



# Equity in Substance Use Care Delivery

Callen-Lorde Community Health Center

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**CALLEN-LORDE**



## OUR HISTORY

**Callen-Lorde's grassroots heritage dates back to 1969** when the St. Mark's Clinic was founded to provide screening and treatment for sexually-transmitted diseases for LGBT people who were routinely stigmatized in mainstream health care. In 1972 Gay Men's Health Project joined St. Mark's in providing these critical services. In 1983 these clinics merged to form Community Health Project, a volunteer-staffed, episodic care program housing the nation's first community-based HIV clinic.

Upon the opening of our fully licensed flagship location on West 18<sup>th</sup> Street in 1998, Community Health Project renamed itself Callen-Lorde Community Health Center, to honor acclaimed musician and AIDS activist Michael Callen and New York State Poet Laureate and breast cancer activist Audre Lorde. Over the next two decades Callen-Lorde has served more than 100,000 unique patients at this location.

In 2014 we opened the Thea Spyer Center, our second clinical location one block away in Chelsea, which houses Callen-Lorde's long-term mental health program that serves thousands of LGBTQ New Yorkers each year, offering short and long term counseling, psychotherapy, crisis intervention, group therapy and more, all delivered through a supportive and culturally competent model by experts in LGBTQ health and wellness.

After being invited by long-time Bronx service provider BOOM!Health, we opened our first site outside of Manhattan in the Morrisania section of the Bronx in 2016. Callen-Lorde Bronx provides primary care, HIV care, transgender care and hormone therapy, lesbian and bisexual women's health care, young adult care, sexual health care, and short-term mental health services. Patients also have access to a convenient on-site pharmacy.

Callen-Lorde opened its Brooklyn site in April 2020!

# PATIENTS & VISITS

17,645  
unique patients






108,318  
patient visits

## BY SITE LOCATION:

MANHATTAN  
16,901  
patients served

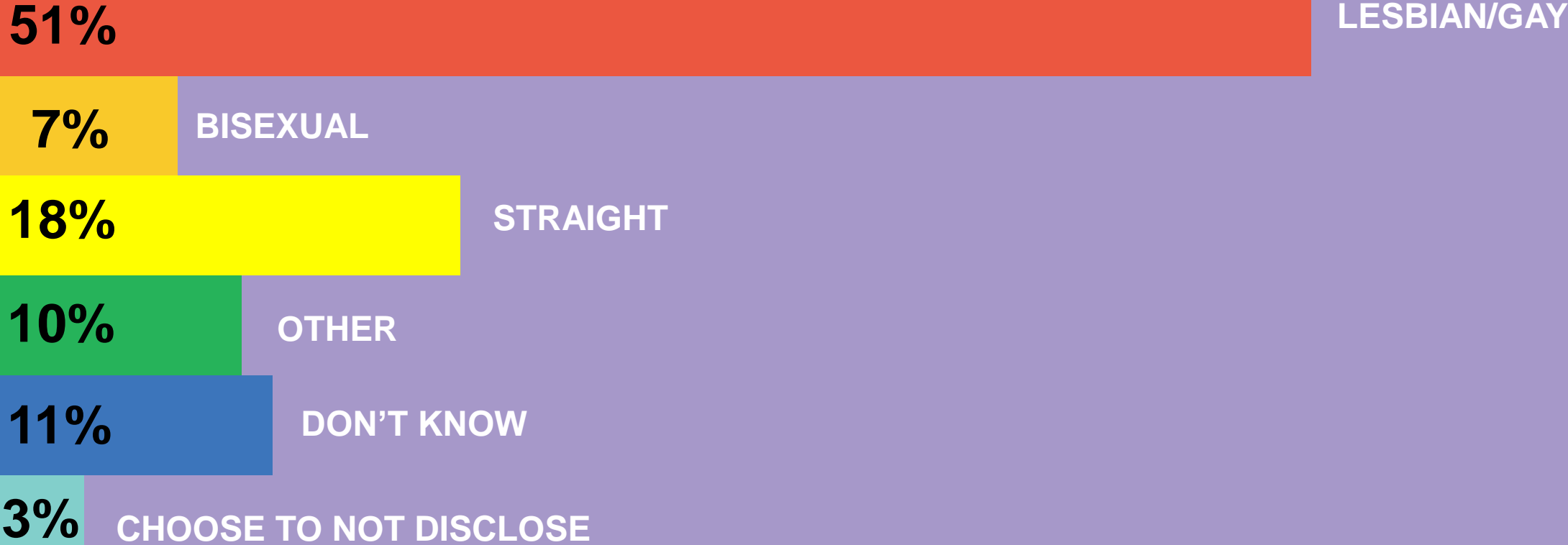
THE BRONX  
1,565  
patients served

## BY SERVICES:

	# of visits		# of patients
	57,604	PRIMARY CARE	16,472
	31,303	BEHAVIORAL HEALTH	3,293
	9,085	DENTAL	2,440
	13,193	HIV	4,119
	14,733	ENABLING	6,712

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SEXUAL ORIENTATION



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# LGBTQ Populations

- **Heterogenous Group**
  - Intersectional Identities
  - Multiple marginalized identities
  - Gender & Sexual Orientation
- **Substance use prevalence**
- **Opioids, Methamphetamines, Alcohol**
  - Funding focus on opioids
  - Fentanyl
- **LGBTQ Affirming & Sensitive Treatment Programs**
  - Significantly limited options for patients of transgender and gender non-binary experience
- **Challenges specifically due to New York State's archaic healthcare structure (DOH/OMH/OASAS)**

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# Engagement

- **SBIRT Implementation**
  - Screening in-person / telehealth
  - Brief Intervention in-person / telehealth
  - Intervention in-person / telehealth
  - Referral to treatment in-person /telehealth
- **Trust & patient-provider discordance**
  - Patient centeredness
  - Information giving/partnership building
  - Patient engagement in communication process (Shen, et al., 2018)
  - Why Callen-Lorde and centers like it are so important
- **Creating remote workflows**
  - Provider home / patient home
- **Pre-Screening vs. Live Screening**
- **LGBTQ Populations & ATOD Use**
  - "...the main barrier to prevention activities related to ATOD use was that alcohol and drug use was part of the culture" (Eliason, 2010, p.16)

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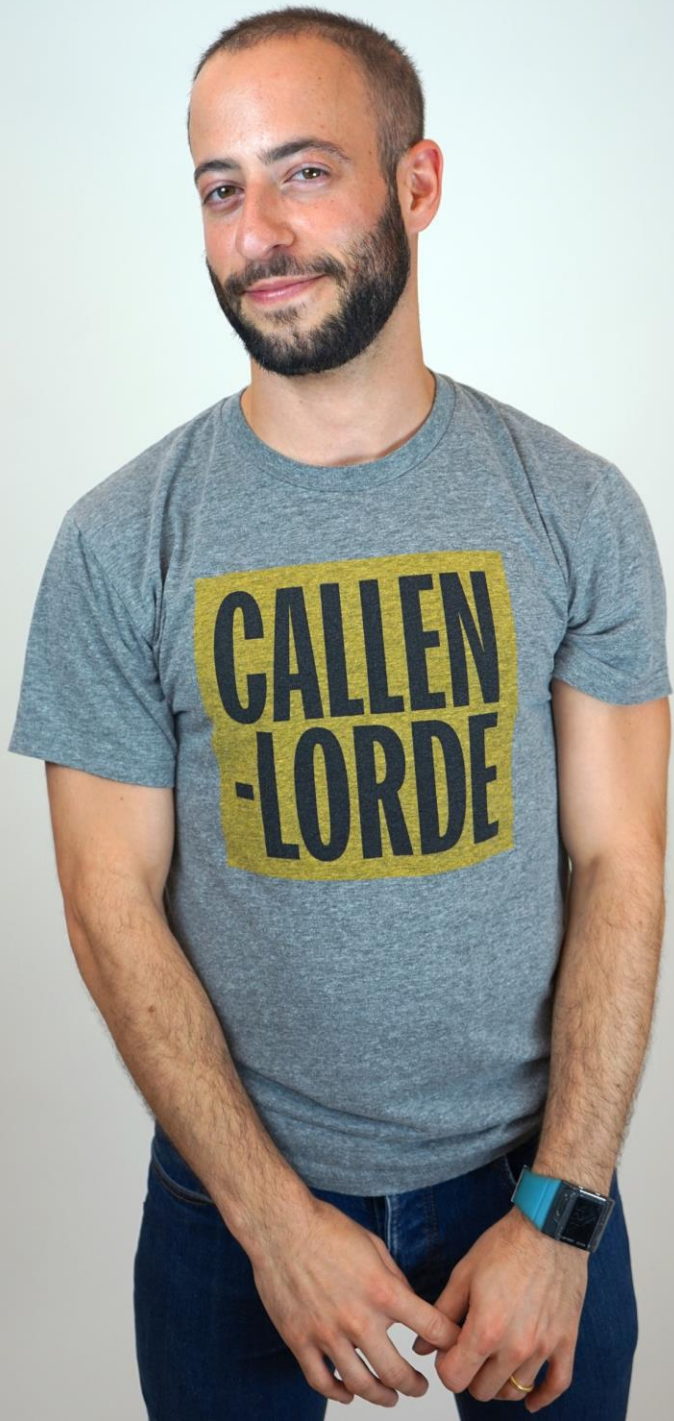
# Opioid Overdose Prevention Program



- **Becoming an OOPP**
- **Naloxone Distribution**
  - Remote distribution
- **Provider Training**
  - Equity in access (?)



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# CCBHC

## **SAMHSA funding to increase coordinated care for patients with substance use and mental health needs**

1. Crisis mental health services
2. Screening, assessment and diagnosis
3. Person-centered treatment planning
4. Outpatient mental health and substance use disorder services
5. Primary care screening and monitoring
6. Targeted case management
7. Psychiatric rehabilitation services
8. Peer support and family supports
9. Mental health care for members of the armed forces and veterans



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**4,864**

# of patients  
served



**1,222**

# of patients  
screened  
for MH, SUD  
or related  
interventions



**526**

# of MH  
Professionals  
trained in  
evidence-based  
practices

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# CCBHC Impact

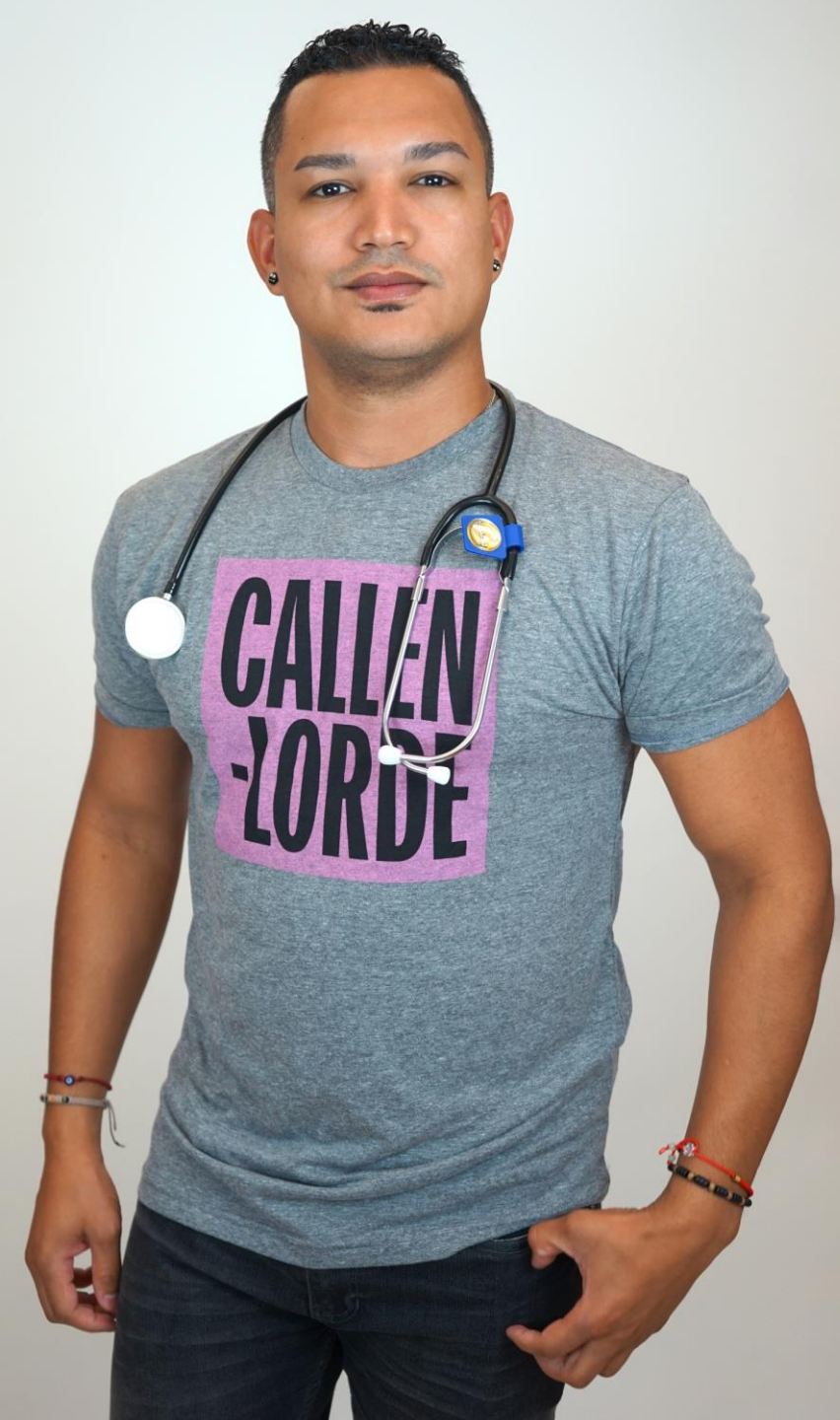
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# Challenges & Future Directions

- **New York State's archaic healthcare structure (needs modernization)**
- **Technology challenges, data sharing, and health records**
- **Hiring staff that reflect our patient population**

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# WE'RE HIRING!

**Callen-Lorde is a great place to work – we're passionate, mission-driven people who care about health justice for LGBTQ communities.**

The following departments are hiring:

- Behavioral Health
- Care coordination
- Call Center
- Compliance
- Dental
- Finance
- Front Desk
- Medicine
- Nursing



[callen-lorde.org/careers](https://callen-lorde.org/careers)

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# EMPLOYEE BENEFITS!

**All full-time employees are offered a comprehensive package including an exceptional no cost medical plan option for you, your domestic partner and/or your family including:**

- Tuition assistance
- Dental insurance
- Vision insurance
- Short and long-term disability insurance
- Flexible spending account
- TransitChek
- No cost life insurance
- Generous paid time off plan
- 403B retirement savings plan



[callen-lorde.org/benefits](https://callen-lorde.org/benefits)

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Thank  
You!

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