



# **EXECUTIVE SUMMARY**

***Roadmap to Assessing Progress  
and  
Continuing Support for LGBTQ+ Youth***

*presented by:*

**Department of Children and Family Services**

**Probation**

**Department of Mental Health**

**Department of Public Health**

**Department of Health Services**

August 30, 2019

Los Angeles County

**Executive Summary.....ATTACHMENT 1**

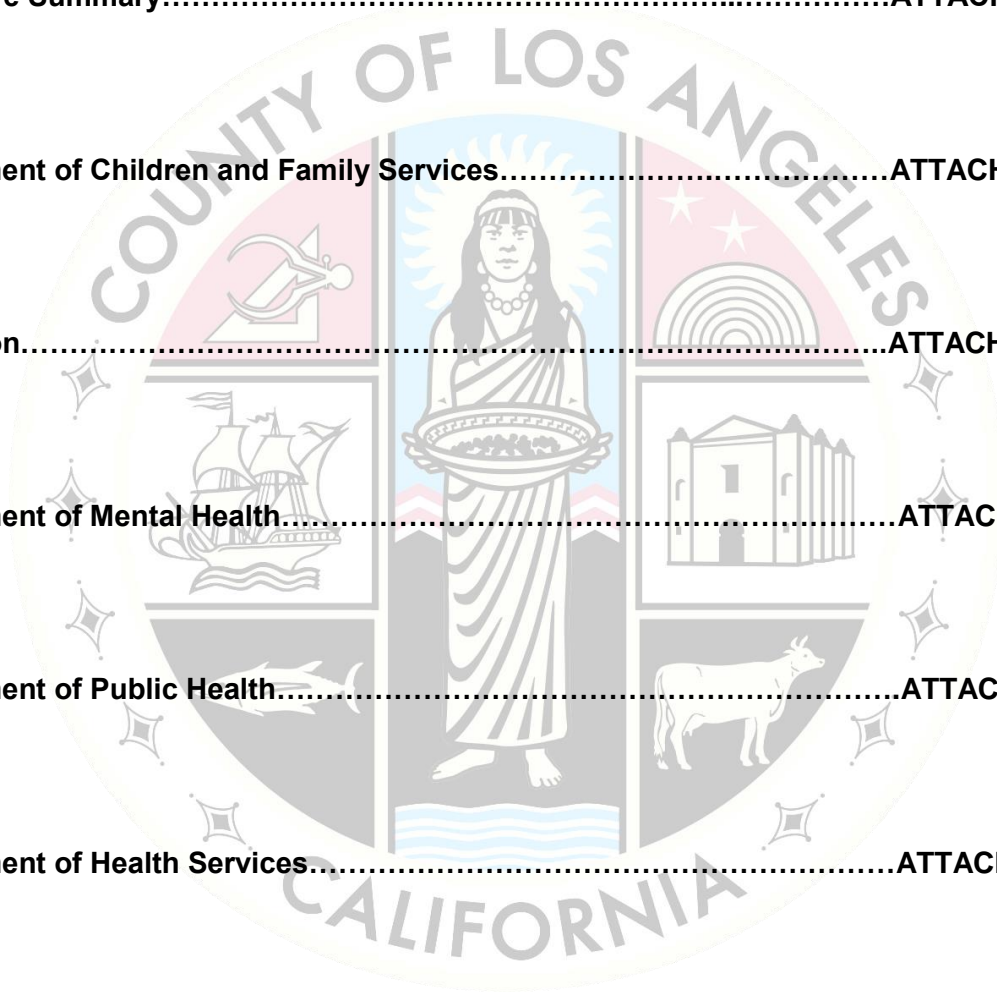
**Department of Children and Family Services.....ATTACHMENT 2**

**Probation.....ATTACHMENT 3**

**Department of Mental Health.....ATTACHMENT 4**

**Department of Public Health.....ATTACHMENT 5**

**Department of Health Services.....ATTACHMENT 6**



# **ATTACHMENT I**

## **Executive Summary**

On April 30, 2019, the Board of Supervisors (Board) approved a Motion, authored by Supervisors Kuehl and Solis, directing the Departments of Children and Family Services (DCFS), Probation, Mental Health (DMH), Public Health (DPH) and Health Services (DHS) to report back in 90 days on the implementation of the recommendations outlined in the June 25, 2018 report, *Supporting and Serving Lesbian, Gay, Bisexual, Transgender and Queer or Questioning Youth (LGBTQ+)*,

In response, this report was written by DCFS, with input from the aforementioned County departments, and provides a high level, comprehensive update on each department's concerted efforts around supporting and serving LGBTQ+ youth, as well as, provides the Board with a summarized update on addressing this issue.

For purposes of this report, the following common themes were established in an effort to address the eight directives outlined in the January 9, 2018 Board Motion as follows: 1) Youth, Interdepartmental and Community Engagement; 2) Training and Support; 3) Policy; 4) Practice and Service Provision; 5) Data Collection; and 6) Resources.

Each of the County departments has submitted their respective reports as an attachment to this executive summary and provides an overview of next steps.

## **BACKGROUND**

LGBTQ+ youth face a myriad of unique challenges that impact their safety, permanency and well-being. These challenges often intersect/overlap with other characteristics, such as race/ethnicity, gender and age, that can lead to further the marginalization and exclusion of our LGBTQ+ youth from the general population of youth. Additionally, the disparate treatment that LGBTQ+ youth face is experienced at varying degrees and across the five County departments noted here.

As such, it is imperative that each County department, individually and collectively, understand the unique challenges that LGBTQ+ youth face and build the capacity for effectively addressing their needs by providing optimal services.

## ***SUMMARY OF CURRENT EFFORTS***

Over the past 18 months, the County departments have been working extensively and collaboratively on the various directives and issues affecting LGBTQ+ youth addressed in the June 25, 2018 report to the Board.

The information provided below is a summary of the collaborative departments' progress to address these directives, under the stated common themes:

### **1. Youth, Interdepartmental and Community Engagement**

- County departments and stakeholders participated in monthly LGBTQ+ Steering Committee meetings;
- Convened the Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Two-Spirit (LGBTQI2-S) Underserved Cultural Communities (UsCC) Subcommittee to reduce disparities and increase access to mental health care for the LGBTQ+ community; and
- Established community events and social media to engage youth and inform them of the services and resources available.

### **2. Training and Support**

- Trained staff and service providers regarding LGBTQ+ awareness, sensitivity, cultural competency and affirming care;
- Provided peer and caregiver support groups; and
- Offered therapeutic environments that are specific to LGBTQ+ communities.

### **3. Policy**

- Developed and adopted policies and guidelines around affirming care for LGBTQ+ youth, families and staff; and
- Aligned adopted policies and guidelines, as appropriate, with state and federal legislation.

### **4. Practice and Service Provision**

- Establishing an Office of Equity (OOE) for DCFS;
- Offered primary and specialty/gender-affirming care to LGBTQ+ people of all ages;
- Actively recruited and developed affirming resource families to provide placement resources for children; and
- Offered drop-in centers to provide a safe haven for LGBTQ+ youth.

## 5. Data Collection

- Implemented the Healthcare Equity Index to track Sexual Orientation Gender Identity Expression (SOGIE) data;
- Developed strategies for disaggregating data for LGBTQ+ communities; and
- Established a Data Advisory Council to ensure data and reports are all-inclusive and reflect the unique experiences of the communities we serve.

## 6. Resources

- Explored funding options to allow continued engagement of youth in planning and decision-making activities; and
- Allocated resources to create new departmental positions that strengthen organizational readiness and capacity to address LGBTQ+ issues.

### **DEPARTMENTAL EFFORTS**

Please see the below summary of individual departments' progress regarding the LGBTQ+ directives.

### **DCFS**

DCFS' response is provided in ATTACHMENT 2 and is summarized as follows:

#### *LGBTQ+ Steering Committee*

DCFS formed the LGBTQ+ Steering Committee (Steering Committee) to support and address the needs of LGBTQ+ youth in foster care and includes members from Probation, DMH, DPH, DHS, DHR, County Counsel, Children's Law Center, the Los Angeles LGBT Center and other community partners. The Steering Committee has met regularly for the past 18 months and continues to have ongoing conversations to discuss and share input and feedback regarding the various recommendations for meeting LGBTQ+ youth needs. To better assess and implement the 36 recommendations noted in the June 25, 2018 DCFS report to the Board, the Steering Committee established the following sub-committees: *Programming and Services; Policy, Guideline and Best Practices; Workforce Development; and External Partner Relations*. It is important to note that each of the interdepartmental sub-committees are in their initial stages of addressing specific tasks associated with the recommendations and are working closely with the Steering Committee on its progress. As detailed in DCFS' response (*see Attachment A, Implementation Design Work Plan*), each of the recommendations have been categorized as

short, mid or long-term and includes a detailed response on the sub-committees' efforts and next steps.

As previously reported, several of the recommendations may take months or years to fully implement. However, it is noteworthy to mention that DCFS continues to make this a top priority within our Department. Additionally, we will continue to move forward with the steps to ensure the full development and implementation of these recommendations with our collaborative partners in order to successfully address the Board's vision and to ensure we are addressing the needs of our LGBTQ+ youth.

#### *Office of Equity*

The May 21, 2019 Board Motion directed DCFS to establish the OOE to provide centralized oversight and implementation of policies, procedures and resources for the marginalized and overrepresented populations that we serve in Los Angeles County. Through community and cross-sector partnerships, OOE will identify opportunities and promising practices to reduce implicit bias and increase racial, SOGIE and cultural equity. DCFS has posted a vacancy notice for the position of Division Chief for the OOE and will be onboarding a consultant to help support and guide our LGBTQ+ efforts.

#### *Recruitment and Family Finding*

DCFS continues to actively recruit and develop resource families to provide placement resources for LGBTQ+ children and youth. These efforts include general recruitment activities, such as informational orientations, resource fairs, community booths and targeted recruitment efforts in neighborhoods and communities, including faith-based and community organizations.

#### *Identified Challenges and Needed Resources*

As previously reported, to improve outcomes for LGBTQ+ youth, Los Angeles (LA) County needs to ensure that the youth's voice is included in the decision-making process. As such, DCFS contends that additional funding is needed and critical to ensuring that identified youth are afforded the opportunity to continue participating in ongoing Steering Committee meetings and other County efforts related to the development, implementation and sustainability of LGBTQ+ competent programs and services. These additional resources will cover expenses related to youth stipends, meetings, transportation and other costs associated with membership and participation.

### *Next Steps*

DCFS, in collaboration with other noted County departments, will continue to work on implementing the Board's Motion to address the needs of LGBTQ+ youth in our County systems.

### **Probation**

Probation's response is provided in ATTACHMENT 3 and is summarized as follows:

#### *Expansion of LGBTQ+ Programming*

Probation is committed to working with community partners and community-based organizations to develop and implement purposeful programming within the juvenile facilities and develop a direct referral system to help LGBTQ+ youth transition back into their communities. Probation is encouraged by the support of organizations, such as the Center of Health Justice and their willingness to expand current programming efforts for additional juvenile facilities within the County. With assistance from the Los Angeles LGBT Center, Probation is also working on developing a referral process to ensure that LGBTQ+ youth have the ability to re-enter their communities directly into supportive and/or assistive services.

#### *Interdepartmental Collaboration*

Probation continues to collaborate with County partners in workgroups to develop policies and curriculums and continues to facilitate countywide training efforts by providing space and resources to conduct trainings related to cultural humility and LGBTQ+ equity/awareness.

#### *Subject Matter Experts*

Probation continues to work with Subject Matter Experts (SMEs) in the field of LGBTQ+ youth populations in the juvenile justice system. Probation has been seeking support through contracting agencies, such as Ceres Policy Research and Just Detention International, Inc., and through Technical and Training Assistance grants provided by the Office of Juvenile Justice and Delinquency Prevention. Probation is committed to implementing a comprehensive approach to providing training, education, programming and the collection and sharing of SOGIE data.

#### *Policies and Training*

Along with the assistance of external SMEs, Probation has taken steps to achieve major milestones that support its efforts in progressing its LGBTQ+ agenda. Such a milestone includes



the finalization of its Directive 1418: Juvenile – Supervision of Lesbian, Gay, Bisexual, Transgender, Questioning and Intersex Youth in Institutional Settings (Juvenile Halls and Camps). In concert with the finalization of its LGBTQ+ policy, Probation has also been committed to developing its own internal LGBTQ+ SMEs by sending staff to the Supporting the Well-Being of System-Involved LGBTQ Youth Certificate Program at the Georgetown Center for Juvenile Justice Reform. These SMEs will provide valuable insight as Probation continues to develop and implement LGBTQ+ policies, programs and procedures.

### **DMH**

DMH's response is provided in ATTACHMENT 4 and is summarized as follows:

#### *Program Development and Monitoring*

The LGBTQI2-S UsCC Subcommittee was established in 2014 under the Mental Health Services Act (MHSA) to reduce disparities and increase access to mental health care for the LGBTQ+ community and includes active representation from at least 20 community-based organizations and DMH staff.

In addition, DMH has provided several LGBTQ+ Transition Age Youth (TAY) peer and caregiver support groups in each service area; the providers of these groups have used community events and social media to engage youth and inform them of the services and resources available. DMH has also implemented the pilot, Supported Employment: Individual Placement and Support (SEIPS), which utilizes the Individual Placement and Support evidence-based model, and assists and supports DMH with obtaining and maintaining competitive employment for TAY.

#### *Engagement Projects*

DMH developed the LGBTQI2-S Iranian Outreach and Engagement Project to engage, empower and enlighten the LGBTQ+ and non-LGBTQ+ Iranian community, as well as, to promote mental health services, reduce stigma and increase the capacity of the public mental health system in LA County.

#### *Community Support and Services*

DMH continues to partner with the community to provide drop-in centers, which provide a safe haven for LGBTQ+ youth. DMH's emergency shelter program continues to serve LGBTQ+ TAY and will expand its services in the upcoming fiscal year. This fiscal year, the temporary shelter

program will be provided in a supportive housing environment where youth can be housed for up to 60 nights.

#### *Provider Network Training*

DMH has continued to provide the Recognize, Intervene, Support, Empower training program and has facilitated three trainings for DMH's home visitation team and staff at David and Margaret residential care center.

#### **DPH**

DPH's response is provided in ATTACHMENT 5 and is summarized as follows:

#### *Data Collection*

DPH is developing strategies to disaggregate demographic data for LGBTQ+ communities. An internal workgroup developed a set of proposed recommendations presented publicly during a webinar on May 29, 2019. DPH will share the feedback collected and continue to align their efforts across several departments to ensure cross-pollination, collaboration and coordination.

DPH plans to start a Data Advisory Council to ensure DPH data and reports are inclusive of all communities, reflect their unique experiences and incorporate accurate narratives and health equity lens.

#### *Training and Support*

DPH provided training to shelter workers and homelessness services providers regarding the needs of transgender and gender non-binary clients. These sessions were led by transgender persons with lived homelessness experience.

In addition, DPH developed criteria that demonstrated expertise in delivering services and offering therapeutic environments that are specific to LGBTQ+ communities to improve referrals for people seeking substance use disorder treatment through DPH's online Substance Use Disorder service provider directory.

DPH, in collaboration with the Iris Cantor-UCLA Women's Health Center and the LA County Lesbian and Bisexual Women's Health Center, held over 20 trainings to increase culturally responsible and appropriate health care services for lesbian and bisexual women.

DPH has also allocated resources to create a new LGBTQ+ Liaison position to strengthen organizational readiness and capacity to address health inequities that impact LGBTQ+ in LA County.

### *Community Engagement*

DPH aims to inform and involve communities in decisions that impact their lives by increasing their levels of community engagement to educate, consult and share decision-making through various community forums, media, social media and participation in select PRIDE events, supporting various agencies such as Connect to Protect LA, and working to reduce alcohol and other drug misuse in LGBTQ+ communities. Connect to Protect LA is a coalition that mobilizes communities to identify and address structural barriers that drive sexual health disparities for young people of color in LA County and other such community-organizations;

### *Service Delivery*

DPH is committed to ensuring our programs and services are inclusive of and culturally appropriate for LGBTQ+ communities. Efforts focused on LGBTQ+ youth include funding innovative HIV and STD prevention and treatment programs which are designed to be responsive to the needs of young transgender individuals as well as African-American and Latino men who have sex with men. In addition, DPH is establishing Student Well-Being Centers at 50 high schools to provide support services to all students, including a focus on reducing violence and bullying, and creating nurturing learning environments.

### **DHS**

DHS' response is provided in ATTACHMENT 6 and is summarized as follows:

#### *Hospitals*

*Most recently, all four acute care hospitals, LAC+USC Medical Center (LAC+USC MC), Olive View -UCLA Medical Center (OV-UCLA MC), Harbor UCLA Medical Center (H-UCLA MC) and Rancho Los Amigos Rehabilitation Center (RLARC) were recognized as healthcare organizations that embrace and adopt LGBTQ+-inclusive policies and practices. Facilities with HEI recognition identifies inclusivity to the LGBTQ+ patients and to the many LGBTQ+ employees who dedicate their careers to the County of Los Angeles.*

#### *Ambulatory Care Networks (ACN)*

*Within the Ambulatory Care Network, Juvenile Court Health Services (JCHS) now provides the opportunity for youth to self-identify and state how they prefer to be addressed. Throughout the ACN, facilities provide appropriate clothing and supportive housing referrals for LGBTQ+ youth, initiate appropriate referrals to the Adolescent Care and Transition (ACT) clinic at LAC+USC Medical Center and work with Violence Intervention Program (VIP) to initiate mental health services as needed. Additionally, an effort is underway in the ACN to establish teen clinics which will include transgender care.*

#### *Department-Wide*

*DHS has been working extensively at each facility and has established a DHS-wide specialized workgroup comprised of representatives from each facility, including Ambulatory Care Network (ACN) facilities to focus on the needs of LGBTQ+ patients, including youth. Additionally, data collection efforts have now been implemented at all facilities and are tracking sexual orientation/gender identification (SOGI) data for all primary care patients ages 12 and older. To date, more than 7,000 children and youth have been screened, which represents 38% of ages 12-17 and 73% of ages 18-24. This screening enables us to direct affirming LGBTQ+ services to self-identified youth.*

*DHS has made system-wide updates to the language on the banner in the electronic system, ORCHID, to include “parents” instead of “mother” and “father” when registering children. DHS is conducting ongoing staff trainings on cultural competency in providing LGBTQ+ affirming care and updating visitor policy to include same sex parents and partners and will update nondiscrimination policies to protect patients and their families from discrimination based on SOGI.*

#### *Pending Activities/Next Step*

*DHS continues to respond to the needs of the LGBTQ+ youth population in our community through the development and implementation of high-quality clinical care, the cultivation of an affirming environment in all DHS facilities, and through ongoing staff training in cultural competency around LGBTQ+ care. Future efforts include developing a transgender care plan for primary care providers, ongoing training for registration and patient financial services, developing a youth panel of transgender LGBTQ+ youth ages 13-18 to speak about their interactions with the healthcare system, creating LGBTQ+ champions for clinics and inpatient areas, and establishing referral process for patients seeking transgender services.*

## **Next Steps**

Our respective departments remain committed to addressing and meeting the needs of our LGBTQ+ youth through affirming practices and services that promote integrity, inclusivity, compassion and customer orientation.

Our collaborative next steps involve the continued focus on prioritizing and addressing the needs of our LGBTQ+ population and to continue to implement the recommendations set forth in the June 2018 update report.

We thank the Board for your support and commitment to our LGBTQ+ youth. We will continue to keep the Board apprised of our ongoing progress.

If you have any questions or need additional information, please contact Mr. Aldo Marin, DCFS Board Liaison at (213) 351-5530.



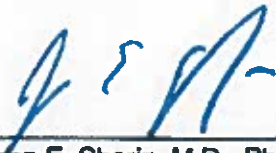
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Bobby D. Cagle, Director  
Department of Children and Family Services



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Terri L. McDonald, Chief Probation Officer  
Department of Probation



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Dr. Jonathan E. Sherin, M.D., Ph.D., Director  
Department of Mental Health



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Dr. Barbara Ferrer, Director  
Department of Public Health



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Christina R. Ghaly, Director  
Department of Health Services

Attachments (5)

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors

**ATTACHMENT II**

**Department of Children and Family  
Services (DCFS) Report**



County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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Fifth District

August 30, 2019

To: Supervisor Janice Hahn, Chair  
Supervisor Hilda Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Kathryn Barger

From: Bobby D. Cagle  
Director

**RESPONSE TO THE APRIL 30, 2019 BOARD MOTION (ITEM NO. 18) – ASSESSING PROGRESS AND CONTINUING SUPPORT FOR LGBTQ+ YOUTH**

On April 30 2019, the Board of Supervisors (Board) approved a Motion, authored by Supervisors Kuehl and Solis, directing the Departments of Children and Family Services (DCFS), Probation, Mental Health (DMH), Public Health (DPH) and Health Services (DHS) to report back in 90 days on the implementation of the June 25, 2018 Board Memo, *Supporting and Serving Lesbian, Gay, Bisexual, Transgender and Queer or Questioning Youth (LGBTQ+)*.

This report provides a summary of implementation progress, and specifically addresses the following directives in the Board Motion:

- Existing services, including outcomes and efficacy;
- LGBTQ+ specialized unit;
- Best practices and innovative models;
- Training;
- Existing data;
- Family finding and recruitment efforts; and
- Residential and housing programs.

In addition, this report provides a summary the following: 1) Current efforts led by the Department and the LGBTQ+ Steering Committee (Steering Committee), which includes a detailed status update, relevant timeframes, and next steps (Attachment A);

*"To Enrich Lives Through Effective and Caring Service"*



and 2) Identification of existing challenges and needed resources to address the needs of LGBTQ+ youth in child welfare.

### **Current Efforts**

#### *LGBTQ+ Steering Committee*

As previously mentioned in the June 25, 2018 report, DCFS formed a Steering Committee which consists of members from DCFS, Probation, DMH, DPH, DHS, Human Resources (DHR), County Counsel, the Children's Law Center, the Los Angeles LGBT Center and other community partners. The overall mission of the Steering Committee is to support and address the needs of LGBTQ+ youth in foster care. Through collaborative efforts, the Steering Committee works to ensure that LGBTQ+ foster youth in Los Angeles County receive services provided by practitioners who are trained, competent, and have expertise in risk/protective factors, the impact of anti-LGBTQ+ bias, and family rejection.

Over the past 18 months, the Steering Committee met on a monthly basis and made noteworthy progress by categorizing the June 2018 report recommendations into the following: 1) Programming and Services; 2) Policy, Guidelines and Best Practices; 3) Workforce Development; and 4) External Partner Relations. Given the need to establish data guidelines, a data subcommittee was formed and is currently co-led by DCFS and DPH to address the countywide efforts in collecting and tracking Sexual Orientation, Gender Identity and Expression (SOGIE) data. This subcommittee is working to gather the desired requirements for the collection of SOGIE data across the five County departments involved with the original Board Motion. Since this is a multi-departmental effort, this process is in the beginning stages.

In addition, other subcommittees were formed and regularly convene to discuss the recommendations related to the categories of Policy, Guidelines and Best Practices, and Workforce Development. The Policy, Guidelines and Best Practices subcommittee, which includes representatives from County Counsel and Children's Law Center, is currently drafting policies for LGBTQ+ youth, which includes content around; but not limited to, staff interaction with youth, linkage and access to LGBTQ+ affirming resources, services and referrals, and access to gender-affirming care. Prior to formulating these policies, DCFS will work with labor unions and external stakeholders. In the interim, DCFS released a For Your Information (FYI) directive on May 28, 2019, that provided instructions on when and how to document SOGIE data in the Child Welfare Services/Case Management System.

The Workforce Development subcommittee developed a plan to address integrating LGBTQ+ competency within the workplace and the implementation of these deliverables are underway. Specific time frames for the work plan will be established

once the LGBTQ+ Section of the Office of Equity (OOE) is onboarded, as directed in the May 21, 2019, Board Motion. The contract for the LGBTQ+ competency training is slated to begin in November 2019, after the execution of the contract and development of the curriculum. Since our initial report, there were two LGBTQ+ competency trainings delivered by the DCFS Training Section in July 2019 and four additional sessions were offered through the end of August 2019. As part of the state mandated core training for social workers, an LGBTQ+ competency component was added on February 1, 2017, for new hires, and approximately 800 social workers have completed the training.

### *Office of Equity*

On May 21, 2019, the Board directed DCFS to establish the OOE. The OOE will be responsible for providing centralized oversight, management and alignment of DCFS efforts around LGBTQ+, Eliminating Racial Disproportionality and Disparity (ERDD) and Women and Girls Initiative. In addition, the OOE will provide focused attention on improving services for marginalized and overrepresented populations; identifying opportunities to reduce implicit bias and increase cultural competency; affirming SOGIE and cultural equity; and developing recommendations and effective strategies to meet the needs of our underserved populations.

DCFS is in the initial stages of onboarding the Division Chief for the OOE, which is anticipated by September 2019, and identifying an LGBTQ+ consultant by December 2019, who will work closely together with the Deputy Director to establish and operationalize the LGBTQ+ Section. The LGBTQ+ Section will oversee the various efforts to improve outcomes for our LGBTQ+ youth. The OOE Division Chief will be responsible for overseeing and managing the full implementation of the previously noted recommendations and will work closely with the Steering Committee. The Department continues to be passionate about and invested in this work and is utilizing existing resources to ensure these efforts continue to move forward.

### *Recruitment and Family Finding*

The Resource Family Recruitment and Approval Division (RFRAD) continues to actively recruit and develop resource families to provide placement resources for children. Engaging the LGBTQ+ community, as well as ensuring that families receive appropriate training, is always at the forefront of the Department's recruitment efforts. These efforts include a variety of general and child specific recruitment activities, such as: informational orientations; resource fairs and community booths; targeted recruitment efforts in neighborhoods, communities and faith-based venues; Wednesday's Child with FOX 11 News; the Heart Gallery LA; and adoption matching fairs.

RFRAD hosted four events in May 2019 that focused on outreach to the LGBTQ+ community at various LGBTQ+ faith-based and community-based organizations, as well

as other affirming venues and organizations. In an effort to recruit LGBTQ+ families, DCFS collaborates with RaiseAChild and several foster family agencies, and participates in several outreach events annually. During these events, at least one LGBTQ+ family is included in the panel, which serves to address any questions families may have about becoming resource parents.

DCFS has also adopted a SOGIE inclusive Family Finding model. With the youth's consent and when pertinent, Family Finding staff will assess the level of support and acceptance that family members and Non-Related Extended Family Members can provide around a youth's SOGIE and their ability to foster ongoing stability for the youth. Family Finding staff can also provide referrals to support and advocacy groups, which caregivers are able to access to expand their knowledge of LGBTQ+ issues.

### **Identified Challenges and Needed Resources**

#### *Training*

Historically, social worker caseloads and workloads have impacted their ability to attend and actively participate in essential trainings. Since 2013, over 3,000 social workers were hired in an effort to reduce caseloads, which should ultimately allow for more training opportunities and support accountability in the workplace. Judicious and timely communication about training opportunities is essential in making staff aware of training offerings, requirements, and timelines for completion.

#### *Funding Resources*

The voice of LGBTQ+ youth, and youth in general, is imperative to this work, including the decision-making process and sustainability efforts. Youth participation on the Steering Committee and other committee-related activities has dwindled in the past year due to the inability to continue funding their participation through modest accommodations such as transportation, stipends, and light meals. On average, approximately 10 youth from various organizations and communities participated on the Steering Committee, and now, they are scantily represented, if at all. As such, DCFS contends that additional funding is needed and critical to ensuring that identified youth are afforded the opportunity to continue participating in ongoing Steering Committee meetings and other County efforts related to the development, implementation and sustainability of LGBTQ+ competent programs and services. These additional resources will cover expenses related to meetings, transportation and other costs associated with the youth's ongoing participation.

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August 30, 2019  
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### **Next Steps**

In collaboration with the Steering Committee members, DCFS will continue to work on implementing the recommendations to address the needs of LGBTQ+ youth while assessing and exploring the feasibility of effectively engaging youth in these efforts. Furthermore, DCFS will continue to develop effective strategies and practices that are affirming and sustainable in achieving the desired outcomes for the LGBTQ+ youth served by DCFS.

Thank you for your ongoing support and commitment to making certain that equity is attained for our LGBTQ+ youth. We are appreciative of this unique opportunity to collaborate with other County departments, youth and key stakeholders to improve the well-being and quality of care for this underserved population.

If you have any questions or need additional information, you may call me or your staff may contact Aldo Marin, Board Liaison, at (213) 351-5530.

BDC:BTN:CMM  
APP:AW

### **Attachment**

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors

**DEPARTMENT OF CHILDREN AND FAMILY SERVICES  
Implementation Design Workplan**

Directive #	Rec. #	Recommendation	Time Frame (short, mid, long term)	Sub-Committee	Status	Next Steps
1	1	Adopt written policies to prohibit anti-LGBTQ+ discrimination and harassment of youth, staff, and resource families	Short Term (0 to 6 months)	• Policy, Guideline and Best Practice	<ul style="list-style-type: none"> <li>• DCFS convened relevant county staff and subject-matter expert(s) to craft inclusive policies</li> <li>• Reviewed existing policies and best practices from other jurisdictions</li> <li>• Convened Policy, Guidelines and Best Practices workgroup, which includes representatives from other County Departments, County Counsel and Children's Law Center</li> </ul>	<ul style="list-style-type: none"> <li>• Craft, adopt, and disseminate written policies in compliance with: <ul style="list-style-type: none"> <li>- AB 458 (2003)</li> <li>- SB 1441 (2006)</li> <li>- SB 518 (2007)</li> <li>- AB 3015 (2008)</li> <li>- SB 543 (2010)</li> <li>- AB 1856 (2012)</li> <li>- SB 1172 (2012)</li> <li>- PREA (2012)</li> <li>- SB 731 (2015)</li> </ul> </li> <li>• Using the city of New York ACS as a model to craft policies for LGBTQ+ youth in the following areas: <ul style="list-style-type: none"> <li>- Physical violence</li> <li>- Verbal harassment</li> <li>- Imposition of personal beliefs</li> <li>- Denial of services on the basis of actual, perceived, or association with SOGIE</li> </ul> </li> </ul>
1	2	Adopt written policies or guidelines to effectively serve and provide affirming care to LGBTQ+ youth	Short Term (0 to 6 months)	• Policy, Guideline and Best Practice	<ul style="list-style-type: none"> <li>• See recommendation 1</li> <li>• Child Welfare Services/Caseload Management System (CWS/CMS) fields were updated to include Sexual Orientation, Gender Identity and Expression (SOGIE) for children, youth, parents and caregivers</li> <li>• California Department of Social Services (CDSS) issue an All County Letter (ACL) directing the documentation of SOGIE in CWS/CMS</li> <li>• DCFS issue an FYI directing that staff should document SOGIE data in CWS/CMS, if consent is given by the youth to document</li> </ul>	<ul style="list-style-type: none"> <li>Adopt policies related but not limited to: <ul style="list-style-type: none"> <li>• Staff interaction with youth</li> <li>• LGBTQ+ identities, language, and terminology</li> <li>• Confidentiality and disclosure</li> <li>• Use of preferred name and pronouns</li> <li>• Linkage and access to LGBTQ+ affirming resources, services (affirming health, mental health, and social-recreational programs) and referrals</li> <li>• Access to gender-affirming care</li> <li>• Ensuring visits with affirming adults, regardless of whether biological connection</li> <li>• Ensuring Gender Neutral Spaces (bathrooms, locker rooms &amp; Showers) are available in all County and agency contracted facilities</li> <li>• Update all DCFS forms to include all gender specific identifiers <ul style="list-style-type: none"> <li>• Once staffed, LGBTQ+ Section in the Office of Equity will continuously research the local and regional laws that may impact prospective LGBTQ+ families and to be an advocate for these families</li> </ul> </li> <li>• Provide court staff and judges a guide to increase the DCFS legal communities awareness of LGBTQ+ youth in care and the issues they face - provide tools for legal staff to aid their advocacy and decision-making on behalf of LGBTQ+ youth</li> <li>• Include photos of two-mom and two dad families as well as a range of single-parent families on our marketing material and on DCFS website</li> </ul> </li> </ul>

**DEPARTMENT OF CHILDREN AND FAMILY SERVICES  
Implementation Design Workplan**

Directive #	Rec. #	Recommendation	Time Frame (short, mid, long term)	Sub-Committee	Status	Next Steps
1	3a	Develop guidelines for Child and Family Team Multi-Disciplinary Team meeting around identifying and addressing the underlying needs of LGBTQ+ youth, advocating and affirming the child's SOGIE	Mid Term (7 to 12 months)	• Program and Services	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	<ul style="list-style-type: none"> <li>• Collaborate with DMH staff and subject-matter experts to develop guidelines and protocols embedded within policy and practice manuals</li> <li>• Consult county counsel for legal compliance</li> <li>• Craft, adopt, and disseminate</li> </ul>
1	3b	Staff engagement of LGBTQ+ subject matter experts and resources specifically for the LGBTQ+ community early on when SOGIE issues are presented	Mid Term (7 to 12 months)	• Program and Services	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	<ul style="list-style-type: none"> <li>• Monthly roundtables, brown bags, etc. at each regional office or within each SPA</li> <li>• A minimum of 2 local subject matter experts and/or resource providers identified within each SPA to aid and service</li> </ul>
1	3c	Staff engagement of LGBTQ+ subject matter experts, with consideration of counseling needs by LGBTQ+ competent providers	Mid Term (7 to 12 months)	• Program and Services	<ul style="list-style-type: none"> <li>• Attended the getREAL Convening in Washington DC. getREAL is an initiative of the Center for the Study of Social Policy and focuses specifically on child welfare systems, but also touches the homeless and juvenile justice systems. getREAL works closely on developing and identifying policies and practices that support LGBTQ and gender expansive youth involved in child welfare systems.</li> <li>• Completed Georgetown University's Center for Juvenile Justice Reform Supporting the Well-Being of System-Involved LGBTQ Youth Certificate Program. This program is designed to help juvenile justice, child welfare, and other system partners target and improve outcomes for at-risk LGBTQ youth. The program will focus on the particular challenges faced by LGBTQ youth in child-serving systems (including juvenile justice, child welfare, education and behavioral health) as well as strengths and protective factors common to the population, and will highlight effective policy and practice reforms that promote positive youth development and take a holistic approach to addressing their needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Specialized staff will join CFTs to work with youth and families in a strengths-based approach to engage youth, expand family connections, provide LGBTQ+ support, and education</li> <li>• Staff will develop a network of supportive adults that demonstrate awareness, support, and affirmation of the youth's SOGIE</li> <li>• Utilize CDSS' screening tool for assisting Transgender/Gender Non-Conforming (TGNC) minor and non-minor dependents in foster care to determine whether prospective providers are qualified and competent to provide gender-affirming care.</li> </ul>

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1	3d	Counseling needs by LGBTQ+ competent providers	Short Term (0 to 6 months)	• Program and Services	<ul style="list-style-type: none"> <li>• Will address when the LGBTQ+ Section in the Office of Equity is staffed</li> <li>• Dr. Alison Cerezo (Los Angeles County Lesbian, Bisexual and Queer Women's Health Collaborative) presented during DCFS' Family Preservation providers monthly roundtable meeting in June 2019 on, Caring for the Health of Lesbian, Bisexual and Queer Women 2019.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify and/or train appropriate providers from existing pool of DMH staff and subcontractors.</li> <li>• See recommendation 3c</li> </ul>
1	4	Identify community based organizations that can provide nurturing services (groups, peer support, medical services, therapy etc.) to LGBTQ+ children under their care.	Short Term (0 to 6 months)	• Program and Services	<ul style="list-style-type: none"> <li>• Regional Offices maintain community resource list for LGBTQ+ youth in their SPA</li> <li>• DCFS Family Preservation surveyed the FP agencies for services for the LGBTQ+ population.</li> </ul>	<ul style="list-style-type: none"> <li>• See recommendations 3a, 3b, and 3c</li> <li>• Identify Countywide community-based organizations resource list for LGBTQ+ youth</li> </ul>
1	5	Develop a link on both the DCFS intranet and internet site so that staff and LGBTQ+ youth can easily access information on the youth's rights in foster care, available services, resources, and relevant policies and procedures.	Short Term (0 to 6 months)	• Program and Services	<ul style="list-style-type: none"> <li>• Will address when the LGBTQ+ Section in the Office of Equity is staffed</li> </ul>	<ul style="list-style-type: none"> <li>• Develop link on both the DCFS intranet and internet site</li> </ul>
1	6	Maintain and update a community resource list for LGBTQ+ youth throughout the County	Short Term (0 to 6 months)	• Program and Services	<ul style="list-style-type: none"> <li>• Regional Offices maintain community resource list for LGBTQ+ youth in their SPA</li> <li>• Dr. Alison Cerezo (Los Angeles County Lesbian, Bisexual and Queer Women's Health Collaborative) presented during DCFS' Family Preservation providers monthly roundtable meeting in June 2019 on, Caring for the Health of Lesbian, Bisexual and Queer Women 2019.</li> <li>• DCFS Family Preservation surveyed the FP agencies for services for the LGBTQ+ population.</li> </ul>	<ul style="list-style-type: none"> <li>• See recommendations 3a, 3b, 3c and 4</li> <li>• Compile Countywide resource list for LGBTQ+ youth</li> </ul>
4	7	Conduct ongoing training and coaching for staff on LGBTQ+ related issues.	Short Term (0 to 6 months)	<ul style="list-style-type: none"> <li>• Program and Services</li> <li>• Workforce Development</li> </ul>	<ul style="list-style-type: none"> <li>• Trained 783 staff on LGBTQ+ related issues during Calendar Year 2018</li> <li>• Provided ongoing training on LGBTQ+ related issues to new CSW staff at the New Hire Academy</li> <li>• July 2019 had 2 sessions and August 2019 has 4 sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Develop 3 - 5 year capacity building plan inclusive of new and existing staff at all levels</li> <li>• Contract with external agencies to provide training and coaching to each level of staff, regardless of job function</li> <li>• Host Coaching Intensive Training on a quarterly basis</li> <li>• Host staff training monthly in each SPA and for each new academy cohort</li> <li>• Host supervisor trainings monthly in each SPA</li> <li>• Host as needed supplemental trainings</li> </ul>

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4	8	Create a link on both DCFS intranet and internet site so that staff, LGBTQ+ youth and caregivers can easily access information on the youth's rights in foster care, available services, resources, and relevant policies and procedures.	Short Term (0 to 6 months)	• Program and Services	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	• See recommendation 5
4	9	Develop a "Know Your Rights" LGBTQ+ brochure for foster youth, to be posted on the DCFS website and displayed in Regional Offices.	Short Term (0 to 6 months)	• Workforce Development	• Brochure has been developed	• Post "Know Your Rights brochure on DCFS intranet and internet • Display brochure in all regional offices
4	10	Display "Safe-Zone, Hate-Free Zone" signs, rainbow flags and/or pink triangles, and pictures that include LGBTQ people in Regional Offices.	Short Term (0 to 6 months)	• Workforce Development	• DCFS Executive team will review the safe space concept, for consideration of signage to be posted in all DCFS offices once final design is reviewed and approved. • CSWs will receive initial training on the safe space concept/signage.	• A rollout plan will be dependent on each office culture and should not precede training of all staff interacting directly with youth and families • Identification of consistent visual aids (posters, stickers, etc.) to be adopted by county • Identification of books, pamphlets, resources, etc. • Explore Safe Space signage at STRTP placements
4	11	Support for parents and caregivers, at Regional Offices	Short Term (0 to 6 months)	• Program and Services	• See recommendations 3b, 4, and 6 • Family Preservation agency, Starview held an LGBTQ+ resource fair at Compton office in July 2019	• See recommendations 3b, 4, and 6 • Using recommendation 28 as the standard for County RFP to ensure that all new/renewed contract have a proven track record of LGBTQ+ community involvement and/or deep understanding of community needs • Host monthly parent/caregiver support groups in at minimum English/Spanish



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7	12	Develop best practices to conduct family finding for LGBTQ+ youth	Mid Term (7 to 12 months)	<ul style="list-style-type: none"> <li>• Policy, Guideline and Best Practice</li> <li>• Program and Services</li> </ul>	<ul style="list-style-type: none"> <li>• Adopted a SOGIE inclusive family finding model that includes:</li> <li>• Youth's SOGIE is not discussed with caregiver without the consent of the youth and only when pertinent;</li> <li>• Family Finding staff assess the level of support and acceptance family members and Non Related Extended Family Members (NREFM) can provide around a youth's SOGIE and the level can foster ongoing stability for the youth;</li> <li>• Family finding staff can provide as needed referrals to support and advocacy groups which caregivers can access to assess in expanding their knowledge of LGBTQ+ issues; and</li> <li>• The needs of LGBTQ+ youth, as it pertains to family finding is a standing topic in mandatory SCSW and Regional meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Train ER, backend, and supervisory staff on a SOGIE inclusive Family Finding Model</li> <li>• Provide opportunities for Family Finding staff who lack experience working with the LGBTQ+ population to gain experience and cultural competence before conducting a family assessment or home study</li> <li>• Reach out to local LGBTQ+ community or advocacy centers, media and key LGBTQ+ leaders to establish partnerships</li> <li>• Ensure Family Finding staff are comfortable talking about diverse families and will make every effort to speak directly to and about the LGBTQ+ resource families who are part of the program</li> <li>• Involve LGBTQ+ youth in the family finding process, and when possible in accordance with their gender identity of the place that feels the safest and most comfortable for the youth</li> </ul>
7	13a	Develop a protocol for social workers to assess and determine if new and existing placements are LGBTQ+ affirming	Mid Term (7 to 12 months)	<ul style="list-style-type: none"> <li>• Policy, Guideline and Best Practice</li> <li>• Program and Services</li> <li>• Workforce Development</li> <li>• External Partner Relations</li> </ul>	<ul style="list-style-type: none"> <li>• Utilized CDSS SOGIE guidelines when assessing new and existing placements (RFHs, group homes, STRTPs, etc.)</li> <li>• Resource Family Support and Permanency Division (RFSPD) staff provide support to approved and licensed caregivers, including support issues with LGBTQ+ youth</li> </ul>	<ul style="list-style-type: none"> <li>• Will address when the LGBTQ+ Section in the Office of Equity is staffed</li> <li>• All perspective and existing caregivers will receive LGBTQ+ competency training.</li> <li>• See recommendations for 12</li> </ul>
7	13b	Develop a protocol for social workers to determine what resources and trainings are necessary to create a safe and inclusive placement for LGBTQ+ foster youth	Mid Term (7 to 12 months)	<ul style="list-style-type: none"> <li>• Policy, Guideline and Best Practice</li> <li>• Program and Services</li> <li>• Workforce Development</li> <li>• External Partner Relations</li> </ul>	<ul style="list-style-type: none"> <li>• Model protocol after CDSS (see recommendation 13a)</li> <li>• See recommendations 3a, 3b, 4, and 6</li> </ul>	<ul style="list-style-type: none"> <li>• Explore mandatory LGBTQ+ competency training for caregivers</li> <li>• Meet with Relative Support Service providers to explore providing support to relative caregivers with LGBTQ+ youth</li> <li>• Prepare key talking points or handouts about positive findings from research on children raised by LGBTQ+ affirming caregivers and/or LGBTQ+ parents</li> </ul>

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7	14a	Continue LGBTQ+ specific and inclusive family finding	Mid Term (7 to 12 months)	<ul style="list-style-type: none"> <li>• Policy, Guideline and Best Practice</li> <li>• Program and Services</li> <li>• Workforce Development</li> <li>• External Partner Relations</li> </ul>	• See recommendation 12	• See recommendation 12
7	14b	LGBTQ+ specific and inclusive recruitment	Mid Term (7 to 12 months)	<ul style="list-style-type: none"> <li>• Policy, Guideline and Best Practice</li> <li>• Program and Services</li> <li>• Workforce Development</li> <li>• External Partner Relations</li> </ul>	<ul style="list-style-type: none"> <li>• See recommendations 3c and 11</li> <li>• Worked with RaiseACHild to manage, produce and deliver up to five turnkey events at which DCFS will participate and recruit prospective resource for the LGBTQ+ community</li> </ul>	<ul style="list-style-type: none"> <li>• Each Office/SPA will have at minimum, a monthly group/space where LGBTQ+ youth can socialize and get support to learn about their rights, perform better in school, address health needs, etc.</li> <li>• Identify agencies within each SPA to develop and host these groups</li> <li>• Recruit LGBTQ+ affirming resource families</li> <li>• Target recruitment within the LGBTQ+ community; host a recruitment activity at a local LGBTQ+ venue or event that is LGBTQ-friendly</li> <li>• Ask current LGBTQ+ resource families to speak at events and to network in their own communities.</li> <li>Word of mouth</li> <li>• Engage faith-based communities that are welcoming and affirming as resource family options</li> </ul>
7	14c	LGBTQ+ specific and inclusive supportive services	Mid Term (7 to 12 months)	<ul style="list-style-type: none"> <li>• Policy, Guideline and Best Practice</li> <li>• Program and Services</li> <li>• Workforce Development</li> <li>• External Partner Relations</li> </ul>	<ul style="list-style-type: none"> <li>• See recommendation 14</li> <li>• Will address when the LGBTQ+ Section in the Office of Equity is staffed.</li> </ul>	<ul style="list-style-type: none"> <li>• See recommendation 14b</li> <li>• Explore LGBTQ+ camperships for LGBTQ+ youth and families</li> <li>• Explore DCFS booth/participation and provisions in LGBTQ+ Pride Celebrations throughout LA County each year</li> </ul>
8	15	Provide preventive, harm-reduction, and early intervention services critical to preventing LGBTQ+ youth from becoming homeless	Long Term (1 year +)	• Program and Services	<ul style="list-style-type: none"> <li>• Adopted a SOGIE inclusive family finding model (see recommendation 12)</li> <li>• See recommendation 3c</li> </ul>	• Will address when the LGBTQ+ Section in the Office of Equity is staffed
1	16a	Develop programs to work with families or caregivers who do not affirm their child's SOGIE and provide education and counseling programs to reduce caregiver rejection.	Long Term (1 year +)	• Program and Services	• See recommendation 3c	<ul style="list-style-type: none"> <li>• Explore implementation of programs such as Family Acceptance Project</li> <li>• Explore the use of Parents in Partnership (PIPs)</li> <li>• Each SPA to have at minimum a monthly group for parents, relative, friends of LGBTQ+ youth served by DCFS.</li> </ul>
1	16b	Partner with existing programs to work with families or caregivers who do not affirm their child's SOGIE and provide education and counseling programs to reduce caregiver rejection.	Long Term (1 year +)	• Program and Services	• See recommendation 3c	• See recommendation 3c

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2	17	Develop a tracking mechanism for self-identified LGBTQ+ youth to better support youth, inform policy and program development, and improve long-term outcomes.	Short Term (0 to 6 months)	• Policy, Guideline and Best Practice	• Issued an FYI reminding staff to document SOGIE information in CWS/CMS • CWS/CMS has ability to capture.	• Up-date pertinent policies to issue guidance and for SOGIE documentation in CWS/CMS • CDSS ACL No. 19-20 documenting SOGIE in CWS.CMS dated 3/13/2019 • Explore with State on making SOGIE field in CWS/CMS mandatory
4	18	Engage with community partners, including health and mental health providers, underserved communities, and school districts, to urge staff to develop LGBTQ+ competencies and preparedness to serve this population, including but not limited to, appropriate training and services.	Long Term (1 year +)	• Policy, Guideline and Best Practice • External Partner Relations	• Implemented LGBTQ+ Steering Committee which includes representation from community partners, other county departments and Children's Law Center (minor's attorneys) • Participated in monthly DMH LGBTQI2-S UsCC Committee meetings (Underserved Cultural Committee Subcommittee)	• Identify trainings and coaching models for respective departments to better understand LGBTQ+ child welfare needs and integrate into role and practice • Work with Program Managers on which contracted agencies are LGBTQ+ affirming • Establish working relationship with LAUSD Student Health and Human Services Human Relations , Diversity and Equity Division.
5	19a	Increase access to training and coaching throughout the calendar year to prepare and support <u>parents/caregivers</u> to meet the needs of LGBTQ+ youth.	Short Term (0 to 6 months)	• Workforce Development	• See recommendation 7	• See recommendation 7 • See recommendation 16a
5	19b	Increase access to training and coaching throughout the calendar year to prepare and support <u>the workforce</u> to meet the needs of LGBTQ+ youth.	Short Term (0 to 6 months)	• Workforce Development	• See recommendation 7	• See recommendation 7
5	19c	Hold cross-departmental trainings to include agencies that work with the LGBTQ+ population	Mid Term (7 to 12 months)	• Workforce Development	• See recommendation 18	• Identify specific content-area • Identify new or existing funding streams to fund joint trainings
5	20	Develop partnerships with resource families and community partners: work with Regional Offices to host semi-annual Learning Circles with their respective community partners, resource families, and other critical stakeholders to discuss issues, challenges, and emerging best practices that best support the needs of the LGBTQ+ children and youth.	Long Term (1 year +)	• Policy, Guideline and Best Practice	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	• Host separate learning circles on 2-3 times a year in each SPA for contracted providers, community partners/external stakeholders, and resource families • Create clear mechanism for attendees to be able to receive information and submit feedback in and out of meeting spaces • Develop goals and outcomes for each of the learning circles, including how feedback will be utilized • Create meeting structure and leadership structure • Invite providers to Regional office's Learning Circle

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5	21	Train champions in each Regional Office in becoming subject matter experts on best practices for working with LGBTQ+ children and youth	Short Term (0 to 6 months)	<ul style="list-style-type: none"> <li>• Program and Services</li> <li>• Workforce Development</li> </ul>	• See recommendation 7	<ul style="list-style-type: none"> <li>• Create criterion for champions (i.e. self-select or is there a process)</li> <li>• Recruit at least 2 champions from each office (ideally 1 in leadership and 1 line staff)</li> <li>• Train each champion on TCI model</li> <li>• Provide monthly champion coaching sessions</li> </ul>
6	22	Collect demographic SOGIE data for all youth across the lifespan and across all demographic variations	Short Term (0 to 6 months)	<ul style="list-style-type: none"> <li>• Policy, Guideline and Best Practice</li> <li>• Workforce Development</li> </ul>	• See recommendation 17	• See recommendation 17
7	23	Explore the feasibility of updating the Foster Care Search Engine to better identify LGBTQ+ affirming resource families	Short Term (0 to 6 months)	<ul style="list-style-type: none"> <li>• Policy, Guideline and Best Practice</li> <li>• Program and Services</li> <li>• Workforce Development</li> </ul>	• Foster Care Search Engine identifies families that are a resource to LGBTQ+ youth	• Work with DCFS' Resource Family Support and Permanency Division (RFSPD) and Out-of-Home-Care to better identify LGBTQ+ affirming resource families.
8	24	Ensure that placements are LGBTQ+ affirming to prevent homelessness. Youth will be less likely to run away from hostile and/or unsafe placements or be forced to leave their current placement at the request of rejecting caregivers and family.	Long Term (1 year +)	<ul style="list-style-type: none"> <li>• Policy, Guideline and Best Practice</li> </ul>	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	<ul style="list-style-type: none"> <li>• See recommendation 3a</li> <li>- See recommendation 12</li> <li>- See recommendation 13a</li> <li>• See recommendation 23</li> </ul>
1	25	Partner with agencies to provide youth, parents, and resource families with LGBTQ+ specific services and programs	Mid Term (7 to 12 months)	<ul style="list-style-type: none"> <li>• Policy, Guideline and Best Practice</li> </ul>	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	• See recommendation 3a
1	26a	In order to improve existing programs, County RFPs should support innovative community based efforts	Long Term (1 year +)	<ul style="list-style-type: none"> <li>• Program and Services</li> </ul>	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	• See recommendation 3a
1	26b	Require providers that claim to work with LGBTQ+ communities to provide a historical record of such work with said population, in addition to documentation of internal policies and procedures that are inclusive of, and designed specifically for LGBTQ+ communities	Long Term (1 year +)	<ul style="list-style-type: none"> <li>• Program and Services</li> </ul>	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	<ul style="list-style-type: none"> <li>• Create standard expectation for reporting historical and existing efforts in the LGBTQ+ communities</li> <li>• Create standardized RFP language that includes SOGIE, to ensure providers meet minimum requirements</li> <li>• Work with DCFS contracting to include this deliverable in all new contracts.</li> </ul>

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2	27	Hire a consultant to conduct a Preparedness Scan to supplement the internal efforts described above and build on the 2017 LGBTQ+ Youth Preparedness Scan. The scan should include youth and contract providers such as foster family agencies, STRTPs, housing, health providers, job preparedness organizations, and education support.	Long Term (1 year +)	<ul style="list-style-type: none"> <li>Program and Services</li> <li>External Partner Relations</li> </ul>	<ul style="list-style-type: none"> <li>Will address when the LGBTQ+ Section in the Office of Equity is staffed</li> </ul>	<ul style="list-style-type: none"> <li>Explore hiring a consultant to supplement the internal efforts described in the 2017 LGBTQ+ Youth Preparedness Scan.</li> </ul>
2	28	Explore the possibility of requiring new contracts to include training, coaching, and technical assistance, as well as LGBTQ+ competency	Long Term (1 year +)	<ul style="list-style-type: none"> <li>Program and Services</li> </ul>	<ul style="list-style-type: none"> <li>Will address when the LGBTQ+ Section in the Office of Equity is staffed</li> </ul>	<ul style="list-style-type: none"> <li>Explore the feasibility of requiring new contracts to include LGBTQ+ competency.</li> </ul>
3	29a	Modeled after the Administration for Children's Services in New York City, DCFS should hire a consultant with experience designing LGBTQ+ programs for large, diverse child welfare agencies to establish an LGBTQ+ Specialized Unit. This unit would work with LGBTQ+ Champions in each Regional Office, as well as the DCFS University Training Section	Mid Term (7 to 12 months)	<ul style="list-style-type: none"> <li>Policy, Guideline and Best Practice</li> <li>Workforce Development</li> </ul>	<ul style="list-style-type: none"> <li>On May 21, 2019, the Board of Supervisors directed DCFS to establish an Office of Equity</li> <li>Will address when the LGBTQ+ Section in the Office of Equity is staffed</li> </ul>	<ul style="list-style-type: none"> <li>Contract with a consultant with experience designing LGBTQ+ programs for large, diverse child welfare agencies</li> <li>Identify a Division Chief for the Office of Equity</li> </ul>
3	29b	Training in LGBTQ+ competencies that includes partnership with minor's counsel	Short Term (0 to 6 months)	<ul style="list-style-type: none"> <li>Program and Services</li> <li>External Partner Relations</li> </ul>	<ul style="list-style-type: none"> <li>CLC to provide input on model</li> </ul>	<ul style="list-style-type: none"> <li>See recommendations 3c and 18</li> </ul>
3	29c	Partner with community stakeholders to develop LGBTQ+ specific child welfare programs. Potential programs could include a peer youth program or broadening the existing Cultural Brokers program to include LGBTQ+	Long Term (1 year +)	<ul style="list-style-type: none"> <li>Program and Services</li> <li>External Partner Relations</li> </ul>	<ul style="list-style-type: none"> <li>See recommendations 3c, 14c, 20</li> </ul>	<ul style="list-style-type: none"> <li>See recommendations 3c, 14c, 20</li> </ul>
3	29d	Ombudsperson who will hear and respond to complaints from youth of harassment and/or discrimination on the basis of actual, perceived, or association with SOGIE	Long Term (1 year +)	<ul style="list-style-type: none"> <li>Workforce Development</li> </ul>	<ul style="list-style-type: none"> <li>Will address when the LGBTQ+ Section in the Office of Equity is staffed</li> </ul>	<ul style="list-style-type: none"> <li>Will address when the LGBTQ+ Section in the Office of Equity is staffed</li> </ul>
3	30	Explore the expansion of existing DCFS model programs, Parents in Partnership (PIP), and Cultural Brokers to support LGBTQ+ youth and their caregivers.	Long Term (1 year +)	<ul style="list-style-type: none"> <li>Program and Services</li> </ul>	<ul style="list-style-type: none"> <li>See recommendation 3c</li> </ul>	<ul style="list-style-type: none"> <li>See recommendation 3c</li> </ul>

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6	31a	Integrate questions about a youth's SOGIE and discriminatory experiences into existing demographic data collection, intake, service planning, and case review processes	Long Term (1 year +)	• Policy, Guideline and Best Practice	• Fields were added to include SOGIE in CWS/CMS in April 2018 • See recommendation 17	• Add preferred name and pronouns information to the DCFS 709 • Update ALL DCFS Forms, applications, and documentation used in administering child welfare services • Review all SOGIE Identifiers, including demographic sections of applications and forms
6	31b	Request the federal government to include fields for SOGIE data in its National Youth in Transition Database (NYTD), which collects information on transitional age youth as it relates to their short-term and long-term outcomes	Long Term (1 year +)	• Policy, Guideline and Best Practice	• Federal government is exploring whether to mandate the collection of SOGIE data in Federal databases. Feds have stated that including SOGIE data would create a negative fiscal impact on jurisdiction to implement and probably will not include SOGIE data in federal database.	• Will address when the LGBTQ+ Section in the Office of Equity is staffed
6	32a	Request CDSS to expand information collected in the CWS/CMS demographic section to ensure a consistent method for identifying LGBTQ+ youth.	Long Term (1 year +)	• Policy, Guideline and Best Practice	• See recommendation 31a	• Will address when the LGBTQ+ Section in the Office of Equity is staffed
6	32b	Expand available options for the placement profile options in CWS/CMS, specifically related to the code "Population Served Type."	Long Term (1 year +)	• Policy, Guideline and Best Practice	• Already included in CWS/CMS	• Work with DCFS Contract's Division, Out-of-Home Care, and RFSPD to ensure placements are accepting youth whose criteria match what was committed in their contract
6	33	Update the gender category for clients to include transgender status.	Long Term (1 year +)	• Policy, Guideline and Best Practice	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	• Will address when the LGBTQ+ Section in the Office of Equity is staffed
6	34	Collect preferred name and preferred pronoun information.	Long Term (1 year +)	• Policy, Guideline and Best Practice	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	• Work with CDSS to include a field in CWS/CMS for youth's preferred name and pronoun.

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Implementation Design Workplan**

Directive #	Rec. #	Recommendation	Time Frame (short, mid, long term)	Sub-Committee	Status	Next Steps
8	35	Through statewide coordination and real investments in proven models of care, DCFS will reach out to homeless agency partners to...	Long Term (1 year +)	• Policy, Guideline and Best Practice	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	<ul style="list-style-type: none"> <li>• Allocate additional funding for shelter beds and affordable housing units for homeless foster youth.</li> <li>• Increase funding to the Transitional Housing Placement-Plus Foster Care (THP+FC) Program, since more youth have elected to stay in extended foster care AB 12.</li> <li>• Increase the per shelter bed rate funding allocation for the Transitional Housing Placement Program (THPP) to attract more providers.</li> <li>• Supplement the THP-Plus housing program (Chafee funding) with other funds to increase the number of shelter beds for emancipated youth.</li> <li>• Allocate more Measure H dollars for additional rental subsidies and housing programs targeted directly toward Transition Age Youth.</li> <li>• Work with the Los Angeles Homeless Services Authority (LAHSA) to restructure the ILP to permanently increase the funding to fee for service and decrease the number of shelter beds in the program in order to attract more housing contract providers to the program.</li> </ul>
8	36a	Monitor and evaluate STRTPs. LGBTQ+ youth are overrepresented in higher levels of care due to systemic anti-LGBTQ+ bias, service provision based on negative stereotypes, and lack of affirming placements.	Long Term (1 year +)	• Policy, Guideline and Best Practice	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	• See recommendations 3c and 18
8	36b	Explore opportunities to create an LGBTQ+ supportive housing model in Los Angeles County, similar to the one established in Wisconsin.	Long Term (1 year +)	• Policy, Guideline and Best Practice	• Will address when the LGBTQ+ Section in the Office of Equity is staffed	<ul style="list-style-type: none"> <li>• Ensure legal parameters are adhered to</li> <li>• Consult LAHSA</li> <li>• See recommendations 12, 13a, 13b, 15, 24, 26a, 35, and 36b</li> </ul>

# **ATTACHMENT III**

## **Probation Department Report**





# COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242  
(562) 940-2501



**TERRI L. McDONALD**  
Chief Probation Officer

August 28, 2019

TO: Supervisor Janice Hahn, Chair  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Kathryn Barger

FROM: Terri L. McDonald  
Chief Probation Officer

SUBJECT: **90-DAY REPORT BACK: ASSESSING PROGRESS AND CONTINUING SUPPORT FOR LGBTQ+ YOUTH (ITEM NO. 18, AGENDA OF APRIL 30, 2019)**

On April 30, 2019, on motion of Supervisors Kuehl and Solis, the Board of Supervisors (Board) instructed the Chief Probation Officer, to report back to the Board in 90 days on the implementation of the recommendations in the June 2018 report entitled, "LA County Departments: Supporting and Serving LGBTQ+ Foster Youth," including any challenges and needed resources to successfully implement all recommendations.

## **EXECUTIVE SUMMARY**

Since the submission of the June 2018 report, the Probation Department has made significant progress focused on serving and supporting our LGBTQ+ youth populations. A variety of projects are underway to properly develop, implement, and support strategies for increasing our LGBTQ+ training and programming, which has allowed the Department to achieve various milestones, including:

- Contracted with national Sexual Orientation, Gender Identity, and Gender Expression (SOGIE) experts, Ceres Policy Research, to help review, revise, develop and train on SOGIE data capture and the Department's overall support of LGBTQ+ youthful populations;
- Sent staff to Georgetown Center for Juvenile Justice Reform to complete the *Supporting the Well-Being of System-Involved LGBTQ Youth Certificate*

*Program*, to develop internal departmental experts to help advise the progress of LGBTQ+ implementation strategies to serve and support LGBTQ+ youth;

- Developed and issued Departmental policy, Directive 1418: *Juvenile – Supervision of Lesbian, Gay, Bisexual, Transgender, Questioning and Intersex Youth in Institutional Settings (Juvenile Halls and Camps)*;
- Received technical and training assistance from the Office of Juvenile Justice and Delinquency Prevention (OJJDP) to help develop departmental trainings for staff that work with LGBTQ+ youth in the juvenile justice system; and
- Worked with the Center for Health Justice (CHJ)<sup>1</sup> to expand programming opportunities across our juvenile facilities.
- Implemented a new policy in training program in the juvenile halls designed to help staff identify and refer for services young people who have been victims of human sex trafficking. This policy and training assists with identifying LGBTQ CSEC youth.
- Made a concerted effort to encourage our LGBTQ staff and supporters of LGBTQ staff to celebrate Pride month, by marching as a department in the Pride Parade. Nearly 50 employees walked together, an increase from 6 the previous year.

The Department continues to work with community and County partners to develop new and/or increased current programming to serve and support the LGBTQ+ youth populations. These partners have also been instrumental in identifying the ongoing needs and trainings that are necessary to ensure that our staff are also provided with the appropriate tools to professionally engage and interact with LGBTQ+ youth daily.

The following provides the implementation status of each Probation-related recommendation, as included in the June 2018 report, and the challenges to successfully implement the recommendations. As noted below, no additional resources are necessary at this time for the implementation of these recommendations.

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<sup>1</sup> The Center for Health Justice is a non-profit organization dedicated to serving individuals with a history of incarceration and provides health, education and supportive services that act as a bridge to a healthier, more productive life.

## **I. RECOMMENDATIONS AND IMPLEMENTATION STATUS**

**Recommendation 1: Probation would explore the feasibility of establishing a unit that focuses on the needs of the LGBTQ+ community from a strategic and operational perspective.**

### Progress

The Department is implementing multiple programming efforts including Prison Rape Elimination Act, Youth In Custody Practices Model and the LA Model that will address the needs of all our youth, including LGBTQ+ youth populations. The Department remains confident that with the implementation of these programs and various practices, we can support our LGBTQ+ populations while detained, and/or as youth transition back into their respective communities without the need for any additional specialized units as called for in the recommendation.

As part of the Department's comprehensive reform of its facilities and addressing the programmatic needs of all youth in custody, including the LGBTQ+ youth populations, the Department has developed a strategic long-term implementation plan that utilizes the principles of the LA Model and best practices identified in the Youth in Custody Practice Model (YICPM). These models will guide the paradigm shift in juvenile facilities from a custodial focus to a more supportive, safe, and therapeutic environment for all.

Incorporated in this strategy will be the increased presence and participation of mental health staff, additional Probation staffing, and increased training and programming that not only support the therapeutic trauma-informed milieus, but are also tailored to the needs of the youth we serve. A crucial element of this reform encompasses the bolstering of each juvenile facilities Behavior Management Programs (BMP) that is responsible for each facility's programming needs and the services that are necessary for the populations they serve. At the facility level, BMP has the ability to respond more efficiently and effectivity to the needs of LGBTQ+ youth as they enter and/or transition from facility to facility. The BMP will have the support of departmental subject matter experts and oversight will be established as the reform implementation progresses.

### Challenges

To date, there have been no challenges with the progress of these efforts.

### Resources Needed

To date, no additional resources are needed to support these efforts but the department is finalizing a review for consideration of establishing a specialized Equity Unit that will target specialized populations in detention, including LGBTQ+ youth.

**Recommendation 2: CHJ has provided Probation with an LGBTQ+ advocate who provides one-on-one support to self-identified LGBTQ+ youth, a LGBTQ+ support group, as well as linking them to LGBTQ+ services in the community. They will be expanding the program to include more LGBTQ+ advocates to Los Padrinos Juvenile Hall,<sup>2</sup> Barry J. Nidorf Juvenile Hall and the Residential Treatment Services Bureau (RTSB), as appropriate.**

### Progress

The Department and CHJ continue to provide the following youth programs which offer one-on-one support to self-identified LGBTQ+ youth, at Central Juvenile Hall (CJH):

- **Growth and Wellness Innovation Project (GWIP)** – This program provides a holistic approach to well-being and is centered on the understanding that young men of color are at a significantly higher risk of HIV and sexually transmitted infections. GWIP's intervention is provided for LGBTQ+ youth of color in Central Juvenile Hall and/or upon release.
- **Self-Discovery in Motion (SDIM)** – This program offers group counseling to process life experiences in service of greater self-understanding, awareness, and insight. Self-exploration and emotional processing are important steps in changing behavioral patterns influenced by traumatic events. Participants can strengthen their sense of self, move towards a positive identity, enhance tolerance of uncomfortable emotional states, and foster hope for the future.

The Department is also working with CHJ to expand programming opportunities across its juvenile facilities. The two new sites identified to receive these services are Barry J. Nidorf Juvenile Hall (BJNJH) and Camp Joseph Scott. CHJ has indicated that they have funding available to provide programming for populations, ages 13-29, which would fit into the programming needs of the Department. We anticipate that CHJ will pilot its initial programming at BJNJH beginning in September 2019.

In addition, CJH and BJNJH LGBTQ+ youth advocates provide a support group program that includes discussion on health education, harm reduction, LGBTQ+ history and culture, policy, family navigation, and self-care. This program allows youth to experience peer-to-peer engagement as well as a link to services upon release. There is no set curriculum as it is responsive to the needs of the youth. Currently, there are 17 youth participants, reflecting an all-time high at CJH since program inception. Advocates have also made themselves available to work with LGBTQ+ youth in the juvenile camps on a one-on-one basis upon referral.

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<sup>2</sup> The closure of Los Padrinos Juvenile Hall is effective July 31, 2019.

### Challenges

Referrals for this program at BJNJH have been minimal, resulting in the temporary suspension of the support group program at this site. Consequently, in an effort to increase participant referrals at BJNJH, the Department is working with the program coordinators to formalize a referral document and tracking process. Once completed, the Department will work with its stakeholders and partners to facilitate an increase in referrals and reinstate the program at BJNJH.

### Resources Needed

To date, no additional resources are needed to support these efforts.

**Recommendation 3: RISE Care Coordination Team (CCT): Probation is considering the creation of the RISE CCT program which would provide services to increase support and acceptance in biological, extended and foster families with LGBTQ+ and gender non-conforming youth. The program also promotes self-esteem and aims to achieve and sustain permanency with relatives, adoptive, and chosen families. CCTs also provide culturally competent workforce education.**

### Progress

The Department continues to have ongoing dialogue with the RISE Program on collaborative efforts to design a program that would provide youth, pending reentry, and their families the support and services upon release. This program would directly link LGBTQ+ youth and families to the RISE CCT program, which can provide direct services within the youth's communities.

### Challenges

To date, there have been no challenges with the progress of these efforts.

### Resources Needed

To date, no additional resources are needed to support these efforts.

**Recommendation 4: LifeWorks: Probation is also exploring the possibility of introducing a youth development and mentoring program to LGBTQ+ youth through age 24. The goal is to assist youth in achieving short- or long-term goals with the assistance of affirming role models and innovative workshops.**

#### Progress

The Department continues to collaborate with the LGBT Center of Los Angeles to better assess its needs to ensure that it can develop and/or provide the best services to the LGBTQ+ youth within the juvenile facilities. The implementation of the LifeWorks program, or similar programming, continues to be a priority for the Department as part of the strategic long-term implementation plan that utilizes the principles of the LA Model and best practices identified in the YICPM. The Department is also cultivating a network of volunteers through its Volunteers In-Service to Others (VISTO) program that can provide the support to the LGBTQ+ youth populations through mentoring type programming.

#### Challenges

The Department has experienced challenges with identifying possible volunteers for mentoring services. However, the Department is working with the LGBT Center of Los Angeles and other community agencies to identify potential volunteers that have the ability to provide the mentoring support to the LGBTQ+ youth populations. As volunteers are identified, the Department will work with the LGBT Center of Los Angeles and other community partners to address the feasibility of providing them with ongoing training and support.

#### Resources Needed

To date, no additional resources are needed to support these efforts.

**Recommendation 5: Coordinated Data Collection: A coordinated approach across County departments could strengthen SOGIE data collection and increase sample sizes for County-administered surveys. DPH recommends that a core set of standardized questions be developed to ascertain SOGIE across Departments and allow for aggregation and comparison of data. In addition, it would be important to implement countywide training on maintaining a secure and welcoming environment for youth to comfortably disclose self-reported data.**

#### Progress

As a result of the June 2018 Board motion, the LA LGBTQ+ Committee was formed, consisting of Probation, DMH, DHS, DPH, DCFS and the Liberty Hill Foundation, which have met monthly to determine how to best meet the needs of LGBTQ+ at a multi-

agency level. The Committee formed sub-committees to address policy, data collection, and workforce development. The Data subcommittee is focusing on:

- Assisting in developing metrics for the Steering Committee and other subcommittees;
- Assessing/scanning where and how SOGIE data is being collected;
- Developing recommendations for standardizing data collection and disaggregation methodology, e.g., how questions are asked, terminology used, appropriate language translation, aggregation on the backend for reporting purposes, etc.;
- Ensuring data is collected on SOGIE and use the data collected to inform best practices and program development;
- Developing research guidelines to ensure the ethical collection of survey data from participants, including the scope of mandatory reporting;
- Developing a means to track data on youth being serviced from other counties; and
- The group is also assessing/scanning where and how SOGIE data is being collected in their respective departments as the subcommittee's first step.

As previously indicated, the Department has contracted with Ceres Policy Research to provide technical and training assistance in data collection and data analysis on race and SOGIE data. Ceres is currently working with justice systems across the country to collect SOGIE data. Ceres will then conduct a data analysis that provides information that will be used to improve outcomes for youth.

Probation will be invited to participate in a national convening with other sites collecting SOGIE data to develop peer-to-peer relationships as they continue this work. The Department will receive a final report with initiative findings as well as practice guides on how to collect SOGIE data, how to protect SOGIE data, and best practices for developing programs across the gender spectrum.

### Challenges

A common challenge that is being addressed is the unification of both verbiage across the Departments, training staff on how to respectfully collect data and standardizing the elements necessary to capture SOGIE data. The Department remains committed to working with partner agencies and LGBTQ+ experts to develop a common method in which to both capture and communicate SOGIE data within the County.

### Resources Needed

To date, no additional resources are needed to support these efforts.

**Recommendation 6: Countywide Policy and Training: A countywide staff development series on cultural humility and LGBTQ+ equity/awareness for all staff which includes skill building and real-life scenarios, should be offered for staff directly serving youth. In addition, the Chief Executive Office should consider updating existing county policies to prohibit LGBTQ+ discrimination and harassment of youth and staff.**

### Progress

The Department continues to collaborate with County partners in workgroups to develop policies and curriculums and continues to facilitate countywide training efforts, by providing space and resources to conduct trainings related to cultural humility and LGBTQ+ equity/awareness.

In October 2018, two staff were sent to the *Supporting the Well-Being of System-Involved LGBTQ Youth Certificate Program* at the Georgetown Center for Juvenile Justice Reform. Experts throughout the country participated in training staff on implementing policy, including training development for LGBTQ+ cultural competency, as well as, giving a general overview of policy development for LGBTQ+ youth in custody. This will further aid the Department in our endeavors to meet the specialized needs and services of LGBTQ+ under our care.

The Department issued Directive 1418: *Juvenile – Supervision of Lesbian, Gay, Bisexual, Transgender, Questioning and Intersex Youth in Institutional Settings (Juvenile Halls and Camps)* on October 25, 2018. This Directive serves as a guideline for practices intended to foster and maintain a system free from organizational and personal biases, both intentional and unintentional, and to support operational practices that respect the dignity of LGBTQ+ youth, while recognizing and addressing the individual needs of all detained youth.

The Department has also initiated the implementation of a training strategy that focuses and/or incorporates working with the youthful LGBTQ+ populations. This training strategy includes trainings developed to comply with the Federal PREA Standards, assist in the capture of SOGIE Data, and ensuring that LGBTQ+ youth have the ability to reside in juvenile institutions free from discrimination.

- The County entered into a contract with Just Detention International, Inc. (JDI) in August 2018, to assist the Department in its implementation of the PREA Standards. These standards mandate protections for youth in a confinement setting against the risk of sexual violence and/or sexual harassment. Identified in these standards is the substantial risk towards vulnerable populations such as those in the LGBTQ+ population. PREA training curriculums include the key component of “How to communicate effectively and professionally with residents, including lesbian, gay, bisexual, transgender, intersex, or gender nonconforming



residents.” As of April 2019, all juvenile facility staff have begun the initial PREA course including JCHS personnel. JDI has provided a training for trainer’s course to the Los Angeles County Office of Education in July 2018, so that they may begin providing the initial PREA course to their staff.

- The Department contacted the Office of Juvenile Justice and Delinquency Prevention (OJJDP) in August 2018, to request technical and training assistance regarding LGBTQ+ youth in the juvenile justice system. OJJDP National Training and Technical Assistance Center (NTTAC) granted the request and provided assistance through the Center for Coordinated Assistance to States (CCAS). The Department was then able to certify a training for trainer’s curriculum through the Board of State and Community Corrections entitled “*Ensuring the Safety, Permanency, and Well-being of Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ+) Youth in Care of Child Welfare and Juvenile Justice Systems*”. The course provided the LGBTQ+ Training Development Workgroup with the resources necessary to develop a comprehensive training strategy to create and disseminate a sustainable LGBTQ+ curriculum for the Department. The course was held during April 2019 for 16 members of the LGBTQ+ Training Development Workgroup. These trainings follow the same training strategy as the PREA implementation plan. The trainings and educations will be tailored and be provided to departmental staff, partner agencies, volunteers, contractors, parents/guardians, and youth.
- In collaboration with Ceres Policy Research, training curriculums are being developed to assist staff within the Department to properly collect SOGIE data. An important component of these trainings is training staff to effectively and professionally communicate with all youth, with a focus on LGBTQ+ youth populations. The Department plans to begin these trainings by the spring of 2020.
- Additionally, a multi-department effort has begun with the LGBT Center to determine how the LGBT Center could assist the Departments in a standardized manner. It was determined staff training could be an area to build upon. This initiative is underway but has not been able to focus all parties to a final decision. The departments will continue to explore potential partnerships for training.

### Challenges

To date, there have been no significant challenges with the progress of these efforts.

### Resources Needed

To date, no additional resources are needed to support these efforts.

**Recommendation 7: Hub Clinics:** In addition to the highly specialized care at The Alexis Clinic, DCFS, DMH and DPH work in partnership with DHS to expand primary care services to high risk LGBTQ+ youth at the medical Hub Clinics. These services, while more limited, provide a unique opportunity to serve as a focal point for LGBTQ+ youth in foster care. Providers from each of these departments are collocated in the Hubs, and have the potential to interface with Probation for a multidisciplinary approach.

#### Progress

The DCFS Hub Clinics do not include Probation at this time. The Department will continue to work with its County partners and the LA LGBTQ+ Committee to determine how it can expand its partnership in the multidisciplinary team approach and or coordinate the feasibility of collocating partner agencies in its facilities.

#### Challenges

The Department is working with DCFS to identify the scope and feasibility of collocating Probation personnel at Hub Clinics.

#### Resources Needed

To date, no additional resources are needed to support these efforts.

**Recommendation 8: LGBTQ+ Workgroups:** DCFS, DHS and DMH have each established departmental LGBTQ+ workgroups. DCFS' Workgroup was expanded to include DHS, DPH, DMH and Probation. The primary focus will be to implement recommendations from these reports.

#### Progress

The Department continues to be an active partner in the LA LGBTQ+ Committee. We are resolute to continue our collaborated efforts to help determine how to best meet the needs of LGBTQ+ at a multi-agency level. Probation participated in creating the framework and mission statement of the committee, which has met regularly.

#### Challenges

To date, there have been no challenges with the progress of these efforts.

#### Resources Needed

To date, no additional resources are needed to support these efforts.

## CONCLUSION

In collaboration with County and community partners, the Department will continue working towards the full implementation of the recommendations stated herein, some of which are ongoing. We will keep the Board apprised of any significant challenges or the need for resources as they arise.

Please feel free to contact me or Sheila Mitchell, Chief Deputy, Juvenile Services, at (562) 940-2511, or your staff may contact Luis Dominguez, Deputy Director, Detention Services, at (562) 940-2746 or [Luis.Dominguez@probation.lacounty.gov](mailto:Luis.Dominguez@probation.lacounty.gov).

TLM:SEM:LD:NM

- c: Honorable Victor Greenberg, Presiding Judge of the Juvenile Court
- Sachi A. Hamai, Chief Executive Officer
- Celia Zavala, Executive Officer, Board of Supervisors
- Mary C. Wickham, County Counsel
- Fred Leaf, Interim Director, Health Agency
- Christina R. Ghaly, Director, Department of Health Services
- Debra Duardo, Superintendent, Los Angeles County Office of Education
- Sheila Williams, Senior Manager, CEO
- Justice Deputies

**ATTACHMENT IV**

**Department of Mental Health  
(DMH) Report**



LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
hope. recovery. wellbeing.



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**COUNTY OF LOS ANGELES  
DEPARTMENT OF MENTAL HEALTH**

**ASSESSING PROGRESS & CONTINUING SUPPORT FOR  
LGBTQ+ YOUTH  
2019 UPDATE**

**JONATHAN E. SHERIN, M.D., PH.D.  
DIRECTOR**

## **LA COUNTY DEPARTMENT OF MENTAL HEALTH**

### **LGBTQI2-S FY 2018-2019 UPDATE**

During this fiscal year, The Los Angeles County Department of Mental Health (LACDMH) has continued to develop trainings and programs to improve mental health services to the lesbian, gay, bisexual, transgender, questioning, intersex, two-spirit (LGBTQI2-S) community. The department seeks to increase recognition of early signs of mental illness, community awareness, and access to community-based programs for consumers and their families and/or caregivers. This report describes the completed and current programs implemented in the department during the fiscal year. The projects are categorized by the following:

*Program Development and Monitoring:* Activities initiated by the department's clinical research team to address the service gaps in the LGBTQI2-S community.

*Engagement Projects:* Projects developed with the purpose of reducing stigma and discrimination and improve access to mental health services.

*Community Support and Services:* Partnerships with community-based organizations with expertise in serving LGBTQI2-S TAY.

*Provider Network Trainings:* Trainings offered by the department to directly operated and contracted mental health clinical staff, administrative staff, and paraprofessional staff throughout LA County.

### **FY18-19 COMPLETED AND ONGOING LGBTQI2-S PROJECTS**

#### **PROGRAM DEVELOPMENT AND MONITORING**

##### **LGBTQI2-S UNDERSERVED CULTURAL COMMUNITIES (UsCC) SUBCOMMITTEE**

The LGBTQI2-S UsCC was established in 2014 under MHSA to reduce disparities and increase access to mental health care for the LGBTQI2-S community. The LGBTQI2-S UsCC subcommittee includes active representation from at least 20 different community based organizations, as well as LACDMH staff. This subcommittee has worked with community-based agencies to develop culturally relevant policies and practices. The LGBTQI2-S UsCC subcommittee has engaged stakeholders in identifying needs and service gaps within the community.

The subcommittee planned and coordinated the first LGBTQI2-S Mental Health Conference in 2018 and held a second conference on June 12, 2019. The conference theme was “Reclaiming & Restoring: Telling Our Stories” and included workshops focused on older adult communities, the intersectionality of race and sexuality with LGBTQ+ youth, and a two-spirit panel. Feedback from conference evaluations indicated success in addressing mental health issues unique to the LGBTQI2-S community.

### **LGBTQI2-S PEI SERVICES**

Four, three-year contracts for LGBTQI2-S PEI services were awarded to Tarzana Treatment Center (2), Penny Lane, and The Wall Las Memorias Project in 2017. The focus of these programs is on increasing community awareness and access to community-based programs for LGBTQI2-S TAY and their families and caregivers within LA County. A community needs assessment was conducted by each agency to determine service needs and gaps in each service area. The results of each assessment provided the foundation for the focus of each LGBTQI2-S TAY Toolkit.

The completed LGBTQI2-S TAY Toolkits are used to train staff members of various community and government agencies. During FY 18-19, approximately 580 staff members from multiple agencies were trained utilizing this toolkit. Pre and Posttests from participants reveals that providers report an increased awareness of mental health issues affecting LGBTQI2-S youth after completing the toolkit training.

Several LGBTQI2-S TAY peer support groups and caregiver support groups were provided in each service area during the fiscal year. There were approximately 50 total participants in these groups countywide. The providers of these programs have utilized community events and social media to engage the youth and young adults in the LGBTQI2-S community. Going forward, efforts will focus on increasing family and caregiver support. Feedback provided by providers and participants suggests that it may be better to engage on an individual level first before participants attend the support groups. Providers at the contracted agencies have worked diligently to meet with family members at locations and times that are most convenient for them. Some providers have created parent mentors to support new parents participating in the support groups.

Deliverables for the upcoming fiscal year include support groups for peers and caregivers, outreach and engagement services, and outcome measures. The outcome measures will be used to determine program effectiveness and needs for continued support of the LGBTQI2-S community. Outreach and engagement activities continue to inform the community of the services and resources available for LGBTQI2-S youth. There have been over 150 LGBTQI2-S TAY who have been engaged and linked to services this fiscal year.

### **SUPPORTED EMPLOYMENT: INDIVIDUAL PLACEMENT AND SUPPORT (SEIPS) PILOT FOR TRANSITION AGE YOUTH (TAY) AGES 18-25**

LACDMH has contracted with Alma Family Services, Los Angeles Child Guidance Center, San Fernando Valley Community Mental Health Center, Inc. and Step Up on Second, Inc. to provide SEIPS. This program utilizes the Individual Placement and Support (IPS) evidence-based practice model. SEIPS is an evidence-based practice, developed at Dartmouth University, which assists and supports LACDMH with obtaining and maintaining competitive employment as opposed to prevocational, sheltered work (settings where all of the employees have a disability), or volunteer positions. The model does not exclude any person based on symptomology, substance use disorders, treatment issues, or lack of work history. There were approximately 132 participants in the SEIPS pilot this fiscal year with a 43% employment rate.

## **ENGAGEMENT PROJECTS**

### **LGBTQI2-S IRANIAN OUTREACH AND ENGAGEMENT PROJECT**

This project was developed to engage, empower, and enlighten the LGBTQ and non-LGBTQI2-S Iranian community, as well as to promote mental health services, reduce stigma, and increase the capacity of the public mental health system in Los Angeles County. The project included the development of a culture-specific resource guide, health and wellness workshops, and a media campaign. A two-page Resource Guide that was specific to the cultural and linguistic needs of the Iranian LGBTQI2-S community members in Los Angeles County. The Resource Guide included contact information for emergency services, including the LACDMH 24-hour ACCESS line; crisis hotlines and warm lines; formal and informal mental health services and support services; inpatient and outpatient



substance abuse programs and services; low cost/no cost medical/HIV/AIDS services; employment placement and job training services; and legal assistance programs. The workshop series included eight (8) health and wellness workshops conducted with pre and post tests administered. The media campaign targeting Iranian LGBTQI2-S and non-LGBTQI2-S community members through local Iranian radio programs, magazines/newspapers, and radio Public Service Announcements (PSA's).

Community participant feedback indicated that the majority of Iranian participants had a better understanding of the facts of LGBTQI2-S identity, as well as an awareness of how the judgments and stigma's that the community holds on to can negatively affect the emotional and mental health of Iranian LGBTQI2-S individuals.

## **COMMUNITY SUPPORTS AND SERVICES**

### **TAY DROP-IN CENTERS**

The Drop-In Centers provide a safe haven for LGBTQI2-S TAY. The services provided include peer support groups, case management, employment assistance, housing assistance, linkage to mental health and substance abuse treatment programs. There are currently eight Drop-In Centers in Los Angeles County. There is a Drop-In Center in each service area and the department will be adding additional Drop-In Centers in the upcoming fiscal year. On average, 553 youth participate in the Drop-In Center programs monthly.

### **TAY ENHANCED EMERGENCY SHELTER PROGRAM**

The emergency shelter program will continue to serve LGBTQI2-S TAY and expand services in the upcoming fiscal years. This fiscal year, temporary shelter will be provided in a supportive housing environment for up to 60 nights. Focus will continue to be on establishing permanent housing solutions for these youth and young adults. This program has served over 330 clients this fiscal year.

## **PROVIDER NETWORK TRAININGS**

LACDMH has continued to offer trainings to educate the mental health workforce on issues affecting LGBTQI2-S TAY. Trainings will be developed based on the outcomes of previous trainings and ongoing assessments of the training needs of the workforce. Trainings will focus on laws and ethics, cultural humility, integrating spirituality into mental

health services, as well as keeping the workforce abreast of current policies related to serving LGBTQI2-S youth.

**RISE TRAININGS**

LACDMH has continued to provide the RISE training program, which focuses on educating DMH, Probation, and DCFS staff on ways to increase permanency for LGBTQ youth. This fiscal year, LACDMH staff facilitated three trainings for the department’s Home Visitation team and staff at David & Margaret residential care center. A total of 67 participants were trained this fiscal year.

**ADDITIONAL DEPARTMENTAL TRAININGS FY 2018-2019**

<b>TRAINING</b>	<b>DATE</b>	<b>ATTENDED</b>	<b>ALLOCATION</b>
2019 African American Mental Health Conference: Workshop “Braided: Addressing the Intersectionality of Gender, Sexual Orientation and Culture in the African American Community”	February 28, 2019	20	\$1,400
Fundamentals in Effective Work with LGBTQI2-S Youth in the Juvenile Justice System	February 28, 2019	22	\$2,772
Core Practice Concepts in Working with LGBTQ Youth	April 18, 2019 May 7, 2019	50	\$ 4,450
Diverse LGBTQ+ Coming Out Issues: Ways To Build Resilience In The Face Of Family And Community Adversity	May 9, 2019	21	\$1,400
LGBTQI2-S Mental Health Conference: Reclaiming & Restoring – Telling Our Stories	June 12, 2019	380	\$76,971
<b>GRAND TOTAL</b>		<b>~493 participants</b>	<b>~\$86,993</b>

### **Los Angeles County Department of Mental Health (LACDMH) Recommendations:**

1. Provide relevant informational materials, brochures, and posters to each service delivery site in each of the threshold languages.
2. Establish an affirming practice model for all service delivery sites, administrative offices, and field-based services. The affirming practice model shall address sexual orientation, gender identity, and expression (SOGIE) within the electronic health record, tracking of outcomes related to service delivery.
3. Employ peer advocates/parent advocates to provide supportive services and linkage to community resources.
4. Collaborate with school districts within LA County to provide education to teachers, students, and parents on LGBTQI2-S affirming practices, bullying prevention, and suicide prevention.
5. Strengthen partnerships with the Probation Dept. and Dept. of Children and Family Services in providing appropriate services to LGBTQI2-S youth in these systems.
6. Create opportunities to partner with The Health Agency to address challenges for LGBTQI2-S youth, adults, and older adults in obtaining appropriate physical health and mental health services.
7. Expand partnerships with community-based organizations to implement engagement strategies and provide supportive services outside of mental health-branded settings.

### **Potential Funding Sources:**

Many of the identified recommendations may be funded through the Mental Health Services Act. LACDMH is interested in applying for federal grants and foundations as additional funding sources.

**ATTACHMENT V**  
**Department of Public Health (DPH)**  
**Report**



**BARBARA FERRER, Ph.D., M.P.H., M.Ed.**  
Director

**MUNTU DAVIS, M.D., M.P.H.**  
Health Officer

**CYNTHIA A. HARDING, M.P.H.**  
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**BOARD OF SUPERVISORS**

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July 17, 2019

**TO:** Each Supervisor

**FROM:** Barbara Ferrer, Ph.D., M.P.H., M.Ed.  
Director 

**SUBJECT: ASSESSING PROGRESS AND CONTINUING SUPPORT FOR LGBTQ+ YOUTH**

On January 9, 2018, the Board of Supervisors directed the Department of Public Health (DPH) and other County Departments to report on activities and recommendations to meet the needs of Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex, Asexual, and Two-Spirited (LGBTQ+) youth. A report back was submitted on June 25, 2018 that included: an overview of DPH activities that benefit LGBTQ+ individuals; data collected on sexual orientation and gender identity/expression (SOGIE) by DPH; and recommendations for improving data collection, training, and support.

This memo summarizes the progress made to improve data collection, training, and support focused on LGBTQ+ communities since the last Board report on June 25, 2018, as well as key community engagement and service delivery activities.

### **Data Collection**

To implement our recommendation of standardizing and improving SOGIE data collection and analysis, DPH is developing strategies to disaggregate demographic data for LGBTQ+ communities. An internal workgroup developed a set of proposed recommendations presented publicly during a webinar on May 29, 2019. The purpose of the webinar was to: provide an overview of LGBTQ+ data collection opportunities, challenges and limitations; present proposed recommendations for the collection of SOGIE demographic data; and launch a public comment period to elicit feedback from stakeholders. The public comment period ended June 14, 2019. The recorded webinar and PowerPoint slides are available on the Center for Health Equity website at: <http://publichealth.lacounty.gov/CenterForHealthEquity/LGBTQ-DataWebinar.html>.

As part of this process, DPH will share the feedback collected and continue to align our efforts across several departments to ensure cross-pollination, collaboration, and coordination. DPH participates on the Department of Children and Family Services (DCFS) LGBTQ+ Steering Committee and the Department of Health Services (DHS) LGBTQ+ Workgroup. As part of the DCFS LGBTQ+ Steering Committee, DPH also co-chairs the recently convened data subcommittee, which has representation from DHS, Department of Mental Health, Probation Department, and community stakeholders.

DPH also plans to launch a Data Advisory Council to ensure DPH data and reports are inclusive of all communities, reflect their unique experiences, and incorporate accurate narratives and a health equity lens. The Council will provide input on major Health Department reports, including how data is collected, communicated, and shared. Council membership will have dedicated seats for historically underrepresented groups, including LGBTQ+ communities.

### **Training and Support**

DPH is dedicated to improving service delivery by increasing provider capacity to serve LGBTQ+ clients effectively and collaborates with partners to promote culturally appropriate and respectful services in the healthcare, housing, and emergency preparedness and response sectors. Key training and support activities over the reporting period follow.

- Through June 2019, DPH provided training to shelter workers and homeless service providers regarding the needs of transgender and gender non-binary clients. The training addressed gender identity as a spectrum, respect for transgender and gender non-conforming clients, applicable mandates, and exemplary shelter practices that support transgender and gender non-binary clients. The sessions, which were led by transgender persons with lived experience with homelessness, reached over 200 service providers in ten shelters throughout the County. The sessions, which were led by transgender persons with lived experience with homelessness, reached over 300 service providers in twenty shelters throughout the County.
- With input from subject matter experts, DPH developed criteria to improve referrals for people seeking substance use disorder treatment through the Department's online substance use disorder (SUD) service provider directory. The criteria identify SUD treatment providers that demonstrate expertise in delivering services and offering therapeutic environments that are specific to LGBTQ+ communities. DPH is also working with the Los Angeles County 211 Information Line to improve referral capacity for LGBTQ+ individuals. We updated the LGBTQ+ resource and referral listing for day-to-day and emergency/disaster services, provided LGBTQ+ training for all 211 operators, and are working with 211 to enhance the online web portal.
- In collaboration with the California Institute for Behavioral Health Solutions, University of California, Los Angeles - Integrated Substance Abuse Programs, and Pacific Southwest Addiction Technology Transfer Center, DPH provides a continuing series of workshops focused on the needs of LGBTQ+ people with substance use disorders. These workshops address the unique needs of LGBTQ+ patients and share best practices for providing substance use disorder (SUD) treatment with cultural humility. These training opportunities

support mental health professionals, substance use disorder clinicians, HIV providers, state and local government employees, primary care providers, public health practitioners, prevention specialists, teachers, and other stakeholders.

- On March 12, 2019, DPH co-hosted the *Lesbian & Bisexual Women's Health in Los Angeles County: Advocacy, Communication, Policy and Healthcare Delivery* conference. The conference was in partnership with the Iris Cantor-UCLA Women's Health Center and the Los Angeles County Lesbian and Bisexual Women's Health Collaborative, which includes the Los Angeles LGBT Center, City of West Hollywood and Human Rights Campaign Foundation. This event was the fourth large-scale lesbian and bisexual women's conference offered through the Collaborative targeting healthcare professionals, providers, lay staff, and executive and administrative staff. The Collaborative also held over 20 trainings this past year in a variety of locations, including hospitals, women's jail, academic settings, health plans and community-based organizations, to increase culturally responsive and appropriate health care services for lesbian and bisexual women.
- DPH has also allocated resources to create a new LGBTQ+ Liaison position to strengthen organizational readiness and capacity to address health inequities that impact lesbian, gay, bisexual, transgender, queer, questioning, intersex, asexual and two spirit communities in LA County. The position will be responsible for: implementing DPH recommendations to support LGBTQ+ youth; collaborating with Health Agency leadership and community stakeholders to implement strategies that reduce gaps in health outcomes among LGBTQ communities; and developing and leading training opportunities for Health Agency workforce and community members. DPH anticipates beginning the recruitment process in August of 2019.

### **Community Engagement**

DPH aims to inform and meaningfully involve communities in decisions that impact their lives. This requires increasing our levels of community engagement to educate, consult, and share decision making. In addition to several upcoming DPH community councils that will be inclusive of LGBTQ+ communities, below are recent activities specifically focused on engaging LGBTQ+ stakeholders.

- DPH hosted a community forum focused on LGBTQ+ community partners, County staff, and other stakeholders to provide input on the Center for Health Equity draft Action Plan to reduce health inequities in Los Angeles County. The event took place on October 9, 2018 and was co-sponsored by C2P LA Coalition, In the Meantime Men, LA84 Foundation, Los Angeles LGBT Center, Transgender Service Provider Network LA, and The Wall Las Memorias. Feedback from participants inspired immediate efforts to improve sexual orientation and gender identity data collection and disaggregation, designation of an LGBTQ+ Liaison in the Center for Health Equity, and conversations with the Department of Human Resources to develop better recruitment strategies for LGBTQ+ individuals.

- DPH used media, social media, and participation in selected PRIDE events during June 2019 to celebrate local LGBTQ+ communities, promote priority health messages, and raise awareness of available resources. DPH had a strong presence at the West Hollywood PRIDE parade with staff walking in the parade as a DPH team and with an LGBTQ+ partner organization, providing information, offering hepatitis A and meningococcal vaccines, and engaging attendees.
- DPH continues to support C2PLA, a coalition that mobilizes communities to identify and address structural barriers that drive sexual health disparities for young people of color with multiple identities and experiences in LA County. This community intervention focuses on upstream solutions, including new or modified programs, policies or practices that are logically linked and able to reduce HIV infection rates and transmission among young men who have sex with men.
- DPH also supports community-based organizations' work to reduce alcohol and other drug misuse in LGBTQ+ communities. These activities include community mobilization, state and local policy interventions, and alcohol- and drug-free events. Through these efforts, DPH and its community-based partners provide opportunities to positively impact social norms and community conditions that contribute to healthy environments.
- DPH provides ongoing opportunities for community partners to host trainings, meetings, and support groups at its Community Healing and Trauma Prevention Center. These include programs that support LGBTQ+ individuals, who are at increased risk for trauma, as well as their family members. The Center hosted a six-week program for family members of LGBTQ+ individuals and is hosting monthly workshops that offer LGBTQ+ individuals a chance to explore different forms of expression, such as journaling and spoken word. By offering free meeting space for community partners and promoting their events, DPH continues to build partnerships and support the work of local non-profit agencies that address the needs of the LGBTQ+ community.

### **Service Delivery**

DPH is committed to ensuring our programs and services are inclusive of and culturally appropriate for LGBTQ+ communities. Examples of current efforts focused on LGBTQ+ youth populations are included below.

- DPH continues to fund innovative HIV and STD prevention and treatment programs, which are designed to be responsive to the needs of young African American and Latino Men who have Sex with Men and transgender individuals. The programs support whole-person care, address social determinants of health, promote resiliency and protective factors, and integrate youth development and youth-oriented technology.
- DPH is establishing Student Well-Being Centers at 50 high schools to provide support and services to all students, including a focus on reducing violence and bullying and creating nurturing learning environments where all students feel welcome and thrive. Programming will include concerted efforts to address LGBTQ+ student needs and promote strategies that reduce SOGIE-related harassment, bullying, discrimination and violence in schools.



Each Supervisor  
July 17, 2019  
Page 5

If you have questions or need additional information, please let me know.

BF:hjn

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors

**ATTACHMENT VI**  
**Department of Health Services**  
**(DHS) Report**

August 29, 2019

**Los Angeles County  
Board of Supervisors**

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**Mark Ridley-Thomas**  
Second District

**Sheila Kuehl**  
Third District

**Janice Hahn**  
Fourth District

**Kathryn Barger**  
Fifth District

TO: Supervisor Janice Hahn, Chair  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Kathryn Barger

FROM: Christina R. Ghaly, M.D.   
Director

SUBJECT: **ASSESSING PROGRESS & CONTINUING  
SUPPORT FOR LGBTQ+ YOUTH**

**Christina R. Ghaly, M.D.**  
Director

**Hal F. Yee, Jr., M.D., Ph.D.**  
Chief Medical Officer

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*To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.*

The Department of Health Services (DHS) continues to assess a broad range of issues affecting LGBTQ+ patients (including youth), existing services, programs and trainings and is committed to making progress in improving and expanding efforts. This memo provides an overall summary of the current and ongoing efforts DHS has been working on extensively at each respective facility since the Board report, Assessing Progress and Continuing Support for LGBTQ+ Youth, on June 25, 2018.

Understanding the importance of ongoing advocacy and thoughtful attention, DHS has implemented changes that are inclusive of LGBTQ+ youth, while also targeting certain efforts at the LGBTQ+ population to varying degrees among facilities.

Overall, department-wide efforts were established through the identification of a specialized workgroup comprised of representatives from each facility, including Ambulatory Care Network (ACN) facilities to focus on the needs of LGBTQ+ patients, including youth. Through these collaborative efforts, several department-wide accomplishments have been made, including participation in the Human Rights Campaign Foundation Healthcare Equality Index (HEI).

DHS is proud to announce that all four acute care hospitals, LAC+USC Medical Center (LAC+USC MC), Olive View -UCLA Medical Center (OV-UCLA MC), Harbor-UCLA Medical Center (H-UCLA MC) and Rancho Los Amigos National Rehabilitation Center (RLANRC), are now recognized as healthcare organizations that embrace and adopt LGBTQ+-inclusive policies and practices. Facilities with HEI recognition identifies inclusivity to the LGBTQ+ patients, as well as the many LGBTQ+ employees who dedicate their careers to the County of Los Angeles.



Beyond the HEI recognition, below is a summary of other established and ongoing efforts across DHS:

### **Patient and Community Engagement**

- Established community health fairs that included trainings by multiple youth organizations to educate patients and staff on services and resources available.
- Celebrated LGBTQ+ Healthcare Awareness week in June 2019. Activities included a panel of transgender patients, an educational fair, a film festival, and a meeting of Safe Harbor LGBTQ+ employee resource group.
- Increased social awareness presence via a LGBTQ+ specific social media campaign.
- Created a web link to provide LGBTQ+ youth health information and community resources, and the facility provides training videos and webinars, including those related to Sexual Orientation/Gender Identification (SOGI) in the youth/young adult population via the intranet.
- Participated as a healthcare resource at local Pride events.

### **Policy, Training and Support**

- Each facility identified a representative to work collaboratively across departments to establish training and support, develop and update policies, improve practice and service provision, identify data collection methods and strategies and explore resources to strengthen organizational readiness and capacity to address LGBTQ+ issues.
- Updated DHS policies on transgender care, visitor policies and procedures to include same sex parent and partners to protect patients and their families from gender identity/expression and sexual orientation discrimination and revised new employee orientation packets to include non-discrimination policies.
- Developed and implemented staff training in cultural competency around LGBTQ+ awareness and sensitivity in healthcare, invited a guest speaker to speak on the topic of re-thinking gender in children and adolescents, provided education on data collection methods and workshops on how to support youth to self-identify and state how they prefer to be addressed.
- Integrated rotation of residents through the LAC+USC Medical Center (LAC+USC MC) Adolescent Care and Transition (ACT) Clinic, with focus on LGBTQ+ affirming care.
- Added LGBTQ+ care lecture series and cultural psychiatry course on providing appropriate and sensitive patient care as part of ongoing resident education.
- Introduced a transgender and LGBTQ+ youth support group at juvenile halls.

## **Clinical Practice and Service Provision**

- Established primary and specialty/gender affirming care to LGBTQ+ patients, including youth and installed signage to welcome LGBTQ+ patients and staff and improved visibility and awareness on campuses.
- Updated the language on the banner in the electronic system, ORCHID, to include “parents” instead of “mother” and “father” when registering children.
- Continuing work to recruit medical providers in teen-focused clinics to support the needs of teens (including LGBTQ+ youth); most recent hire at El Monte Comprehensive Health Center.
- Created visibility and welcoming environment for LGBTQ+ via brochures, flags, art, and distribution of rainbow pins and pronoun pins to staff members.
- Provide accommodations for clothing and housing to LGBTQ+ youth and appropriate referrals to the ACT clinic at LAC+USC MC.
- Department-wide efforts focused on tracking SOGI screening for all primary care patients >12 years old.

DHS continues to respond to the needs of the LGBTQ+ youth population in our community through the development and implementation of high-quality clinical care, the cultivation of an affirming environment in all DHS facilities, and through ongoing staff training in cultural competency around LGBTQ+ care. Future efforts include developing a transgender care plan for primary care providers, ongoing training for registration and patient financial services, developing a youth panel of transgender LGBTQ+ youth ages 13-18 to speak about their interactions with the healthcare system, creating LGBTQ+ champions for clinics and inpatient areas, and establishing referral process for patients seeking transgender services. The attached document (Attachment A) lists detailed DHS' recent and ongoing department-wide efforts.

Thank you for your continued support in our efforts to improve patient care services to LGBTQ+ patients.

If you have any questions, please feel free to contact me or Dr. Shannon Thyne, DHS Director of Pediatrics and Chief of Pediatrics at Olive View-UCLA Medical Center at (747) 210-3233.

CRG:amg

Attachment

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors

**DEPARTMENT OF HEALTH SERVICES**  
LGBTQ+ ACTIVITY AND SERVICES

Facility	Current Action	Pending Activities/Next Steps
<b>Hospitals: All four DHS acute care hospitals received Healthcare Equality Index (HEI) recognition from the Human Rights Campaign Foundation.</b>		
Harbor-UCLA Medical Center	<ul style="list-style-type: none"> <li>-Range of services to transgender youth (primary care, specialty care, behavioral health and gender-affirming care).</li> <li>- Regular training for staff in cultural competency around LGBTQ+ care.</li> <li>-Updated banner on electronic system, ORCHID.</li> <li>-Celebrated LGBTQ+ Healthcare Awareness week in June, 2019. Activities included a panel of transgender patients, an educational fair, a film festival, and a meeting of our Safe Harbor LGBTQ+ Employee resource group.-Implemented distribution of pronoun ribbons for staff to attach to their ID badge, which helps identify them as a potential ally for transgender youth patients.</li> </ul>	<ul style="list-style-type: none"> <li>-Transgender care plan (collaborating with Harbor, Rancho and LAC+USC) in process for primary care providers and pediatricians to be finalized in the next few months.</li> </ul>
LAC+USC Medical Center	<ul style="list-style-type: none"> <li>-Primary + specialty/gender affirming care to LGBTQ+ patients of all ages at the Alexis project in the ACT Clinic. -Work with Violence Intervention Program (VIP) for mental health services for those who do not already have them.</li> <li>-Rotation of residents through the ACT clinic that includes a focus on LGBTQ+ affirming care and lecture series.</li> <li>-Conduct staff trainings across the facility for cultural competency for LGBTQ+ affirming care.</li> <li>-Updated banner on electronic system, ORCHID.</li> <li>-Providing chest binders to FTM trans patients and other gender affirming resources to trans clients.</li> <li>-Creating a welcoming environment for LGBTQ+ individuals via brochures, flags, art, and staff wearing rainbow and pronoun pins.</li> <li>-Providing ongoing (not just mental health assessment) to every trans client who requests on-going individual treatment.</li> <li>-Participating in inter-agency collaboration on LGBTQ+ including providing training and resources.</li> <li>-Increasing social awareness presence with both LAC + USC and VIP via social media.</li> <li>-Linking clients to services in other agencies (i.e. housing, second mental health letters, home health care for post-op etc.).</li> <li>-Formed LGBTQ+ Committee at LAC+ USC and Violence Intervention Program.</li> <li>-Participated as a resource at four Pride events in the past few months.</li> </ul>	<ul style="list-style-type: none"> <li>-Training for Registration and Patient Financial Services (PFS) staff is being developed.</li> <li>-Transgender care plan (collaborating with Harbor, Rancho and LAC+USC) in process for primary care providers and pediatricians to be finalized in the next few months.</li> <li>-Trans support groups will begin in October 2019.</li> <li>-Speaking at Models of Pride in October 2019.</li> </ul>
Olive View-UCLA Medical Center	<ul style="list-style-type: none"> <li>-Formed LGBTQ Committee for Olive View- UCLA Hospital to work on improving care for LGBTQ population.-Created internet website link to provide LGBTQ health information and resources available at OVMC and within the community.</li> <li>-Updated banner on electronic system, ORCHID.</li> <li>-Created intranet site for DHS employees with links to training videos and webinars, including several addressing sexual orientation and gender identity (SOGI) in the youth/young adult population.</li> <li>-Nursing grand rounds to educate nurses and other clinical staff about the importance of collecting SOGI information during visits and how to do so in a sensitive manner.</li> <li>-Invited world renowned speaker Dr. Jo Olson Kennedy from CHLA to speak about rethinking gender in children and adolescents. She will be speaking again to the pediatrics departments and emergency departments at an upcoming training.</li> <li>-Placed large (10 foot) banners in the hospital lobbies to welcome LGBTQ patients and staff and improve LGBTQ visibility around the facility.</li> <li>-Updated visitor policy to include same sex parents and partners.</li> <li>-Ensured electronic medical records has "parents" listed instead of mother and father when registering children.</li> <li>-Hosted Coming Out Day health fair on October 11th with over 300 attendees (both patients and employees). Multiple youth organizations were present to educate patients and staff about community organizations for youth and young adults, such as Somos Family Valle (LGBTQ organization for TAY age clients), Strength United, Lifeworks (program at LA LGBT Center serving individuals ages 14-24), Children's Hospital LA, TAY from Antelope Valley Mental Health.</li> <li>-Attended two facility-wide health fair to show how to access online training.</li> <li>-Added information to new employee orientation slides to inform new staff about non-discrimination policies as well as individual trainings.</li> <li>-LGBTQ Pride Health Fair with multiple organizations present to educate patients and provide information to hospital staff on June 6, 2019 with over 300 attendees.</li> <li>-Lectures added to resident cultural psychiatry course regarding appropriate care for the LGBTQ community.</li> </ul>	<ul style="list-style-type: none"> <li>-Planning youth panel of transgender LGBTQ youth ages 13-18 to speak about their interactions with the healthcare system.</li> <li>-Create LGBTQ area champions for clinics and inpatient areas which would require at least 3 people from each area to complete LGBTQ trainings specific to their areas (for example, youth specific trainings for pediatric clinics, front line specific trainings for clerical/registration staff).</li> <li>-Allow identified name and gender in the banner bar in our medical record.</li> <li>-Update non-discrimination policy to the hospital to protect patients and their families from discrimination against gender identity/expression and sexual orientation.</li> <li>-Transgender care plan (collaborating with Harbor, Rancho and LAC+USC) in process for primary care providers and pediatricians to be finalized in the next few months.</li> </ul>
Rancho Los Amigos Rehabilitation Center	<ul style="list-style-type: none"> <li>-The Rancho Los Amigos Rehabilitation facility continues maintain its HEI Healthcare Equality Leader status and provides affirming and supportive services to LGBTQ youth in its inpatient and outpatient rehabilitation programs.</li> <li>-Updated banner on electronic system, ORCHID.</li> </ul>	<ul style="list-style-type: none"> <li>-Transgender care plan (collaborating with Harbor, Rancho and LAC+USC) in process for primary care providers and pediatricians to be finalized in the next few months.</li> </ul>

**DEPARTMENT OF HEALTH SERVICES**  
LGBTQ+ ACTIVITY AND SERVICES

Facility	Current Action	Pending Activities/Next Steps																		
<b>Ambulatory Care Network (ACN)</b>																				
ACN-wide	<ul style="list-style-type: none"> <li>-Sexual orientation/gender identification (SOGI) screening in primary care patients ages 12+.</li> <li>-Draft policy and procedure on transgender care.</li> </ul>	<ul style="list-style-type: none"> <li>-Continue to track screening rates.</li> <li>-Finalize policy and procedure on transgender care.</li> </ul>																		
El Monte CHC	<ul style="list-style-type: none"> <li>-Hired new provider and is preparing to open a teen clinic.</li> </ul>																			
High Desert Regional HC	<ul style="list-style-type: none"> <li>-The HD Hub offers affirming and supportive services to LGBTQ+ youth and is in the initial stages of planning for additional services for this population.</li> </ul>																			
Hubert H. Humphrey CHC	<ul style="list-style-type: none"> <li>-General staff training on LGBTQ+ awareness and sensitivity in healthcare.</li> </ul>	<ul style="list-style-type: none"> <li>-Additional training to pediatric clinic staff on DHS resources for referring youth for transgender services.</li> </ul>																		
Juvenile Court Health Services	<ul style="list-style-type: none"> <li>-LGBTQ+ are self-identified youth and accommodations are made for clothing, housing and how they prefer to be addressed.</li> <li>-Transgender youth (or any LGBTQ youth may join) support group at the juvenile halls.</li> <li>-For needs that cannot be met within the probation facilities (e.g. transgender youth wants to take hormonal therapy), referral to ACT clinic at LAC+USC is provided.</li> </ul>	<ul style="list-style-type: none"> <li>-Refresher LGTBQ awareness training for staff planned.</li> </ul>																		
Long Beach, Bellflower, Wilmington and Torrance Health Center	<ul style="list-style-type: none"> <li>-LGBTQ+ youth referred to Harbor UCLA to utilize their programs.</li> </ul>	<ul style="list-style-type: none"> <li>-Develop referral workflows for patients seeking transgender services.</li> </ul>																		
MLK Outpatient Center	<ul style="list-style-type: none"> <li>-Staff training on LGTBQ on issues as related to health care for foster youth.</li> </ul>	<ul style="list-style-type: none"> <li>-Ongoing training efforts.</li> </ul>																		
San Gabriel Valley Health Centers	<ul style="list-style-type: none"> <li>-Hiring In-process for physician with extensive experience running a teen clinic and a particular interest in transgender care as well as working with patients who have been commercially sexually exploited.</li> <li>-Identifying SOGI on intake is at 94% of visits.</li> </ul>	<ul style="list-style-type: none"> <li>-Develop a teen clinic (Fall 2019). Although the clinic will not be geared entirely towards LGBTQ+ patients, it will be well prepared to provide comprehensive care to LGBTQ+ population.</li> <li>-New medical provider is double-boarded in Internal Medicine and Pediatrics, great opportunity to provide continuity to these patients as they "age out" of the pediatric/teen clinic.</li> <li>-New provider to provide staff in-services.</li> </ul>																		
San Fernando Health Center	<ul style="list-style-type: none"> <li>-Staff training on transgender healthcare.</li> </ul>	<ul style="list-style-type: none"> <li>-Develop referral workflows for patients seeking transgender services.</li> </ul>																		
ACN-Health Admin	<ul style="list-style-type: none"> <li>-A "LGTBQ 101" staff training for ESGV Medical Hub and one "Trans 101" type course planned for LAC+USC Medical Hub and VIP in August/September.</li> <li>-Working with Humphrey CHC to provide LGBTQ+ staff training.</li> </ul>	<ul style="list-style-type: none"> <li>-Extend trainings to other Medical Hubs.</li> <li>-Staff trainings to continue.</li> <li>-Medical Hub system is updating the EmHub database to include "sex at birth" and "currently identifies as" for gender identification of non-binary/gender neutral and transgender patients.</li> </ul>																		
<b>Department-wide efforts</b>																				
DHS-Health Admin	<ul style="list-style-type: none"> <li>-Received Health Equity Index (HEI) designation at all hospitals.</li> <li>-Track SOGI stats for all primary care patients &gt;12 years old.</li> <li>-Current efforts:</li> </ul> <table border="1" data-bbox="759 1387 1190 1535"> <thead> <tr> <th>Age Group</th> <th>Compliant</th> <th>Percent Compliant (%)</th> </tr> </thead> <tbody> <tr> <td>&lt;12</td> <td>44</td> <td>0.28</td> </tr> <tr> <td>12-17</td> <td>2,394</td> <td>38.47</td> </tr> <tr> <td>18-24</td> <td>4,371</td> <td>72.89</td> </tr> <tr> <td>≥25</td> <td>80,969</td> <td>83.51</td> </tr> <tr> <td>Total</td> <td>87,778</td> <td>70.38</td> </tr> </tbody> </table>	Age Group	Compliant	Percent Compliant (%)	<12	44	0.28	12-17	2,394	38.47	18-24	4,371	72.89	≥25	80,969	83.51	Total	87,778	70.38	<ul style="list-style-type: none"> <li>-Continue departmentwide efforts towards HEI maintenance.</li> <li>-Continue to focus on increase screening 12-18 year olds.</li> <li>-Develop DHS-wide programs to support positive responses to SOGI.</li> </ul>
Age Group	Compliant	Percent Compliant (%)																		
<12	44	0.28																		
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