



Turning Findings into Programming:

The Point – LGBTQ+ Mental Health & Case Management Program

Context: pre-existing health inequities & COVID-19 pandemic

Community-Based Research:

Study 1: Identified mental health as a top concern and focus area

Study 2: Confirmed the COVID-19 pandemic has had a disproportionate impact on LGBTQ+ mental health and identified barriers to accessing care

Study 3: Targeted key elements for the development of a pilot mental health program

Program Development:

The Point LGBTQ+ Mental Health Program was designed to address gaps and barriers in mental health services identified through community research studies including:

- delay in services
- access & availability
- cultural competency
- navigation services

Program features include:

- LGBTQ+ competent providers, many of whom are LGBTQ+ identified
- Spanish language services and program materials
- Interim care to address the typical delay in receiving care
- Navigation services, especially referrals to long-term providers with LGBTQ+ competence & case management support

Learn more and read the research reports on our website:
outboulder.org/national-lgbtq-health-conference



Out Boulder County & Unwoven Ventures

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Abstract

As a community based LGBTQ organization, when the pandemic hit, Out Boulder County reconfigured its programming to respond to emerging community needs. The organization conducted a series of community surveys to gather data to inform the organization's pandemic response and priorities. A consistent finding across survey results is the negative impact of the pandemic on mental health. 57% of LGBTQ respondents reported that the pandemic was extremely or very challenging to their mental health, compared to 41% of non-LGBTQ respondents. Compared to non-LGBTQ respondents, LGBTQ+ respondents also reported much higher levels of depression over the pandemic year (46% vs. 21%) and over the past 30 days (34% vs. 17%).

The top cited barriers to seeking mental health services were "overwhelming/don't have the energy" (39%), lack of therapist or psychiatrist availability (34%), and lack of LGBTQ+ affirming therapists or psychiatrists (32%). The surveys also revealed an alarming rate of suicidal ideation in the LGBTQ community that more than doubled the rates of non-LGBTQ respondents. Individuals often experience 2-3 month delays from when they seek services to when they actually receive care. Survey responses clearly communicated the community's frustration with navigating the mental health care system and challenges with connecting to LGBTQ-competent providers.

With the results of the surveys in hand, the organization met with a team of local mental health providers to create a new mental health and case management program called The Point. The Point is a program designed to address the delay in receiving mental health services, the barriers LGBTQ individuals experience in accessing both mental health services and resource navigation, and to bridge the gap between crisis centers and ongoing long-term care. Mental health challenges are themselves a barrier for patients wanting to access other resources. This program addresses both needs.

The Point is serving as an entry point for LGBTQ community members to access long-term care and other supportive resources. The Point program was launched in late 2021 and is actively serving LGBTQ community members in need of mental health services and resource navigation.

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