

**CENTER of EXCELLENCE**  
LGBTQ+ BEHAVIORAL HEALTH EQUITY

**NFS** | NATIONAL FAMILY SUPPORT  
**TAC** | TECHNICAL ASSISTANCE CENTER  
*Providing Family Support Across the Lifespan*

# Supporting the Workforce on Providing Affirming Services to LGBTQ+ People

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The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).



This session is brought to you in partnership with the Center of Excellence on LGBTQ+ Behavioral Health Equity and the National Family Support Technical Assistance Center.



<https://lgbtqequity.org/>

<https://www.nfstac.org/>

# UPCOMING LEARNING OPPORTUNITIES



**Evidence & Interventions to Support & Affirm LGBTQ+ Children & Adolescents**

**Thursday, July 7, 2:30-4 p.m. ET**



**All About the I: Panel Discussion on Intersex Intersectionality**

**Tuesday, July 12, 1-2 p.m. ET**

**Register now at <https://lgbtqequity.org/learn/>**

The background features stylized, overlapping silhouettes of people's heads and shoulders in various colors and styles. From left to right, there is a dark blue silhouette, a light blue silhouette, a brown silhouette, a teal silhouette, a dark red silhouette, and a dark red silhouette. The silhouettes are layered, creating a sense of depth and diversity.

## Policies

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**Ensure that there are nondiscrimination policies in place that protect LGBTQ+ people, including employees. Make sure these policies have information on how someone should respond if they witness or experience mistreatment.**

# Training



**Provide training to the workforce which explains important concepts related to serving LGBTQ+ populations and explains the guidance provided in the agency's written policies.**

# Coaching

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**Provide coaching to your workforce which allows them to discuss concepts they learned in the training and get support if they are experiencing challenges implementing the guidance. For example, staff might need coaching support to help build confidence in asking about pronouns or intervening when they witness harassment.**



# Supervision

**Ask supervisors to conduct check-ins with staff during supervision. This allows natural space for coaching if there are challenges the staff is experiencing. Further, provide supervisors some guidance and space to process their own challenges and seek support.**



# Infuse Content

**Provide frequent training on LGBTQ+ identities to help advance knowledge.**

**This includes adding scenarios with LGBTQ+ people in them into other trainings. For example, if your agency is offering a training on trauma informed care, ensure one of the scenarios includes someone who identifies as LGBTQ+. This ensures people will hear the information in more than one place and will be able to implement their learning in various contexts.**



# Equitable Standards

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**Apply standards of respectful treatment to all LGBTQ+ people, including your workforce.**



# FOLLOW UP AND NEXT STEPS

**In our follow up email, within 3-5 business days, look for:**

- A link to the recording of today's presentation
- Today's presentation slides
- Invitations to upcoming events
- Additional resources
- Ways to stay connected with us
- A letter of participation emailed to you

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# FEEDBACK SURVEY



Thank you for joining us!

Please complete the SAMHSA-required feedback survey you will be directed to when the webinar ends.



# CONTACT INFORMATION

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Thank you for joining us!