



Program Review of the PLU Couple and Family Therapy Center

Madison Foster and Gina Snyder

Pacific Lutheran University

BACKGROUND

- CFTC provides low cost individual, family, & couples therapy
- Minority Stress (Meyer, 1995)
 - LGBTQ+ folks subjected to chronic stress related to stigmatization
- LGBTQ+ clients may encounter problematic therapy experiences related to their identity (Garnets et al., 1991; Israel et al., 2008)
- LGBTQ+ identity-affirming therapy practices predict stronger therapeutic relationships (Alessi, Dillon, & Van Der Horn, 2019)

GOALS

- Examine client satisfaction with lens of focus on LGBTQ+ clients (hypothesis: LGBTQ+ will have lower satisfaction than non-LGBTQ+)
- Provide demographic client data
- Identify strengths & weaknesses in clinic's work with LGBTQ+ clients

MATERIALS & METHODS

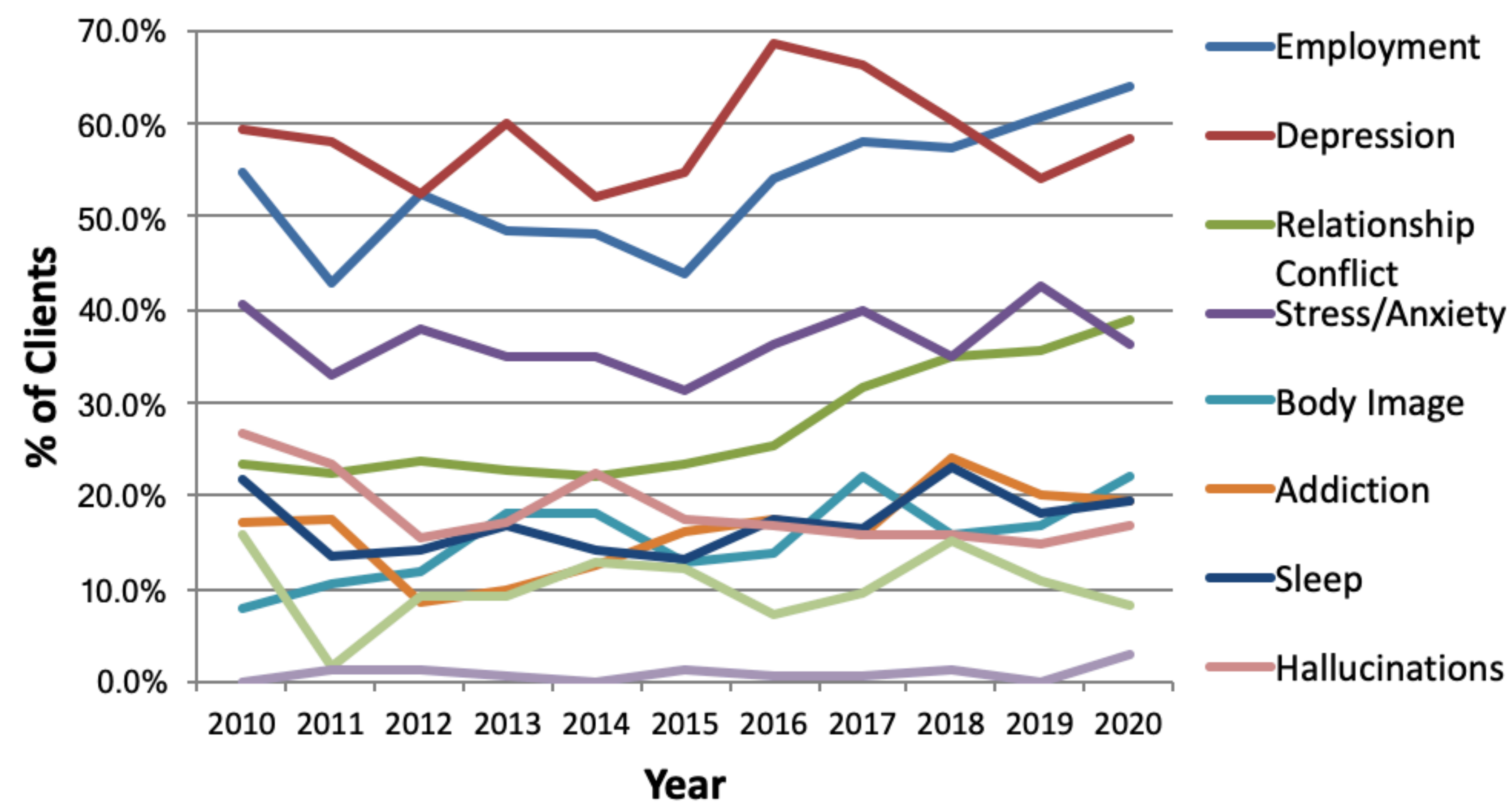
- Intake questionnaire, post-therapy evaluation, informed consent document, & pre-existing data for the CFTC
- Quantitative and qualitative analysis

RESULTS

CLIENT DEMOGRAPHICS

- 1615 past & current clients completed CFTC's intake questionnaire in 2010-2020
- Ages ranged from 18-89 (mean age = 36.67)
- 143 clients completed the CFTC's follow-up post therapy evaluation

Presenting Concerns Over Time



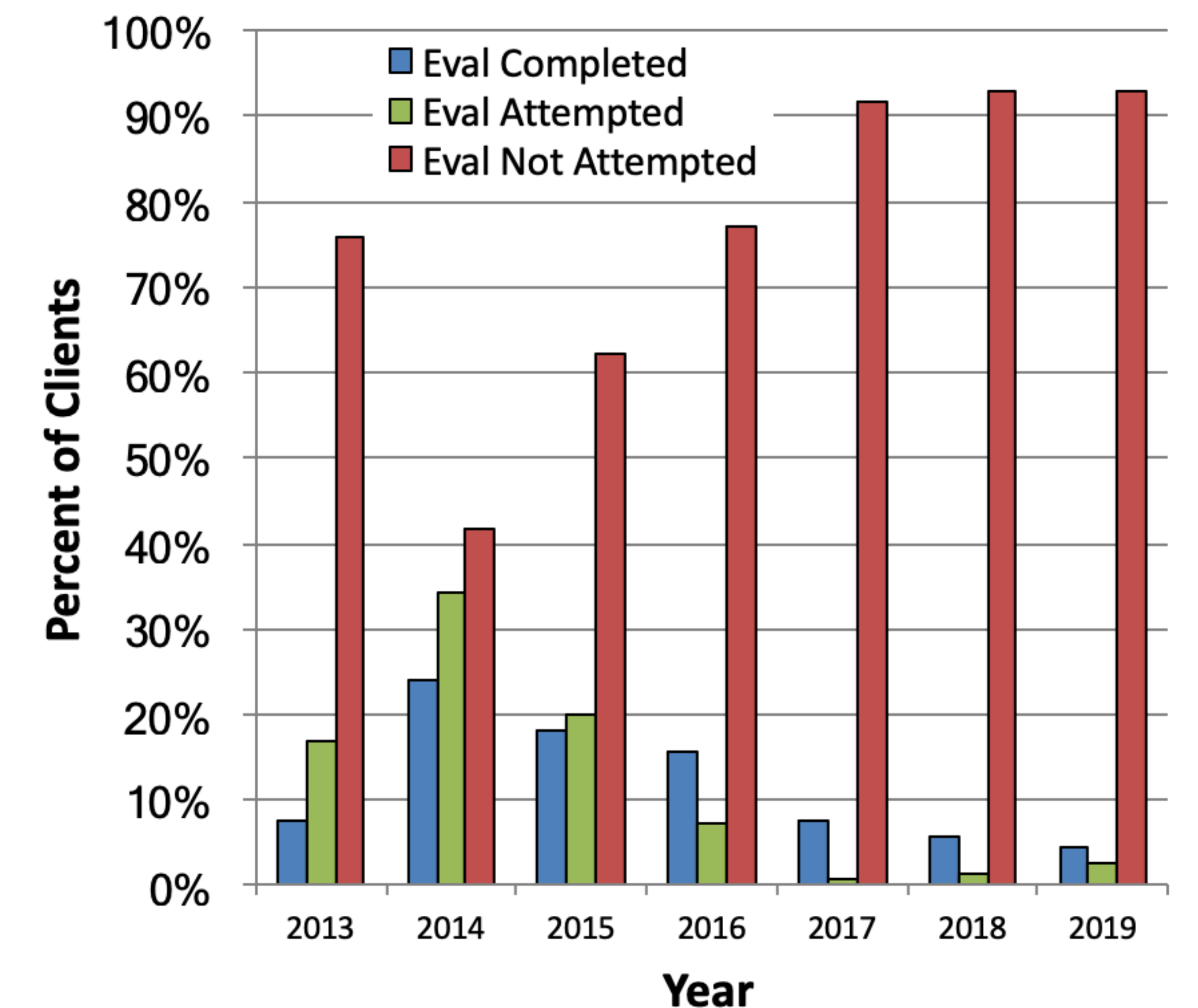
CLIENT SATISFACTION

- Generally high; most feedback positive
- No difference in general client satisfaction between LGBTQ+ and non-LGBTQ+ clients
- No difference in short answer topic prevalence between LGBTQ+ and non-LGBTQ+ for helpfulness, comfort, or discomfort
- Difference in "other" short answer reporting: LGBTQ+ clients mentioned positive experiences and desire to return more than non-LGBTQ+

LIMITATIONS

- SPSS character length - qualitative
- Lack of evaluation data

Proportion of Evaluations Performed Over Time



RECOMMENDATIONS

- Continued awareness of societal/cultural context of presenting concerns
- Increase performance of follow up evaluations by clinic staff

REFERENCES

Alessi, E. J., Dillon, F. R., & Van Der Horn, R. (2019). The therapeutic relationship mediates the association between affirmative practice and psychological well-being among lesbian, gay, bisexual, and queer clients. *Psychotherapy, 56*(2), 229-240. <https://doi.org/10.1037/psr0000210>

Garnets, L., Hancock, K. A., Cochran, S. D., Goodchilds, J., & Peplau, L. A. (1991). Issues psychology with lesbians and gay men: A survey of psychologists. *American Psychologist, 46*(9), 964-972. <https://doi.org/10.1037/0003-066X.46.9.964>

Israel, T., Gorcheva, R., Burnes, T. R., & Walther, W. A. (2008). Helpful and unhelpful therapy experiences of LGBT clients. *Psychotherapy Research, 18*(3), 294-305. <https://doi.org/10.1080/10503300701506920>

Meyer, I. H. (1995). Minority stress and mental health in gay men. *Journal of Health and Social Behavior, 36*(1), 38-56. <https://dx.doi.org/10.1037%2F0033-2909.129.5.674>

ACKNOWLEDGMENTS

Special thanks to our advisors and loved ones for their support of us through this work! <3