



LGBTQIA2S+ Violence Prevention Lab

LGBTQIA2S+ UsCC Capacity Building Project Los Angeles County Department of Mental Health July 2023 to June 2024

Report & Presentation by:

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Original Project Proposal

Description

This project will work to reduce mental health access barriers for LGBTQIA2S+ community members ages 18+ by recruiting Participants from Los Angeles County to meet and develop innovative strategies to violence prevention and barrier reduction. Over the course of Summer 2023, the Participants will design their approaches and present their ideas to key stakeholders, LACDMH representatives, foundation representatives, and sector leaders. These ideas will then be considered as Capacity Building Project (CBP) proposals for the 2024 fiscal year (voting in approximately August 2023).

Purpose

Despite decades of progress and inclusion for LGBTQIA2S+ people, many LGBTQIA2S+ community members still face unsafe and hostile environments, as well as stigma, shame, and other barriers that prevent them from seeking support. Now combined with COVID-19, Monkeypox, and anti-LGBTQIA2S+ legislation and rhetoric across the country, LGBTQIA2S+ people are facing higher levels of mental health challenges and need creative solutions to find affirmation, empowerment, and resilience. This project would support local community members in developing their own user-centered strategies for violence prevention and access to affirming mental health services.

Objectives (Timeline)

Recruitment & Coordination (4 Months)

- 1. LACDMH LGBTQIA2S+ UsCC will vote to decide the identities/ demographics for the 2024 CBP fiscal year
 - a. This will determine which community members should be recruited for the Lab
- 2. 16 LGBTQIA2S+ community members, activists, and LACDMH stakeholders will be recruited for a week-long innovation lab to conceptualize and develop creative, user-centered approaches to:
 - a. Direct forms of violence
 - b. Mental health stigma
 - c. Barriers to mental health services
- 3. Organizer with be responsible for coordination and management of the Lab:
 - a. Recruitment, application, and selection processes for Participants
 - b. Conference space for lab to be hosted
 - c. Travel/food/lodging accommodations as needed
 - d. Receive consultation from experts/professionals on lab curriculum/ structure to ensure Participants are guided and supported effectively

Innovation Lab & Participantship (1 Week)

1. Participants (16) will be separated into 4 teams to develop ideas for innovative strategies to address violence/stigma and reduce barriers to mental health services. Teams will:





- a. Identify the issue(s) they want to address
- b. Identify the user group they would like to focus on
- c. Compile research and data to understand their user group better
- d. Develop a short-term and long-term strategy to address the issue(s)
- 2. Facilitators will provide various workshops and activities to help Participants build and develop their ideas:
 - Examples of LGBTQ+ organizations and campaigns (GSA Network, Mirror Memoirs, It Gets Better Project, youth-led campaigns and organizations)
 - b. Business/organization development experts (SWOT + STEEP analysis, business/non-profit models, user group identification)
 - c. Team-building and resilience tools (Lumos Transforms)
- Participants will present their ideas at the end of the week to a team of field experts and LACDMH/LAUSD representatives for feedback and support Post-Lab Prototyping & Evaluation (3 Months)
 - 1. Participants will test out their approaches within the following month in their communities and with the appropriate user groups
 - a. This is the short-term strategy developed by Participants that serve as a "prototype" of their long-term strategy or vision
 - b. This will need to be conducted within the month following the lab
 - 2. Organizer will evaluate impact of their approaches/strategies, as well as the impact of the lab process on the Participants and their communities
 - 3. Participants will connected to potential partners/sponsors to continue developing
 - 4. Organizer will formally present compiled data and feedback to LACDMH representatives to consider similar projects in the future

Justification

This project would recruit and select LGBTQIA2S+ advocates ages 18+ from various backgrounds as they relate to the demographics decided on by the LGBTQIA2S+ UsCC for the 2024 CBP fiscal year. The idea is to have advocates who share identities with the users that they will be designing the strategies for.

Outcomes

By the end of the prototyping period, there will be 4 user-centered violence prevention and barrier reduction strategies that are well-designed and tested for further consideration for the 2024 CBP fiscal year (presented for the 2023 voting period). Participants will build strong connections with each other, facilitators, local organizations, and sector leaders/representatives to help them build confidence and resilience. The strategies will be reminders of the power and creativity within our LGBTQIA2S+ community beyond active UsCC members, and will encourage more LGBTQIA2S+ community members to be involved in the UsCC and other opportunities for decision-making and advocacy.





Project Activities

Overview

This project worked to prevent violence and reduce mental health access barriers for LGBTQIA2S+ communities by recruiting 15 Participants - majority Black, Indigenous, and People of Color (BI&POC) from various service provider areas (SPA) in Los Angeles County - to meet and develop 6 innovative strategies for violence prevention and barrier reduction. Over the course of May 6-10, 2024, the Participants designed their approaches and presented their ideas to key LACDMH stakeholders, nonprofit representatives, foundation representatives, local activists, and sector leaders.

Preparation

Before the recruitment of the Participants could begin, preparation of pre and post surveys, recruitment materials, and the Lab slide decks and agenda needed to be developed.

Pre & Post Surveys

Both the pre and post surveys incorporated 11 questions focused on knowledge of user-centered design and mental health factors including support systems, self-care, and resilience. These 11 questions developed with a Likert Scale of 5 answers ranging from Strongly Agree, Somewhat Agree, Neutral, Somewhat Disagree, to Strongly Disagree. These questions were based on surveys used be previous LGBTQIA2S+ UsCC CBP contractors including The Wall Las Memorias Project and AMAAD Institute, and were approved by LACDMH.

For the pre survey, we decided to add it as a part of the large Lab Application (Appendix A, Item I) that all prospective applicants could complete. This provided an opportunity to receive data and insight from additional LGBTQIA2S+ visionaries outside of the accepted applicants and use the Lab opportunity as an incentive for survey participants. The Lab Application additionally included opportunities for applicants to provide personal information, contact information, demographic information, and personal statements. The demographic information related to education level, race, ethnicity, sexual orientation, gender identity, and intersex status were developed with support from Kelly Wilkerson and previous applications used for past CBPs.

The post survey was created specifically for the selected group of Participants. It included a section for them to add their personal information, and another section to share their experience in the Lab, as well as to provide feedback for improvement and consideration.

Recruitment Materials

Using Canva.com, we developed 2 different recruitment flyers that directed prospective participants to the Lab Application. The first flyer was in a printer page format (8.5×11) so that it could be emailed to various schools, service providers, organizations, and businesses to be printed out and placed around physical locations. It could also be shared as story posts on Instagram and Facebook as it was formated vertically. The second flyer was in a square format (10×10) that could be posted on social media feeds such as Instagram and inserted into email messages instead of being added as an attachment. Both flyers used the same messaging,





theme, and link. Additionally the appropriate logos for LACDMH, the LGBTQIA2S+ UsCC, the 24/7 Access Line, and Break the Binary LLC were featured on both flyers with approval from Kelly Wilkerson.

Lab Agenda & Slide Decks

The agenda for the Lab was created based on a previously facilitated Innovation Lab project with LACDMH for LGBTQIA2S+ youth to develop unique strategies. As a result, the Lab agenda was outlined as the following:

- Monday May 6th: Remote Day for Community Resource Identification
- Tuesday May 7th: Welcome, Values & Norms, STEEP Analysis
- Wednesday May 8th: User Group Identification & Strategy Brainstorming
- Thursday May 9th: Prototype Brainstorming & Presentation Development
- Friday May 10th: Presentations of Strategies

Using Google Slides, the slide decks for each day of the Lab were developed.

Recruitment

In January 2024, we began distributing the recruitment materials via various methods in search of 18 Participants. We promoted the application by emailing several community based organizations, schools, activists, and social media influencers. We also emailed the entire LGBTQIA2S+ UsCC listserv. Additionally the flyers were shared on our social media platforms and reposted by pages with over 1 million followers each, reaching over 200,000 views by people throughout Los Angeles and around the world.

The deadline for the application was February 16, 2024, by which we received a total of 44 applications. After reviewing the applications, the applicant pool was narrowed down based on the following requirements. These requirements were as follows:

- Must identify as LGBTQIA2S+;
- Must currently reside in Los Angeles County;
- Must be ages 18+ during the dates of the Lab;
- Must be able to attend at least 3 of the 4 in-person days of the Lab (May 7-10, 2024), with guaranteed attendance on the first (August 7) and last day (August 10);
- Must consent to being recorded during the Lab for LACDMH documentation and reporting purposes.

Selection Criteria

The review of applications was solely conducted by the contractor during March 2024. The contractor made a criteria of priorities based on conversations with Kelly Wilkerson, LACDMH representation, and LGBTQIA2S+ UsCC members. Of the 44 applicants that met the above requirements, the pool was narrowed down to 18 based on the following priorities in the following order:

- 1. SPA Location: It was of the utmost importance that all 8 SPAs of Los Angeles County were represented among the 18 chosen applicants.
- 2. Race & Ethnicity: It was also of the utmost importance to center BI&POC applicants during the selection process to ensure intersectionality and diversity in the Lab. The breakdown of number of eligible applicants by race and ethnicity was as follows (note: several applicants chose multiple race and ethnicity options, thus the total number of





applicants listed below is higher than the actual total):

Asian:Black/African American:12 Applicants13 Applicants

Indigenous/Native American/Alaska Native: 6 Applicants
 Latinx/Latine: 20 Applicants
 Pacific Islander: 1 Applicant
 Southwest Asian North African (SWANA): 0 Applicants

White: 10 Applicants

Undisclosed:Other:2 Applicant5 Applicants

In order to ensure representation of various BI&POC communities in the chosen applicant pool (specifically Asian, Pacific Islander, and Latine communities as requested by LACDMH), the chosen applicant pool had the following makeup of race and ethnicity:

Asian:Black/African American:Black/African American:

Indigenous/Native American/Alaska Native: 3 Applicants
 Latinx/Latine: 8 Applicants

Pacific Islander:
 Southwest Asian North African (SWANA):
 1 Applicant
 0 Applicants

White:4 Applicant

Undisclosed:Other:O ApplicantsApplicants

3. Transgender Status: We wanted to prioritize applicants who openly identified as transgender, meaning their current gender identity was not the same as their assigned-at-birth gender or sex. Of the total applicant pool, here is the breakdown:

Yes, I am transgender:
 No, I am not transgender:
 Unsure:
 Prefer Not to Share:
 25 Applicants
 2 Applicants
 1 Applicant

Fortunately we had an incredibly high number of transgender applicants, and we were able to focus on other priorities as a result. The chosen applicant pool had the following makeup of transgender identification:

Yes, I am transgender:
 No, I am not transgender:
 Unsure:
 Prefer Not to Share:
 10 Applicants
 5 Applicants
 2 Applicants
 1 Applicant

4. Gender Identity: We wanted to ensure a diversity of gender identities among the chosen applicant pool. The breakdown of number of eligible applicants by gender identity was as follows (note: several applicants chose multiple gender options, thus the total number of applicants listed below is higher than the actual total. Additionally terms like *man* and *woman* are inclusive of trans men and trans women):

Agender
 Genderfluid
 Man
 Nonbinary
 Two-Spirit
 Applicants
 Applicants
 Applicants
 Applicants
 Applicants





Woman
 Prefer Not to Share
 Other
 22 Applicants
 1 Applicant
 5 Applicants

LACDMH requested that we prioritize Two-Spirit communities. The chosen applicant pool had the following makeup of gender identities:

Agender 2 Applicants Genderfluid 4 Applicants 0 2 Applicants Man Nonbinary 7 Applicants Two-Spirit 2 Applicant Woman 6 Applicants Prefer Not to Share 0 Applicants 3 Applicants Other

5. Intersex Status: We wanted to prioritize intersex applicants - people with sex characteristics that do not align with the traditional sex binary of male or female - in the selection process due to the lack of representation of intersex people in LGBTQIA2S+ spaces.

Yes, I am intersex
 No, I am not intersex:
 Unsure:
 Prefer Not to Share:
 5 Applicants
 4 Applicants
 1 Applicant

After prioritizing the demographic outlined above, the chosen applicant pool had the following makeup of intersex identification:

Yes, I am intersex
No, I am not intersex
Unsure:
Prefer Not to Share:
1 Applicant
2 Applicants
1 Applicant

6. Sexual Orientation: We wanted to ensure that the Lab and Participantship had a diversity of sexual orientations. The breakdown of number of eligible applicants by sexual orientation was as follows (note: several applicants chose multiple sexual orientation options, thus the total number of applicants listed below is higher than the actual total):

0	Asexual	5
0	Bisexual or Bi+	11
0	Gay	10
0	Fluid	2
0	Lesbian	5
0	Pansexual	10
0	Queer	23
0	Questioning	1
0	Straight/Heterosexual 4	
0	Two-Spirit	1
0	Prefer Not to Share	1

LACDMH asked us to prioritize Bi+/Bisexual and Lesbian communities. The chosen applicant pool had the following makeup of sexual orientations:

Asexual

Other





0	Bisexual or Bi+	6
0	Gay	4
0	Fluid	2
0	Lesbian	3
0	Pansexual	5
0	Queer	9
0	Questioning	1
0	Straight/Heterosexual 1	
0	Two-Spirit	0

- 7. Pre-Lab Assessment: At this point in the application process, it was important to review the results of the pre-lab assessment that included questions around mental health factors and knowledge of user-centered design. We wanted to prioritize applicants who did not answer "Strongly Agree" to every answer since we were seeking participants who would be able to improve various mental health factors and build knowledge around user-centered design through the Lab and Participantship. (More about this is discussed in the *Outcomes & Results* section of the report)
- 8. Personal Statements: Finally, it was important to take time to read through the various personal statements in each application. We were looking for answers that indicated a passion for LGBTQIA2S+ advocacy and empowerment, an experience with problem-solving and/or community engagement, and a sense of personality and identity beyond their LGBTQIA2S+ identities.

On April 29, 2024, the applicants were notified of the status of their applications. Those who were not selected were provided with additional resources for LGBTQIA2S+ youth advocacy and volunteer opportunities, along with information about the LACDMH LGBTQIA2S+ UsCC to encourage them to attend and get involved.

The 18 applicants that were selected were asked to confirm their interest and attendance, as well as provide any dietary restrictions for our caterer. They were also provided with an electronic copy of the HOPE LAB Participant Program & Workbook, along with helpful information about expectations, parking, and compensation. By the first day of the Lab, the total number dropped to 15 applicants/Participants due to last minute emergencies and changes in availability or communication.

Facilitation

The Violence Prevention Lab - rebranded as HOPE LAB - began on May 6, 2024 and ended on May 10, 2024, and was entirely facilitated by the project contractor, Addison Rose Vincent. We used the slide decks prepared during the Preparation phase of the contract, and coordinated with Lab Participants who were missing specific days or needed extra support. Each day started at 9am and ended at 4pm, and had two (2) 30-minute breaks and one (1) 60-minute lunch included to prevent fatigue and encourage self-care. The only exception was Day One (May 6) which was a remote day. In total, Participants completed 24 in-person hours of work (Tuesday to Friday, 9am-12pm and 1pm-4pm).

There were also specific components that were added to each day of the Lab, including opening and closing with meditation and grounding activities such as deep breaths and





stretches, opening each day with a reminder of community guidelines, ending each day with words of affirmation, and closing sessions by reminding Participants about the LACDMH 24/7 Help Line and encouraging them to them to share something that brings them joy.

The Lab was hosted at LA Plaza de Cultura y Artes in the 4th Floor Conference Room. This venue was selected due to its central location for all participants and its cultural relevance to the local community. The Facilitator arranged the tables and chairs in the room for Participants to be able to flow and discuss freely. The facilitator chose green as the main color for the Lab and ordered table cloths, logo-branded tote bags, journals, and folders that fit this theme. The Facilitator also ordered fidget-related items for Participants to use throughout the Lab and placed on each table, including fidget spinners, colorful pipe cleaners, playdoh, slinkies, coloring pencils, and markers.

The facilitator contracted with a local caterer to provide lunch for the 4 in-person days. Dietary restrictions were taken into consideration and prioritized for each meal. Food arrived between 11:30am and 12:00pm.

By the end of the Lab, each Participant was sent an electronic payment of \$500 for their participation in the Lab. They were also offered the opportunity to request reference letters for future opportunities, and received certificates of participation signed by Break The Binary LLC and LACDMH.

Day One (May 6): Remote Day

This day was the only remote day during which Participants were asked to visit and/or contact 2-3 local organizations doing something unique and innovative for violence prevention in your community. They did not need to be nonprofit organizations but they needed to be organizations that the Participants were not connected to as staff members, volunteers, or clients/patients. The purpose was to help Participants see real-life examples of organizations working toward violence prevention in our local community, and to see that there are different ways - including creative and nontraditional ways - to achieve this.

Participants were asked to collect the following information about each organization:

- Mission Statement, Team Values, Team Norms
- Who does the organization serve directly, indirectly, intentionally, and unintentionally?
- How is the organization structured in terms of staff, volunteers, and services? How have these structures shifted over time, if applicable?
- What are the organization's successes and failures? How has it grown since its inception, if applicable?
- What external factors impacted the organization? Think of social, technological, environmental, economic, and political factors.

Participants were then asked to submit responses to the contractor via email by 4pm. Some of the organizations that Participants visited and/or contact included the following:

- Peace Over Violence
- HELPER Foundation
- Futures Without Violence
- Stop LAPD Spying Coalition
- Sims Library of Poetry





- Project 43
- CRCD Enterprises
- AMAAD Institute
- Flora Y Tierra
- KLBRI
- Tia Chucha's
- TransLatin@ Coalition
- Trevor Project
- Pico Union Housing Corporation
- UCLA LGBTQ Resource Center
- RISE Center at UCLA
- Social Justice Partners LA
- Stop Violence LA LGBT Center
- Legal Advocacy Project for Survivors (LAPS) LA LGBT Center
- LGBT Child Abuse Prevention Council

Day Two (May 7): Welcome & Introductions

The day opened with setting community agreements and etiquette for the Lab, including but not limited to arriving on time, communication channels for missing specific days of the Lab, recording of sessions, tips for avoiding burnout and emotional exhaustion during the Lab (ex. Take breaks, wear whatever makes you feel good), and encouragement to reach out if they need support.

From there, the facilitator introduced themself to the Participants and discussed the importance of LGBTQIA2S+ mental health and violence prevention advocacy to their own story. They also provided more context for the Lab and the overall goals of the Lab. The Participants then had a chance to introduce themselves to the entire group, stating their names, pronouns, locations, as well as their expectations for the Lab.

The facilitator then continued with ice breaker activities, including discussions around the organizations they visited and/or contacted on Day One. In breakout groups, Participants also had an opportunity to get to know each other better and identify 3 commonalities beyond their LGBTQIA2S+ identities and locations in Los Angeles. Some examples included having siblings, having piercings, similar food and drink tastes.

After ice breaker activities, the Participants were introduced to various grounding activities to help them center and focus in the space. This included deep breath exercises, body scans, tension release, and intention setting. The conversation then led into a discussion around pressure and expectations the Participants feel from within the LGBTQIA2S+ community, which sparked opportunities for them to share coming out stories and being vulnerable in the space.

Participants were then split into 3 groups to develop Values and Norms for the Lab. These include the guiding principles and beliefs that they wanted to center in their work, along with the rules and expectations that align with the listed values. Some examples of Values included communication, compassion, curiosity, creativity, integrity, authenticity, representation, boundaries, consideration, loyalty, and dependability. Some examples of Norms included





self-accountability, being intentional, accepting people where they're at, creating brave spaces that allow discomfort, impact vs. intent, check-ins/consent, and embracing the unexpected.

Following the Lunch break, the facilitator explained the user-centered design process, which includes 4 parts: Understand context of use; Specify user requirements; Design solutions; Evaluate against requirements. The facilitator also reminded the Participants to focus their strategies on prevention rather than intervention or treatment. From there, the Participants were split into breakout groups to develop a STEEP (Social, Technological, Environmental, Economic, and Political) Analysis of local LGBTQIA2S+ issues and their impacts on community members, then discussed them as a larger group. STEEP analysis issues that were discussed included:

- SOCIAL: Bullying, racism, isolation, harassment, health care discrimination, domestic violence, homelessness, substance abuse;
- TECHNOLOGICAL: Online and virtual harm, access to information and resources, online relationships;
- ENVIRONMENTAL: Food insecurity, access to clean water, under funded education systems, lack of accessible resources
- ECONOMIC: Affordable housing, employment discrimination, healthcare, access to higher education, homelessness;
- POLITICAL: Access to healthcare, participation in sports, bathroom laws, housing discrimination, access to education, unemployment.

After discussing the STEEP Analysis, the Participants were invited to join one of six (6) groups to focus on a LGBTQIA2S+ related community that LACDMH wanted us to focus on. These groups included Latine, Two-Spirit, Lesbian, Bisexual/Bi+, Neurodivergent, and API. After splitting into the six (6) groups of 2-3 Participants, the groups were asked to research specific issues and needs of said community and be more specific of the user group they wanted to develop strategies for. This included identifying the user group's specific LGBTQIA2S+ identities, age range, location within Los Angeles (SPA), and any intersecting identities. The specific user groups identified were as follows:

- 1. Lesbian Latine People, Ages 13-24 in DTLA, Southeast Los Angeles, Sun Valley
 - Members: Neyva, Hunter
- 2. Bisexual BIPOC People, Ages 13+ in South Central
 - Members: Ellery, Mike
- 3. Two-Spirit People, Ages 18-35 in SGV, SELA, LBC
 - o Members: Joaquin, Eden, Pink Boi
- 4. Latine LGBTQIA2S+ Youth, Ages 9-18 in South Central
 - Members: Zahav, Bryam
- 5. API TGI Children of Immigrations, Ages 18-30 in SGV
 - o Members: Jade, Jordan, Julien
- 6. Neurodivergent Queer People, Ages 16+ in Hollywood Area
 - Members: Adrien, Vineeta, Amarah

The day wrapped up with some self-care practices including a self-hug, deep breath activity, group words of affirmation, and a reminder of the LACDMH 24/7 Help Line.





Day Three (May 8): Strategy Brainstorming & Development

The day began with a reminder of the community agreements, a deep breath activity, and additional ice breaker activities which included an open share about "what are you looking forward to in the next month?" Participants were then split into two groups and encouraged to draw a picture of a new planet that is completely LGBTQIA2S+ inclusive and centered. The groups had a lot of fun and laughs, creating unique planets and presenting them to the larger group.

After the first break, Participants were divided into their 6 groups based on their user groups. In their groups, they started to brainstorm various prevention strategy ideas for their related user group based on the STEEP analysis developed on Day Two. The Participants were provided with a template to support their brainstorming, which included columns related to the concept, how the concept impacts the user group, the type of services or programming that would be offered, any research to support that strategy, and whether there are other organizations that are doing similar work or are potential partners.

Following the Lunch break, the 6 different groups were invited to share their strategy ideas with the larger group and receive feedback or insight on which direction they should focus on. They also had a special visit from Mallery Robinson who served as a mentor to the groups and provided helpful feedback and insight on their strategies.

The day wrapped up with some self-care practices including a self-hug, deep breath activity, group words of affirmation, and a reminder of the LACDMH 24/7 Help Line.

Day Four (May 9): Prototype Brainstorming & Presentation Development

The day began with a reminder of the community agreements, a deep breath activity, and additional ice breaker activities which included an open discussion about "what is something that brings you joy during these turbulent times?". Participants were then split into two groups and asked to develop a new Pride flag and present their creation to the larger group. After the ice breakers, the 6 strategy groups were able to regroup with their team members who were away on Day Three to continue brainstorming strategies and select one idea to move forward with.

After Lunch, the Participants were introduced to 5 Mentors (local activists and advocates) and given the chance to pitch their strategies to them for feedback. The Mentors included Jazzmun Crayton, Terry Pequeno, Blossom Brown, Nova Mirari, Eric Hernandez, and Yue Begay. Mentors rotated from table to table providing feedback, then sat on a panel to provide overall feedback and answer any questions the Participants had as community leaders/advocates.

After the last break, each team was encouraged to develop a 5-10 minute presentation with a slide deck for Day Five's presentations. The facilitator provided a slide deck template that the team could easily add information to and change the theme of. One of the slides included a prompt of what each group would do if they were funded \$100,000 (the amount that a CBP if typically allocated by LACDMH), and each team developed unique ideas around sustainability and larger impact. The day wrapped up with some self-care practices including a self-hug, deep breath activity, group words of affirmation, and a reminder of the LACDMH 24/7 Help Line.





Day Five (May 10): Presentation of Strategies

The day began with a reminder of the community agreements, a deep breath activity, and additional ice breaker activities which included an open discussion about "if you really knew me you would know...". After the ice breakers, the 6 strategy groups were able to regroup with their team members to finalize their strategy ideas and to continue working on their presentations. The Participants were reminded of the user-centered design process and the focus on prevention methods.

After Lunch, community advocates and stakeholders were welcome to join the Zoom meeting to listen and provide feedback on the 6 groups' presentations during the Advocacy in Action event (1-3pm). Over 30 attendees joined us for food, drinks, and to hear the Participants' ideas. The teams presented the following ideas and slide decks.

- 1. Fish Out of Water: Neurodivergent QPOC Media & Film Lab
- 2. Operation: Game Over: Bisexual POC Intergenerational Gaming & Storytelling Program
- 3. Planeta Sanacion: Lesbian Latine Youth Mentorship Workshops & Healing Retreat
- 4. Planting Our Legacy: API TGI+ Intergenerational Gardening Program
- 5. Raices Y Orgullo: Latino LGBTQ+ Youth & Family Storytelling Program
- 6. Spirit Protectors Inspire Resilience in Tradition (SPIRIT): Two Spirit and Indigenous Art, Storytelling, and Collectivism

Following the presentations, all Participants had the chance to share how they felt about their presentations and provide feedback to each other. This led to one last ice breaker in which everyone was asked "What's one thing you're taking away or gaining from this experience?" Responses included the following:

- "I can't believe we did that all in just a week! Just proves the power of queer folks and that anything is possible."
- "What I'm taking away from this is smiles, joy, and excitement to continue this work. Loved meeting you all!"
- "I'm taking away new beautiful faces, friends, and lasting connections."
- "Y'all taught me so much, and I'm leaving with so much knowledge and so many ideas for our community."
- "I feel like I learned so much from each of you, and I feel like I really understand how to create change and to positively impact mental health. You're all so wonderful."
- "I'm taking away perseverance! I hate working under pressure, but we got through it and I'm proud of myself. I also loved the amount of vulnerability, light-heartedness, humor, and play in this whole week. I feel like it's forcing me to open up more, and I'm feeling so grateful to you all."
- "I'm taking away so much love from this week. Right now there's so much going on and the world feels so heavy. So this has been such a heart-warming experience, I appreciate you all."
- "I'm gonna miss you all so much! What I'm gaining so much knowledge and new friends."
- "I feel like I learned how to love myself more and feeling such a sense of community.
 This is the very first time where I've been in an exclusively queer and trans space, and I'm excited to take more steps in my queer journey."





- "This has been one of the most life-shaping experiences I've ever had. Hearing each of your stories and doing this research has exposed me to so many different perspectives. Before this I would say that I hope to be a leader in my community day, but through this experience I've realized that I AM a leader in my community. I'm so excited to take these lessons back to my community and create more change. Even the breathing activities are a part of my daily routine!"
- "This has been such a wonderful experience. I don't have any safe spaces to go for support, and you have all shown me how powerful and loved I am. I usually just see my family from day to day, and meeting you all has brought me so much joy. Thank you!"

The day wrapped up with a final activity of holding hands and "passing energy" with hand squeezes, then some self-care practices including a self-hug, deep breath activity, group words of affirmation, and a reminder of the LACDMH 24/7 Help Line. The facilitator also provided information on next steps for prototyping and payment. Lastly, the facilitator provided each Participant with a handmade candle and bracelet that says "Stay Hopeful."

Prototyping & Evaluation

Following the completion of the Lab, a number of challenges arose that impacted the success of the prototyping phase. A main factor was the Participants' availability had significantly changed due to work and school schedules, mental health factors, and personal tragedies. Several Participants were simply overwhelmed by the pandemic and other compounding stressors. Multiple Participants were unable to be contacted after the Lab, and after weeks of no communication or response they were let go from the prototyping phase.

Outcomes & Results

Immediately after the Lab ended, I sent an email asking all 15 Participants to complete the post-Lab survey in order to receive payment. The post-Lab survey included the same 11 Likert scale questions that all applicants needed to complete before the Lab. The answers were arranged as options to choose between 1 and 5, with 1 being "Strongly Disagree" to 5 being "Strongly Agree." Below are various findings:

Question: If I have a concern or problem, I know what to do and who to talk to.

Average Applicant Answer: 4.16 Average Pre-Lab Participant Answer: 3.60 Average Post-Lab Participant Answer: 4.53

Question: I am comfortable seeking mental health assistance when needed, regardless of my sexual orientation or gender identity.

Average Applicant Answer: 4.14
Average Pre-Lab Participant Answer: 3.87
Average Post-Lab Participant Answer: 4.20

Question: I know the necessary steps it takes to arrange an appointment for myself with a mental health professional if needed.

Average Applicant Answer: 4.27
Average Pre-Lab Participant Answer: 3.67
Average Post-Lab Participant Answer: 4.20





Question: I feel safe when accessing mental health services.

Average Applicant Answer: 3.91
Average Pre-Lab Participant Answer: 2.93
Average Post-Lab Participant Answer: 4.27

Question: I know ways to advocate for my own mental health.

Average Applicant Answer: 4.25 Average Pre-Lab Participant Answer: 3.73 Average Post-Lab Participant Answer: 4.67

Question: I know ways to advocate for my community's mental health.

Average Applicant Answer: 4.16 Average Pre-Lab Participant Answer: 3.53 Average Post-Lab Participant Answer: 4.07

Question: I am comfortable talking about mental health issues with my community.

Average Applicant Answer: 4.43 Average Pre-Lab Participant Answer: 4.27 Average Post-Lab Participant Answer: 4.40

Question: I am able to distinguish positive and negative coping mechanisms.

Average Applicant Answer: 4.25 Average Pre-Lab Participant Answer: 3.87 Average Post-Lab Participant Answer: 4.07

Question: When I am in distress, I practice healthy coping mechanisms.

Average Applicant Answer: 3.89
Average Pre-Lab Participant Answer: 3.33
Average Post-Lab Participant Answer: 3.8

Question: I see myself as a leader in my community.

Average Applicant Answer:

4.16

Average Pre-Lab Participant Answer:

3.73

Average Post-Lab Participant Answer:

4.13

Question: I know how to develop user-centered strategies.

Average Applicant Answer: 3.80 Average Pre-Lab Participant Answer: 3.53 Average Post-Lab Participant Answer: 4.0

It's clear that the applicants selected self-scored lower on various mental health and knowledge questions on average compared to the overall applicant pool, and it's also clear that after the 5-day Lab the Participants self-scored much higher on the same questions on average - with their new averages being higher on all questions and higher than the averages of the overall applicant pool on some questions.

The post-Lab survey also presented qualitative data and feedback on each Lab Participant's





experience. Various terms used to describe the Lab included the following:

- Generative, Inspiring, Loving
- Dream, Imagine, Innovate
- Innovative, Healing, Liberating
- Innovative, Inspiring, Healing
- Innovative, Sweet, Informative
- Fun, Productive, Healing
- Effective, Eye Opening, Organized
- Creative, Generative, Exciting
- Generative, Encouraging, Inspiring
- Phenomenal, Educational, Community
- Inspirational, Educational, Intense
- Refreshing, Challenging, Inclusive
- Awakening, Kinship, Intergenerational
- Revitalizing, Fulfilling, Enriching
- Challenging, Reflective, Motivating

When asked to share one thing they are gaining from this experience, the Participants wrote the following:

- "Tools and the capacity to create my own programs."
- "Hope!"
- "Skills to strategize violence prevention for my community."
- "The knowledge that I have the capacity to create things from scratch. That there shouldn't be fear in reinventing the wheel."
- "It was healing to work through this study. I was also brought a lot of awareness to the fact that there isn't a lesbian latine org, along with being informed on matters I was not informed on."
- "Hope and peace of mind in turbulent times."
- "Useful skills and knowledge for project creation."
- "The analysis and structure behind how to propose and come up with creative programs for issues that don't involve the same routine of trainings and workshops."
- "I have gained some new friends <3 I have also felt extra encouragement about my capacity to build the better world I am imagining."
- "Safe Space to create."
- "A lot of needs for minority communities, especially smaller segments."
- "Acceptance."
- "I learned that I am more than just the organization that I work in. We as community members bring art, safe spaces, and mutual aid to one another, and orgs/nonprofits/mutual aids are tools. We need to reclaim our own power to and free others around us."
- "A genuine desire to try and give back more even if it's just ideas for someone with more capacity to make them reality."
- "Lay out/ structure to how to present a pitch and get our funds!"

When asked about how the Lab could be improved in the future, a few responses stood out as valid concerns and considerations:

1. Considering playing with scheduling. Two participants shared that they wished the Lab was longer, ideally two weeks, while another participant shared that 4 consecutive 6-day





hours was really challenging for them and their work schedule. Many Participants shared that the 9am start time was too early for them and they wished it started sometime between 10am and noon. Participants also shared that Day One should have been in-person to allow more time to get to know each other and have more time to develop their strategies.

- 2. Announce the chosen applicants at least two weeks in advance. The Participants were given only 7 days' notice of their acceptance before the Lab began, and it would have benefitted them to have more time to make arrangements with work, school, family, etc.
- More time for group feedback within the Lab. A couple participants shared that they wish
 they had more time on Days Three and Four to hear from other groups, especially
 Participants with different identities than themselves, to get unique perspectives and
 ideas on their strategies.
- 4. Better recruitment methods and promotion of Lab. The flyers used were sent via email and posted on select social media platforms, along with the LGBTQIA2S+ UsCC website and social media pages. However one of the applicants pointed out that they had to do research to find the flyers to then apply, and they wished the flyer and application link was more accessible.
- 5. More/better food options. The facilitator worked with a local caterer to meet everyone's dietary restrictions, including vegan, gluten-free, soy-free, mulberry-free, chocolate-free, and more. Unfortunately the meals provided were small in portions and unsatisfactory in taste. For the Advocacy in Action event, the facilitator ended up ordering several extra pizzas and donuts to ensure there was enough satisfactory food for the Participants and the event attendees.

Conclusion & Next Steps

Overall, the Lab and Participantship felt like a success. The survey results show an overall positive impact on Lab participants both quantitatively and qualitatively. The strategies the Participants developed are truly innovative in their approaches to violence prevention and LGBTQIA2S+ mental health advocacy.

In addition to the constructive feedback provided by the Participants themselves, there are further factors for consideration in future implementations of this model or project concept:

- Language. The entire process was conducted solely in English, and for this group of Participants an ASL interpreter was not needed. It should be considered whether the future facilitator(s) are able to facilitate all parts of the Lab and Participantship process in multiple languages and with more accessibility options for people who are deaf or hard-of-hearing.
- 2. Communication etiquette. Although most participants in the Lab were aware of and respectful of their time speaking and sharing in larger group settings, a couple of Participants repeatedly took up a long period of time sharing information that was not necessary to the schedule of the Lab. With that said, it should be recommended to include forms of accountability or warnings for talking too long. If the facilitator is uncomfortable setting those boundaries in a group setting, perhaps a community agreement can be developed that encourages everyone present to feel empowered to say something and/or set that boundary.
- 3. Retention of Participants. Unfortunately after the Lab was completed, it was very difficult to maintain communication or reach many of the Participants due to multiple factors. A suggestion is to consider restructuring how incentives are provided during the entire Lab





and Prototyping process (ex. Provide half of the stipend at the end of the Lab and the other half after the prototype is completed). Another suggestion is to consider how the funding for the Group Prototypes could be increased or played around with. Lastly, when recruiting applicants for the Lab, the dates of the Prototype were fairly vague (ex. Within a month after the Lab). An idea is to state exact dates for Prototyping - perhaps the prototyping is the last day of the Lab.

As far as next steps go, Participants have expressed interest in pursuing their strategies in their previous teams and/or with LACDMH in the future. This may change in time and based on their interest levels and availability, however it is clear that the tools and lessons that they gained during the Lab have already been useful for their work, relationships, advocacy, and beyond.

One participant recently shared how the user-centered design process has helped them find more useful approaches to client services at the nonprofit they work at. Another Participant stated that the mindfulness techniques and self-affirmations have helped get through the day with more ease.

At Break The Binary LLC, we would be honored to continue working with LACDMH and the LGBTQIA2S+ UsCC in the future on projects like this, ones that both empower the communities we serve and give opportunities for our communities to empower us.





APPENDIX A: Survey & Application Questions

Item I: Lab & Participantship Application

Welcome and thank you for applying for the LGBTQIA2S+ Violence Prevention Lab! Please read the below information in full before submitting your application. We look forward to reviewing your application!

LAB OVERVIEW:

With funding from the Los Angeles County Department of Mental Health (LACDMH), the purpose of the LGBTQIA2S+ Violence Prevention Lab is to reduce mental health access barriers for LGBTQIA2S+ communities by recruiting Participants (selected applicants) throughout Los Angeles County to meet and develop user-centered, innovative strategies for outreach and engagement of this marginalized population.

The primary objectives of this project are: to empower local leaders, activists, and change-makers as experts to develop their own innovative strategies, educate and empower this community about the importance of mental health care; destignatize mental health issues amongst LGBTQIA2S+ communities; develop culturally sensitive resources/tools,; and to increase community member engagement in the LACDMH stakeholder process.

During and after the Lab, Participants will develop and prototype innovative strategies for reducing mental health access barriers for their community, work on building stronger social connections, and develop tools and resources that can be shared with other LGBTQIA2S+ people, as well as clinicians and providers.

DATES & DETAILS:

The Lab will be hosted in-person near DTLA (location TBD) from Monday March 11th to Friday March 15th, 2024 from 9am to 4pm each day (Lunch from 12pm to 1pm). The entire Lab will be recorded to document the strategy development process and to share only with LACDMH. Topics and focus for each day include the following:

Monday August 9th: Welcome & Introductions Tuesday August 10th: LGBTQIA2S+ Mental Health Wednesday August 11th: User Group Identification Thursday August 12th: Strategy Development Friday August 13th: Presentations of Strategies

During the Lab, Participants will be divided into 6 teams based on their selected user group(s). Following the Lab, each team will have until April 15th, 2024 to host 1 prototype event to test out their strategy (this will be explained further during the Lab).

Youth Fellows will receive \$500 for participation in the Lab (stipends will be sent electronically by Friday March 29th, 2024). Each of the 6 teams will also receive \$500 for their prototype event following the Lab (this will be coordinated on a team-by-team basis). Additionally, Participants will receive a Certificate of Recognition from the Los Angeles County Department of





Mental Health, and be eligible to receive a Letter of Recommendation from the Lab Coordinator.

PARTICIPANT REQUIREMENTS:

Applicants must meet the following requirements to be eligible for the LGBTQIA2S+ Violence Prevention Lab:

- 1. Participants must identify as LGBTQIA2S+;
- 2. Participants must currently reside in Los Angeles County;
- 3. Participants must be ages 18+ during the dates of the Lab;
- 4. Participants must attend at least 4 of the 5 days of the Lab, with required attendance on the first day (March 11th) and last day (March 15th).

APPLICATION DUE DATE:

Application submissions are due by Friday February 16, 2024 at 12pm Noon. Selected applicants will be notified by phone and email by Friday February 13, 2024. For this opportunity, we highly encourage applications from Black, Indigenous, and POC LGBTQIA2S+ community members.

HAVE QUESTIONS?

If you have any questions or concerns, please email the Lab Coordinator, Addison Rose Vincent (they/them) at addison@breakthebinaryllc.com.

QUESTIONS

*	R	്മറ	ШÍ	red
		CY	u	

1.	☐ Yes ☐ No
2.	Do you currently reside in Los Angeles County? * Yes No
3.	Will you be 18 or older during the dates of the Lab? * ☐ Yes ☐ No
4.	Will you be able to attend at least 4 of the 5 days of the Lab, with guaranteed attendance on the first day and last day? If "no" please explain in the "other" option. * Yes No Other:
5.	Do you consent to being recorded during the Lab for LACDMH documentation and



reporting purposes? *



□ No
6. Do you have any accessibility needs we should be aware of?
Personal Information Please respond to the following questions and prompts. Your answers will remain confidential.
7. First Name * 8. Last Name * 9. Pronouns (if any) 10. Address * 11. City * 12. State * 13. Zip Code * 14. Phone Number * 15. Email Address * 16. Birthdate *
Demographic Information Please respond to the following questions and prompts. Your answers will remain confidential.
17. Which of the following best describes your gender? (Select all that apply) * Agender Genderfluid Man Nonbinary Two-Spirit Woman Prefer Not to Share Other:
 18. Do you describe yourself as transgender, meaning your gender is different from your assigned-at-birth gender or sex? * Yes No Unsure Prefer Not to Share
 19. Do you describe yourself as intersex, meaning your sex characteristics do not align with the traditional sex binary of male or female? * \[\textstyle \text{Yes} \] \[\textstyle \text{No} \] \[\textstyle \text{Unsure} \] \[\textstyle \text{Prefer Not to Share} \]
20. Which of the following best describes your sexual orientation? (Select all that apply) *



☐ Yes



	⊔ As	exual
	☐ Bis	sexual or Bi+
	☐ Ga	ıy
	☐ Flu	uid .
	☐ Le:	sbian
		nsexual
	☐ Qu	
		restioning
		o-Spirit
		efer Not to Share
	☐ Oth	ner:
21.	. Are you of	f Hispanic, Latino/x/e, or Spanish origin? *
	☐ Ye	S
	☐ No	
	☐ Un	sure
	☐ Pre	efer Not to Share
22.	Which of t apply) *	he following best describes your racial or ethnic identity? (Select all that
	appiy) □ Asi	ion
		•
		ack / African American
		digenous / Native American / Alaska Native
	_	tinx / Latine
	☐ Pa	cific Islander
	☐ So	uthwest Asian North African (SWANA)
	☐ Wh	nite
	☐ Pre	efer Not to Share
	☐ Oth	her:
23.		e highest degree or level of school you have completed? (If you're currently
	enrolled in	school, please indicate the highest degree you have received) *
	☐ Le	ss than a high school diploma
	☐ Hig	gh school degree or equivalent (e.g. GED)
	☐ So	me college, no degree
	☐ As	sociate degree (e.g. AA, AS)
		chelor's degree (e.g. BA, BS)
		aster's degree (e.g. MA, MS, MEd)
		ofessional degree (e.g. MD, DDS, DVM)
		octorate (e.g. PhD, EdD)
		otorate (e.g. 1 fib, Edb)
24.	. What is vo	our current employment status? (Select all that apply) *
	•	nployed full time (40 or more hours per week)
		nployed part time (up to 39 hours per week)
		employed and currently looking for work
		employed and not currently looking for work





 ☐ Homemaker ☐ Retired ☐ Self-employed ☐ Student ☐ Unable to work ☐ Prefer Not to Share ☐ Other: 	
Personal Statements Please respond to the following questions and prompts. Your answers will remain confidential.	
 25. Are you currently affiliated with any organizations that serve the LGBTQIA2S+ community? 26. How would you describe yourself in 3 words? * 27. How do you currently advocate for LGBTQIA2S+ mental health? (max 600 characters) 	,
 28. Tell us about a time when you creatively addressed an issue in your community. (max 600 characters) * 29. What is something that brings you joy or that you are passionate about? Why? (max 600 characters) * 	
Pre-Lab Assessment The following questions are designed to capture mental health factors, opportunities, and challenges. We will be administering these same questions after the Lab to measure its impact on the mental health of Participants. Please respond to each statement based on how you fee at this time. Your answers will remain confidential.	
 If I have a concern or problem, I know what to do and who to talk to. (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree 	
 I am comfortable seeking mental health assistance when needed, regardless of my sexual orientation or gender identity. (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree 	
 I know the necessary steps it takes to arrange an appointment for myself with a menta health professional if needed. (Select One) Strongly Agree Somewhat Agree Neutral 	I





	☐ Somewhat Disagree☐ Strongly Disagree
4.	I feel safe when accessing mental health services (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
5.	I know ways to advocate for my own mental health (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
6.	I know ways to advocate for my community's mental health (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
7.	I am comfortable talking about mental health issues with my community (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
8.	I am able to distinguish positive and negative coping mechanisms (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
9.	When I am in distress, I practice healthy coping mechanisms (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree

10. I see myself as a leader in my community (Select One)





	Strongly Agree
	Somewhat Agree
	Neutral
	Somewhat Disagree
	Strongly Disagree
l1. I know	how to develop user-centered strategies (Select One)
	Strongly Agree
	Somewhat Agree
	Neutral
	Somewhat Disagree
	Strongly Disagree





Item II: Post-Lab Survey

Thank you for participating in HOPE LAB! Please complete the survey below to support us in understanding the impact of the Project. Thank you!

If you have any questions or concerns, please email the Lab Coordinator, Addison Rose Vincent (they/them) at addison@breakthebinaryllc.com or 248-840-5578.

* Required

Personal Information

Please respond to the following questions and prompts. Your answers will remain confidential.

- 1. First Name *
- 2. Last Name *
- 3. Pronouns (if any)
- 4. Address *
- 5. City *
- 6. State *
- 7. Zip Code *
- 8. Phone Number *
- 9. Email Address *
- 10. Birthdate *

Post-Lab Assessment

The following questions are designed to capture mental health factors, opportunities, and challenges. Please respond to each statement based on how you feel at this time. Your answers will remain confidential.

	e a concern or problem, I know what to do and who to talk to. (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
sexual	omfortable seeking mental health assistance when needed, regardless of my orientation or gender identity. (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
health	the necessary steps it takes to arrange an appointment for myself with a mental professional if needed. (Select One) Strongly Agree Somewhat Agree Neutral





	☐ Somewhat Disagree☐ Strongly Disagree
14.	I feel safe when accessing mental health services (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
15.	I know ways to advocate for my own mental health (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
16.	I know ways to advocate for my community's mental health (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
17.	I am comfortable talking about mental health issues with my community (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
18.	I am able to distinguish positive and negative coping mechanisms (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree
19.	When I am in distress, I practice healthy coping mechanisms (Select One) Strongly Agree Somewhat Agree Neutral Somewhat Disagree Strongly Disagree

20. I see myself as a leader in my community (Select One)





☐ Somewhat Agree	
☐ Neutral	
☐ Somewhat Disagree	
☐ Strongly Disagree	
21. I know how to develop user-centered strategies (Select One)	
☐ Strongly Agree	
☐ Somewhat Agree	
☐ Neutral	
☐ Somewhat Disagree	
☐ Strongly Disagree	

Personal Statement

Please respond to the following questions and prompts. Your answers will remain confidential.

- 22. How would you describe the Lab in 3 words? *
- 23. Share at least one thing you have gained from your participation in the Lab. *
- 24. How could the Lab be improved for the future? (scheduling, coordination, topics, focus, etc.) *
- 25. Any additional thoughts, comments, or feedback? *





Los Angeles County Department of Mental Health

STOP VIOLENCE

AGAINST THE LGBTQIA2S+ COMMUNITY

We are seeking LGBTQIA2S+ activists and community leaders ages 18+ in Los Angeles County to develop innovative violence prevention strategies during a week-long lab in DTLA

Participation includes:

- \$500 stipend
- New connections
- Opportunity to create and test strategies

LEARN MORE AND APPLY TODAY









FOR 24/7 HELP, PLEASE CALL OUR ACCESS LINE AT (800) 854-7771







Advocacy in Action:

LGBTQIA2S+ Mental Health **Empowerment Event**

Join us for an afternoon of artwork and prevention strategy presentations from the following LACDMH projects:



POTTERY CLASSES FOR LGBTQIA2S+ SEX WORKERS



FRIDAY MAY 10, 2024 @ 1PM-3PM

LA Plaza de Cultura y Artes 501 N Main St, Los Angeles 90012

EVENT HIGHLIGHTS:

- Liberation Workshop Series Art Showcase
- Presentations by **HOPE LAB Participants**
- Community Resources
- Networking

Please RSVP by 05/09 to: addison@breakthebinaryllc.com







FOR 24/7 HELP, PLEASE **CALL OUR ACCESS LINE** AT (800) 854-7771





