



Family Tree Clinic 2011 Evaluation Results

Submitted 12/14/11

Good Job

- "Got a cervix? Get a pap test!" Advertisements
- "All services are on a sliding fee scale or free and we never turn people away for their inability to pay"
- Bathrooms are single stall.
- "Postcards for cancer screening for trans people with images of people of color"
- "We ask individuals to check a box regarding their gender identity: woman, man, transgender, other. our health intake forms ask about gynecological and breast health and sexual health and family planning. they used to say 'women's health' or something like that a couple years ago but the awesome Erin Wilkins and TYSN folks helped us change them!"
- "Erin W. gives us cool things to read => since I've been working at Family Tree, we've been attending the MN Trans Health Conference"
- New gender neutral pamphlets

Follow Up

- Get copies of brochures, newsletter, and annual report that mentions TYSN
- How accessible is the intake and paperwork for the MN Family Planning Program?

Discussion

- Let's discuss what art is visible and how it does or does not reflect a "gender binary"
 - *Recommendation made to contact RARE Productions and purchase art by local trans artists*
- Why is it important to ask how many exits you have and how long your hallways are?
 - *25% of trans folks are harassed while receiving health care. 2% are physically assaulted. It is important to remember to keep exits clearly marked and accessible so that clients may comfortably leave at any time.*
- "52. What programs do you use to ensure that young, trans women of color have access to education and a place on your staff?" - This question was confusing for some folks. Examples were requested:
 - *Do you take into consideration applicants experience and sensitivity with trans youth in the hiring process?*
 - *Do you advertise job openings in places where trans youth are likely to see them?*



Next Steps

- Make the TYSN logo on website a clickable link
- Revamp “men’s health” literature to be more inclusive of trans youth
- Ask for preferred pronoun on intake paperwork
- Change gendered language on urine sample signs in the bathroom
 - *Note: While it was recorded in the Evaluation that you have gendered language on your urine sample signage in bathrooms, upon physical inspection none was noted.*
- Print and post more flyers from CeCe Support Committee, TYSN, and other Network Members
- Have trans folks participate in development of brochures and flyers
- Develop stronger relationships in the community to make more effective referrals
- Revise gender section of intake paperwork
- Structure recurring ongoing trainings that include:
 - Ensuring intake and billing procedures are accessible and sensitive to trans youth.
 - How to appropriately ask for clients pronouns and why this is important.
 - Ensuring oral medical history and intake procedures are sensitive to trans youth.
 - How to provide access to the MN Family Planning Program that is inclusive of trans youth.
 - 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.
 - How to use the “system” that is in place (practice using your amazing paperwork and discuss names, pronouns, and other important issues during intake and other patient interactions)