

MODULE 14: USING BEST PRACTICES TO PROVIDE HEALTH SERVICES TO THE LGBT POPULATION:
THE MAZZONI CENTER

14

Using Best Practices to Provide Health Services to the LGBT Population: The Mazzoni Center

Case Study



Public Health
Learning Modules

Using **Healthy People 2020**
to Improve Population Health



ASSOCIATION FOR PREVENTION TEACHING AND RESEARCH



College of Health Professions
and Social Work
TEMPLE UNIVERSITY*

History and Background

- Established in 1979, Mazzoni Center provides quality comprehensive health and wellness services and is the only health care provider in the Philadelphia region specifically targeting the unique health care needs of the lesbian, gay, bisexual, and transgender (LGBT) communities.
- Mazzoni Center offers a full array of outreach, prevention, education, direct medical and care services, psychosocial services, LGBT legal services, and support groups, and is dedicated preserving the dignity and improving the quality of life of the individuals it serves.
- It is the oldest AIDS service organization in the Commonwealth of Pennsylvania, and the fourth-oldest in the U.S.

Mission

The mission of Mazzoni Center is to provide quality comprehensive health and wellness services in an LGBT - focused environment, while preserving the dignity and improving the quality of life of the individuals it serves.

Direct Service Programs

- Medical Care: Mazzoni Center Family and Community Medicine offers compassionate, comprehensive primary health care services focusing on the needs of lesbian, gay, bisexual, and transgender individuals.
- Counseling and Recovery Services: licensed outpatient mental health and substance abuse treatment provider
 - Services include:
 - Individual, Couples, and Family Therapy
 - Dynamic Support and Therapy Groups
 - Expressive and Creative Therapies
 - Psychiatric Care and Medication Management Recovery Services

Direct Service Programs

- Rapid HIV Testing & STD Screening: free, confidential, and anonymous rapid HIV testing and confidential STD screening services
- HIV: case management services for HIV-positive individuals who need assistance in obtaining medical care, insurance, public benefits, food, housing, mental health treatment, substance abuse treatment, and other resources.
- Legal Services: provide direct legal assistance to low-income LGBT individuals in a wide range of areas, services include
 - elder issues
 - employment discrimination/harassment
 - family law/parenting issues
 - name changes for transgender individuals
 - relationship recognition & dissolution
 - wills/powers of attorney
 - youth concerns

Direct Service Programs

- Prevention Services Programming: one-on-one counseling services, discussion/skill building groups, community media campaigns, community outreach, healthy sexuality workshops, as well as trainings and staff support that build cultural competency and capacity.

Recent Program Service Outcomes (Fiscal Year 2012)

- Over 1,200 patient visits on a monthly basis at Mazzoni Center Family and Community Medicine
- 501 lesbian, gay, bisexual, transgender, queer or questioning (LGBTQ) individuals, couples, and families received professional, accessible and culturally-affirming psychotherapy or psychiatric services
- HIV case management provided to 863 clients
- Medical advocacy provided to 343 clients (an increase of 121% from Fiscal Year 2011)
- Adolescent case management for 547 clients (an increase of 9% from Fiscal Year 2011)
- Provided over 1,000 trans-identified individuals with medical care, case management, mental health, support groups, and youth-specific services.

Recent Program Service Outcomes (Fiscal Year 2012)

- Hosted over 2,500 attendees from around the United States and the world at the Philadelphia Trans-Health conference
- The Legal Services department received 509 new intakes
- Mazzoni Center was recognized as a “Leader in LGBT Healthcare Equality” in the Healthcare Equality Index 2012 report, an annual survey conducted by the Human Rights Campaign (HRC) Foundation

Healthy People 2020 Goal: Improve the health, safety, and well-being of lesbian, gay, bisexual, and transgender (LGBT) individuals.

- The following interviews will demonstrate how the work of the Mazzoni Center is helping to move the community toward achieving the above stated goal.
- Additionally, think about how their work can inform the following developmental objective for Healthy People 2020:
 - (Developmental) Increase the number of population-based data systems used to monitor Healthy People 2020 objectives that include in their core a standardized set of questions that identify lesbian, gay, bisexual, and transgender (LGBT) populations.