

**Building a Foundation for Inclusion**

**September, 2021**

About Rainbow Health

Our Mission

The mission of Rainbow Health is to work for equitable health care access and outcomes for people who experience injustice at the intersection of health status and identity.

We center individuals and communities at risk of and living with HIV or facing barriers to equitable health care access and outcomes because of their identity as gender, sexual and/ or racial minorities.

Our Purpose

Rainbow Health delivers on its mission in two primary ways:

* **We provide compassionate care:** health care coordination and targeted direct services that responds to unmet community health needs.
* **We engage and empower:** helping communities advocate together, and educating healthcare product and service providers, policy makers and the broader public to build care systems that work for everyone.

Our History

Rainbow Health (formerly JustUs Health) was formed in 2018 by the joining of Minnesota AIDS Project (MAP) and Rainbow Health Initiative (RHI) with the nationally recognized education program Training to Serve (TTS).

Minnesota AIDS Project (MAP) was founded in 1983 as the vision of a small group of dedicated gay men – including Bruce Brockway, the first Minnesotan with a documented case of HIV – and became the state’s oldest and largest AIDS service organization. From its inception, MAP has been an integral witness to and player in the story of HIV in Minnesota and AIDS in America.

Rainbow Health Initiative (RHI) was created in 2000 to improve the health of gay, lesbian, bisexual, and transgender people in Minnesota through education, clinical practice, and research. It was the first and only LGBTQ+-focused health organization in the state.

In 2010, Training to Serve (TTS) began delivering its nationally recognized LGBTQ+ training program for senior care and older adult care organizations. Prior to becoming part of Rainbow Health, TTS was the only LGBTQ+-focused senior care education and advocacy program in Minnesota.

As a unified organization, we provide the full range of MAP’s prevention, education, advocacy, and support services for people at risk of or affected by HIV, and the innovative research and education programs of Rainbow Health Initiative and Training to Serve. Rainbow Health builds on this legacy of care to fight for health justice for the most marginalized in our community.

Our Approach to Better Systems of Care

Standards of Care for LGBTQ+ Minnesotans

Rainbow Health has developed standards and recommended practices for equitable and inclusive care for LGBTQ+ individuals. We also work with organizations to incorporate customized and sector-specific standards depending on their capacities and community needs. Our goal is to enable you to deliver the best quality care guided by our LGBTQ+ Standards of Inclusion that:

**CREATE AND SUSTAIN AN INCLUSIVE PHYSICAL ENVIRONMENT FOR LGBTQ+ PEOPLE**

How your physical environment contributes to LGBTQ+ inclusion by enabling you to develop inclusive facilities that welcome LGBTQ+ people.

**RECRUIT AND RETAIN LGBTQ+ EMPLOYEES**

How you develop inclusive recruitment and retention practices for LGBTQ+ individuals to thrive in your organization.

**LGBTQ+ CULTURALLY RESPONSIVE EDUCATION FOR HEALTHCARE PRODUCT AND SERVICE PROVIDERS AND SUPPORT STAFF**

Although customized for each organization, general outcomes of education includes:

* Knowledge and comprehension of LGBTQ+ communities’ characteristics and needs.
* Knowledge and comprehension of LGBTQ+ health disparities, including contributing factors and influences.
* Knowledge, comprehension and engagement with one’s own cultural background such that one can understand the conscious and unconscious ways that their culture influences their behavior.
* Knowledge, comprehension and assessment of cultural competency skills as they relate to LGBTQ+ communities.
* Ability to utilize knowledge to create equitable and inclusive environments for LGBTQ+ communities within care facilities.

**DEVELOP POLICIES, PROCEDURES AND CARE PROVISIONS THAT ARE INTERSECTIONAL**

Healthcare product and service providers should have knowledge and comprehension of Intersectionality as intention, methodology and practice. This includes knowledge and comprehension of LGBTQ+ identities as intersectional and how identities based on race, ethnicity, age, ability, social class, national origin, and religion can intersect with a patient’s LGBTQ+ identity to influence their care needs and treatment plans. Healthcare product and service providers should have the ability to use knowledge to create policies and procedures that can support multiple identities and communities simultaneously.

**IMPLEMENT AN EQUITABLE AND INCLUSIVE LGBTQ+ CLIENT EXPERIENCE**

Healthcare product and service providers should have knowledge and comprehension of how to work in a culturally responsive manner with LGBTQ+ communities. This includes knowledge and comprehension of how Electronic Health Records and Client Management Systems do and do not contribute to equitable and inclusive client experiences. There should be the ability to collect evaluation and feedback data from LGBTQ+ communities to improve client care.

Our Proposed Project Plan Process

Phase 1: Research and Discovery

Our staff will do initial research on United Healthcare by assessing websites, marketing, and any publicly available information. We will tailor our assessment tools based off our Phase 1 findings (to be utilized in Phase 2) to customize our plan for assessing LGBTQ+ inclusivity.

Phase 2: Assessment

We will collect information on the current practices and policies within United Healthcare to assess LGBTQ+ inclusion. A few of the things we look at are: the physical space, client processes, information management, staff training, an assessment of current staff comfort and competency, program development, and policy language.

Each organization is unique in its structure and mission, therefore the specifics on how inclusion should be achieved is up to the organization to decide using our recommendations as a foundation for change. The Rainbow Health team will help to find out why people have chosen to do things the way they do and what other options have been considered. We aim to transition from achieving excellence to excellence becoming a standard practice.

Phase 3: Training and Technical Guidance

Utilizing information gathered in Phase 1 and 2, our team of expert trainers will create tailored curriculums for the identified areas of improvement. Likely, a training will be created to support staff in different areas of the organization, and then a general competency training for all other personnel (including janitorial, front desk, accounting, etc.).

The Phase 1 and 2 findings will inform the technical guidance needs, which may include (but not be limited to) policy updates, intake process changes, and suggestions for the physical environment.

Phase 4: Follow-up and Ongoing Support

Supporting LGBTQ+ clients and becoming a welcoming space is an ongoing project. Some of our recommendations may include annual trainings, new staff trainings, and consultations for specific events. We plan to include surveys to re-evaluate staff comfort and competency, evaluate changes made in response to our findings, and be a source of ongoing support.

Timeline

Our Team for this Project

**Jeremy Hanson Willis** (he/him), Chief Executive Officer, leads the agency through the development and implementation of a new strategic direction to advance the agency’s mission. Prior to Rainbow Health, Jeremy served for fifteen years in several state and local government leadership positions, including Deputy Commissioner for the Minnesota Department of Employment and Economic Development, Executive Director of the City of Minneapolis Department of Community Planning and Economic Development, and Chief of Staff to Mayor R.T. Rybak. Prior to entering public service, Jeremy spent ten years in nonprofit issue and legislative advocacy, including for the Minnesota Smoke-Free Coalition and the Minnesota AIDS Project.

**Megan Mueller** (she/her), Associate Director of Education and Prevention, oversees our professional education and community education programs. Megan is passionate about teaching professionals with hopes that the education they receive trickles down to more competent care for the community we love and serve. She also thrives empowering communities with the resources that allow people to make their own decisions through a risk-reduction, sex-positive lens. Megan has her Masters in Public Health from BRAC University in Bangladesh, where she lived, studied, and worked with an infectious disease research hospital in the capital, Dhaka.

**Phil Duran** (he/him), Director of Advocacy and Research, oversees our advocacy and research programs, including our older adults initiative, public policy, and community research. As an experienced attorney and civil rights advocate, Phil also works on cases in the areas of trans health and human rights. Phil spent 18 years as legal director at OutFront Minnesota. He has been a member of the Minneapolis Civil Rights Commission and Transgender Issues Workgroup, and of Governor Mark Dayton’s Task Force on the Prevention of School Bullying.  He was a founding board member of the Minnesota Lavender Bar Association and served as president of the Minnesota State Bar Association, where he remains a member of its Health Law Section.

**Hannah McNamee** (she/her), Education Supervisor, received a BA in Psychology and Public Health from Beloit College and a Master’s Degree in Public Health from the University of Minnesota. She has a passion for working to improve conditions for people living with HIV and LGBTQ+ populations in all spaces, particularly health systems and within the criminal justice system. Hannah loves working in an environment where she can thrive in her own queer identity, ultimately drawing from her personal experiences, research, and conversations with community to provide intersectional and impactful education. She loves training providers because it is a tangible and rewarding way to directly improve conditions for folks within these systems of care, ultimately creating systemic change for the better.

**Dylan Flunker** (he/him), Research & Policy Manager, has worked on a range of projects, including researching LGBTQ+ health access and experiences, advocating for trans health insurance coverage, and promoting health and wellness in LGBTQ+ communities. He’s passionate about LGBTQ+ health, social policy, health equity, and community centered research and engagement.

**Erin Koelsch** (they/them), Benefits Counseling Services Supervisor, leads our team that connects people with barriers to care with MNSure and other public health benefit program. Erin’s team also helps healthcare product and service providers improve their practices and processes to be more inclusive. Before Rainbow Health, Erin worked in direct care and nonprofit settings focused on immigration and grassroots health equity. They hold Bachelor’s degrees in Biology and Spanish from Bethel University.  Erin is passionate about collaborating to create programs and systems that are user-friendly and equitable for client and community access.

Project Pricing

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| Phase | Cost |
| Research and Discovery | $5,000 |
| Assessment | $15,000 |
| Training and Technical Guidance | $10,000-$20,000 |
| Follow-up and Ongoing Support | $5,000-$10,000 |
| **Total** | **$35,000-$50,000** |

50% of minimum estimated total project cost will be due at contract signing totaling $17,500. The remaining project cost will be revised with greater specificity following the Assessment before the Training and Technical Guidance begins. 50% of the remaining project cost will be due prior to training being initiated and the balance of fees dues within 30 days of completed training program.