



Face to Face 2012 Evaluation Results

Submitted Friday, February 3rd, 2012

Good Job!

The below are what TYSN staff, volunteers and Youth Members are excited to see happening at Face to Face.

- Nice work posting the TYSN fliers.
- Great attendance at Network Collaborative Meetings.
- All services are sliding scale!
 - *"A sliding fee scale can be applied to all services. Additionally, various grants allow us to provide some services for free, including therapy to individuals who've survived abuse."*
- All bathrooms are gender neutral!
- Bus tokens and transportation assistance are available!
- Excellent reception of friends and/or other support people that clients bring with them to appointments.
- Face to Face has had trainings for staff on how to be accessible and culturally sensitive to trans youth.
- Great group of staff allies working to bring TYSN's mission deeper into the work of Face to Face.
- Some mental healthcare practitioners have:
 - Attended MTHC's Trans Health Conference and the Philly Trans Health Conference
 - Been or are actively engaged with and/or aware of TYSN
 - Collaborated with practitioners outside of Face to Face that work to be allies to trans youth, such as Katie Spencer.
- One mental healthcare practitioner reports having read:
 - "Transgender Emergence," "Trans Forming Families," "The Transgender Child," "Benjamin Standard of Care Protocols," etc.
 - Almeida, J., Corliss, H. and Azrael, D. (2009). Emotional distress among LGBT Youth: The influence of perceived discrimination based on sexual orientation. *Journal of Youth and Adolescence*, 38, 1001-1014. Carroll, L., Gilroy, P. and Ryan, J. (2002). Counseling the transgendered, transsexual, and gender-variant clients. *Journal of Counseling and Development*, 80(2), 131-140. Friedman, M. Marshal, M. Guadamuz, T., Wei, C., Wong, C. Saewyc, E. and Stall, R. (2011). A meta-analysis of disparities in childhood sexual abuse, parental physical abuse, and peer victimization among sexual minority and sexual nonminority individuals. *American Journal of Public Health*, 101(8), 1481-1494 Glover, J. Galliher, R. and Lamere, T. (2009). Identity development and exploration among sexual minority adolescents: Examination of a multidimensional model. *Journal of Homosexuality*, 56. 77-101. Haldeman, D. (2000) Gender atypical youth: Clinical and social issues. *School Psychology Review*, 29(2), 192-200. Levine, S., Brown, G., Coleman, E., Cohen-Kettenis, P., Hage, J. Van Maasdam, J. and Wheeler, C. (1998). The standards of care for gender identity disorders. (5th Version). The Harry Benjamin International Gender Dysphoria Association, Inc. Retrieved from: <http://www.tc.umn.edu/~colem001/hbigda/hstndrd.htm>
- Another mental healthcare practitioner answered the question "How do you acknowledge the power differential between yourself and your patients?" as follows:
 - *"This is a long conversation which is important to have. We have a detailed conversation about what they are looking for in therapy, the potential pros and cons of having/ not having a GID diagnosis, what my role would then be as a therapist if they are choosing to follow WPATH standards of care, making sure they actually know what those standards are and can get a copy if they wish, etc."*



Next Steps

The below are what TYSN staff, volunteers, and Youth Members are excited to see Face to Face commit to working on improving in the next year.

- Add link to TYSN on the website. Advertise yourself as a Network Members.
- Advertise TYSN more predominantly in your waiting room.
- Also advertise RECLAIM!, MTHC, and other organizations known for being accessible to trans people.
- Start prescribing hormones.
- Make lab testing for trans people on hormones available.
- Ensure clients preferred names and pronouns are listed on lab slips when receiving lab work.
- Conduct a comprehensive review of written materials available to clients (brochures, website, etc.) and remove language that inherently excludes trans people (i.e. “pap smears are a women’s health issue”)
- Post signs explaining that you have gender neutral bathrooms
- Take the bus to work next week
- Hang art from local queer and/trans or artists (contact your fellow Network Member, RARE Productions for more information at www.rareproductionsmpls.com)
- Purchase literature that highlights trans experiences (particularly healthcare issues and intersections with race), for your waiting room. Some suggestions:
 - “Freeing Ourselves: A Guide to Health and Self Love” from the Brown Boi Project
 - Original Plumbing Magazine
 - Anything by Kate Borstien or Julia Serano
 - A short list of suggested reading for trans youth is available at www.transyouthsupportnetwork.org/resources.html
- Refine paperwork and intake procedures to:
 - Respectfully ask clients their gender and preferred pronoun
 - Respectfully ask clients what gender their sexual partners are
 - Respect client’s preferred names
 - Exclude language that excludes trans people. For example: “Are you pregnant?” in place of “For Women Only: Are you pregnant?”
- Institute regular and sustainable training for all staff, volunteers, board members, and residents on how to be accessible and culturally sensitive to trans youth that include:
 - Ensuring intake and billing procedures are accessible and sensitive to trans youth.
 - How to appropriately ask for clients preferred pronouns and honorifics, and why this is important.
 - Using the existing system for respecting clients preferred names.
 - For clinicians:
 - How to educate students and residents to be accessible and culturally sensitive to trans youth.
 - Keeping up to date on trans specific health care.
 - The effects of hormone replacement therapy and how to appropriately administer and monitor it.



- Become more active in the trans community with your outreach efforts and keep up to date with current events that effect trans people locally. Build stronger coalitions with other TYSN Network Members outside of Network Collaborative meetings.
- Increase staff, volunteer, and board member recruitment efforts in areas where trans youth, particularly young trans women of color are known to spend time (The Exchange, Network Collaborative Members, high school GSA's, house balls, underground parties, etc.)