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**Health Services**  
LOS ANGELES COUNTY

July 6, 2023

**Los Angeles County  
Board of Supervisors**

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Second District

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

**Hal F. Yee, Jr., M.D., Ph.D.**  
Chief Deputy Director, Clinical Affairs

**Nina J. Park, M.D.**  
Chief Deputy Director, Population Health

**Elizabeth M. Jacobi, J.D.**  
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**TO:** Supervisor Janice Hahn, Chair  
Supervisor Hilda L. Solis  
Supervisor Holly J. Mitchell  
Supervisor Lindsey P. Horvath  
Supervisor Kathryn Barger

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

**SUBJECT: CARE WITH PRIDE: SUPPORTING GENDER  
AFFIRMING CARE, MENTAL HEALTH SERVICES  
AND CARE MANAGEMENT FOR LGBTQ+  
RESIDENTS, INCLUDING TRANSGENDER, GENDER  
NONCONFORMING AND INTERSEX PEOPLE (TGI)  
(ITEM NO. 28 FROM THE JUNE 6, 2023, AGENDA)**

On June 6, 2023, the Board of Supervisors (Board), directed the Department of Health Services (DHS), after consultation and guidance from the Chief Executive Office's (CEO) Anti-Racism, Diversity, and Inclusion (ARDI) Initiative, to report back in 30 days on the status of adding staff for its Equity Diversity Inclusion and Antiracism (EDIA) initiative, including the status of hiring onto existing items added previously to DHS' budget to focus on EDIA work as well as a description and status of EDIA budget requests submitted for consideration as part of the 2023-2024 budget cycle.

Herein is the response to the Board.

In June 2020, in response to the murder of George Floyd on May 25, 2020, DHS executive leadership and staff across the department launched its EDIA initiative to address systemic racism and create lasting change within DHS for patients and staff alike. DHS engaged patients, community partners, Los Angeles County (LA County) residents, and workforce members, and together explored ideas on how to best address and end race and identity-based disparities in healthcare, how to best approach difficult but necessary conversations about historical and structural racism, and ultimately how to center ourselves in love and respect in order to create a more welcoming environment across DHS.

The EDIA launch coincided with the Board adoption of the "Establishing an Anti-Racist Los Angeles County Policy Agenda"

motion adopted on July 21, 2020, which directed the CEO to develop a strategic plan and establish an organizational unit within the CEO to operationalize the Board's priority of advancing an Anti-Racist LA County Policy Agenda. The first ARDI Strategic Planning Meeting to develop the LA County Racial Equity Strategic Plan took place in June 2021, followed by reoccurring planning meetings in which high-level DHS staff participated.

DHS has actively participated in all the ARDI-led workgroups and met with LA County's ARDI Director to share its EDIA strategic planning focused on the LA County patients DHS serves and DHS workforce.

The EDIA strategic plan demonstrates DHS' commitment to implementing an equitable, inclusive, diverse, and anti-racist healthcare environment for all. The strategic plan is structured in a manner consistent with DHS' broader departmental strategic plan with objectives in four goal areas: Population Health, Quality/Patient Experience, Workforce, and Fiscal Sustainability. The EDIA strategic plan establishes specific initiatives and target metrics that are now fully integrated into the DHS Strategic Plan as a single document.

DHS is now working diligently to achieve the objectives and target metrics outlined in the EDIA plan. As part of this work, DHS developed a staffing plan needed to support patient- and staff-facing EDIA work across the Department, leveraging existing items where feasible, and submitting requests for approval of additional items where needed. DHS identified four (4) existing positions that could be dedicated to this initiative. While DHS was preparing its more comprehensive package for submission in the Fiscal Year (FY) 23-24 budget phase, DHS received CEO and Board approval for three (3) positions, including an EDIA Director. Subsequently, DHS submitted for an additional twenty-four (24) positions as part of the FY 23-24 Recommended budget.

To give CEO-ARDI enough time to evaluate the request, CEO Budget deferred this request to Final Changes. CEO recommended and the Board approved DHS' budget request for the twenty-four (24) new positions as part of the Final Changes to the 2023-2024 Recommended budget. The EDIA positions will serve in dedicated roles to achieve DHS' EDIA goals and support alignment with the Countywide Racial Equity Strategic Plan. The positions include a system-wide EDIA Director who will serve as a member of DHS' Executive Leadership Team; Chief Engagement and Equity Officers (CEEEOs) and support staff dedicated to each DHS Hospital, the Ambulatory Care Network, Correctional Health Services, Community Programs and Health Services Administration; and data scientists and analysts dedicated to specific EDIA strategic goals and areas of focus. Please reference attachment for the list of all items.

DHS' first choice candidate recently accepted an offer to fill the role of system-wide EDIA Director and has established a start date of August 1, 2023. LA General Medical Center has also recently appointed a CEEEO; other DHS facilities and programs are in various stages of recruitment and hiring of their respective team members. Once onboard, the new DHS EDIA Director will join the DHS Executive Leadership Team and

Each Supervisor  
July 5, 2023  
Page 3

will work with individuals across DHS to facilitate hiring on the full complement of EDIA associated support positions.

The approval of these critical staff items will support DHS' EDIA vision to become a model for all LA County health organizations of an integrated and affirming health system with a diverse, equitable, inclusive, loving and anti-racist culture in which all people - particularly, historically, marginalized communities - can thrive and have equitable access to justice, trust, and safety through all stages of patient care, employment, and community wellness. We recognize that real change cannot happen overnight but are fully committed to making steady progress toward the goals outlined in our EDIA strategic plan.

Thank you for your support of DHS' EDIA Initiative and of your broader championing of racial equity in LA County at large. We are excited to partner with you in this work.

If you have any questions, you may contact me, or your staff may contact Elizabeth Jacobi, Administrative Deputy, by email at [ejacobi@dhs.lacounty.gov](mailto:ejacobi@dhs.lacounty.gov).

Attachment

CRG:ej

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

Status	Number of Item Number	Item Description	Functional Title	Unit/Facility (*notes an enterprise role)
Pending FNC FY 23-24	1 4629A	Program Implementation Manager	Chief Engagement and Equity Officer	HSA
Pending FNC FY 23-24	1 4629A	Senior Staff Analyst, Health Services	Chief Engagement and Equity Officer	Community Programs
Pending FNC FY 23-24	1 0913A	Staff Assistant II		ACN
Pending FNC FY 23-24	1 0913A	Staff Assistant II		CHS
Pending FNC FY 23-24	1 0913A	Staff Assistant II		Community Programs
Pending FNC FY 23-24	1 0913A	Staff Assistant II		HSA
Pending FNC FY 23-24	1 0913A	Staff Assistant II		Harbor
Pending FNC FY 23-24	1 0913A	Staff Assistant II		LA General
Pending FNC FY 23-24	1 0913A	Staff Assistant II		OVMC
Pending FNC FY 23-24	1 0913A	Staff Assistant II		Rancho
Pending FNC FY 23-24	1 0913A	Management Secretary III		HSA*
Pending FNC FY 23-24	1 1765A	Data Scientist Supervisor		HSA/Population Health*
Pending FNC FY 23-24	3 1764A	Senior Data Scientists		HSA/Population Health with 1 item dedicated to Workforce*
Pending FNC FY 23-24	2 1762A	Predictive Data Analysts		HSA/Population Health*
Pending FNC FY 23-24	1 1608A	Public Information Specialist		HSA/Communications*
Pending FNC FY 23-24	1 4595A	Assistant Staff Analyst, Health		HSA/Communications*
Pending FNC FY 23-24	1 4593A	Staff Analyst, Health		HSA/Supply Chain*
Pending FNC FY 23-24	1 4593A	Staff Analyst, Health		HSA/Risk Management*
Pending FNC FY 23-24	1 4593A	Staff Analyst, Health		HSA/HR*
Pending FNC FY 23-24	1 4593A	Staff Analyst, Health		HSA/Contracts and Grants*
Pending FNC FY 23-24	1 4593A	Staff Analyst, Health		HSA/Education and Training*
Requested in SBR FY 22-23	1 4625A	Deputy Management Programs, HS (UC)	EDIA Director	HSA*
Requested in SBR FY 22-23	1 8073A	Associate Hospital Administrator I	Chief Engagement and Equity Officer	Harbor
Requested in SBR FY 22-23	1 8073A	Associate Hospital Administrator I	Chief Engagement and Equity Officer	OVMC
Existing Items	1 4629A	Program Implementation Manager	Chief Engagement and Equity Officer	ACN
Existing Items (pending re-org)	1 8073A	Associate Hospital Administrator I	Chief Engagement and Equity Officer	CHS
Existing Items	1 8075A	Associate Hospital Administrator II	Chief Engagement and Equity Officer	LA General
Existing Items	1 8073A	Associate Hospital Administrator I	Chief Engagement and Equity Officer	Rancho
<b>TOTAL</b>	<b>31</b>			



November 9, 2023

Los Angeles County Board of Supervisors

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TO: Supervisor Janice K. Hahn, Chair  
Supervisor Hilda L. Solis  
Supervisor Holly J. Mitchell  
Supervisor Lindsey P. Horvath  
Supervisor Kathryn Barger

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

SUBJECT: **CARE WITH PRIDE: SUPPORTING GENDER AFFIRMING CARE, MENTAL HEALTH SERVICES AND CARE MANAGEMENT FOR LGBTQ+ RESIDENTS, INCLUDING TRANSGENDER, GENDER NON-CONFORMING AND INTERSEX (TGI) PEOPLE (ITEM NO. 28 FROM THE JUNE 6, 2023, BOARD MEETING)**

On June 6, 2023, the Board of Supervisors (Board), instructed the Department of Health Services (DHS), Department of Mental Health (DMH), Department of Children and Family Services (DCFS), Department of Public Health (DPH), and the Chief Executive Office Anti-Racism, Diversity, and Inclusion Initiative (ARDI), in collaboration with the Los Angeles County Commission on Human Relations, to report back in 90 days on the progress of the Gender Health Program (GHP) and include:

- a. Data and reporting issues;
- b. The status of clinical standards of the GHP;
- c. Feasibility of developing and offering educational webinars in gender-affirming care to DHS, DMH, DPH, and DCFS front-line workforce members;
- d. Considerations for clinical and administrative staff needed to ensure the continued success of the program as it grows to serve more residents;
- e. Develop a communications and outreach strategy, including the use of traditional and local media, social media, community-based organizations, and community partners, to raise awareness to the community of the GHP; and
- f. A plan to create a public-facing County website offering resources and referral links to gender-affirming healthcare services within County departments, including recommendations on the location of the website to maximize access for this target population. This should include a plan for creating and maintaining the website with an identified website owner for creation and maintenance to continue elevating this patient service.

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## **Data and Reporting**

The department's progress is outlined below to enhance its current data and reporting for LGBTQ+ and TGI patients/clients to inform healthcare programming decisions.

### DHS

The DHS GHP efforts and focus to date has centered around developing and improving clinical care for DHS patients as it happens in the exam room and during office appointments. Now, with an established clinic logistics and a growing patient panel, the GHP is in the process of developing a GHP Dashboard that will permit both case management as well as identifying the larger panel trends of GHP's population including patient numbers, referrals in and out of the GHP, wait times, and other important metrics. Through improved data tracking, the GHP Dashboard will better allow DHS to understand the strengths of the GHP as well as identify areas that need continued growth or support. Data from the GHP Dashboard will guide the allocation of resources, expansion of clinical sites, and engagement with other departments and organizations providing services to those receiving care at the GHP.

### DMH

DMH began collecting SOGI data within Integrated Behavioral Information Systems (IBHIS), the department's Electronic Health Record (EHR) system, on June 16, 2023. Expanded SOGI data categories now include gender identity, sex at birth, and sexual orientation. Additionally, clients' personal gender pronouns may now be entered and displayed within the banner bar at the top of the client's chart.

Prior to the most recent update, IBHIS did not collect any information on sexual orientation; further, the gender data category was limited to the options of Male, Female, Transgender (MTF), Transgender (FTM), and Unknown. The two transgender data categories were for internal use only. As a result, this data would not automatically translate into external healthcare communications such as lab orders or prescriptions. This also restricted DMH's ability to effectively crosswalk any departmental data with other informatics systems used by other LA County departments.

DMH's ARDI Division, in collaboration with the DMH Quality, Outcomes, and Training Division (QOTD) and the LGBTQIA2-S Champion Network will continue to amplify the importance of collecting and entering expanded SOGI data into IBHIS. By doing so, DMH will have increased capacity to effectively monitor outcomes and disparities data among transgender, gender diverse, and intersex (TGI) consumers.

### DCFS

On July 19, 2022, DCFS unveiled its new SOGI Dashboard, which provides real-time aggregated data that is readily available for all DCFS staff and informs them of how youth with open DCFS cases identify as it relates to their sexual orientation, gender identity, and sex assigned at birth. The dashboard can be accessed at any given moment, giving DCFS staff the ability to track their office progress and provide a snapshot of the number of youth and young people who identify as LGBTQ+.

As of October 19, 2023, there were 560 LGBTQ+ youth and 152 transgender or gender queer youth who have open child welfare cases. There were an additional 380 youth and young people with a sexual orientation and gender identity status of “not listed” or “unsure.”

## DPH

DPH has been collecting sexual orientation and gender identity (SOGI) data for clinic service clients since 2012. DPH is currently conducting a quality assurance and quality improvement project to ensure that this information is consistently being collected across all our health centers. Additionally, our Office of Health Assessment and Evaluation is meeting with the DPH program leads to determine the ease of implementing DPH’s SOGI Standard of Practice, any barriers incurred, and the support needed.

## **Clinical Standards of the GHP**

Provided below is an overview of the department's efforts to improve its existing data collection and reporting methods for LGBTQ+ and transgender, gender-inclusive patients/clients, aiming to better inform decisions related to healthcare programming.

## DHS

The GHP at DHS follows the current standards of care for providing medical gender-affirming care to minors and adults as laid out by the World Professional Association for Transgender Health’s (WPATH) most updated guidelines, the Standards of Care 8 (SOC 8) released in September 2022. Additionally, the GHP also advocates for and expects partnering services, such as surgical teams, at DHS to be in alignment with these standards and provide support for DHS services outside the GHP to shift workflows to ensure alignment with WPATH SOC 8.

The GHP has supported the update of DHS-wide clinical Expected Practices (EPs) for the medical care of transgender, nonbinary, and intersex DHS patients to reflect the updates in clinical standards of care presented in the WPATH SOC 8. The EPs have been updated and are expected to be available to DHS medical providers by the end of 2023.

## DMH

DMH published a [Sexual and Gender Diversity Clinical Practice Parameter](#) in April 2022. This parameter is public-facing and applies to DMH’s directly operated and contracted programs. The parameter describes best practices within mental health settings related to gender diversity and gender affirmation, in addition to defining affirming behavioral health practices for LGBTQIA2-S community members more broadly.

In the Fall of 2022, DMH established its LGBTQIA2-S Champion Network. This is a group of DMH employees, (including clinical and administrative staff), who have expertise, passion, and motivation to provide and promote gender affirming services for LGBTQIA2-S community members. The LGBTQIA2-S Champion Network serves as a public-facing entity to receive referrals from the community and other departments; it also serves as an internal-facing resource network for other DMH employees who may seek consultation or other expertise in LGBTQIA2-S affirming practice.

Although the GHP is a DHS-led entity within LA County’s system of care, DMH has served as a key partner when linkage to mental health services (MHS) is warranted. This has primarily



occurred through DHS referrals to DMH Gender Affirming Treatment Advocates. Gender Affirming Treatment Advocates are DMH clinical providers, (within and outside of the LGBTQIA2-S Champion Network), who have received specialized training in conducting psychosocial assessments and writing support/referral letters for clients who are pursuing gender affirming medical care; this process is delineated under the WPATH's Standards of Care (SOC), which insurers use to establish coverage parameters for gender affirming treatment. This key DHS/DMH collaborative relationship has reduced barriers in locating qualified mental health providers to provide this necessary service for TGI DHS patients to access medically necessary gender-affirming treatment.

It is worth noting that best practices outlined within the WPATH SOC communicate the importance of multidisciplinary teams when providing gender affirming treatment for TGI community members, including primary care and mental health providers in addition to specialty disciplines (e.g., endocrinology, surgery) that may be involved in a patient's gender affirming treatment plan. Currently, there is no infrastructure in place that facilitates meaningful DMH involvement in multidisciplinary teams for GHP patients. When GHP patients are referred for ongoing MHS beyond a psychosocial assessment and referral/support letter, they are often referred to a DMH directly operated outpatient program and ideally connected with a member of the DMH LGBTQIA2-S Champion Network. Because DHS and DMH use different EHR systems and operate at separate locations, MHS and gender-affirming medical care are delivered in silos rather than as part of an integrated care model. Hence, mental/behavioral health concerns that may arise in relation to gender-affirming medical care provisions, (e.g., psychiatric, or trauma-related symptoms that may disrupt perioperative care), may not be adequately identified or addressed, posing further systemic challenges for providers and patients alike.

### DCFS

All youth or young people with an open DCFS case who are placed in out-of-home care receive a medical examination at one of DHS' Medical Hubs in LA County. Youth who self-identify as LGBTQ+ are referred to DHS' GHP to ensure youth or young people have access to the most up-to-date healthcare services.

### DPH

As DPH does not provide full-scope primary care services, our clinic team will work closely with the other agencies to ensure timely referrals are made to the gender health program for patients seeking gender-affirming care services. The DPH Center for Health Equity is currently in the process of finalizing a landscape analysis of DPH programs and services that support the LGBTQIA+ community. Once this is final the Center for Health Equity will be convening an internal committee to support the development of guidance on a standard practice for implementing more inclusive practices leveraging the work of DPH programs like the Division of HIV and STD programs and Substance Abuse and Prevention Control as well as our county partners.

### **Developing and Offering Educational Webinars about Gender Affirming Care**

Detailed below are the department's strategies for creating educational webinars focused on gender-affirming care, aimed at educating its workforce about gender-affirming services and the proper procedures for patient/client referrals.

## DHS

DHS will create a new category of learning activities available to all DHS employees through its internal system. These will be accessible via recorded trainings and will link to external resources for further education regarding TGI (transgender, gender non-conforming, and intersex) people and specific education regarding creating gender-affirming, safe access to all medical services at DHS. To date, the following learning sessions have occurred and are referenced below:

### 2021

- Gender Affirmation in the Pediatric Outpatient Setting
- Grand Rounds at Olive View Medical Center
- Gender Affirmation in the Outpatient Setting
- Grand Rounds at Mid Valley Comprehensive Health Center 2021
- Health Needs of LGBTQ+ Youth” LAC+USC Pediatrics, Los Angeles, CA
- Gender Affirmation in a Healthcare Setting” All Staff Meeting, Hubert Humphrey Comprehensive Health Center
- Gender Affirmation in the Pediatric Primary Care Setting” Pediatric Staff Meeting, Claude Hudson Comprehensive Health Center
- Gender Affirmation in the Adult Primary Care Setting” Adult Medicine All Staff Meeting, Claude Hudson Comprehensive Health Center
- Understanding Screening and Unique Factors Regarding ACEs in LGBTQ+ Populations” ACEs-LA
- Gender Affirmation in the Outpatient Setting” All Staff Meeting, San Gabriel Valley Health Centers
- General Information Regarding Care for Transgender and Gender Diverse Patients” PCMH Staff Meeting, High Desert Regional Health Center

### 2022

- Care of Transgender and Gender Diverse Patients in a Primary Care Setting-Primary Care Provider Meeting, High Desert Regional Health Center
- Hormones for Gender Affirmation- Grand Rounds, Hubert Humphrey Comprehensive Health Center

### 2023 Upcoming Webinars Available to DHS-Wide

- 10/18/2023: Changing language to create affirming experiences for transgender, nonbinary and gender diverse patients in the medical setting
- 11/13/2023: What is 'Gender Affirming Medical Care' for Youth?
- 11/13/2023: Overview of Medical Gender Affirming Options for Transgender, Nonbinary and Gender Diverse Patients at LA County Department of Health Services

## DMH

DMH has created and published three (3) asynchronous web-based trainings for employees at directly-operated and contracted programs: [Sexual Orientation and Gender Identity \(SOGI\) – Concepts and Terminology](#), [How to Ask About SOGI](#), and [Pronouns and Why They Matter](#). These trainings are housed within Cornerstone Learning Link (for DMH employees) as well as on Granicus for those accessing the trainings outside of LA County systems. An ad hoc subcommittee within the LACDMH LGBTQIA2-S Champion Network is currently developing a series of additional web-based trainings focused on gender inclusive/affirming practices within mental/behavioral health settings.

The DMH+UCLA Wellbeing for LA Learning Center, which is a partnership between DMH and UCLA, has published numerous webinars that focus on [LGBTQIA2-S affirming care](#), as well as [TGI/gender affirming healthcare](#) more specifically. These webinars are readily available at no cost for any service provider in LA County and beyond. The DMH ARDI Division has frequently promoted these web-based training assets within the department and with contracted agencies and community partners.

## DCFS

As mentioned in the department's initial response to the Board, in the report dated July 22, 2021, in reference to the Board motion entitled, *"Tailoring Services and Programs for LGBTQ+ Foster Youth,"* DCFS successfully launched the LGBTQ+ Toolkit Training. The LGBTQ+ Toolkit Training consists of various tools and resources around topics related to starting a conversation about SOGI/Expression (SOGIE), outcomes for youth experiencing rejection or affirmation, connecting youth to affirming resources, and instructions for collecting SOGIE data.

The DCFS LGBTQ+ Champions play an integral role in promoting the LGBTQ+ Toolkit Training and engaging regional offices and programs around better understanding and meeting the needs of LGBTQ+ youth and young people. The LGBTQ+ Program has continued to leverage the LGBTQ+ Champions as subject matter experts in providing the LGBTQ+ Toolkit Training, coaching staff working directly with youth to effectively serve LGBTQ+ youth, encouraging the collection of LGBTQ+ data (e.g., SOGIE data) and providing feedback on the newly formed LGBTQ+ Tailored Services to Youth Program.

In March 2022, DCFS successfully launched a new pathway to the services for LGBTQ+ youth and young people to further improve our collaborative efforts in this area so that we can create safe spaces, educate staff about affirming practices, and improve access to affirming services and resources. LGBTQ+ youth have the option of participating in the program, which offers an array of services through our collaboration and partnership with the Los Angeles LGBT Center, Penny Lane Centers, The Help Group, and the Long Beach LGBTQ Center.

After being referred, these participating agencies complete a comprehensive intake assessment of the referred youth to offer, link, and connect them to needed services, including gender-affirming health and medical care through the GHP or other affirming agencies and partners. With a formalized pathway to services now in place, DCFS will continue to explore additional opportunities to enhance access points for LGBTQ+ youth and young people in the child welfare system.

It is equally important to mention that the department continues to offer and support ongoing staff development and training opportunities in this area. DCFS actively continues to monitor, track, and adapt accordingly to ensure staff training remains a top priority, is effective and has the desired impact department-wide as well as explore other educational/training opportunities across various platforms/environments (e.g., webinars and Microsoft Teams) in this area.

### DPH

The DPH Center for Health Equity has launched an Equity Learning Series for the Public Health workforce and will be looking to include sessions related to supporting LGBTQIA+ residents. DPH will work with its LA County partners to leverage any educational sessions they are currently using.

### **Administrative and Clinical Staff for GHP**

Below is the departments' progress in structuring its workforce to adequately meet the healthcare needs of its patients/clients.

### DHS

To date DHS has added the following positions to the GHP to ensure the needs of those seeking gender-affirming health services are properly cared for:

- Program Manager/Staff Analyst (0.5-1 FTE/DHS)
- Physician (1 FTE/DHS)

Recruitment for nursing, administrative, and social work GHP positions is currently underway. DHS will continue to expand the GHP's administrative and clinical staff based on recommendations from the Gender Health Program Workgroup and data from the GHP Dashboard, which is in development.

### DMH

DMH recognizes that the WPATH SOC, in addition to observations and feedback by providers and clients, advocate for the effective and sustainable provision of integrated healthcare services by multidisciplinary teams within the GHP. Using the existing model of the Medical Hubs, (in which children involved with the child welfare system can receive DCFS, DMH, and DHS services at a single location), DMH is interested in meaningfully investing in providing co-located services onsite where patients are receiving GHP services. This team of DMH providers may travel between GHP sites and participate in multidisciplinary service provision and consultation. This will substantially reduce barriers for GHP patients that arise when they need to travel to multiple locations – often at a great distance, given the size of LA County – to receive necessary services. Further, this will enhance communication and consultation between disciplines and departments, which will improve healthcare outcomes. DMH will explore through the budget process and in coordination with the County Executive Office (CEO) and Department of Human Resources (DHR) an appropriate staffing request.

## DCFS

DCFS will continue to work closely with its LGBTQ+ Champions and the GHP collaborative to ensure that DCFS staff are aware of the services and resources provided by the GHP.

## DPH

DPH will work closely with the GHP collaborative departments to ensure that staff in the DPH Clinic Services division are aware of the breadth of services provided by the GHP. We will rely on our existing staffing model, which is comprised of medical directors, nurse managers, supervising clinic nurses, clinic nurses, clinic providers, and business office staff. All team members will be trained about the GHP to ensure that they can both educate and appropriately refer clients.

## **Communication and Outreach Strategy**

Outlined below are the departments' communication and outreach strategy to promote the GHP's services to those seeking gender-affirming care.

## DHS

DHS has developed a comprehensive communications and outreach strategy aimed at targeting its patient population and broader community stakeholders. The communications strategy will leverage various communication channels and partnerships to effectively raise awareness and provide information about gender-affirming healthcare services to interested new, incoming patients; strategy is outlined below:

- **Traditional and Local Earned Media:** DHS will engage with traditional and local media outlets, such as newspapers, radio stations, and television networks, to promote stories and information about the GHP. Press releases, and proactive story pitching will be utilized to reach a wider audience which can help amplify our services.
- **Social Media:** DHS social media platforms, including Instagram, Twitter, and Facebook, will be utilized to reach our target audience. DHS will include GHP content, including articles, success stories, and updates.
- **Community-Based Organizations and Partnerships:** DHS recognize the importance of collaborating with community-based organizations and partners to effectively reach and serve the target population. DHS will utilize its existing partnerships with local LGBTQ+ organizations, healthcare providers, and advocacy groups to disseminate information about the GHP. Additionally, DHS will leverage the Pulse Newsletter, with 16,886 community subscribers to further promote information about the GHP.
- **Patient Communications:** DHS will leverage existing patient communication channels to provide information about the GHP, upcoming events, and resources. This includes sending updates and announcements to our patient subscriber base, which includes 102,299 English patient email subscribers and 41,202 Spanish patient email subscribers.

- **DHS Website:** The DHS website, will serve as a platform to showcase the Gender Health Program to interested patients. DHS will create a dedicated section within the website that provides easy access to information and resources including a direct link to the centralized LA County GHP website once available.
- **Communication Channels for Workforce:** DHS will leverage the Workforce Weekly, with 22,415 subscribers, to keep staff updated about the GHP. Workforce members are key to helping disseminate information to patients. Workforce communications will also include training opportunities, policy changes, and success stories.

By implementing this comprehensive communications and outreach strategy, DHS will raise awareness of the GHP, increase access to gender-affirming healthcare services, and promote inclusivity and support for our patient community. DHS will launch its communications strategy by the Spring of 2024.

## DMH

DMH recently hired a new Communications Director, who works with the department's Public Information Office (PIO) to outline communication strategies within and outside of the department. The DMH ARDI Division has been collaborating with the PIO to expand DMH's [LGBTQ+ Resources](#) webpage, which will include information and links directing visitors to the GHP. The DMH ARDI Division has also created a brochure describing the department's LGBTQIA2-S services, including information about the LGBTQIA2-S Champion Network and the Gender Affirming Treatment Advocates. This brochure has been sent to each of the DMH Service Area Leadership Teams (SALTs) and Health Neighborhoods for distribution; copies of the brochure were also distributed at multiple Pride Month events where DMH was present, including, but not limited to, Los Angeles Pride and Compton Pride.

DMH hosts a monthly LGBTQ+ Clinical Consultation Team meeting, which is open to clinical providers within and outside of DMH, to facilitate collective capacity-building in providing affirming mental/behavioral health services for LGBTQ+ and TGI communities. Gender affirming care is frequently discussed in these meetings, and the GHP will continue to be amplified when indicated. DMH's LGBTQIA2-S Underserved Cultural Community (UsCC) subcommittee also holds monthly meetings, which includes DMH employees as well as community stakeholders and employees from other LA County departments. These regular meetings serve as another space to inform LA County employees and community partners about GHP programming and available services. DMH's ARDI Division will continue collaborating with the PIO to further amplify our department's LGBTQIA2-S gender-affirming services, in addition to the GHP more specifically, through social media and other avenues of communication.

## DCFS

DCFS uses its digital and social media channels to promote gender health programs to internal and external audiences, including social workers, youth in foster care, and resource parents. The department's communication strategies and tactics include, but are not limited to, digital and social media outreach by way of owned channels such as GovDelivery (e.g., email marketing platform), the DCFS website, Facebook and Twitter profiles.

It is also noteworthy to mention that DCFS' public-facing website has a section for LGBTQ+ youth and young people, which includes information about available services and resources. The website provides information about the Alexis Project by stating that the program:

“Operating out of the LA General Medical Center, the Alexis Project is a place where LGBTQ+ youth can access specialized medical and mental health staff who understand their needs. Their services include gender affirming healthcare, mental health services, surgical services and legal services.”

The site also provides contact information for gender affirming health and medical care and can be found here, <https://dcfs.lacounty.gov/youth/lgbtq-youth/>.

Additionally, to help promote the visibility and expansion of the program, the LGBTQ+ Program has presented to the following entities/stakeholders:

- DCFS regional offices;
- Los Angeles County Office of Education – Foster Care Liaisons;
- Children’s Law Center – LGBTQ+ Committee;
- DCFS Resource Family Support & Permanency Division;
- End Abuse Long Beach;
- Youth Services Network, Long Beach;
- Prevention and Aftercare Stakeholder Meeting;
- Family Preservation Roundtable;
- Foster Family Agency and Short-Term Residential Therapeutic Program Forum; and
- DCFS Dependency Court.

### DPH

The DPH clinic team is currently meeting with the department’s Office of Communications to develop strategies to promote all services including those that serve the LGBTQIA+ community. The Center for Health Equity will be researching and presenting a plan to the department’s Office of Communication and program leads on best practices for lifting up services and reaching the LGBTQIA+ community.

### ARDI

On July 11, 2023, ARDI hosted a Transgender, Gender-Nonconforming, and Intersex Community Town Hall in collaboration with transgender-led organizations DHS and DPH to provide an overview of, and solicit feedback on, several Board directives in the motion, “Addressing the Inequities Facing Transgender, Gender Non-Conforming, and Intersex People.” Nearly 100 participants attended the community Town Hall in person and more than 100 participants joined on Zoom during the hybrid event. The departments of Aging and Disabilities, Health Services, and Mental Health representatives were also present to provide more information about LA County services targeting lesbian, gay, bisexual, transgender, queer, questioning, intersex, asexual and/or two-spirit (LGBTQIA2-s) residents.

Topics of discussion during the event included how LA County can:

- Ensure TGI communities are aware of and can access LA County services, including programs funded by the American Rescue Plan Act;
- Provide more culturally relevant outreach strategies to reach TGI communities; and
- Tailor its American Rescue Plan Public Portal and Equity Explorer Mapping tool to meet the needs of TGI communities.

Information collected from the event was synthesized and shared during an August 2023 meeting with collaborating departments named in the “Addressing the Inequities Facing Transgender, Gender Non-Conforming, and Intersex People” motion. ARDI also collaborated with the Internal Services Department to incorporate community recommendations on the American Rescue Plan (ARP) public portal, including the ARP Dashboard and ARP Project Viewer. The next steps include creating a dedicated page on ARDI’s website to showcase related work and progress on motion directives and completing a landscape analysis of relevant departments to identify critical gaps and opportunities for providing culturally responsive programs and services to TGI individuals. The landscape analysis assesses: 1) data collection and reporting practices on sexual orientation and gender identity/expression; 2) systems and policies that may affect service delivery; and 3) accessibility of services for TGI communities.

### **LA County Gender Affirming Healthcare Services Website**

The departments recommend that the LA County Gender Affirming Healthcare Services website, which will offer information and resources about gender-affirming healthcare services in LA County departments, should be integrated into the newly established LA County LGBTQ+ Commission and its relevant website upon its launch. The commission’s website can be utilized as a one-stop destination for residents seeking LGBTQ+ support services, and it would be of benefit to include information on the departments’ gender-affirming healthcare services.

### **LA County Commission on Human Relations**

On Monday, October 2, 2023, the LA County Commission on Human Relations (Commission) unanimously expressed its support of the GHP and offered to help promote the program through its work, particularly LA vs. Hate. The Commission can provide services to victims or supportive parties that report acts of hate and discrimination experienced by TGI people in LA County via LAVsHate.org or 211. The GHP can also benefit from LA vs. Hate by ensuring that GHP providers know they can refer their TGI clients to LAVsHate.org or 211 for support for acts of hate and discrimination they may have experienced.

The Commission is also committed to actively sharing educational materials on the GHP to raise awareness of its services to individuals interested in receiving gender-affirming services to its service clients and through the LA vs. Hate network of community-based organizations. The Commission is also interested in providing access to its trainings on how to guide victims to report hate acts through the LA vs. Hate system. They can also share support resources through the LA vs. Hate Dream Resource Centers, its Rapid Response Network, Action Committee, and other partners. The Commission also offers its assistance in ensuring ongoing TGI community input into the continuing development of the GHP. The GHP is excited to receive the Commission’s support and services for its patients and workforce.



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If you have any questions, you may contact me, or your staff may contact Dr. Shannon Thyne, Director of Pediatrics by email at [sthyne@dhs.lacounty.gov](mailto:sthyne@dhs.lacounty.gov).

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors  
Department of Mental Health  
Department of Public Health  
Department of Children and Family Services  
Anti-Racism, Diversity, and Inclusion Initiative  
Human Relations Commission