



Quality Assurance Bulletin

Quality Assurance Unit

County of Los Angeles – Department of Mental Health

Lisa H. Wong, PsyD, Director

December 22, 2025

25-08

TRANSGENDER, GENDER DIVERSE, INTERSEX TRAINING REQUIREMENT

This Bulletin provides guidance on new requirements for Transgender, Gender Diverse, or Intersex (TGI) evidence-based cultural competency training for the purpose of providing trans-inclusive health care for individuals who identify as TGI per [Senate Bill \(SB\) 923](#), [WIC § 14197.09](#) and [Behavioral Health Information Notice \(BHIN\) 25-019](#). Trans-inclusive health care refers to “comprehensive health care that is consistent with the standards of care for individuals who identify as TGI, honors an individual’s personal bodily autonomy, does not make assumptions about an individual’s gender, accepts gender fluidity and nontraditional gender presentation, and treats everyone with compassion, understanding, and respect” BHIN 25-019.

Policy

All individuals who are in direct contact (contact includes oral, written, or otherwise) with clients are required to complete evidence-based cultural competency training for the purpose of providing trans-inclusive health care. The training must be completed at least **once every two years**. For new staff, the training must be completed within **45 days of hire**.

- For LACDMH directly employed staff, all staff must complete the training.
- For contracted providers, all staff with direct contact with clients (whether oral, written or otherwise) must complete the training.

Note: Per the LACDMH contract boiler plate, LACDMH Guidelines for Annual Cultural Competency Training, as well as [State Information Notice 10-02](#) all staff are required to take annual cultural competency training. The TGI training satisfies the requirement for Cultural Competency training for the year in which it is taken.

Training and Implementation

LACDMH has partnered with [OutCare Health](#), an organization that provides evidence-based cultural competency TGI training, to provide the required training for both LACDMH and contracted provider staff. Directly employed LACDMH staff can access the TGI training via the Talent Works portal. All contracted staff can access the TGI training via [OutCare’s portal](#). For initial implementation of the training, the training must be completed by **June 30, 2026**.

Grievances

All providers shall ensure that clients are made aware of all grievance and appeal rights, including their right to submit grievances for failure to provide trans-inclusive health care as defined in W&I sections 14197.09(d)(5). It is the responsibility of LACDMH Patients’ Rights Office (PRO) to review all grievances filed by a client, friend, family, or interested party. If a TGI-related grievance is filed against staff, and it is decided in the client’s favor, the applicable staff must retake the trans-inclusive health care cultural competency training within 45 days from the grievance resolution and before having direct contact with members. LACDMH PRO must report all TGI-related grievances found in the client’s favor to the State on a quarterly basis. Additional information on grievances can be found in [Policy 200.04 Beneficiary Problem Resolution Process](#).

Compliance

The LACDMH Quality Assurance Unit must attest to the Department of Health Care Services every two years that all required staff, including contracted providers, have completed training within the required timeframes. As such, it will be the responsibility of each contracted provider to track its staff’s completion of TGI training, including new and existing staff who need to be retrained. For the initial implementation, all contracted providers

must attest via Microsoft Forms that all staff have completed the training by **June 30, 2026**. Additional guidance will be provided regarding subsequent attestations.

If directly operated or contracted providers have questions related to this Bulletin, please contact the QA Unit at QAPolicy@dmh.lacounty.gov.

cc: DMH Executive Management
DMH Administration Managers
DMH QA Liaisons
Legal Entity Executive Management

DMH Clinical Operations Managers
DMH Quality Management Division
DMH CIOB Managers
Legal Entity QA contact