

"LGBTQ Inclusivity Guide & Resources"

Multidisciplinary Approaches to End Homelessness



A Continuum of Care Division Webinar Series

About the Webinar Series

Purpose

These webinars provide an opportunity to engage with local and regional experts on best practices, advocacy tools and resources available to prevent and end homelessness in Riverside County.

Recorded Webinars

After the live webinar has taken place, the recording will be added to our website.

Upcoming Webinars

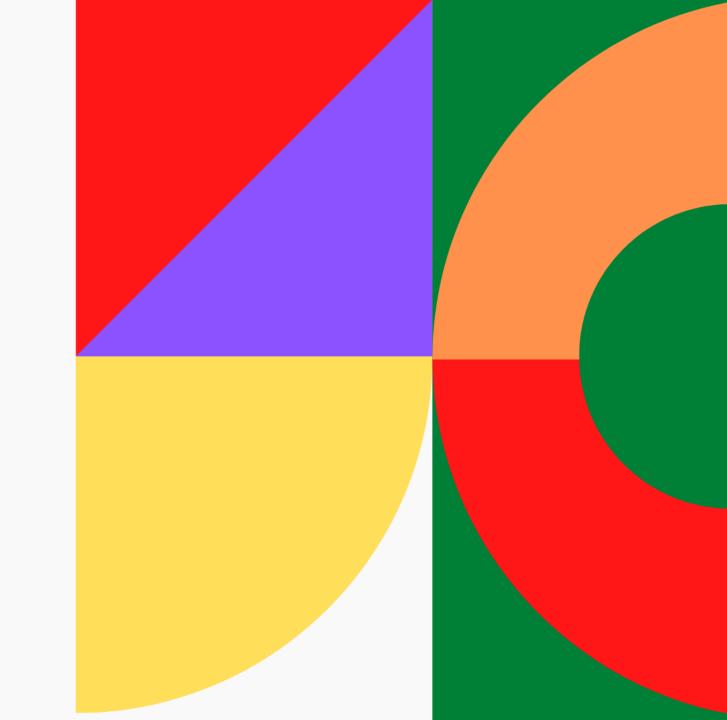
We are working on securing speakers for future webinars and would love to feature you or your agency.

Email <u>CoC@rivco.org</u> if interested.

Agenda for Today

10:00 - 10:05 AM	Welcome	HWS – Continuum of Care Staff: Emma Perez-Singh, Administrative Services Manager
10:05 – 10:30 AM	QueerWorks	Jacob Rostovsky, CEO and Founder
10:30 – 10:55 AM	TruEvolution	Gabriel Maldonado, Founder and CEO
10:55 – 11:20 AM	Transgender Health and Wellness Center	Renae Punzalan, Trans Navigator
11:20 – 11:30 AM	Q&A: Please type your questions in the chat box. We will answer as many questions as possible at the end of the webinar.	

LGBTQIA+ HOMELESS CONSIDERATIONS



FACILIATOR

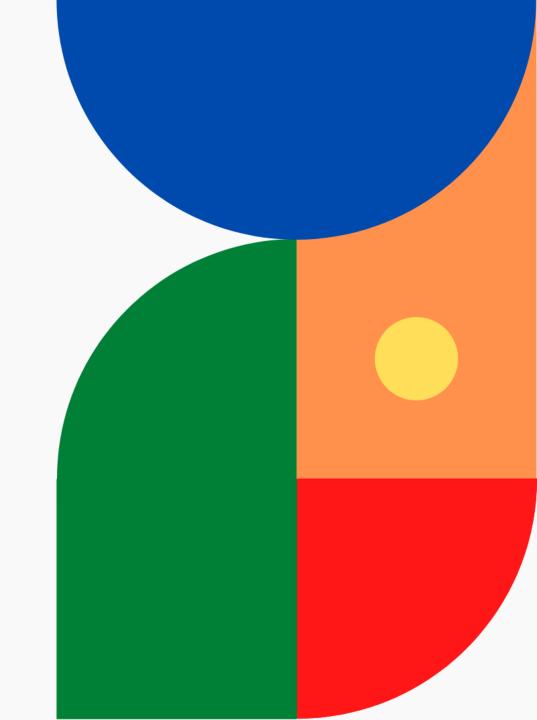
Jake Rostovsky (he/him), MA, LMFT, is a licensed psychotherapist and works with the LGBTQIA+ community, primarily trans individuals. Jake came out as trans at 13. Since then he has dedicated a large portion of his life to fighting and advocating for the community, and helping to create safer and inclusive spaces. He is the founder and CEO of Queer Works.

OBJECTIVE

To fill in gaps around knowledge about LGBTQIA+ identity and special considerations for those who are homeless.

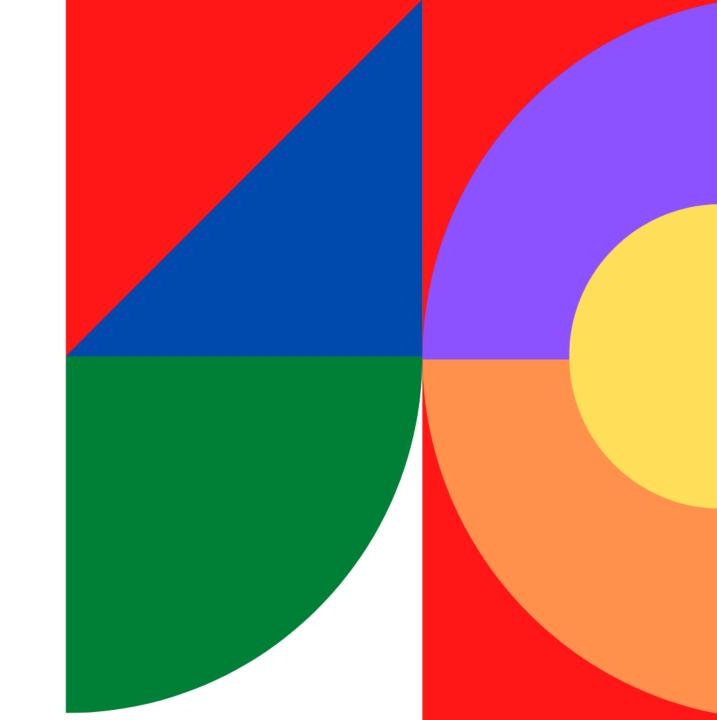
DISCLAIMER

Terms, definitions and "best practices" are derived from empirical data and scholarly journals. One size does not fit all.



LGBTQIA+ OVERVIEW

Terms and Important Knowledge



IMPORTANT TERMS

Sexual Orientation

Someones emotional, romantic or sexual attraction to other people. Someone's sexual orientation can change overtime or remain the same throughout their lives.

Gender Identity

A person's internal sense of their gender. Gender can be congruent with sex assigned at birth, incongruent with sex assigned at birth or neither.

ed at birth or

Gender Dysphoria

Dissonance between gender, body, and personal sense of self.

Gender Expression

Physical expression of one's gender through clothing, hairstyle, voice, makeup, body shape, etc.

AMAB/AFAB

Acronyms that mean assigned female at birth or assigned male at birth.

Transgender

An umbrella term for people whose gender identity differs from what is associated with the sex they were assigned at birth.

Non-Binary

Those whose gender identity goes beyond the categories of man and woman.

Cisgender

Used to describe people who are not transgender or non-binary.

Asexual

The lack of a sexual attraction or desire for other people - not necessarily the lack of romantic desire.

Homosexual

Sexual attraction to an individual of the same gender identity.

Bisexual/Pansexual

The potential for sexual attraction to people of any gender identity or expression.

LGBTQIA+

This evolving acronym refers to individuals whose gender identity and sexual orientation are outside of the heterosexual, cisgender norm.

Here is a guide to inclusive language that you will find within the LGBTQ+ community. Please note, this guide is not complete and the language is always evolving. The best way to understand language is to ask individuals what a term means to them.

PROUNOUNS & NAMES

PRONOUNS AND NAMES ARE NOT PREFERRED - THEY ARE A RIGHT



The three major pronouns are She/Hers, He/Him, They/Them. But there are so many more!



Never assume someone's pronouns - model behavior by introducing your own! "Hi, I'm Jake! I use he/him/his pronouns. How about you?"



"Chosen Names" are the names in which transgender and nonbinary individuals use that are not assigned at birth.

Sometimes a **chosen name** is different than someone's **legal name**. Always use a chosen name.



Misgendering is when you use incorrect pronouns to address someone. If you misgender someone acknowledge the mistake, promise to correct the behavior and move on.

Privilege and Oppression

INTERSECTIONALITY WITHIN THE LGBTQIA+ COMMUNITY



Stress

Stigma, prejudice, and discrimination create a hostile and stressful social environments that causes mental health problems.

Stress adds and heightens negative mental health symptoms



Minority Stress

The Minority Stress Model describes stress processes, including the experience of prejudice events, expectations of rejection, effects of hiding identity, ramifications of turning societal prejudice in on oneself (or internalized prejudice).

The more "minority status" a person holds, the more inherent stress.

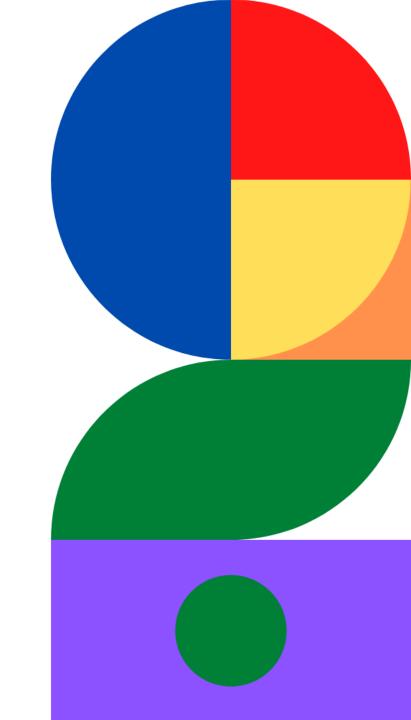


It is important to pay attention to the language we use. Language can contribute to symptoms of minority stress.

Transphobic and Homophobic language can trigger past trauma.

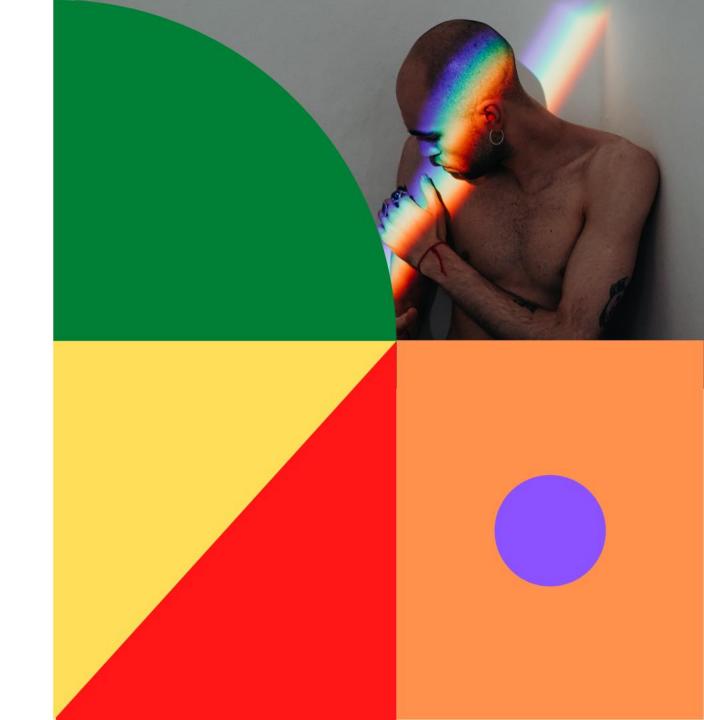
LGBTQIA+ HOMELESS POPULATION

Important Considerations



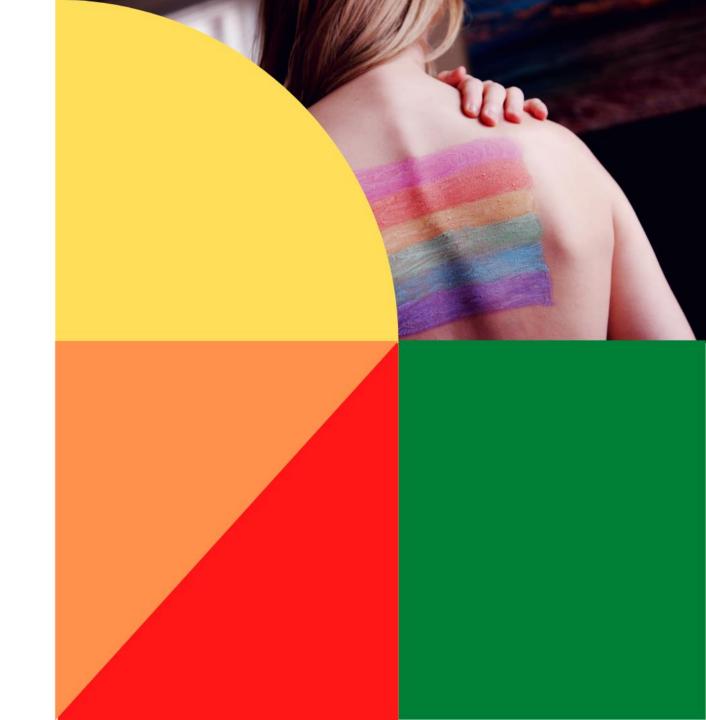
The Numbers (in SoCal)

- According to the Williams Institute, 40% of the homeless youth served by agencies in identify as LGBTQIA+
- 43% of clients served by drop-in centers identified as LGBTQIA+
- 30% of street outreach clients identified as LGBTQIA+
- 30% of clients utilizing housing programs identified as LGBTQIA+



The Comparisons (In 2020)

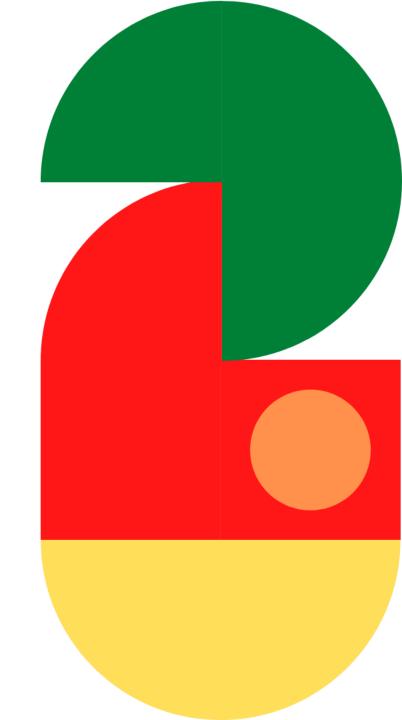
- 8% of transgender individuals experienced homeless in the last year - compared to 3% of the cisgender population.
- 17% of LGBTQIA+ individuals experienced homelessness at least once in their lives compared to 6% cisgender heterosexual.
- 20% of LGBTQIA+ homeless individuals experienced homeless before the age of 18.



THE CHALLENGES - PERSONAL

LGBTQIA+ individuals face distinct challenges in homelessness and avoiding becoming homeless. These include:

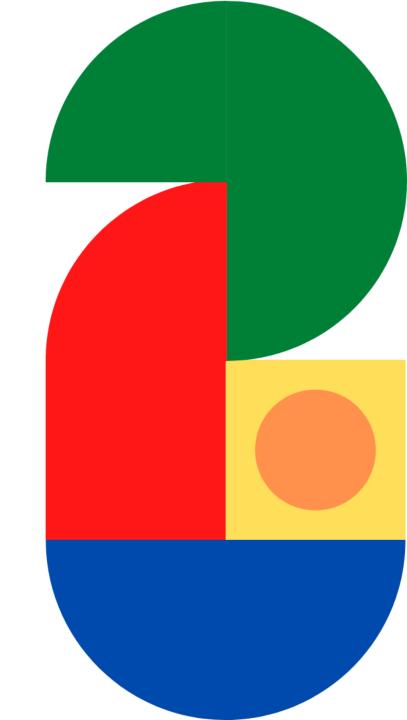
- Social stigma
- Discrimination
- Rejection by Their Families
- Physical and Mental challenges
- Higher Rate of Substance Abuse
- Unsafe Housing and Shelters
- Not Enough Affirmative Options for Housing and Shelters
- Limited LGBTQIA+ Specific Resources
- Employment Discrimination
- Financial Inequality
- Housing Discrimination



THE CHALLENGES - TEMPORARY HOUSING

LGBTQIA+ individuals face distinct challenges in shelters and temporary housing. These include:

- Abuse or harassment from other shelter residents or staff. Among the risks are physical abuse, sexual assault, and harassment.
- Being denied access to or forced to leave a shelter because of sexual/gender identity.
- Being housed in a gendered area they don't identify with.

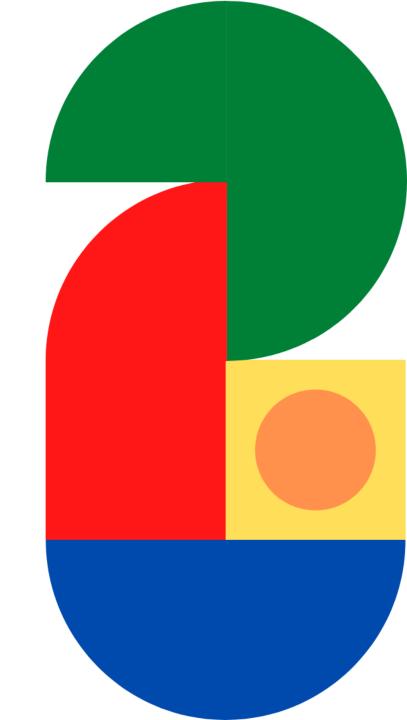


THE CHALLENGES - TEMPORARY HOUSING

When temporary housing is unwelcoming, unsafe, or unavailable, there's no place to go but back to the streets.

In order to survive, LGBTQIA+ individuals may turn sex work, which also makes them more vulnerable to sexual assault and trafficking.

Additionally, there is very limited funding for programs specifically targeting LGBTQIA+ clients.



SPECIAL CONSIDERATIONS: LGBTQIA+ YOUTH

LGBTQIA+ youth are more likely to become or remain homeless due to overt discrimination when seeking alternative housing.

Widespread discrimination in federally funded institutions is a contributing factor to the rapidly growing rates of homelessness among LGBTQIA+ youth, and there are no protections in place against this discrimination.

LGBTQIA+ youth experience disproportionally higher numbers of physical and sexual assault than their heterosexual, cisgender counterparts.



SPECIAL CONSIDERATIONS: TRANSGENDER & NONBINARY (TGNB)

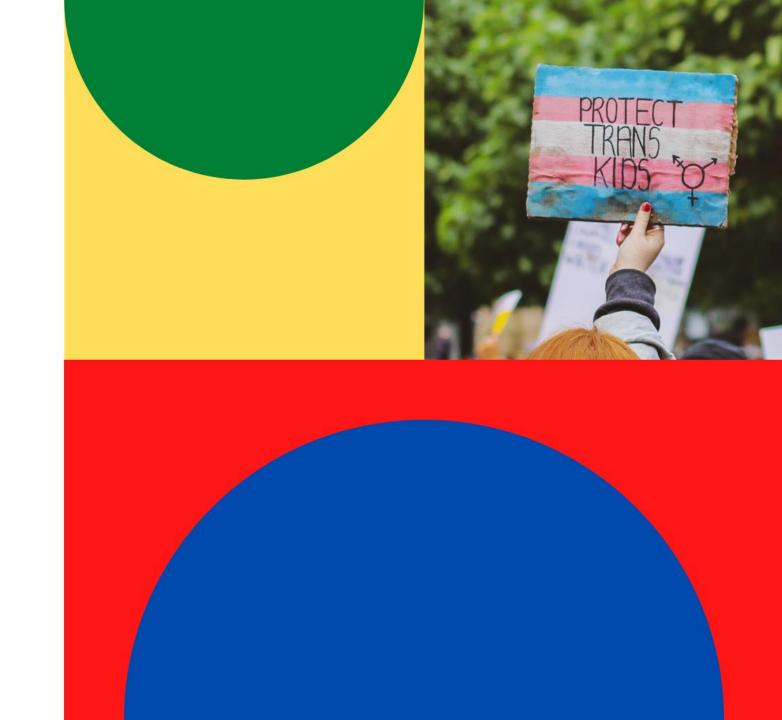
One in three individuals who identify as TGNB will experience homelessness at some point in their lives.

Many TGNB individuals have discussed difficulty in I to accessing standard healthcare due to discrimination by providers and other barriers.

There is a higher rate of discrimination by housing providers, landlords, etc. than their cisgender LGB+ counterparts.

Higher reported rates of HIV.

Higher reported rates of engagement in sex work.



WHAT CAN WE DO?

ACTIONS

- Prioritize life-giving assistance over personal beliefs. Leave you bias at the door.
- Create a welcoming environment through word-smithing your intake process, forms and promoting confidentiality around gender identity and sexual orientation.
- Make sure individuals are housed with the gender they identify with in temporary housing, and promote safety amongst peers.
- Mandate education for all staff levels about special LGBTQIA+ considerations.



WHAT CAN WE DO?

Utilize HUD ACCESS GUIDES

- Equal Access Agency Assessment Tool
- Equal Access for Transgender People: Supporting Inclusive Housing and Shelters

ACCESS TO FUNDING

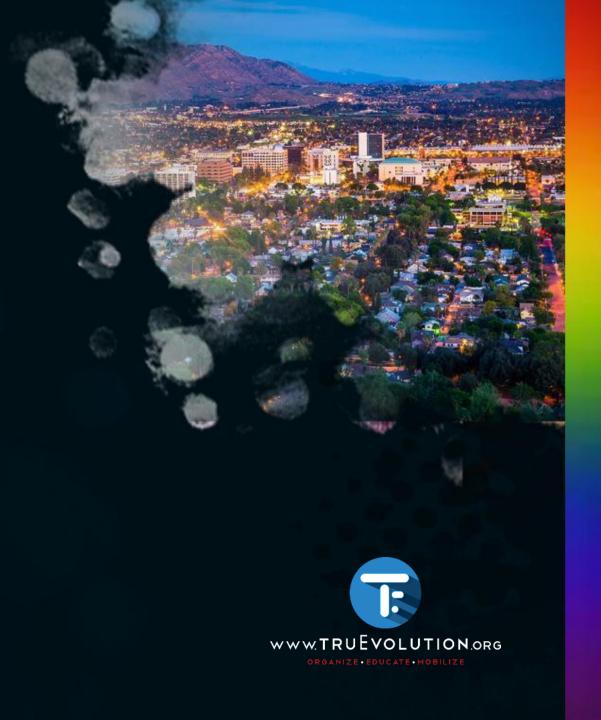
• Changes around language in NOFOs to increase LGBTQIA+ focused programs eligibility for funding.

QUESTIONS

jrostovsky@queerworks.org www.queerworks.org www.transpowerproject.com

A public-private partnership between **Housing Authority of Riverside County** and **TruEvolution**

By Gabriel Maldonado, MBA CEO, TruEvolution





Mission

TruEvolution fights for health equity and racial justice to advance the quality of life and human dignity of LGBTQ+ people.

Vision

Center of excellence for social determinants of health.



What is Stigma?

Stereotypes. Attitudes that are often "generally" assumed about a group of people.

Prejudice. Assumptions and stereotypes seen as valid and confirmed belief about a group.

Discrimination. Actions taken based on stereotypes and prejudices.





Types of Stigma

Community. Family, friends, workplace, faith, cultural spaces.

Institutional. Healthcare facilities, clinics, schools, universities, legal system(courts/jails/prisons/processing centers).

Internalized. Sexual-shaming, guilt, depression, retraumatization, avoidance, unprocessed anger/sadness... fatalism(!!).



What is Resiliency

Myself. Engaging in health-promoting cognitive processing.

My choices. Enacting healthy behavioral practices, including accountability.

My circle. Enlisting social support from others.

My perspective. Empowering other young gay/bisexual men.*

Resilience Processes Demonstrated by Young Gay and Bisexual Men Living with HIV: Implications for Intervention - University of Michigan

Gary W. Harper, PhD, MPH,

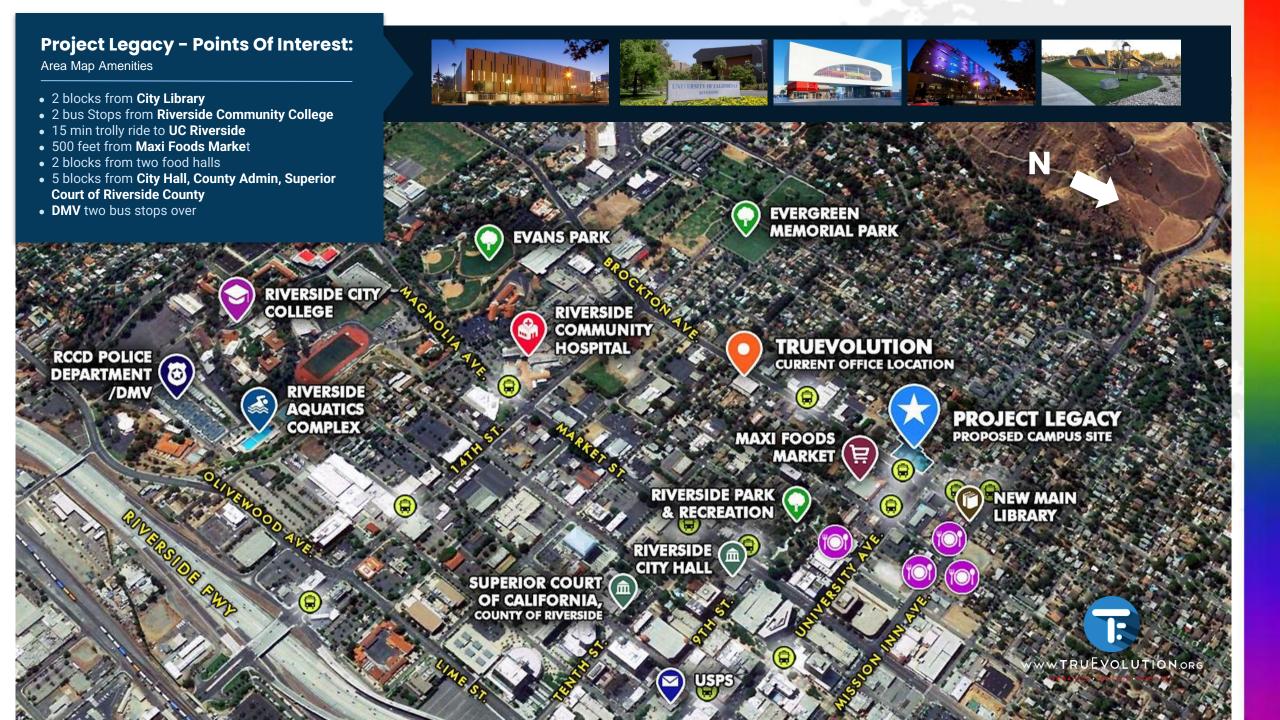
1 Douglas Bruce, PhD, MSW,2 Sybil G. Hosek, PhD,3 M. Isabel Fernandez, PhD,4and Brian A. Rood,





TruEvolution
Health and Justice Center
Multi-site Campus







LOCATION:

Brockton/University

City of Riverside, California

COMMUNITY CAMPUS



SITES:

- Lot 1 Bungalow #1 | 1,930 SF
- Lot 2 Community Center | 5,493 SF
- Lot 3 Bungalow #2 | 1,556 SF
- Lot 4 Bungalow #3 | 1,301 SF
- Lot 5 Bungalow #4 | 1,321 SF
- Lot 6 Bungalow #5 | 1,732 SF
- TOTAL: 13,733 SF





The Renderings

Design & Landscape Concepts

Signature Architectural Design Elements that Sets the Tone For Urban Elegance.









Beautifully Designed Craftsman Style Architecture



Sustainable Energy Production from **Solar Panels**



Comfortable Living Quarters / Lounge Space



Resident Services Offices



Preserved Architectural Historic Look & Feel











Preserved Architectural Historic Look & Feel



Beautiful Outdoor Gardens & Balanced Green Space



Comfortable Living Quarters / Lounge Space



Scenic Designated **Outdoor Sitting Areas**



Multiple Outdoor Jogging Trails











Comfortable Living Quarters / Lounge Space



Gym Showers

Conveniently located behind Bleachers Style Seating



Bleachers Style Seating

Ideal for Outdoor Learning / Presentations



Scenic Designated Outdoor Sitting Areas



Resident Services Offices



Multiple Outdoor Jogging Trails



Fully Equipped Fitness Center



















Project Legacy





Project Legacy





Project Legacy:

Permanent Supportive Housing

Length of Program:

0 - 24 months

Available Units: 23

Available Beds: 49

80% LGBTQ

75% living with HIV

25% Those at Risk

25% Those at Risk for COVID/HIV

25% Seniors

25% Seniors (65+)



Project Legacy: Community Campus

- **Permanent Supportive Housing**
- **Primary & Speciality Healthcare Services**
- Mental Health Clinic
- **Harm Reduction Services**
 - (Powered by Inland Empire Harm Reduction Coalition)
- **Workforce & Job Training Center**
 - (Powered by Momma's House, Inc.)
- Fitness, Nutrition & Wellness Center
 - (Powered by Grow With O Fitness & Wellness)
- **Mobile Services**
 - (COVID/HIV Testing, TeleHealth and Harm Reduction Services)



Project Legacy: Health Center:

Available Services:

- **HIV Care & Prevention Services** (Testing, ART, PrEP, PEP)
- **STD Wellness Services**
- **Trans Wellness Services**
- **Primary Care Services**
- **Pharmacy Services**
- **Health Screenings**



Project Legacy:

Mental Health Clinic:

- All Bilingual Clinicians
- 1 to 1 Clinical Therapy
- Support Groups (5 days per week)
 - LGBTQ, Peope living with HIV, Domestic Violence/Rape,
 Trans Youth, Women)





Project Legacy: Workforce & Job Training Center:

- 6 Month Cloud-based 'Workforce & Wellness Portal'
- Learning Modules

 (e.g. Financial Literacy, Checking/Savings, Debt,
 Budgeting, Resume Writing, Interview skills, Job search, Career mapping, Apprenticeships,

 Certifications
- Speakers/Lecturers Videos
- Interactive Pre/Post Assessments
- Modules assigned a per unit value

- Units stored on client profile
- Individual laptops assigned to client upon intake
- Wellness Services added as available units
 (e.g. Support Groups, Therapy, Fitness, Yoga, Community Gardening, Volunteering, Tai-Chi, HIV testing, Diabetes Screening Voter registration, etc.)
- Laptops provided to clients upon intake and gifted upon successful graduation from program

Clients will submit completed units in lieu of rent. Minimum amount of units for rent will be established at client intake









Thank You

Gabriel Maldonado gabrielm@truevolution.org





Transgender Health & Wellness Center

PRESENTER: RENAE PUNZALAN (SHE/HER)



Who We Are

- In 2015, the Transgender Community Coalition (TCC) was formed. TCC worked diligently to facilitate access to healthcare, housing, employment, education and more for all Transgender, Gender Non-Conforming (GNC) & Intersex people.
- In 2018, the Transgender Health & Wellness Center (TH&WC) was opened in Cathedral City. The TCC was absorbed into TH&WC, making TH&WC one of the largest Trans-Led Non-Profit Organizations in Southern California. TH&WC's purpose is to provide lifesaving resources and social services to TGI people that are in need and/or in crisis. We also emphasize to focus on LGBTQ+ youth as they are often the most at risk.
- Our work is funded through donations and the medical services provided at TH&WC, such as hair removal via electrolysis and laser.

What is Trans-Led

- > Trans-Led is where a business or organization has 65% or more employees that identify as Transgender, Gender Non-Conforming, and Intersex (TGI) persons.
- > 97% or more of resources and equity are put back into the TGI community with Trans-Led organizations, a community all too often overlooked by cisgender-led organizations.
- Transgender Health & Wellness Center employs the most TGI persons of any non-profit in Southern California and to the best of our knowledge California as a whole.
- The Creation of Trans-Led organizations is born of the inequity the Transgender community faces when it comes to the allocation of resources and services.

Our Mission and Vision

- Mission: To be the preeminent provider of services and support for the Transgender diverse community and our allies!
- > **Vision**: Safe, prosperous, and healthy community for Transgender diverse individuals and their allies in Southern California!
- Values: The Transgender community includes every gender and sexual identity in the spectrum, from male to female, gay to straight and everything outside and in-between. We serve the largest spectrum of people with this organization; our prime objective is creating a local environment that nurtures an individual's ability to live authentically. We believe that the people we serve are entitled to the freedom to live how they want self-defined and self-determined and our goal is to build an environment that engages the public to support the transgender movement.

Our Locations

- Palm Springs: 340 S. Farrel Drive, Suite A208, Palm Springs, Ca. 92262
 - > (760) 202-4308 and (760) 646-4141
- Riverside 1: 6700 Indiana Ave, Suite 252, Riverside, Ca. 92506
 - > (951) 530-8257 and (951) 530-8217
- Riverside 2: 6840 Indiana Ave, Suite 150, Riverside, Ca. 92506
 - > (951) 530-8148 and (951) 530-8139
- San Diego: 3737 Moraga Ave, Suite A204, San Diego, Ca. 92117
 - > (858) 352-6015 and (858) 352-6438
- We are being requested to open a location in San Bernadino and Orange County

Population

- The Transgender, Gender Non-Conforming and Intersex Community makes up approximately 0.6% of the population. There is an estimated 27,000 TGI persons in the Inland Empire total.
- Coachella Valley has an estimated 2,100 TGI persons.
- Riverside County has an estimate 14,400 TGI persons.
- Due to healthcare and job migration, there could be 0.8% in areas where there is more healthcare and economic equity.

Our Clients and Patients

- Access to our services during the pandemic increased over 200%.
- Our services in 2020 were accessed 1,341 times
- Our services in 2021 were accessed 3,128 times
- We have over 1,100 cases of people we have served since 2018
- We have over 512 new patients in 2021
- In 2020, we had over 678 free mental health appointments
- In 2021, we had over 110 Wellness Check Up's to address risk of suicide and Social Determinants of Health



What we do

EVENTS, ADVOCACY & OUTREACH

- Monthly dinners with assistance for lower-income attendees
- Outreach at community events
- Staging Trans Pride & Awareness events
- Advocacy
 - Trans-inclusive public accommodations
 - Prison reform
 - Trans-inclusive workplaces

MEDICAL

- Hair Removal
 - Laser Hair Reduction
 - Electrolysis
- Free Mental Health
- Speech Therapy

SOCIAL SERVICES

- Linkage to resources
 - Guidance on Navigating the Healthcare System
 - Enrolling in Medi-Cal & management plans
 - Assistance with Commercial Insurance Providers
 - Housing/shelters
 - Primary Care Providers/HRT providers
 - Housing Voucher Assistance
 - Name and gender change assistance
 - Assistance for trans, GNC and intersex job seekers
- Patient Wellbeing
 - Monthly Wellness Checks
 - Free assistance to asylum seekers
 - Weekly online support groups
 - Free Behavioral Health Program
- Direct employment of a marginalized community.
 - > 72% of staff is Trans-identifying (89% of administrative staff)



Prevalence

The Trans community faces disproportionately high rates of housing inadequacy

- A 2015 survey found that 30% of transgender respondents in CA had been homeless at one point in their lives, with 11% having been so in the previous year [3]
- Nationwide, 20-40% of homeless youth are members of the LGBTQ community. [1]
- According to the same 2015 survey 16% of transgender individuals own their homes, compared to 63% of the general population [3]

Housing Obstacles

Discrimination in the housing market

- 23% of Transgender people faced housing discrimination in 2014-2015, with 6% reporting they were denied a home or apartment because they were transgender. This number was 17% for Black respondents. [3]
- 10% have experienced eviction due to their gender identity/expression. [1]

Housing Obstacles

Unsupportive families

- This can often leave trans people to face a choice between living authentically and having a roof over their head. This particularly affects trans youth.
- In a survey of 27,715 transgender individuals, 15% had run away from or been kicked out of their homes due to being trans. 10% faced violence from immediate family for the same reason [3]

Housing Obstacles

Employment Discrimination & Poverty

- In California, 15% of Transgender people reported having lost a job due to their gender identity [3]
- Still in California, 26% reported being fired or denied a promotion or job for the same reason [3]
- The same 2015 survey showed an unemployment rate of 15% and a poverty rate of 33% for California [3]
- According to the Center for American Progress, 90% of Trans workers face some form of workplace harassment in the United States [2]

Monitoring
Housing
Needs in
Our
Community

Comprehensive Initial Intake Process

Support Groups

Social Gatherings

Monthly Wellness Checks

Event Outreach

Coordination with in-house Behavioral Health

Medical Provider/client Engagement

Staff/client Engagement

Initial Intake Process

- Whenever someone comes to TH&WC for assistance of any kind, staff are trained to do a full intake to assess all a client's needs, including housing. Staff then work with the client to connect them to external and internal resources, including housing.
 - Assistance applying for housing vouchers
 - Guidance on seeking trans-friendly housing
 - Case-specific advocacy
 - Connecting clients with emergency housing resources & shelters
 - Accommodate access to donations, such as food, clothing, furniture, gas cards

Support Groups & Social Gatherings

When an attendee expresses difficulties with housing during a support group, staff are trained to reach out to them privately to begin working with them to find solutions and connect to resources.

Monthly Wellness Checks

- Once a month, our staff conduct thorough interviews with our clients to assess their current well-being and needs.
 - These sessions can be in-person or by phone and can last anywhere from a few minutes to an hour.
- Attending staff are trained in rendering assistance for a variety of needs, including housing issues. Additionally, they have access to a library of external resources to help tackle whatever problems a client may be facing, including housing issues.

Event Outreach

- Transgender Health and Wellness Center attends and hosts a variety of events throughout the year.
- We use this outreach to promote all our interconnected services, including assistance with housing.
- Due to high incidence of discrimination, presenting a trans-friendly face can help us connect with many who would be uncomfortable requesting aid through more traditional channels.

Providers, staff and Behavioral Health

All staff at TH&WC; office, technicians, medical staff and behavioral health providers are trained to watch for signs of need among our clients and to offer them assistance and resources wherever they find it.

Reducing Homelessness with a Holistic Approach

- The homeless and Transgender communities are faced with myriad issues. We feel that addressing homelessness among the trans community requires a holistic support strategy.
- For example, transgender persons suffering from dysphoria and social anxiety due to their gendered appearance often struggle to find work, and thus housing.
- By providing hair removal, assistance with accessing HRT (hormone replacement therapy) we can help address that alienation & dysphoria.
- By also offering free mental health care we can help them work to cope with the psychological burdens this dysphoria brings, as well as any other attendant traumas.
- Helping them reach a place of improved mental health and well-being can help them reach a place where they can reenter the workforce.
- Finally, by re-entering the workforce with an improved sense of well-being, they are better positioned to acquire stable, permanent housing.
- This approach, rather than just providing short-term, stopgap solutions and moving on, provides more sustainable solutions.
- TH&WC and its staff are there to help our clients each step of the way, both in-house and with linkage to external resources.

Questions? Please reach out to:

- Renae Punzalan
- Trans Navigator
- renae@trans.health
- (760) 202-4308

Citations

- Housing & Homelessness. National Center for Transgender Equality. (n.d.). Retrieved January 12, 2022, from https://transequality.org/issues/housing-homelessness [1]
- Housing & Homelessness. National Center for Transgender Equality. (n.d.). Retrieved January 12, 2022, from https://transequality.org/issues/housing-homelessness [2]
- US Transgender Survey reports. 2022 U.S. Trans Survey. (n.d.). Retrieved January 13, 2022, from https://www.ustranssurvey.org/reports [3]

Questions and Comments

Next Webinar: Chronic Conditions February 16, 2022