



# NATIONAL LGBT HEALTH EDUCATION CENTER

A PROGRAM OF THE FENWAY INSTITUTE

## Technical Assistance Overview

### **We help you deliver high-quality care for LGBT people in your community.**

The National LGBT Health Education Center provides training, technical assistance, and resources to health centers under a National Cooperative Agreement with the Bureau of Primary Health Care, HRSA with the goal of optimizing the delivery of high-quality, culturally responsive, cost-effective health care for lesbian, gay, bisexual and transgender (LGBT) people.

The Education Center is a division of The Fenway Institute, the research, training and health policy division of Fenway Health, a Federally Qualified Health Center, and one of the world's largest health care organizations with a specific mission to serve the LGBT community.

### **Your LGBT patients have unique health care needs.**

The Institute of Medicine and Healthy People 2020 report that LGBT people experience health disparities, including higher rates of suicide attempts, smoking, HIV/STDs, substance use, and mental health issues.

### **Our work with you.**

We use a **three-phase approach** to technical assistance, beginning with thorough assessments of your organization's current practices. The assessment phase informs the training and technical assistance phase, in which we help you choose topics that are tailored to your needs. The third phase involves follow-up services that help you bring about sustainable, systemic change to your organization.

### **Phase 1: Readiness Assessments**

This phase provides a solid starting point for our consultants. Through surveys geared to senior management and all staff, we assess current practices, attitudes, and policies related to LGBT health care at your organization. We also perform focused reviews of key documents and policies. Based on these findings, we provide you with a report and recommendations.

### **Phase 2: Training & Technical Assistance**

In this phase, we provide live and/or web-based training sessions and technical assistance based on your organization's assessments. Our materials, trainings, and consultation are derived from evidence-based best practices. CME/CEU credit is available for providers.

### **Phase 3: Follow-Up Services**

Our follow-up services help you assess the impact of trainings and technical assistance on your organization. You also gain access to a collaborative community focused on discussions of key areas of common work. Additionally, custom webinars can reinforce covered material and provide an ongoing way to train new staff.

*For more information, please email us at [LGBTHealthEducation@FenwayHealth.org](mailto:LGBTHealthEducation@FenwayHealth.org) or call 617.927.6354.*