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

1. Examine client satisfaction with lens of focus on LGBTQ+ clients (hypothesis: LGBTQ+ will have lower satisfaction than non-LGBTQ+)
2. Provide demographic client data
3. 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

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

REFERENCES


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