



UCSF Alliance Health Project
Program Progress Report
Implementing and Sustaining Culturally and
Linguistically Appropriate Services

The staff, volunteers and Community Advisory Board of the UCSF Alliance Health Project have a long history of commitment to the values of cultural and linguistic competency. We believe that embracing individual difference is a cornerstone of providing professional mental health and substance use disorder care and as such, we hold as a core value that each client brings his or her own “culture” to the behavioral health encounter. To that end, we are dedicated to providing services that are as sensitive to the linguistic, racial, ethnic, gender and sexual minority needs of our clients as possible.

Part of the genesis of AHP arose from the need to provide HIV prevention and mental health services to gay and bisexual men and intravenous drug users—two groups most commonly infected with HIV early in the epidemic—both of which experienced negative health outcomes due to societal discrimination and stigma. For these reasons, AHP has always been concerned with health equity and committed to services that are culturally competent, client centered and community based.

AHP utilizes the federal Culturally and Linguistically Appropriate Services (CLAS) standards as guidelines to improve the quality of direct client services and help eliminate healthcare disparities in our client populations. LGBT health disparities include different rates of mental health disorders, substance use, and some specific physical health issues, most dramatically the rate of HIV infection in gay men compared to straight men, or transgender women compared to straight women, and others.

Our agency promotes CLAS and health equity by training staff to welcome individuals who have limited English proficiency and arrange for interpretation services from professional interpreters. A sign is posted in our lobby stating the availability of language assistance services at no charge to the client with the information presented in the threshold languages for San Francisco County—English, Vietnamese, Spanish, Tagalog, Chinese and Russian. We offer interventions, including psychological testing and psychotherapy, in English and Spanish, and can accommodate other languages through the use of interpreters.

AHP recognizes staff openings at every level as an opportunity to recruit staff/volunteers who reflect the diverse clients with whom we work in race, ethnicity, gender identity, age, recovery history and sexual orientation. When job openings occur, specific outreach is made to recruit diverse staff. As staff are retained, efforts to promote diverse staff into leadership are identified as one of a range of issues to consider when promoting from within.

AHP provides clinical staff with at least three culturally oriented trainings each year. A list of those trainings offered in 2017/18 is included later in this report.

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Cultural Humility Consultation Group

Since 2016, an AHP clinician has lead a monthly Cultural Humility Consultation group to provide clinical staff with the opportunity to consult with each other about how to navigate issues of difference across numerous (e.g., gender, race, ethnicity, class, sexual orientation, etc.) intersecting levels with clients.

This consultation group creates a space for AHP staff to talk about the challenges and rewards they are experiencing as part of understanding clients from a stance of cultural humility. Cultural humility is an attitude that implies it is the client who must teach the clinician about the client's culture and the clinician can learn only by listening. Three important features of cultural humility are:

- A) ongoing self-evaluation and self-critique regarding cultural issues, such as, race, ethnicity, socioeconomic class, HIV status, recovery history, gender identity, sexual orientation and religion;
- B) the awareness of power imbalances between clients and clinicians and how they can impact the quality and effectiveness of care; and
- C) developing partnerships with other community agencies that support the health and wellness of our clients.

Volunteer Peer Group Facilitator Training

In August 2018, 20 people completed AHP's Volunteer Peer Group Facilitator training. This weekend-long training prepares community members to volunteer as peer support group facilitators. Four people came from the San Francisco AIDS Foundation (three from the 50+ program and one from Positive Force). All four intend to incorporate Peer Group Facilitator skills into their existing groups.

One person was from RAMS, she is the Peer Group Coordinator there and intends to incorporate Peer Group Facilitator skills into several of their peer groups. One person from the Homeless Prenatal Program plans to incorporate the skills into their parenting workshops. One person came from San Francisco City College and hopes to become a group facilitator at RAMS. All other participants attended either for professional development or are awaiting support group assignments at AHP. With additional funding, AHP could develop support groups to address the specific needs of lesbian, bisexual, and transgender community members.

2017/18 Cultural Competence Related Staff Trainings at AHP

Best Practices for HIV Prevention for Transgender and Gender Non-Binary People

Jenna Rapues, MPH, and Shawn Demmons, MPH,
UCSF Center of Excellence for Transgender Health

2 - 4:30 pm

8/1/17

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<i>Engaging LGBTQ Clients Around Smoking Cessation</i> Gloria Soliz, MDiv. TTS, Founding Facilitator, The Last Drag	1/2/18
<i>Eating Disorders in Multicultural and LGBTQ Populations</i> Marcella Raimondo, PhD, MPH	2/6/18
<i>Comprehensive Approaches to the Care of Older Adults Living with HIV</i> Meredith Greene, MD, UCSF Gladstone Center for AIDS Research	3/6/18
<i>Supervised Drug Consumption Rooms – A Treatment Provider’s Perspective</i> Scott Steiger, MD, UCSF Assoc. Clinical Professor of Medicine and Psychiatry	5/1/18
<i>Saving Face or Coming Out: Ethnic vs. Sexual Identity Tensions and Mental Health Implications for LGBT Asian Americans</i> Ning Zhou, MD, Resident Physician, UCSF Psychiatry Department	6/5/18
<i>Overdose Prevention and Response</i> Kristen Marshall, DOPE Project Manager, Harm Reduction Coalition	7/3/18

In addition, through Community Advisory Board members, Client Satisfaction Surveys, and ongoing community outreach and engagement, AHP strives to provide services that respond to the cultural and linguistic diversity of the LGBTQ and HIV-affected communities.