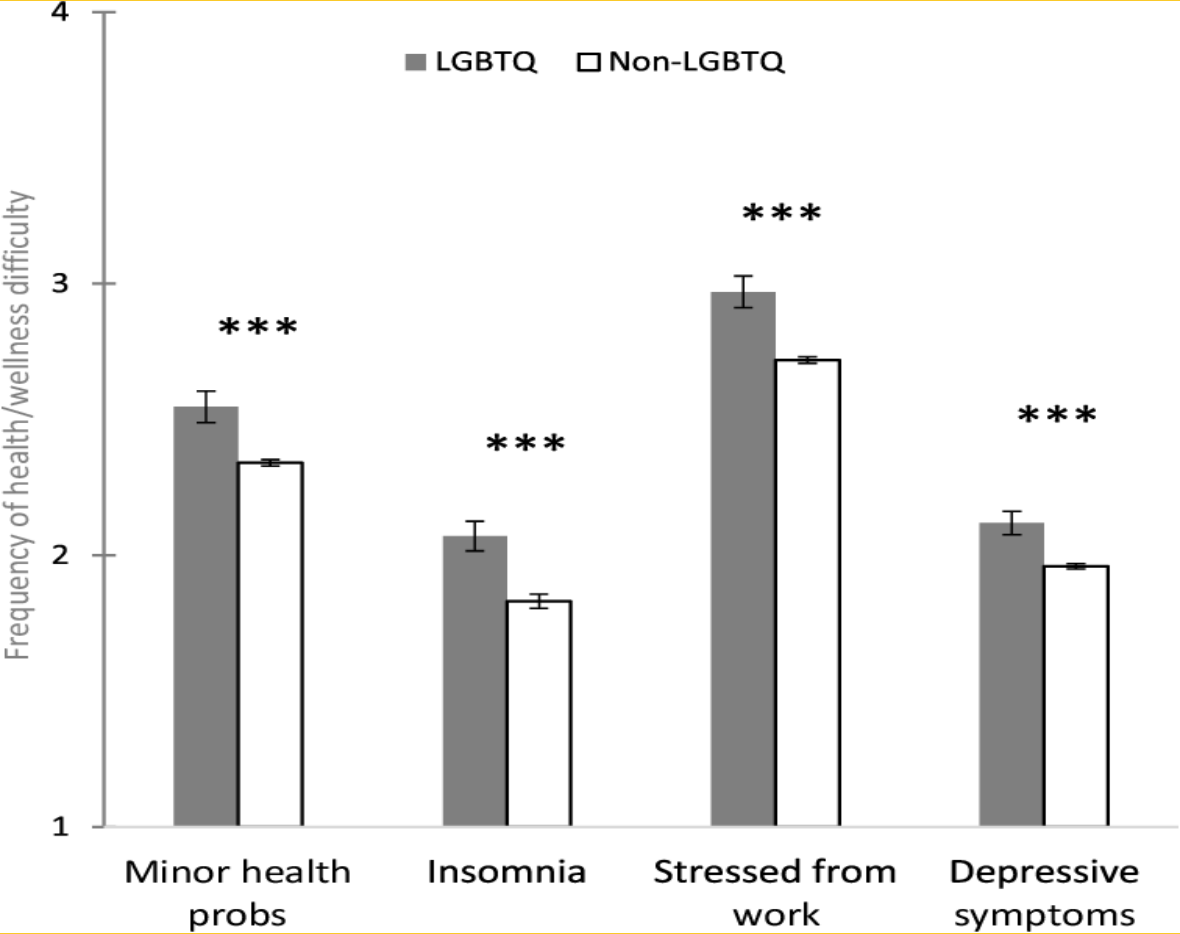
# BEHAVIORAL HEALTH DISPARITIES

**Significantly higher rates of mental health issues compared to general population.**

- The Trevor Project's 2024 Survey: 66% of LGBTQ+ young people reported experiencing recent symptoms of anxiety, with 71% of transgender and non-binary youth and 58% of cisgender youth affected.
- Census Bureau Survey: In 2021, 61% of LGBTQ+ respondents aged 18-29 reported anxiety symptoms, compared to 35% of non-LGBTQ+ respondents in the same age group. For depression, 50% of LGBTQ+ respondents in this age group reported symptoms compared to 29% of non-LGBTQ+

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# BEHAVIORAL HEALTH DISPARITIES



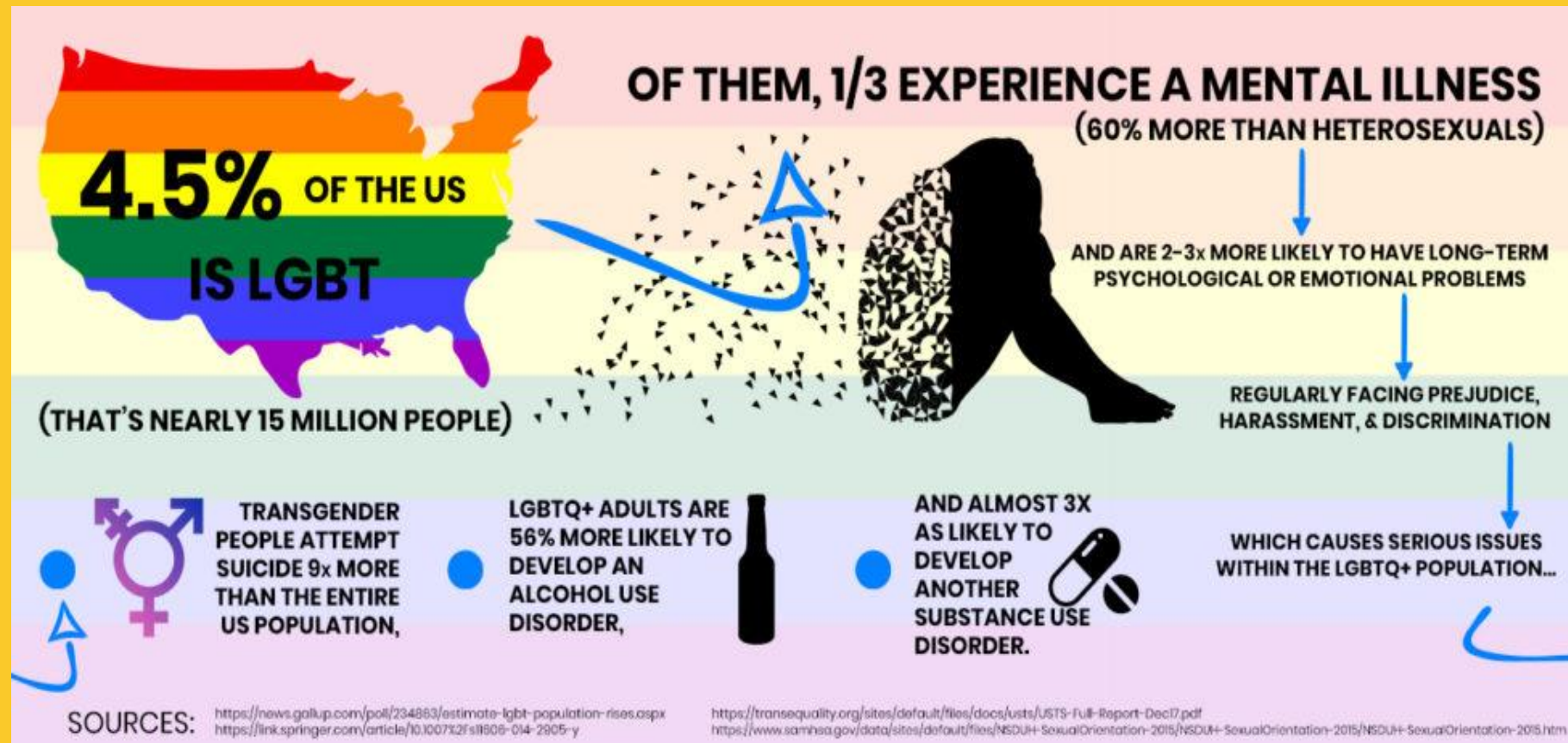
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# PREVELANCE OF SUBSTANCE USE

- **SAMHSA DATA:** LGBTQ+ adults have higher rates of substance use disorders compared to heterosexual adults. LGBTQ+ adults are more likely to use substances and have higher rates of substance use disorders, including alcohol and drug addiction (**SAMHSA**)
- **Alcohol and Substance Use:** According to Household Pulse Survey, LGBTQ adults reported higher rates of binge drinking and heavy drinking compared to non-LGBTQ adults. For instance, 24.9% of gay/lesbian respondents and 19.5% of bisexual respondents reported recent bring drinking (**Census.gov**)

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# MENTAL HEALTH AND SUBSTANCE USE



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# ECONOMIC & POLITICAL FACTORS

- **Economic instability**, lack of health insurance, and social determinants of health (such as discrimination and stigma) further contribute to the disparities in mental health and substance use among LGBTQ+ individuals (**SAMHSA**)
- **Anti-LGBTQ+ policies** and rhetoric have a profound negative impact on the mental health of LGBTQ+ individuals. A significant majority reported that their well-being was negatively affected by recent politics, with many considering relocating due to hostile environments (**The Trevor Project**)

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# SOCIAL DETERMINANTS OF HEALTH



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# ADDRESSING THROUGH CULTURAL HUMILITY

**Acknowledge Diverse Experiences:** Recognize that individuals experience gender and sexuality differently based on their intersecting identities.

**Highlight Multiple Identities:** Pay attention to how gender and sexuality intersect with other social categories like race, ethnicity, socio-economic status, and disability.

**Educate and Inform:** Learn about different cultural norms and values regarding gender and sexuality. This includes understanding traditional roles, expectations, and taboos.

**Avoid Assumptions:** Do not impose a single narrative or framework on all cultures. What might be empowering or oppressive in one culture may not hold the same meaning in another.

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# INCLUSIVE AND AFFIRMING PRACTICES

**Develop practices that are inclusive of all gender identities and sexual orientations:**

- **Language Use:** Use inclusive language that respects and acknowledges different gender identities and sexual orientations. This includes using preferred pronouns and non-binary terms.
- **Policies and Programs:** Create policies and programs that explicitly include and support people of diverse genders and sexualities. This can involve anti-discrimination policies, support groups, and educational programs.
- **Workshops and Seminars:** Offer workshops and seminars that focus on intersectionality and cultural competence in relation to gender and sexuality.
- **Ongoing Training:** Ensure that training is ongoing and evolves to reflect new understandings and emerging issues.

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WHO IS CALLEN-LORDE  
& WHAT IS OUR APPROACH?

**CalLEN-LORDE**



# COMMUNITY HEALTH

For over 50 years, Callen-Lorde Community Health Center has been providing sensitive, quality health care and related services targeted to New York's LGBTQ+ communities — in all their diversity — regardless of ability to pay.

To further this mission, Callen-Lorde promotes health education and wellness, and advocates for LGBTQ+ health issues.

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# SERVICES AT CALLEN-LORDE



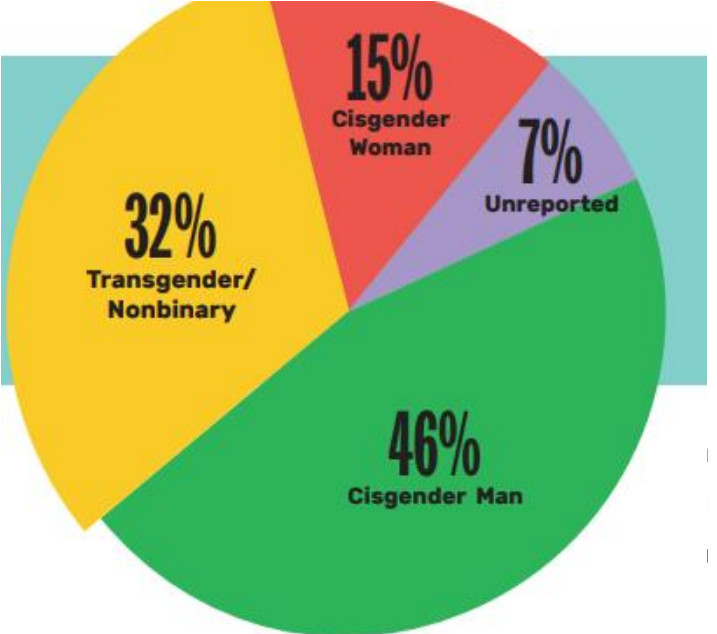
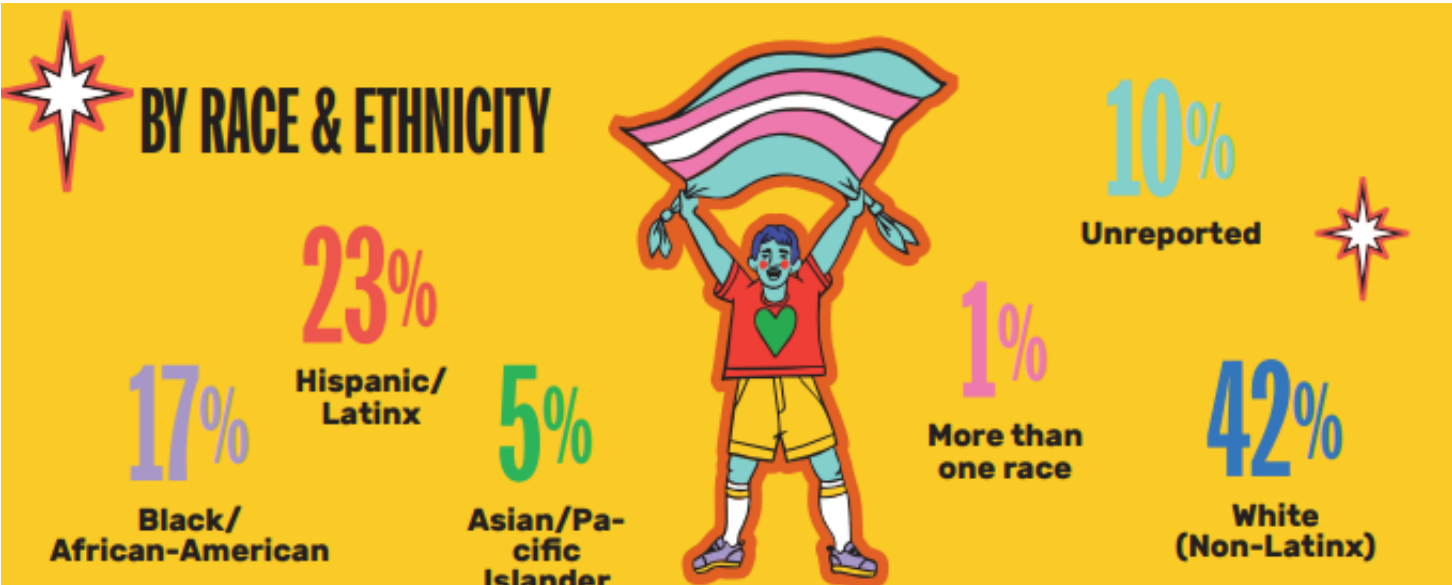
Mobile Medical Unit



# CALLEN-LORDE

# WHO WE SERVE:

Over the last year,  
we cared for  
**18,581**  
patients,  
who made  
**102,085**  
total visits





# OUR APPROACH

**CALLLEN-LORDE**



# INCLUSIVE AND AFFIRMING PRACTICES

- Have all-gender **restrooms**
- Post or disseminate a **non-discrimination policy** which includes sexual orientation and gender identity/expression
- Include LGBTQ information in **brochures** and educational materials
- Openly display **signs** of LGBTQ acceptance (images, rainbow flag)
- Acknowledge **LGBTQ relevant days** such as World AIDS Day and Transgender Day of Remembrance
- Have staff use their **pronouns** when introducing themselves to a group
- Try not to use gendered terms such as **"Sir" or "ma'am"**
- Apologize if you make a **mistake** but then move on



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# INCLUSIVE INTAKE FORMS

<b>Gender Identity:</b>		
<input type="checkbox"/> Female		
<input type="checkbox"/> Male		
<input type="checkbox"/> Transgender Female/Male-to-Female		
<input type="checkbox"/> Transgender Male/Female-to Male		
<input type="checkbox"/> Non-binary/genderqueer		
<input type="checkbox"/> Questioning		
<input type="checkbox"/> Two Spirit		
<input type="checkbox"/> Choose Not to Disclose		
<input type="checkbox"/> Other _____		
<b>Sexual Orientation:</b>		
<input type="checkbox"/> Gay	<input type="checkbox"/> Pansexual	
<input type="checkbox"/> Lesbian	<input type="checkbox"/> Omnisexual	
<input type="checkbox"/> Bisexual	<input type="checkbox"/> Asexual	
<input type="checkbox"/> Queer	<input type="checkbox"/> Don't Know	
<input type="checkbox"/> Straight or Heterosexual		
<input type="checkbox"/> Choose Not to Disclose		
<input type="checkbox"/> Other _____		
<b>Sex Assigned at Birth:</b>		
<input type="checkbox"/> Female	<input type="checkbox"/> Male	<input type="checkbox"/> Intersex
<input type="checkbox"/> Not Recorded on Birth Certificate		

- Inclusive response options for gender identity and sexual orientation
- Best practice is to ask:  
**sex assigned at birth gender identity**
- Always include options for “other” or “not listed”

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# SUPPORTING STAFF

- **Internal queer competency trainings**
  - TGNB-specific topics, including – pronoun usage, defining queer terms, rights and protections
  - Queer competency, including specific topics on body shame, Chemsex, Harm Reduction Strategies
- **Antiracists trainings for staff**
  - Monthly staff affinity groups
- **Queer affirming benefits**
  - Paid “parental leave”
  - Comprehensive medical insurance

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# ADDRESSING RISK FACTORS

- **Screenings in BH and Primary Care**
  - Early identification of substance use with SBIRT
  - Evidenced-based screeners for depression, suicidality, substance use and safety planning
- **Motivational Interviewing & Harm Reduction** approaches engaging vulnerable populations who may have history of medical mistrust and negative stigma around identities and substance use
- **Language, hearing and mobility** as obstacles to accessing care

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# EVIDENCE BASED PRACTICES

- **Trauma-informed care**
  - Creating safe spaces
  - Staff reflects patient/consumer population
- **Integrated and affirming Care**
  - Warm hand offs
- **Harm reduction strategies and practices**
  - Patient/person centered
- **Specialized queer-competent resources to patients**
  - Vetting community partners and referrals
  - Supporting community needs through trainings
- **Wrap around services & care management**

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# TRAUMA-INFORMED CARE

## Values/Principles in Practice

**Create** a welcoming environment

**Embrace** diversity and inclusion

**Give** consequences using supportive, non-confrontational language

**Provide** clear information about expectations

**Inform** others of transitions ahead of time

**Express** patience and acceptance

**Inform** others about options available to them

**Balance** flexibility while defining parameters

**Reflect** options regarding race, gender and culture

**Seek** ideas and feedback

**Explore** others' circumstances from their perspective

**Acknowledge** power dynamics

**Build** on strengths and capacities

**Ensure** interactions are validating and affirming

**Use** person-first and inclusive language

**Institute on Trauma and Trauma-Informed Care (2021)**

Informed by Fallot & Harris (2009) *Creating Cultures of Trauma-Informed Care*

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# UNDERSTANDING PROTECTIVE FACTORS

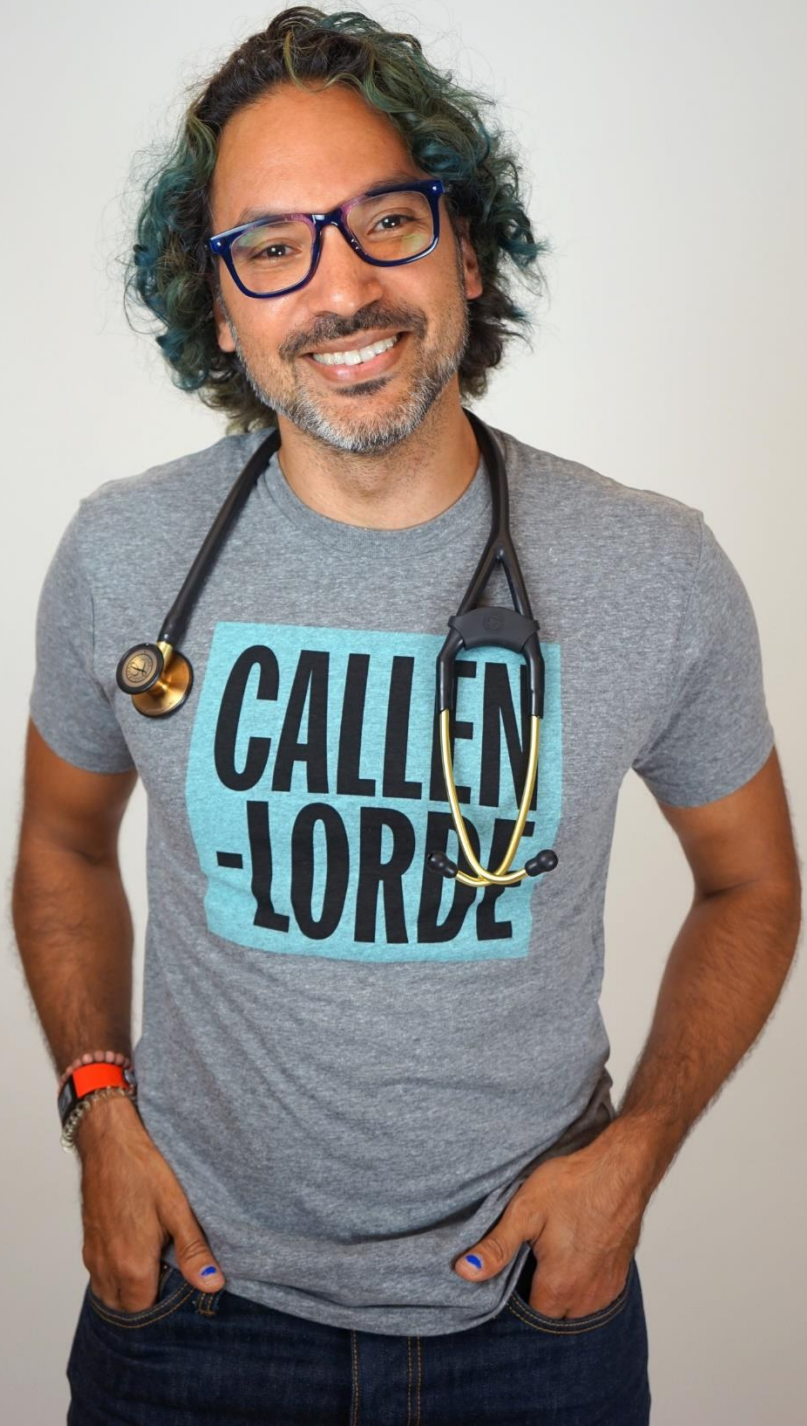
- **Strong Social Support Networks**
  - Family Support
  - Peer Support
  - Community Support
- **Affirmative Spaces and Resources**
  - LGBTQ+ Affirmative Spaces
  - Cultural Centers and Organizations
- **Access to Culturally Competent and Affirmative Healthcare**
  - Inclusive Healthcare Services
  - Mental Health Services
- **Positive Representation and Role Models**
  - Queer visibility in media
- **Advocacy and Legal Protections**
  - Queer issues being discussed, rights protected
- **Personal Coping Strategies and Resilience**

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CALLLEN-LORDE

WHAT CAN I DO TODAY?

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# PRACTICING ALLYSHIP

- Speak Up when you hear transphobia!
- Hire LGBTQ+/TGNB people
- Look at the nondiscrimination policies where you work, etc.
- Use the correct pronouns for people
- Challenge registration forms that don't ask gender identity, preferred name, have partnered as a marital option, etc.
- Apologize sincerely if you make a mistake, don't get defensive
- Let your kids/nieces/nephews/godchildren etc, know it is OKAY with you if they are LGBTQ+/TGNB
- Listen!
- If someone says its discrimination/homophobic/transphobic BELIEVE them
- Support gender neutral bathrooms in all space
- Don't assume people are straight and/or cis
- Educate yourself!

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# TAKEAWAYS

- Honoring the multiple identities of the people we care for
- Developing and adapting screeners and intake forms to understand our client population more, their needs and ways to improve service delivery
- Designing trauma-informed spaces, addressing structural and systemic racism in our policies and practices and acknowledging the risks our clients are exposed to and responding with culturally sensitive and responsive care
- Providing opportunities for representation and connection to community in staff and in neighborhood services as touch points for or clients to connect with to be seen and valued

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# RESOURCES

- **Callen-Lorde Resources**

[www.callen-lorde.org/transhealth](http://www.callen-lorde.org/transhealth)

[www.callen-lorde.org/helpnow](http://www.callen-lorde.org/helpnow)

[www.transatlas.callen-lorde.org](http://www.transatlas.callen-lorde.org)



- **Books-** Redefining Realness by Janet Mock, Trans Bodies, Trans Selves, Stone Butch Blues and Trans Liberation by Leslie Feinberg, A Queer and Pleasant Danger by Kate Bornstein

- **Movies/TV Shows-** Pose, Transparent, Boys Don't Cry, Paris is Burning, Her Story (web series), National Geographic's Gender Revolution with Katie Couric

An advertisement for the Crisis Text Line. It features a red background with a white smartphone icon in the center. Inside the phone, there are three text messages: a white bubble with black text, a black bubble with white text, and another black bubble with white text. To the right of the phone, there is text about 24/7 confidential crisis support. At the bottom, there is a white box with red text and the Callen-Lorde logo.

**IN CRISIS?**  
**Text callenlorde to 741741**  
Learn more at [callen-lorde.org/helpnow](http://callen-lorde.org/helpnow)

I'm not okay. I didn't know where else to turn.

You did the right thing by reaching out. I'm here, and I'm listening.

Can you tell me more about what's going on?

Free, 24/7 confidential crisis support by text.

**CRISIS TEXT LINE | CALLEN-LORDE**

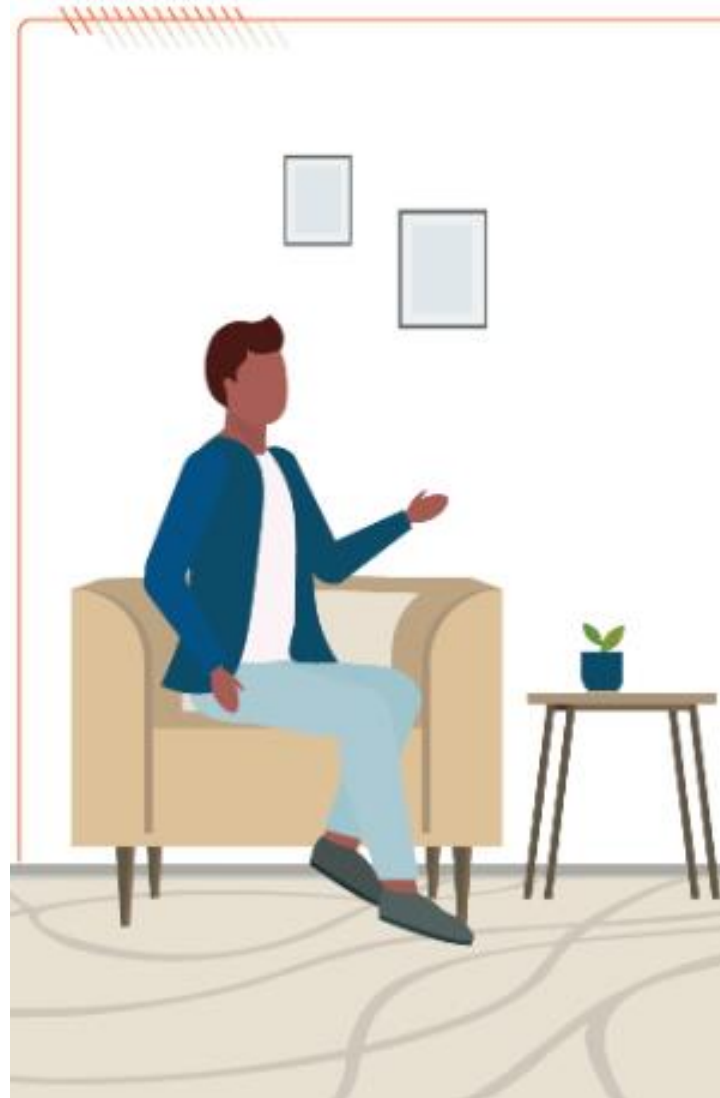
**CALLEN-LORDE**

# Resources

[Callen-Lorde Website](#)

[The Trevor Project](#)

[National Council's Trauma-informed, Resilience-oriented, Equity-focused Systems Consulting Services](#)



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# Q&A and Open Discussion



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# SJLA LinkedIn Networking Group

The Social Justice Leadership Academy's (SJLA) LinkedIn Networking Group is a space created for Learning Series participants to connect with one another outside of our monthly events.

This group is intended to serve as a networking hub for individuals seeking to advance social justice within their organizations. By joining this group, you are indicating that you are open to networking with other SJLA participants.



<https://www.linkedin.com/groups/12879319/>

**Scan the QR code or click the link above to join!**



# Social Justice Leadership Academy Learning Series: Upcoming Events

## **SAVE THE DATE**

**Promoting Social Equity for Underrepresented Individuals in the Workforce:**  
Thursday, July 18, 2024, 12-1 p.m. ET

Register Here: [https://thenationalcouncil-  
org.zoom.us/webinar/register/WN\\_UBf4IQt4QgWHQbkNNQUyog#/registration](https://thenationalcouncil.org.zoom.us/webinar/register/WN_UBf4IQt4QgWHQbkNNQUyog#/registration)

\*\*Registration information for these sessions will be sent out to all attendees via email and will additionally be posted on our SJLA Events webpage:

[https://www.thenationalcouncil.org/program/the-social-justice-leadership-  
academy/events/](https://www.thenationalcouncil.org/program/the-social-justice-leadership-academy/events/)

# Upcoming National Council Events

**Pride at the Intersections:** Thursday, June 27, 2024, 2-3:30 p.m. ET

During Pride Month, it can be easy to see LGBTQ+ people as just their LGBTQ+ identity. But for many LGBTQ+ individuals, that's just the beginning; identity is a multitude of distinct and overlapping identities.

Join us for a joint webinar from several National Council Interest Groups: LGBTQ+; Children, Young Adults and Families; Crisis Response; and Intellectual and Developmental Disabilities for a panel discussion! We will explore the unique experiences of LGBTQ+ individuals and how to best support and empower patients, clients and friends with intersecting identities.

Register Here: <https://thenationalcouncil.swoogo.com/Pride-at-the-Intersections>





# Want To Learn More?

## The Social Justice Leadership Academy

### The Social Justice Leadership Academy

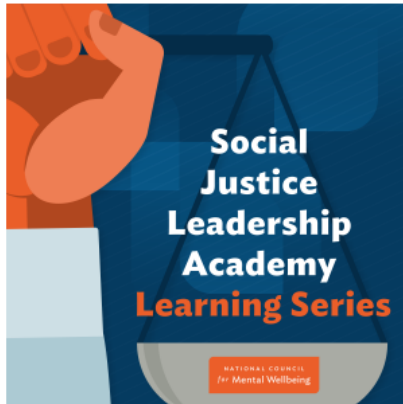
Events

The SJLA Workbook

FAQS & Contact Us

The Social Justice Leadership Academy (SJLA) Learning Series is a free, monthly series of virtual learning events. Topics will include structural and systemic inequities in mental wellbeing, structural and systemic biases, criminal justice reform, applying change management principles to advancing social justice within organizations and more. Learning events will be a mix of informational presentations, workshops and guided discussions.

The SJLA Learning Series is for professionals of all levels who are dedicated to embracing social justice principles to bring equity to communities and systems of care. While we encourage attendees to participate in all events to broaden their knowledge of social justice principles, we understand that attendees may not be able to attend every event.



Each event within the learning series is a standalone presentation within the SJLA content framework to allow attendees to register for as many events as possible as they build their social justice knowledge base at their own pace.

For further learning on topics addressed in the SJLA Learning Series, we recommend the [SJLA Workbook](#), which provides an educational background and self-guided exercises designed to help health care professionals increase their personal and organizational social justice awareness and form action plans for change.

- **Watch FREE recordings of past events**
- **Download resources on SJLA-related topics**
- **Register for upcoming events**
- **Purchase our SJLA Workbook**
- **Contact us!**

<https://www.thenationalcouncil.org/program/the-social-justice-leadership-academy/>



# Evaluation

Please provide your feedback on this SJLA Learning Series webinar event at the link below. Scan the QR code or type the URL into your browser.



<https://www.surveymonkey.com/r/SJLA2024Session3>



# Thank You!

