

Mentored  
Internship  
Program



# A Holistic Approach to LGBTQ+ Services

**Presented by:**  
Christian Citlali, M.S.W.



# Indigenous Land Acknowledgement

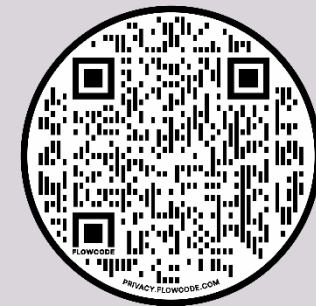
- We respectfully acknowledge that we live and work in territories where indigenous nations and tribal groups are traditional stewards of the land. Our California office resides in Tongva territory.
- Please join us in supporting efforts to affirm tribal sovereignty across what is now known as California and in displaying respect, honor, and gratitude for all indigenous people.

## Whose land are you on?

Option 1: Text your ZIP code to 1-907-312-5085

Option 2: Enter your location at [Native Land Website](#)

Option 3: Access Native Land website via QR Code





# Advocates for Human Potential, Inc. (AHP) MIP Team



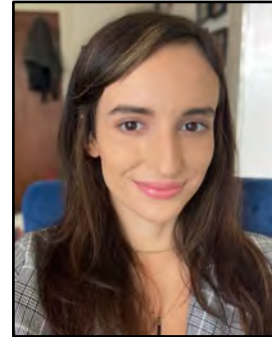
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Analyses Manager*



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*Tiffany Malone  
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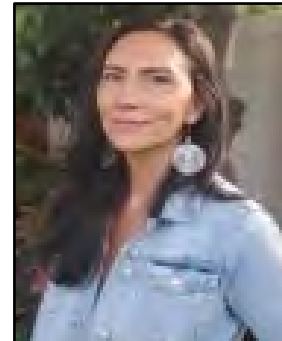
*Christian Citlali  
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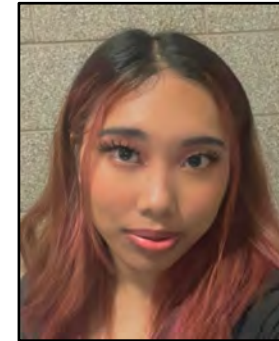
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Christian Citlali, He/Him/El

# Our Learning Objectives

## Participants will be able to

- Recognize and apply common LGBTQ+ terminology used.
- Understand the significance of using inclusive language.
- Recognize the unique mental health challenges faced by LGBTQ+ individuals.
- Identify at least 3 ways to adapt services, forms, or physical space to be more inclusive of LGBTQ+ individuals.
- Move beyond ally and play an active part in disrupting LGBTQ+ discrimination.

# Agenda

- LGBTQ+ 101: Language and terms
- Why language matters (pronouns, gender-neutral language, outdated language, and ready responses)
- Mental health implications for LGBTQ+ people
- Creating spaces to thrive (inclusive forms, spaces, and services)
- Becoming a disruptor

# Our Group Agreements

- Listen to understand.
- Take knowledge, leave stories.
- Throw glitter, not shade.
- Take care of yourself.



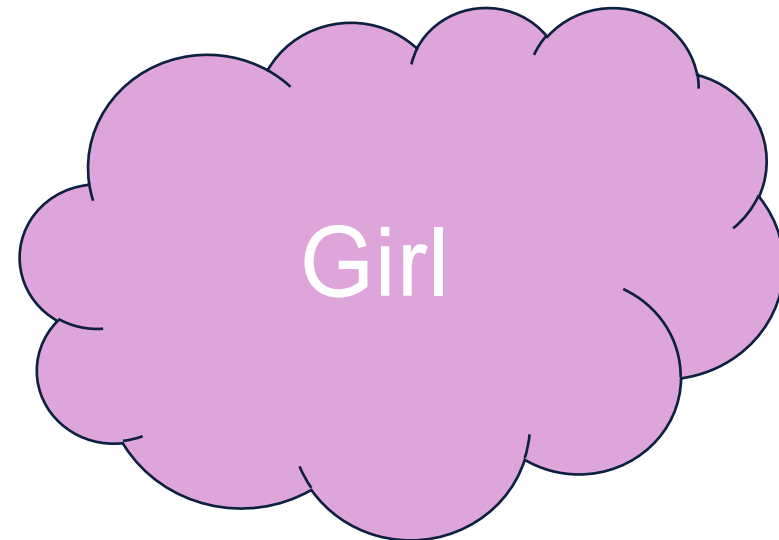
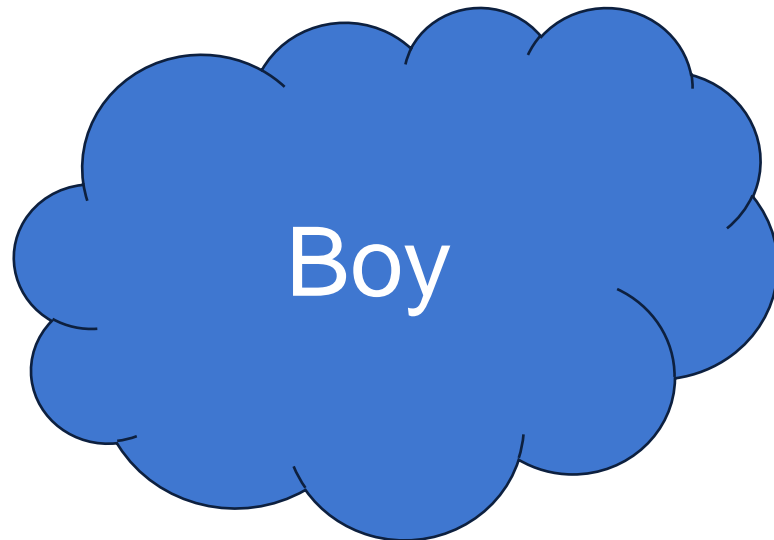
# Sexual Orientation and Gender Identity (SOGI): Why does it matter and what's it got to do with you?

- Everyone has a gender experience.
- Everyone has a sexual orientation.
- Everyone has a gender identity.
- Conversations around gender and sexuality are *not* limited to only LGBTQ+ people.

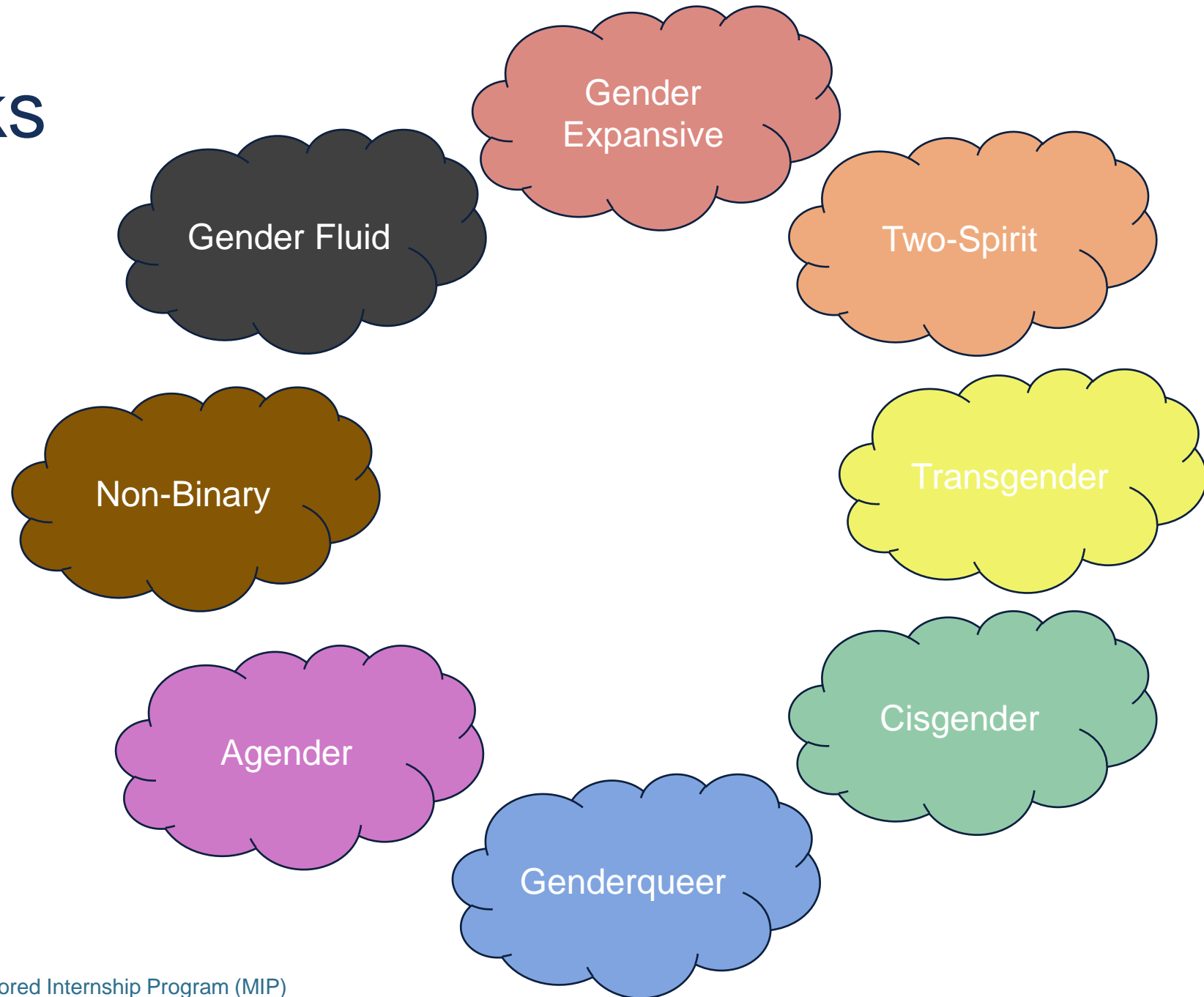


# What is gender?

Some people say that it looks like this:

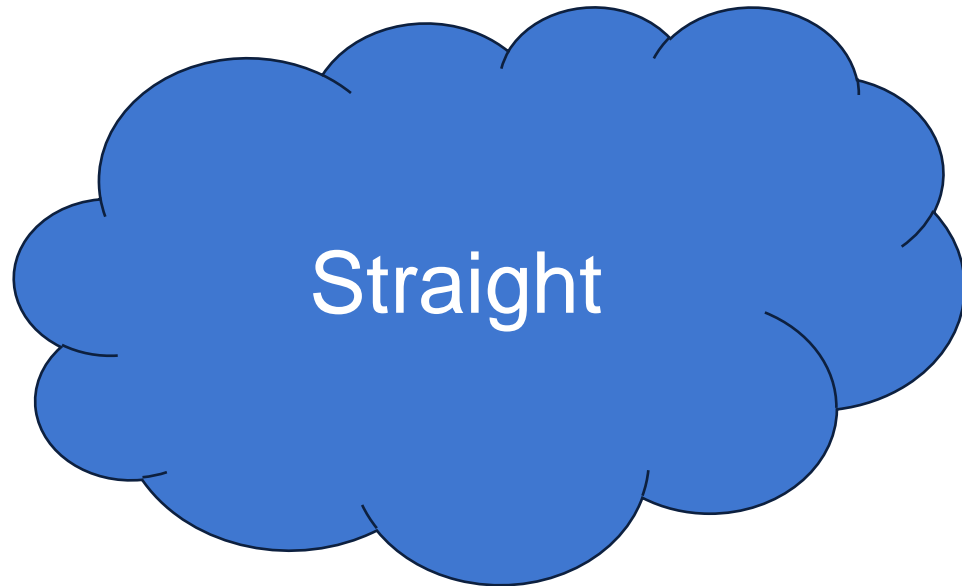


But gender looks more like this:

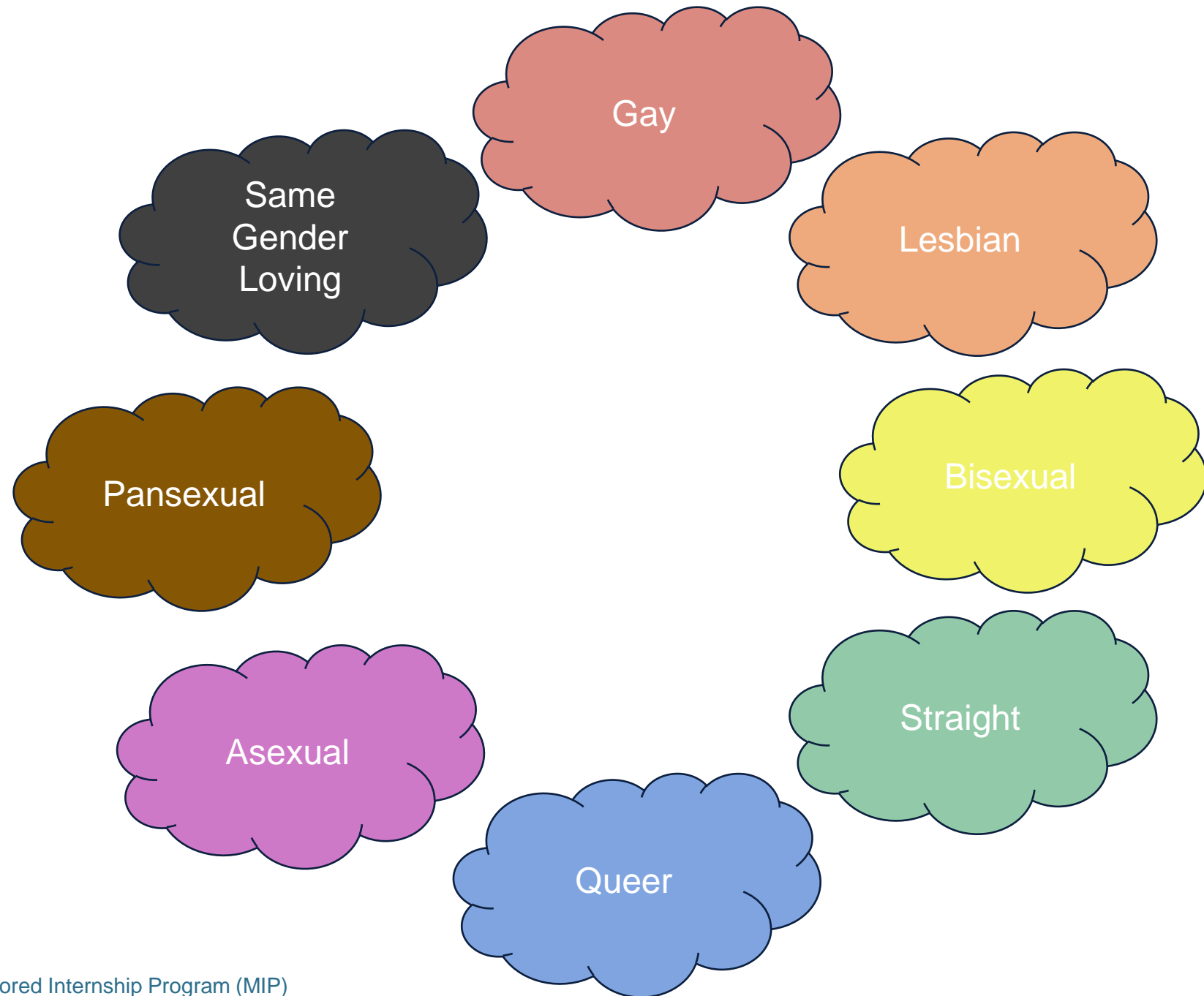


# What is sexual orientation?

Some people say that it looks like this:

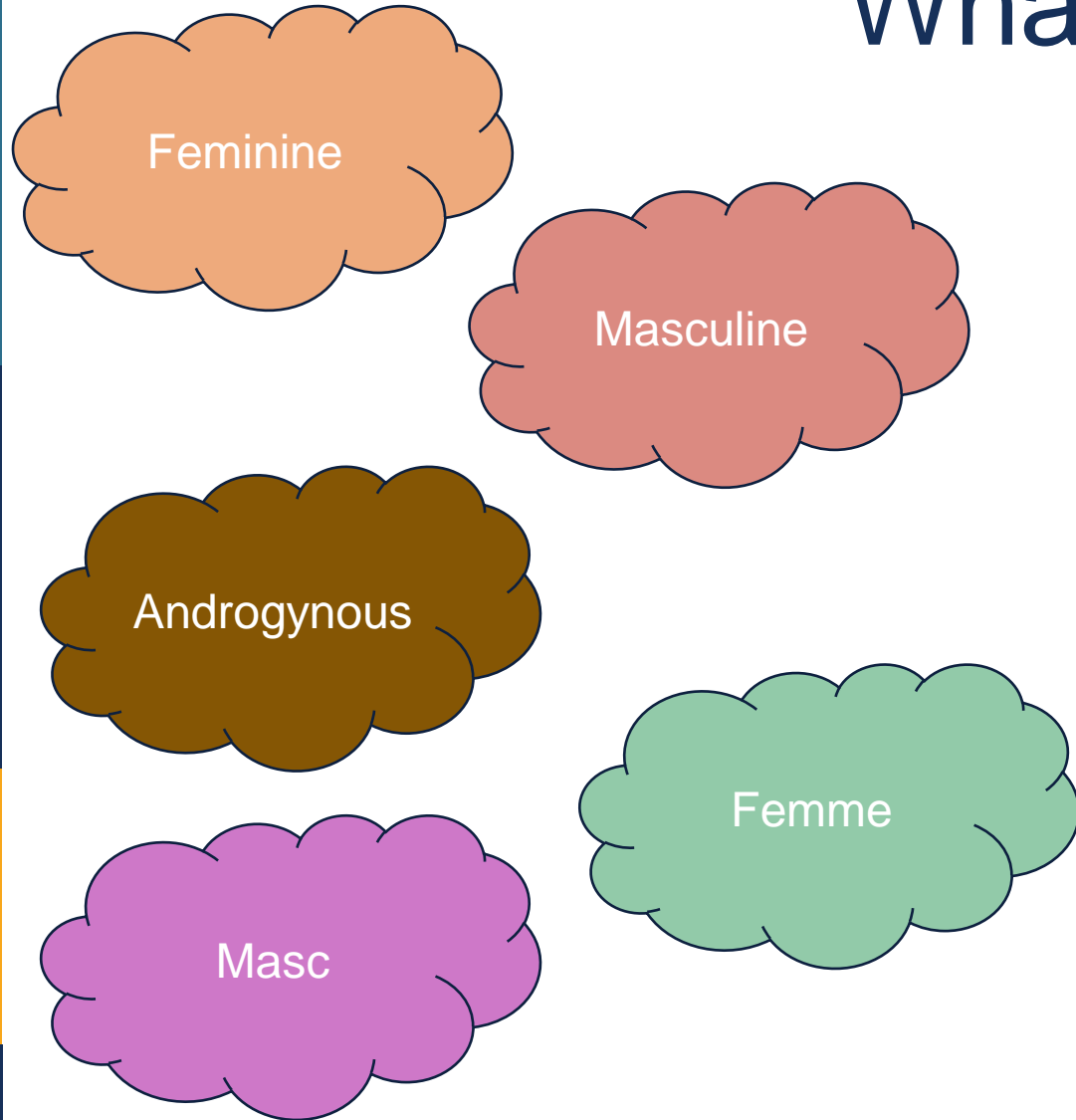


# But sexual orientation is represented in many ways:



\*Just like gender, sexual orientation is more expansive.

# What is gender expression?



- Gender expression describes the way in which we present ourselves, which can include physical appearance, clothing, hairstyle, behavior, mannerisms, speech, etc.

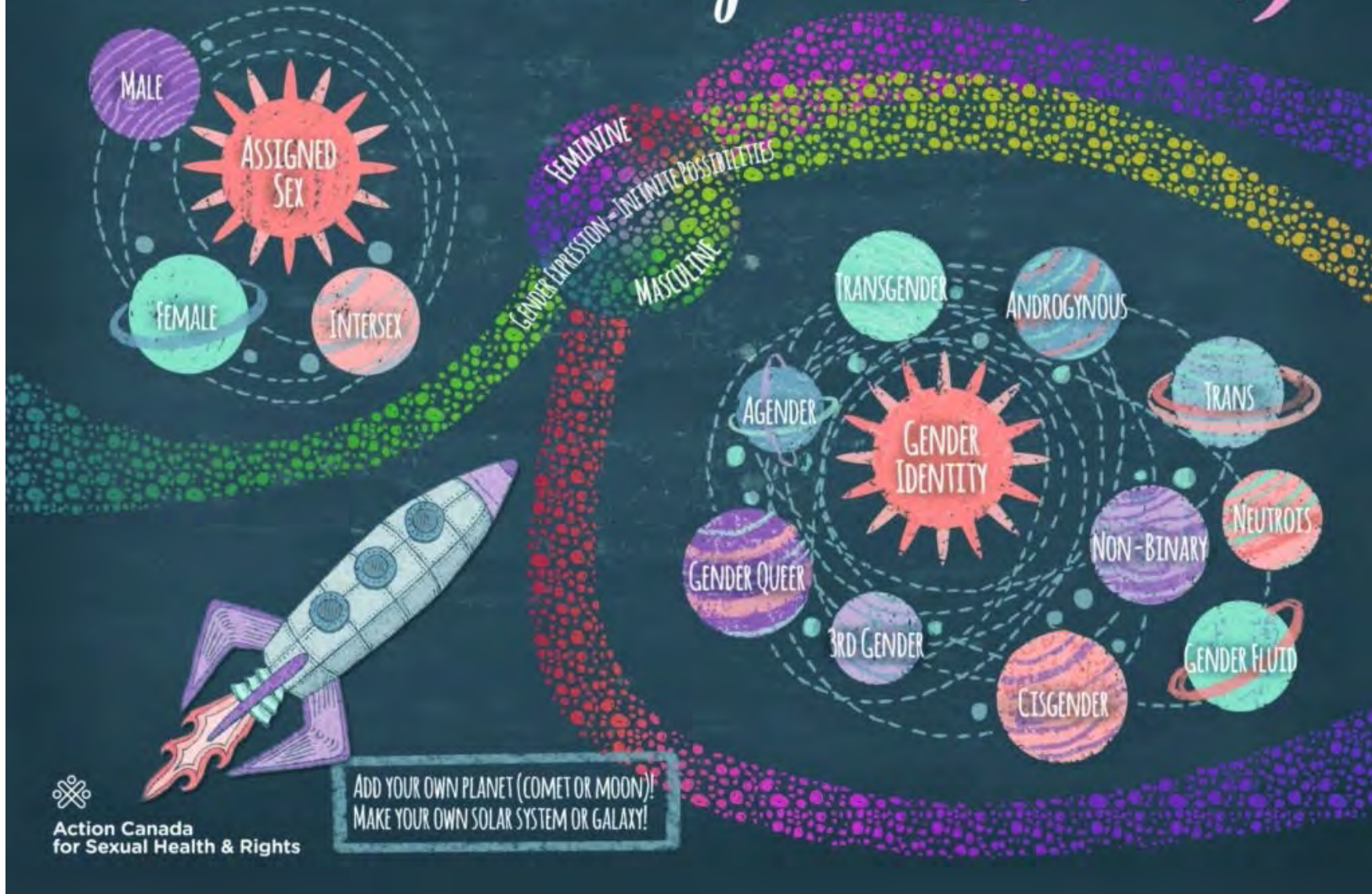
\*Gender identity is not the same as gender expression.

# Gender Galaxy

TWO SPIRIT  
GALAXY



SEXUALITY  
GALAXY



Action Canada  
for Sexual Health & Rights

# More Terminology

- Gender Fluid
- Gender Diverse
- Non-Binary
- Transgender
- Cisgender
- Questioning
- Intersex
- Heteronormative
- Ally/Disruptor
- Transphobia/Homophobia (Transmisia)
- Performative Allyship
- Gender-Affirming Surgery
- Chosen Name

([Human Rights Campaign](#), 2023; [PFLAG](#), n.d.; [GLSEN](#), n.d.)





# Outdated vs. Current Language

Outdated Terms	Current Terms
A Transgender/Transgendered/Transexual	Transgender
Female-to-Male (FTM)	Trans Man/Trans Boy/Trans Male
Male-to-Female (MTF)	Trans Woman/ Trans Girl/Trans Female
Biologically Female/Male	Assigned Male/Female at Birth *Born with a penis/Born with a vagina
Gender Identity Disorder (GID)	Gender Dysphoria
Homosexual	Gay/Lesbian
Sex Reassignment Surgery/Sex Change	Gender Affirming Surgery

# Poll Activity

# Pronouns

My pronouns are  
**SHE**  
**HER**  
**HERS**

My pronouns are  
**HE**  
**HIM**  
**HIS**

**ASK ME**  
**ABOUT MY**  
**PRONOUNS**

My pronouns are  
**THEY**  
**THEM**  
**THEIRS**

My pronouns are  
**ZE**  
**HIR**  
**HIRS**

# Poll Activity

# Chat Activity

- Why do you think it is important to ask about gender identity, chosen name, pronouns, and sexual orientation on intake forms?
- How important is talking about these topics during assessment and in session?

# Why Collect SOGI?

- Addressing Disparities
- Inclusive and Affirming Care
- Tailoring Treatment and Support
- Research and Policy Development
- Monitoring Progress and Accountability

(National LGBTQIA+ Health Education Center, [2022a](#), [2022b](#))

# Suicide Risk

45% of LGBTQ youth seriously considered suicide in the past year

including more than half of transgender and nonbinary youth and 1 in 3 cisgender youth

14% of LGBTQ youth attempted suicide in the past year

including nearly 1 in 5 transgender and nonbinary youth and 1 in 10 cisgender youth.

## Rates of considered and attempted suicide among LGBTQ youth

Considered suicide in the past year

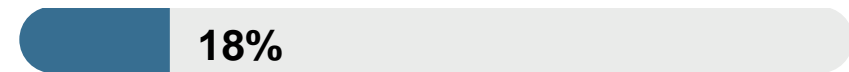


Ages 13-17

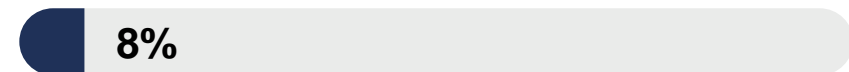


Ages 18-24

Attempted suicide in the past year



18%



8%

# Access to Care

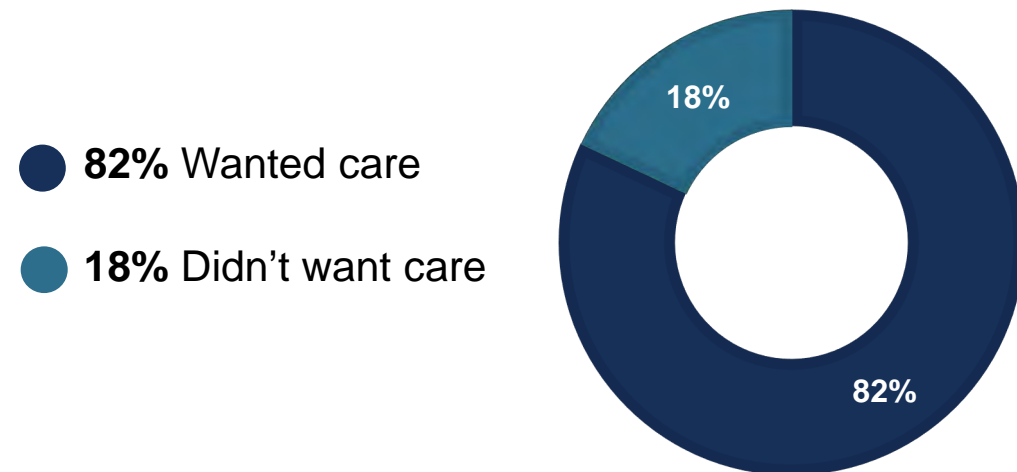
Among all LGBTQ youth, 82% wanted mental health care and 18% did not.

60% of LGBTQ youth who wanted mental health care in the past year were not able to get it

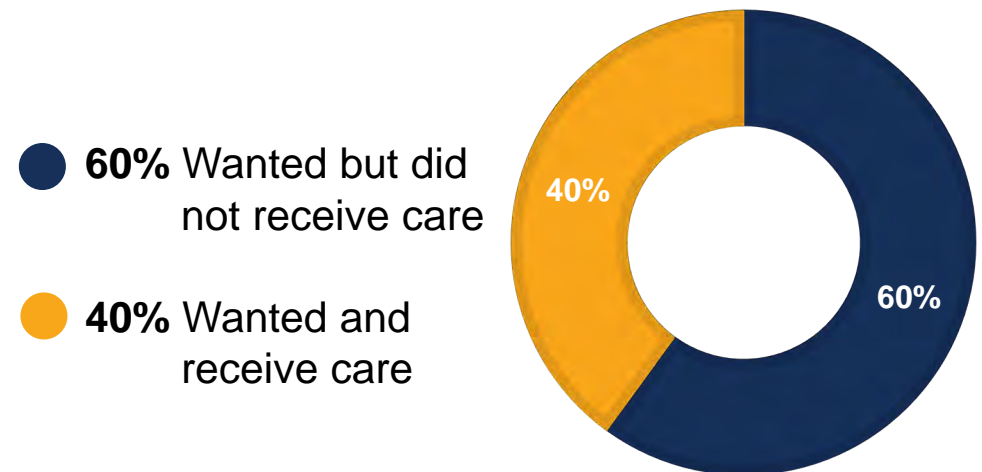
including nearly 3 in 5 transgender and nonbinary youth and more than 3 in 5 cisgender youth.

## Desire for and access to mental health care

### Desire for mental health care

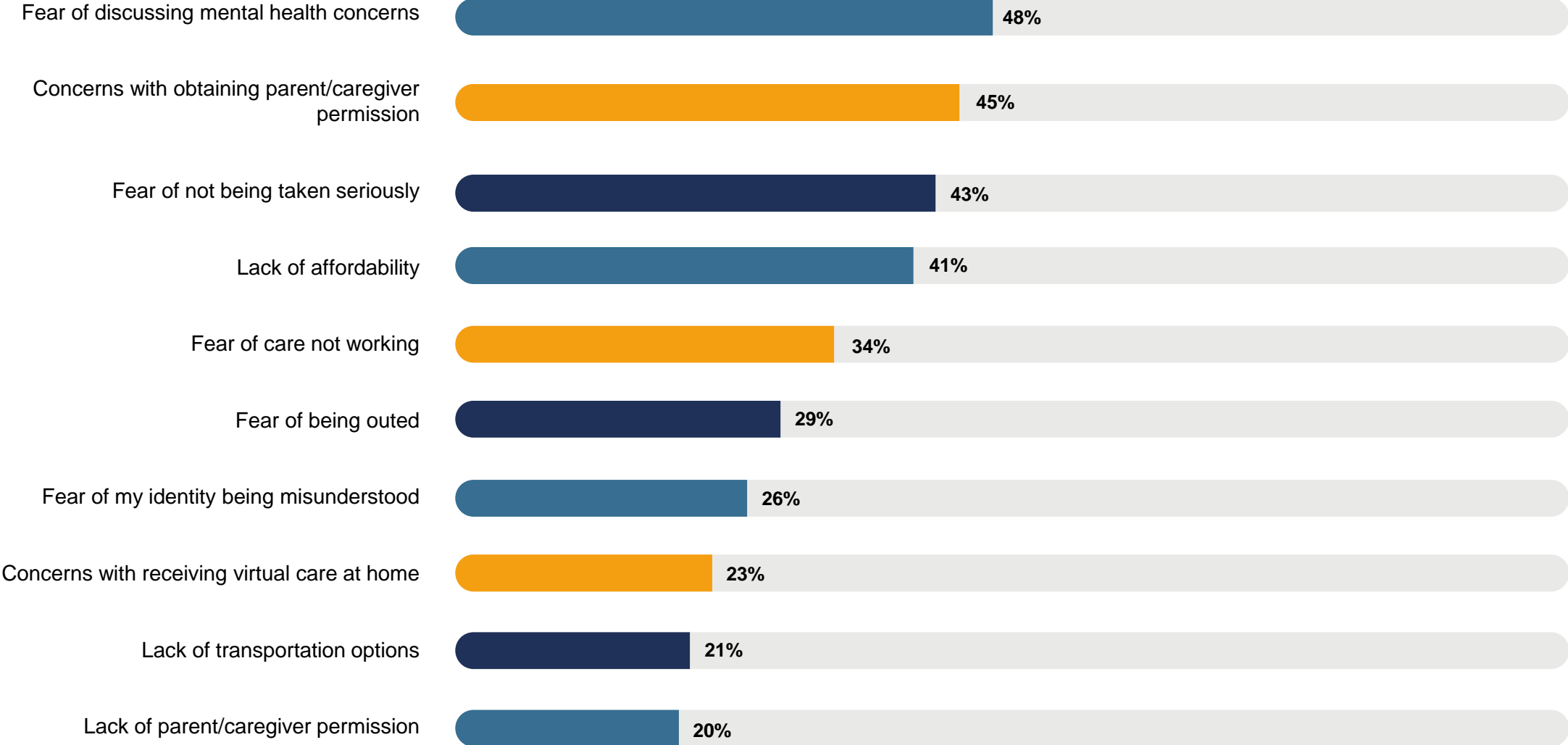


### Access to mental health care

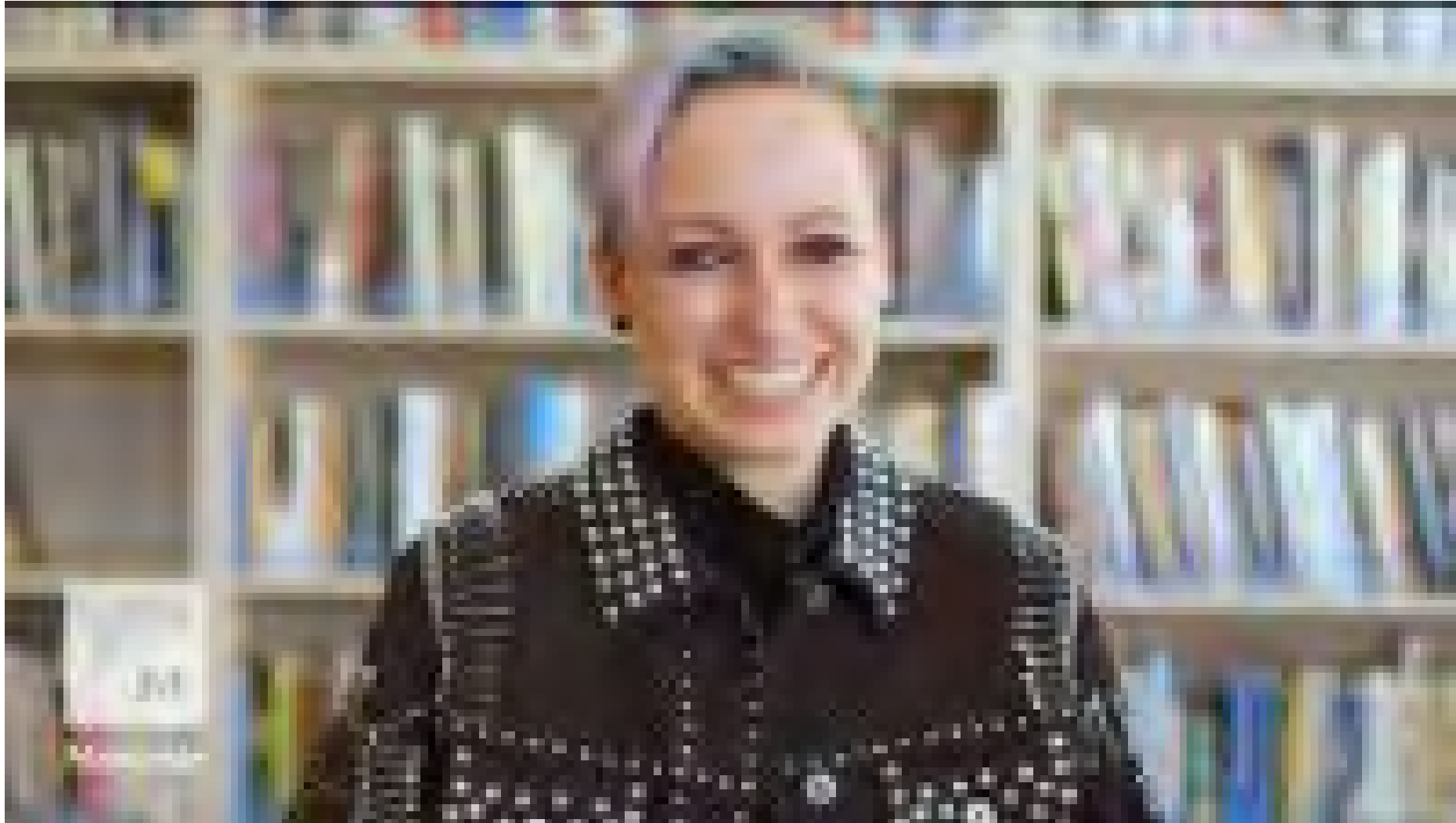




# LGBGTQ youth who wanted mental health care but were unable to get it cited the following top ten reasons



[Transgender Teens Speak to Themselves 10 Years From Now | Mashable](#)



# Impact of Current Events

## COVID-19

56% of LGBTQ youth reported that their mental health was poor most of the time or always due to the COVID-19 pandemic

including more than 3 in 5 transgender and nonbinary youth and nearly half cisgender youth.

## Anti-Transgender Legislation

93% of transgender and nonbinary youth said that they have worried about transgender people being denied access to gender-affirming medical care due to state or local laws.

91% of transgender and nonbinary youth said that they have worried about transgender people being denied access to the bathroom due to state or local laws.

83% of transgender and nonbinary youth said that they have worried about transgender people being denied the ability to play sports due to state or local laws.

[#ProudToBe: Celebrate Brave Voices this Pride](#)



#ProudToBe

# Creating Inclusive Spaces

- What do people see when they walk in?
  - Clinic agreements
  - Representation/visuals
  - Pronoun pins/stickers
  - Statements on inclusivity
  - Gender-neutral bathrooms (if not provide both keys to restroom, do not assume!)
- How are they greeted?
  - Front staff using gender-neutral language.
  - Asking for pronouns/not assuming.
  - Check in with chosen name.

(National LGBTQIA+ Health Education Center, [2022a](#), [2022b](#))

# Creating Inclusive Forms

- Collect SOGI data.
  - Create a timeline and plan for rolling out questions
  - Offer a range of options that includes fill-in and “prefer not to disclose”
  - Separate sex assigned at birth from gender identity
- Use gender-neutral language in your forms.
- Make space for chosen name and gender that may be different from legal documents.
- Make space for pronouns.
- Engage the community to gather feedback on forms.

(National LGBTQIA+ Health Education Center, [2022a](#), [2022b](#))

# Before asking SOGI questions,

- Why are you asking these questions?
- What are you going to do with this information?
- Confidentiality—Make sure the forms clearly communicate the organization's commitment to privacy and nondiscrimination.
- Train staff on LGBTQ+ cultural humility.
  - Provide training to staff members on LGBTQ+ cultural humility, including sensitivity training, understanding diverse identities, and respectful communication. This will ensure that staff members interact respectfully and appropriately with LGBTQ+ clients.

# Statement

As part of our commitment to a safe and inclusive environment for everyone, we are asking questions about sexual orientation, gender identity, and pronouns.

These questions help us better understand your needs and allow us to tailor our services to meet your needs. Your responses are confidential, and you have the option to decline to answer any or all questions.

If you require further clarification, any of our staff members can help you.



# Sample Questions

- Please choose the option that best describes you (Check all that apply.):
  - Lesbian
  - Gay
  - Straight
  - Bisexual
  - Queer
  - Something else \_\_\_\_\_
  - I don't know
  - Prefer not to answer

([National LGBTQIA+ Health Education Center](#), 2022b)

# Creating Inclusive Services

- Hiring community
- Partnering with community
- Providing culturally affirming care
  - Asking about SOGI
  - Supporting with letters
  - Training *all* staff
- Providing groups and specific services for LGBTQ+ people
- Using data to improve services

(National LGBTQIA+ Health Education Center, [2022a](#), [2022b](#))

# Creating an Inclusive Workspace

- Healthcare and benefits
- Workforce protections
- Recruitment and retention
- Ongoing training for *everyone*
- Champions
- Staff assessments
- Leadership involvement

([Human Rights Campaign Foundation](#), n.d.; [National LGBTQIA+ Health Education Center](#), 2022a)

## Becoming a Disruptor

"The true focus of revolutionary change is never merely the oppressive situations which we seek to escape, but that piece of the oppressor which is planted deep within each of us, and which knows only the oppressors' tactics, the oppressors' relationships."

- Audre Lorde  
(Lorde, 1984)

## Ready Responses: Interrupt every time.

- “I don’t find that funny.”
- “I’m surprised to hear you say that.”
- “What do you mean by that?”
- “I am not comfortable with those remarks/the derogatory language you are using.”
- “What you just said was really inappropriate.”
- “Can you say that again, I want to make sure I heard you correctly?”
- “It is never OK to use someone's gender as a put-down.”
- “Did you mean to say something hurtful when you said that?”

# Learning is Ongoing

## The Journey of Lifelong Learning

Being a Perpetual Student of Life



# Continuing the Conversation

- Review your intake forms—are there any changes that can be made?
- Go through check-in all the way through intake and assessment as a client—is there anything that could be done differently?
- What are 3 things that you can commit to doing differently?
- Try implementing some of the strategies you learned today and share them back with us.
- Observe the language being used and areas of opportunity to make a change.

“I know I am already an ancestor and it’s time to act accordingly.

Somewhere, the future is remembering me.”

- Anna Talhami, from the poem “Diaspora Prayer of the Refugee’s Grandchild” ([Talhami](#), n.d.)



# Q & A

# Upcoming Events and Important Reminders

<b>June MIP Events:</b>	<b>Date</b>	<b>Time</b>
Webinar Series: Continuing the Conversation—LGBTQ+	6/7/23	1-2 p.m.
Mentor Open Office Hour	6/15/23	12-1 p.m.
Intern Open Office Hour	6/15/23	2-3 p.m.
<b>July MIP Events:</b>	<b>Date</b>	<b>Time</b>
Webinar—Navigating Microaggressions in the workplace	7/11/23	12-1 p.m.
Webinar Series: Continuing the Conversation— Microaggressions	7/13/23	1-2 p.m.
Admin Coaching Call	7/18/23 & 7/19/23	Region Specific
Mentor Open Office Hour	7/27/23	12-1 p.m.
Intern Open Office Hour	7/27/23	2-3 p.m.

# References

Action Canada for Sexual Health & Rights. (2022, August 8). [\*Beyond the basics sneak peek: The gender galaxy!\*](#)

GLSEN. (n.d.) [\*Gender terminology\*](#). Retrieved June 1, 2023

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Human Rights Campaign Foundation. (n.d.). [\*Corporate equality index 2022: Rating workplaces on lesbian, gay, bisexual, transgender and queer equality\*](#). Retrieved June 1, 2023, from

Lorde, A. (1984). *Sister outsider: Essays and speeches*. Crossing Press.

# References

National LGBTQIA+ Health Education Center. (2022a). [\*Affirming organizational and human resource policies for an LGBTQIA+ workforce\*](#). The Fenway Institute. Retrieved June 1, 2023

National LGBTQIA+ Health Education Center. (2022b). [\*Ready, set, go! A guide for collecting data on sexual orientation and gender identity\*](#). The Fenway Institute. Retrieved June 1, 2023

PFLAG. (n.d.) [\*LGBTQ+ glossary\*](#). Retrieved June 1, 2023

Talhami, Anna. (n.d.). [\*Diaspora prayer of the refugee's grandchild\*](#). Retrieved June 1, 2023

The Trevor Project. (n.d.). [\*2022 national survey on LGBTQ youth mental health\*](#). Retrieved June 1, 2023

# Additional Resources

- [Selected Publications, Training and Resource Materials \(Family Acceptance Project, San Francisco State University\)](#)
- [Housing, Health, and LGBTQIA+ Older Adults 2021 \(National LGBTQIA+ Health Education Center\)](#)
- [Sexual Health and Older LGBTQIA+ Adults 2021 \(National LGBTQIA+ Health Education Center\)](#)
- [Health Care Considerations for Two Spirit and LGBTQIA+ Indigenous Communities \(National LGBTQIA+ Health Education Center\)](#)
- [LGBT Adults Report Anxiety, Depression at All Ages \(U.S. Census Bureau\)](#)
- [Gender-Affirming Pediatric Care Toolkit \(National LGBTQIA+ Health Education Center\)](#)
- [Recorded Webinar - Providing Mental Health Assessments for Gender Affirming Surgery Referral Letters » LGBTQIA+ Health Education Center](#)