



HIV Alliance Behavioral Health Services FAQ

1. What are Behavioral Health Services?

Behavioral Health Services refers to mental health and substance use issues identified for treatment.

2. Who are we?

We are calling ourselves “Alliance for Community Wellness”, and are a program of the HIV Alliance, in Eugene.

3. What are our services?

*We provide **trauma informed, harm reduction** focused, and culturally competent psychotherapy and counseling, as well as “wrap-around” support to our clients. “Wrap-around” means that in addition to therapy and counseling, we will assist clients with housing advocacy, food boxes, healthcare access and follow-up, accessing government benefits that clients are entitled to, skills-training, and potentially other assistance, as identified in the course of treatment. We provide various incentives, such as Fred Meyer gift cards for clients who engage and follow through with their healthcare needs.*

4. Who do we serve?

Starting in April of 2016, we are serving Lane County residents who self-identify as a member of the LGBTQ+ communities, and who have the Oregon Health Plan as their health insurance. We will also see families and partners of our clients, if clients feel it would be helpful to their treatment.

5. How does someone access our services?

- 1. If you are interested in our Behavioral Health Services, the first step is to call us at 541-342-5088 and ask for our Behavioral Health Community Health Worker (CHW).*
- 2. Our CHW will either talk with you over the phone or schedule you in-person to talk about what we offer. The CHW will ask for some basic information, such as your name and contact information, as well as your insurance information so we can check to see if your insurance will pay for our services.*
- 3. Once we have determined that our services are a good fit for you, you will complete the intake paperwork together with the CHW.*
- 4. After the intake is done, you will be scheduled for an assessment with a Qualified Mental Health Professional (QMHP).*
- 5.*

6. What does “LGBTQ+” mean?

LGBTQ+ is an acronym for Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, and others. It refers to a population of people united by having gender identities or sexual orientations that differ from the heterosexual and male-female binary majority.

7. What are Trauma-Informed Services?

Trauma is the unique individual experience of an event or enduring conditions in which a person’s ability to integrate their emotional experience is overwhelmed. The person experiences, either objectively or subjectively, a threat to their psychological safety, bodily integrity, life or the safety of a caregiver or

family member. *Inter-relational trauma refers to the range of mistreatment, interpersonal violence; abuse, assault, and neglect experiences encountered by children and adolescents, and some adults, and are characterized by a repeated pattern of damaging interactions. Children and adults can also experience trauma from accidents, natural or human-caused disasters, death of a caregiver, and interventions associated with medical procedures. Trauma experiences are emotionally painful or distressing, and frequently result in lasting mental and physical effects. Trauma-informed services are services and supports that are informed about and sensitive to trauma-related issues present in individuals who have experienced trauma.*

8. How are we different from other programs?

At the Alliance for Community Wellness, we always work to create a “culture of feedback”, meaning that from the very first intake session with our Community Health Worker, and with every counseling session, we ask that all clients fill out two short questionnaires that tells us how they’re feeling about the issues you are working on, and how you feel about the services being provided. This way we can respond right away by changing what we provide, if we can, and we’ll know if the provider working with you is the right fit or not.

9. What is harm reduction?

Harm reduction *refers to a set of practical strategies and ideas aimed at reducing negative consequences associated with drug use. The Alliance for Community Wellness considers the following principles central to harm reduction practice:*

- *Accepts, for better and or worse, that legal and illegal drug use is part of our world and chooses to work to minimize its harmful effects rather than simply ignore or condemn them.*
- *Understands drug use as a complex, multi-faceted phenomenon that encompasses a continuum of behaviors from severe abuse to total abstinence, and acknowledges that some ways of using drugs are clearly safer than others.*
- *Establishes quality of individual and community life and well-being—not necessarily cessation of all drug use—as the criteria for successful interventions and policies.*
- *Calls for the non-judgmental, non-coercive provision of services and resources to people who use drugs and the communities in which they live in order to assist them in reducing harm.*
- *Ensures that drug users and those with a history of drug use routinely have a real voice in the creation of programs and policies designed to serve them.*
- *Affirms drugs users themselves as the primary agents of reducing the harms of their drug use, and seeks to empower users to share information and support each other in strategies which meet their actual conditions of use.*
- *Recognizes that the realities of poverty, class, racism, social isolation, past trauma, gender-based discrimination and other social inequalities affect both people’s vulnerability to and capacity for effectively dealing with drug-related harm.*
- *Does not attempt to minimize or ignore the real and tragic harm and danger associated with legal or illegal drug use.*