

<b>Project name</b>	Professional Psychological Assistance for LGBTQI + and Young Targets
<b>Members of the implementing group</b>	Sanu, Saruul-Ukhaan, Kenna, Uguumur, Munkh-Erdene
<b>Prepared by</b>	Sanu, Kenna
<b>Project period</b>	07.12.2020-20.12.2020

## 1. Project summary

As part of the 'Being LBGT in Asia' project, Youth Lead Mongolia announced a project competition among its members and volunteers, and this project was selected through the selection process.

The project planned to carry out two main activities: (1) to provide free professional psychological assistance to 20 young people (participants) in the target group, and (2) to post 5 posters with the concept of mental well-being on social media. The "Professional Psychological Assistance for LGBTQI + and Young Targets" project is unique as it focused on public mental health during the pandemic, as well as it is YLM's first direct youth-serving activity.

## 2. Programmatic process of the entire project

No	Activity name	Operational performance	Outcome of the performance
1	Registration of the participants	The LGBT Center and the YLM Facebook page distributed a short registration form asking about the applicants' sexual orientation, gender, YLM key population, and the need to see a psychologist.	A total of more than 40 people registered, but the majority were not young target audiences and did not understand questions about sexual orientation.
2	Contract with the psychologists (See Appendix 4 for a summary of the reports provided by psychologists.)	Psychologists, Ch.Nyamkhuu and B.Munkhtenger, agreed on the terms of the agreement and signed the agreement on December 12, 2020. The agreement sets out the terms and frequency of professional psychological assistance to project participants, which is the responsibility of psychologists, the terms of payment, and the final report to be submitted by the psychologist.	
		According to the project's planned budget, a total of 900,000 MNT will be provided for 20-hours of psychological assistance.	

		Following the signing of the agreement, the psychologists sent their respective schedules and other necessary information (zoom links, preparation questionnaires for the participants etc).	
3	Short preparatory trainings for psychologists	On December 10, 2020, Kenna and Legee hosted an online training on LGBTQI + community and the young target group for the psychologists.	Psychologists deepened their knowledge of the project's target audience and obtained updated information about YLM and its goals and target audience.
4	Selecting the 20 participants from the total number of registered people (See Appendix 1)	Of the more than 40 people who registered online, the goal was to have equal representation of all gender and sexual orientation as much as possible. However, the importance of the individual's need for psychological assistance was a major factor in the selection process. The selection was made jointly by all members of the project team and LGBTQI+ members of YLM.	16-26 year olds from various sexes and sexual orientation (bisexual, lesbian / gay, pansexual, transgender, cross-dresser and other) were selected. * A total of 20 young people were initially selected, but due to reasons such as abrupt cancellation from the participants during the project, or not being able to contact them about the appointed time, a total of 20 online consultations were conducted for a total of 17 young people.
5	Making appointments	Several people announced that they would not be able to attend the appointment, so we chose other participants from the remaining registrators.	The 20 selected young people were notified by e-mail and telephone, and Uguumur and Sanu scheduled appointments on December 13-18.

6	Take questionnaire on final results from the participants (See Appendix 2 for details of the survey.)	Questionnaire on whether the psychological counseling was effective, why it was effective / ineffective, the advantages and disadvantages of e-counseling, whether professional counseling was different from other counseling, and what to focus on in the future similar projects.	Participants rated the psychological counseling session 4.25, on a scale of 5.
8	The process of individual psychological counseling	The participants' pre-filled behavioral questionnaires were sent to the appointed psychologist, and the psychologist's zoom link was sent to the participants.	
9	Posters focusing on mental health (See Appendix 3.)	Five posters were posted to the public between December 10 and 20. Project team members Saruul-Ukhaan and Kenna designed the poster.	Each post reached an average of 1,500 people.

### 3. Major outputs of the project

- A total of 20 hours of professional assistance was provided to 17 LGBTQI + young people in need of professional psychological assistance, with participants scoring an average of 4.25 out of 5 on whether it was effective.
- Participants, psychologists, and the project team identified the strengths and weaknesses of online professional psychological assistance. (See Appendix 5.)
- A total of 5 posters with self-love and acceptance content were posted and distributed on the social network (facebook). Each poster reached 1500 people on average. (See Appendix 3.)
- The project team and the members involved gained experience in this type of project and understood the issues that need to be addressed based on the challenges the project faced. This experience will have a valuable contribution to future mental-health related project planning and execution.
- Introduced more people to YLM and its activities, as well as expanded cooperation.



Ulaanbaatar, Mongolia

- Contributed to the training of psychologists with experience working with LGBTQI + people in the future.
- Increased the capacity of members and volunteers to work online, and broaden the understanding of new members about LGBTQI + and young target groups, especially the mental health challenges these groups face.

#### **4. Challenges**

- Due to the tight schedule, it was not possible to be flexible enough to make small, unpredictable changes.
- Due to the Covid-19 quarantine, project team members were not able to meet. As a result, it was difficult to fully communicate.
- Those who registered for psychological counseling cancelled without prior notice and not being reachable (not picking up their phone etc).

## APPENDIX 1. Information of people selected for consultation

### *Number of people consulted - 17 (20-hour psychological counseling)*

	<u>Age</u>			
All	16-18	19-21	22-26	Not disclosed
17	5	9	1	2

	<u>Sexual orientation</u>					
All	Bisexual	Gay/Lesbian	Heterosexual	MSM	Other	Not disclosed
17	9	3	NA	NA	3	2

	<u>Gender Identity</u>						
All	Cismale	Cis-female	Trans-woman	Trans-male	Transgender	Other	Not disclosed
17	1	6	NA	NA	1	3	6

## APPENDIX 2. Detailed answers to the questionnaire from the participants who received psychological counseling

Question	Average score (0-terrible, 5-really good)	%
How effective has psychological counseling been for you?	4,25	
How would you rate your psychologist?	4,75	
Online psychological counseling is cost-effective		75
Not talking face-to-face prevented me from being more open		25
Problems with internet connection occurred		25
Was talking to a professional psychologist more effective than talking to people in your community, such as family and friends?		100
Through the experience you have gained in this project, have you felt the importance to seek professional psychological help as often as possible in the future?		100
How did you feel about the project organization, communication? Was there any challenges during the process?	4.75 (5- faced no problems)	
Did you have financial difficulties accessing online psychological counseling in regards to this project? (No internet, no money to buy data, etc.)		85 - no 15 - yes

## Additional answers:

Q: If the psychological counselling was effective/ineffective, please explain why?

Helped me to understand many things and to realize what I should focus more on
Assured what I wanted to do is normal and okay
I got a lot more calm and collected. Truly helped me a lot.
I learned about different ways to maintain my mental health, the conversation went openly and smoothly
I learned a lot about myself
There was a lack of self-confidence, but after talking to my psychologist, I realized my decisions were right and it boosted my confidence, and I'm very impressed by this program.
Helped me to find answers to my own questions, I enjoyed all the process, was really helpful
Helped me find the solutions to the problems I was facing
Helped me to clarify and understand what problems I had
Everything was getting emotionally too much for me. But the psychologist stood by my side, listened. It felt like I had a friend who will help me overcome all the problems, so I enjoyed it very much.
It fulfilled my need to open-up and talk.
I found out everything I was searching. I liked that my psychologist was calm and open.

- Are there any suggestions and feedback you would like to give to the project team?

I'm happy to be a part of a project like this and to have received help. Thank you
Honestly, only one session definitely would not give us super results, but I found it cool that I got to vent what was inside me. It might bring bigger changes to people's lives if they were more frequent and long-term.
I feel very grateful that you people are helping us understand our feelings at least a little bit through implementing this project.
I hope this project reaches more people. I discovered that understanding your own mentality and feelings are extremely important.
I don't use Zoom that much, so it was a bit unfamiliar for me.



Ulaanbaatar, Mongolia

Thank you, YouthLead, for an awesome idea and active efforts.

It really was an effective project. Thank you very much.

I'm very thankful that LGBT people are receiving this warm help, and it was lovely. Thank you everyone from the project ❤️

It was outstanding.

Ahhh, Love you, therapist Nyamkhuu <3

Maybe an agreement of confidentiality would be important?

Internet speed and muting the phone noises would be helpful.



## APPENDIX 3. Posters

*"Be compassionate to yourself"*



*"Be patient for the right time to come out"*



*"Come out? Security first. Keep a handbook on LGBTQ+, be fully informed yourself, have short conversations with family members about LGBTQ+, clarify people's attitudes toward the topic"*



## APPENDIX 4. Summary of reports provided by psychologists

Fifteen percent of the young people who received psychological counseling had outward behaviors or high self-expression, 45% had inward behaviors or low self-expression, and 40% had mixed behavioral patterns. Summary of the problems they face include:

### Personal:

- How to increase self-confidence;
- How to manage your negative emotions;
- Determining your future plans and development.

### In matters of family, family relations, and parent-child relationships:

- Being victims of parental neglect at childhood;
- Was affected by emotional abuse by parents and relatives;
- Physical abuse by parents;
- Insufficient parental love and care, poor parental care;
- Parents had a negative approach to child rearing;
- Their gender and sexual orientation are not recognized and accepted;
- Feelings caused by issues such as comparisons with others.

### There were psychological issues caused by romantic/relationship problems including:

- Lack of knowledge about relationship;
- Distrust between couples, miscommunication;
- Jealousy;



Ulaanbaatar, Mongolia

- Deception between couples;
- Conflicts due to disrespectful actions.

There were many social issues. These include:

- Unfavorable social environment for LGBTQ+, YKP population;
- Public opinion and stigma;
- Social climate against their sexual orientation and pressure on young people;
- Decisions related to Covid-19;
- Problems regarding the recognition of minorities.

Most clients needed repeated counseling, and there were 3 clients who needed long-term counselling. Clients also said during the consultation that they had never received psychological counseling before and that they avoided trusting anyone and talking about their problems. It shows the need to listen to them, solve their problems together, and work for the long term. In addition to discussing ways to identify and resolve issues during psychological counseling, three ways to manage negative emotions and feelings were suggested based on the client's specific needs. These techniques have been tried and tested together, explaining the importance of recognizing feelings, managing anger, and focusing.

Clients expressed positive feedback on the implementation of this project. They thanked the people who were implementing the project for the timely advice and information, and said that they would like to participate in future projects. From this, it can be concluded that the project was timely and gave a certain positive feeling to the individuals.

In the future, it seemed more effective to conduct activities in this direction in a more multi-staged way.

Recommendations from psychologists for future projects include:

- Provide online, in-person, written or chat services;
- Implement specially designed psychological programs in multi-dimensional, programmatic stages;
- Hire a psychiatrist if necessary;  
Versatile standardization (use various standardized test) for the detection of deepened psychological problems.

## **APPENDIX 5. Advantages and disadvantages of obtaining e-professional psychological counseling**

### Pros:

- Savings - Getting online psychological counseling saves time and money.
- More accessible - More accessible to people with disabilities and other mobility impairments, people living in rural and remote areas. Also suitable for people who can be more open and comfortable behind the screen.
- Safe - Some studies have shown that there is a high risk of exposure to danger on the way to a psychologist's office. Online psychological counseling is also the easiest and most effective way to prevent the spread of disease during a pandemic.
- More Regular and Flexible - E-Psychological counseling can be obtained no matter where you are, so you can contact your psychologist when you are on the road and get more regular psychological counseling. In the future, e-psychological counseling will be the most flexible option in the event of a pandemic, quarantine or other unpredictable situations.

### Cons:

- More closed - Getting psychological counseling from home, not in a specially designed office, can prevent you from being more open, and cause worry and embarrassment from those around you. Also, the psychologist's inability to see the person's body language can interfere with understanding the clients fully.
- Privacy and security - As with all online services, there is a risk of fraud and disclosure if not properly researched and not obtained information from reliable sources.
- Technology Barriers - Poor Internet connection, unreliable technology tools can cause problems in the middle of a consultation, and productivity can be low.
- Not for everyone - Online consultation may not be suitable for serious mental problems and its treatment. Also not suitable for people who have difficulty being open from behind the screen.



Ulaanbaatar, Mongolia

<b>Project name</b>	Advocacy campaign to raise awareness in the LGBT youth family
<b>Members of the implementing group</b>	Anudari A, Bilguun B, Tseveenravdan Ts, Gantuya S
<b>Prepared by</b>	Anudari A
<b>Project period</b>	Dec 07, 2020 – Dec 27, 2020

## 1. Project summary

Being LGBT in Asia has one main concern which is coming out to family members. The reason for this was due to fear of public opinion and stereotypes, therefore it was important to spread positive and informative messages and to raise awareness in the general public as it is same as reaching out to LGBT youth and the idea of this mini-project arose.

To reach general public, we decided to share experiences of having LGBT family member from 3 different persons through mainstream websites, therefore create Instagram filter, Facebook frame to gain attention from younger audience which are our main two activities

## 2. Programmatic process of the entire project

No	Activity name	Operational performance	Outcome of the performance
1	Gather a father, mother and sibling who openly accept their LGBT family member	First we contacted LGBTI+ youth to reach out to family members who openly support them and asked if they would be interested in giving an interview, therefore made further appointments. We gathered a mother with a queer daughter, a girl with a gay cousin, and a father with a transgender son, however due to private matters, the father was no more available and we had to search again and found a father with a gay son.	The family members we gathered were all from different background, different age group and with vastly different perspectives. 2 of the interviewees wanted to hide their personal information which proved the project ground stated above
2	Prepare questionnaire of the interview relevant with the	We discussed with the LGBT family members and gained insights about the	This discussion was crucial to connect with the interviewee and to

	messages spread	interviewees conducted appropriate questions	focus on a specific suitable topic
3	Take the interviews online and transcribe the spoken contexts	Firstly we made appointments and discussed available forms of taking interview with the interviewees. Secondly, instead of taking and publishing interviews at the same time, we decided to work sequentially, from person to person	As one interviewee wanted to give the interview in textual form, it was difficult to have a genuine conversation and had to discuss repeatedly in order to disclose the main points which resulted in loss of time. Taking interview was a brand new experience for some of us and we learned a lot.
4	Place the interviews on the websites outlets accessible for target audience	We conducted 'ikon.mn' and 'ublife.mn' were the mainstream websites with LGBT supporting policies, however they didn't respond to individuals (or took longer), thereby 'UN Free and Equal Campaign' assisted us in the matters.	We partnered with 'UN Free and Equal Campaign' as well as improved our public image through advertising our organization in the mainstream websites.
5	Create an Instagram filter and a Facebook frame based on the idea arisen from the interviews	Under the propaganda of 'loving self and family' we created and placed Instagram filter and Facebook frame to reach younger audience.	Instagram filter usage was much higher than expected.

### 3. Major outputs of the project

- Project members have acquired new abilities of taking interviews and approaching family members of LGBT persons which could be useful in the future.
- Connected and partnered with 'UN Free and Equal Campaign'
- Roughly total of 100 reactions, 150 of shares and 6 were received on the website



Ulaanbaatar, Mongolia

and the interviews were further shared among in Facebook actively.

- The filter was used over 100 times within the first week which is much higher than expected
- Although we predicted negative comments would be the majority, it came out completely the opposite. We concluded it might be due to the laws passed against hatred towards LGBT people.
- Even though the project was aimed to mass public, LGBT youth expressed their gratefulness as the interviews helped them emotionally.

#### **4. Challenges**

- Mainstream websites were reluctant to contact with individuals.
- The fare of paid articles of mainstream websites were under calculated which resulted financial issues.

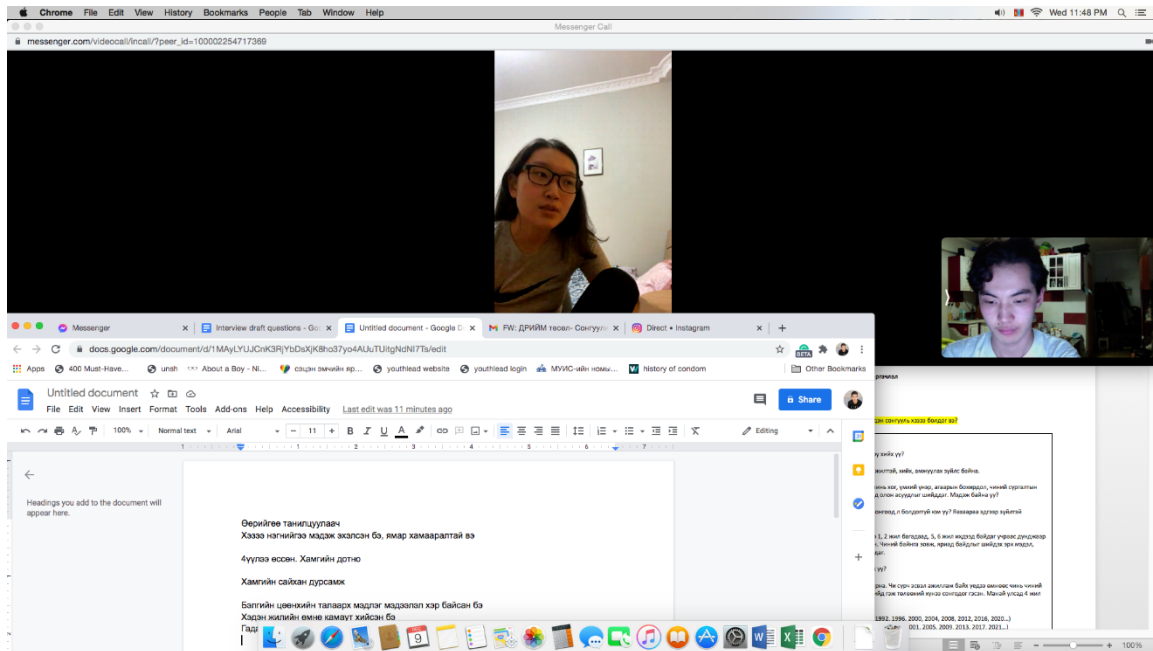
(The problems above were solved with the aid of UN Free and Equal Campaign)

- Оролцсон аав бичгийн хэлбэрээр харилцахыг хүссэн нь харилцах, ярилцлага авах зэрэгт учир дутагдалтай байсан.
- The father who gave interview were only able to engage in a textual method of conversation which made it difficult to have genuine conversation

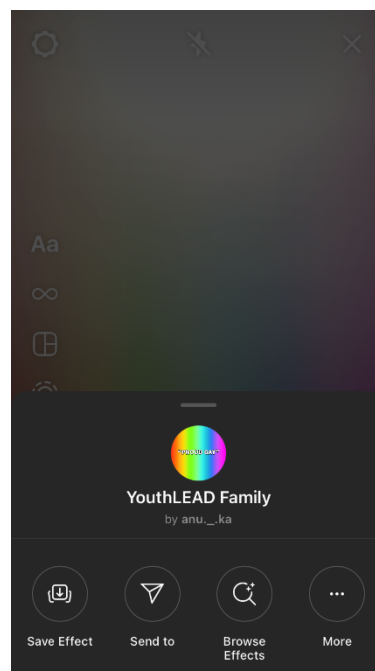


Ulaanbaatar, Mongolia

## APPENDIX 1.

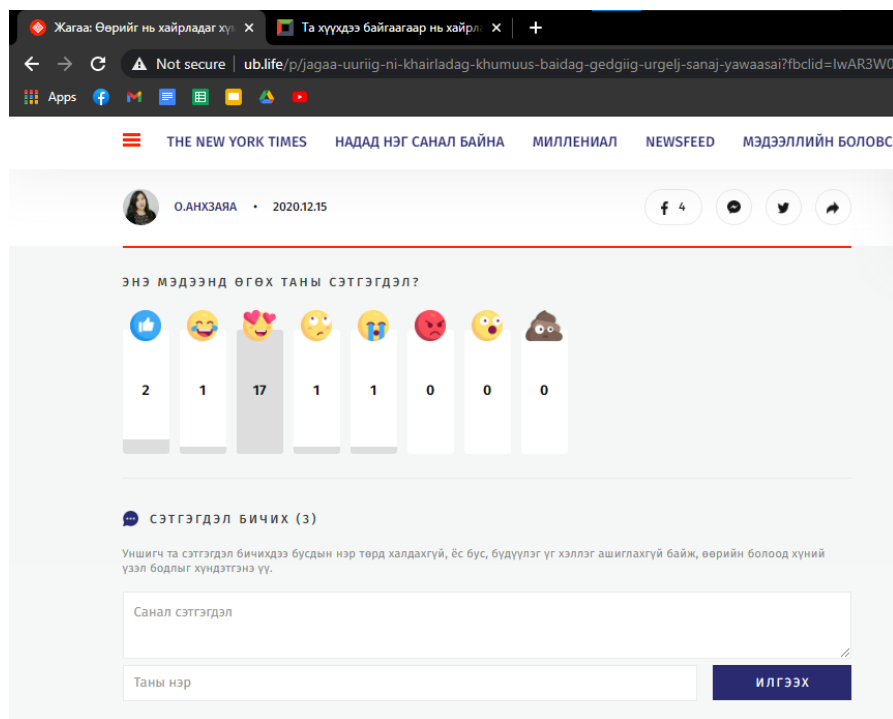


## APPENDIX 2





## APPENDIX 3.



## APPENDIX 4.



*These photos were used in an interview as the interviewee approved to share her identity in public*