Technical Assistance Study Guide

Technical Assistance:
An Overview of a Product from the
Sexual & Gender Diversity Learning Community Program

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Reflecting on your mental health organization's structure and integrating LGBTQ+ affirming policies and procedures can be helpful in increasing your organization's competency in supporting LGBTQ+ people. Below are statements and questions to help you individually or in a group setting to reflect upon, discuss, and apply key concepts to your practice. Consider completing our self-assessment to identify strengths and needs before beginning this reflection process.

Review Organization Services:
- ☐ Take stock of current services offered at your organization. What do you currently offer? How are clients referred to you?
- ☐ Who reports to whom? What is the relationship between offices if there are multiple settings?
- ☐ How can services offered by the organization be modified to achieve the mission of the organization as well as to affirm sexual and gender diversity?
- ☐ What do you know about how your organization is perceived by LGBTQ+ people and how do you know this?
- ☐ What have you done to gather information on whether your office is welcoming to LGBTQ+ clients?

Affirm Sexual and Gender Diversity:
- ☐ Address your current comfort and confidence with diversity in sexual orientation and gender identity. What makes you uncomfortable? What do you see as "normal"?
- ☐ How does your lens influence what you see as "normal"? How do your biases influence what you see as "normal"?
- ☐ What goals do you have to improve how your organization affirms sexual and gender diversity?
- ☐ How do you intend to use this knowledge in your future organizational practice?
- ☐ How can sexual and gender affirming practices be implemented throughout the organization in a manner that will be sustainable regardless of staff changes?

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Review Areas of Improvement:

- ☐ In which areas does your mental health organization need to improve?
- ☐ What can you do to make your organization more inclusive and accessible? Consider possible changes to policy, culture, and best practices.
- ☐ Whose buy-in would you need to make these changes possible?
- ☐ What are plans you can make to put these changes into motion?
- ☐ What do you have control or influence over in making the organization as affirming as possible?

Address Obstacles:

- ☐ What obstacles might hinder your organization's ability to implement these changes?
- ☐ How can you address these obstacles and work to move past them?
- ☐ What policies can you put into place that ensure these obstacles do not arise again after the initial improvements are made?

<u>Final Notes:</u>

- ❖ Please visit our website for more information and resources.