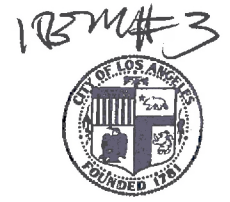




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Date: 5/23/18
 Submitted in AEPR Committee
 Council File No: 17-0356
 Item No.: 3
 Deputy: HCIDLA

May 23, 2018

Council File No.: 17-0356
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**ARTS, ENTERTAINMENT, PARKS, AND RIVER COMMITTEE UPDATE REPORT
 RELATIVE TO THE LOS ANGELES HOMELESS SERVICES AUTHORITY'S EQUAL
 ACCESS RULE ENFORCEMENT POLICIES AND ACTIONS, ONLINE AND IN-PERSON
 TRANSGENDER CULTURAL SENSITIVITY TRAINING FOR CITY EMPLOYEES, AND
 POTENTIAL FUNDING OPPORTUNITIES FOR THE TRANSGENDER COMMUNITY**

SUMMARY

The Los Angeles Housing and Community Investment Department (HCIDLA), the Human Relations Commission (City HRC) and the Transgender Advisory Council (TAC) are providing this report in response to the City Council recommendation (CF 17-0356: O'Farrell, Bonin, Koretz, Martinez) to report on the Los Angeles Homeless Services Authority's (LAHSA) enforcement policies and actions regarding the U.S. Department of Housing and Urban Development (HUD) Equal Access Rule at its homeless shelters; review, together with the Personnel Department and the City Administrative Officer (CAO), the current online transgender awareness training program, possible modifications to improve this online training, and the feasibility and cost of in-person training for employees with public facing roles; monitor and update the TAC about relevant federal or state legislation affecting the transgender community; and collaborate with the AIDS Coordinator's Office (ACO) on potential funding opportunities for the transgender community.

EQUAL ACCESS RULE

LAHSA has made significant strides toward transgender inclusivity in its Continuum of Care. Over the last two years, LAHSA has implemented HUD'S Equal Access Rule, developed its own Equal Access and Gender Identity (EAGI) policy, provided cultural sensitivity training to all homeless service providers, and included non-binary categories to help make data collection more accurate and informative. Although progress has been made, the TAC has been made aware anecdotally of incidents relating to transgender individuals who continue to face difficulties finding space within the homeless shelter system and are experiencing risks in terms of their personal safety.

Agencies with LAHSA-funded programs are obligated to meet grievance and termination requirements laid out in LAHSA contracts. Funding recipients are not only required to streamline the stipulations into their internal policies and processes, but must also inform clients about grievance rights by posting documents prominently in public areas and including them during the participant intake process. LAHSA staff reviews agencies' grievance procedures during the contract process. Agencies must also have a centralized and organized system for receiving and processing grievances. Such a process may be used if a transgender individual wishes to raise a grievance after wrongful placement, lack of respect to their gender identity, etc.

The following requirements must be met by all agencies:

- Post termination and grievance policies publically.
- Designate an individual (and an alternate) to address grievances and provide their name and contact information.
- Identify a confidential space where grievances may be heard.
- Schedule a meeting with the grievant within 72 hours after receiving the grievance.
- Provide an avenue for appeal, should they wish to appeal.
- Take a position on the grievance and provide the grievant with a written decision.

The agency must also explain the right to mediation or dispute resolution services, and provide a cost-free resolution service if necessary. LAHSA relies on the Office of the City Attorney's Dispute Resolution Program to mediate or resolve disputes with clients should the grievant feel that both the agency and LAHSA did not effectively address their concern.

A grievant may also file a due process appeal with LAHSA's Grievance Coordinator should they feel the agency did not follow due process. If escalation goes beyond the agency, then LAHSA would review its policies and procedures and provide the agency with the necessary support to remedy the issue. The process aims to provide the grievant with an opportunity for appeal and for participation, as well as ensure timeliness on behalf of the agency.

Monitors conduct annual assessments in arrears, based on the previous year's contract, to examine how the agency is adhering to policy. While the Equal Access Rule was incorporated into Fiscal Year (FY) 17-18, the EAGI policy will not be monitored until FY 18-19. This review assesses how the agency is applying the provisions of the Equal Access Rule in their policies and procedures. First and foremost, the review checks that intake paperwork is respectful of the name the individual goes by and gender identity. The individual's name and personal gender pronouns must be used to refer to the person, regardless of the name or gender on their legal documents. Agencies may not ask for proof of gender or for their gender identity to match the one listed on their legal documentation. The Homeless Management Information System (HMIS) uses the full name as declared by the individual and does not

require the use of a legal name. LAHSA will ensure agencies are serving their clients based on their gender identity in regards to accessing facilities and services where they segregate clients by gender in order to guarantee their safety. Access to bathrooms must also be available consistent with the individual's gender identity. The guarantee of safety and privacy will be assessed during the monitoring process to confirm whether individuals are provided reasonable accommodations, if requested. LAHSA also requires the participation of agencies in forums that assist the providers in bridging the Equal Access Rule and how it can be applied in their day-to-day functions.

LAHSA continues to implement the Equal Access Rule while providing support to the agencies they fund. They have asked internal departments to do more to ensure standards are met, and created a Quality Standards Unit to focus on enhancing service provision throughout the provider community. In collaboration with the Los Angeles Lesbian Gay Bisexual and Transgender Center (LA LGBT), LAHSA has created webinars to train agencies. Through webinars, staff can monitor who has successfully completed the training. While it may or may not be necessarily linked to these trainings, LAHSA has since noted a decrease in grievances reported.

PERSONNEL DEPARTMENT TRANSGENDER CULTURAL SENSITIVITY TRAINING

By establishing the first permanent Transgender Advisory Council (TAC), the City of Los Angeles has demonstrated significant leadership in addressing the needs of the transgender and nonbinary communities. Part of that effort includes providing cultural sensitivity training to the City workforce. With a workforce as large as 48,000, careful consideration is being taken to ensure that both the content and time requirements for the training are appropriate and effective. While cultural sensitivity training would benefit all City employees, some employees have more direct face-to-face contact with the transgender community than others. In consultation with the Personnel Department, the recommendation is for a two-phased approach, with an introductory Phase I to apply to all employees and the more in-depth Phase II targeted to those with more exposure to the transgender community.

Phase 1 would provide online cultural sensitivity training to City employees. The proposed training is 30-60 minutes in length and would introduce basic information about the transgender community. This training would explain acronyms referring to the community, proper gender pronoun usage, and conclude with reinforcing respectful treatment of all employees and community members. The Personnel Department proposes working with their existing vendors in order to create the course with content to be provided by the TAC.

The estimated cost of the Phase 1 training is approximately \$50,000. Members of the TAC would serve as content-experts and advisors to the training development from its inception. To help ensure the training is engaging, they can include video and audio depictions of their own stories to be woven into the course.

TAC members continue to hear about instances where community members have allegedly experienced mistreatment, misgendering and other forms of disrespectful treatment when interacting with public-facing City staff. These instances reinforce the need to implement transgender-specific training to assist the City in providing better services to its residents and guarantee the safety of community members and City staff.

The recommendation for Phase 2 training involves providing in-person training to targeted City staff, both sworn and civilian, on cultural sensitivity in their interactions with the transgender community. The

training would be limited to departments with the most prominent public-facing roles. Prior to the training, participants would be required to take the online module created in Phase 1 as preparation on the subject before engaging in the role-specific discussion.

Recognizing the importance of sensitivity training, some public-facing departments already deliver some transgender sensitivity training within their LGBT modules for staff that have regular interactions with community members. The Los Angeles Police Department, for instance, provides LGBT sensitivity training within their scope of trainings for some of their staff. Such progress is commendable, yet the enhancement of existing transgender-specific sensitivity training would help address some of the concerns raised informally through TAC public safety forums.

A pilot of the Phase 2 training would cost about \$70,000 to develop and implement. The City would contract with professional trainers, the average cost of which is approximately \$3,000 for one day of training. The pilot would cover approximately 23 sessions. The departments receiving Phase 2 training have yet to be determined. An assessment will be conducted to determine need. Budgetary recommendations for regular training of additional staff are to be determined following identification of departments or units standing to benefit the most.

During its deliberations on the Mayor's 2018-19 Proposed Budget, the Budget & Finance Committee requested information regarding the Personnel Department's proposed Transgender Sensitivity Training program. In response, the CAO submitted to the Committee Budget Memo #86, which provided an overview of the proposed training program and a cost estimate. On May 15, 2018, the Budget & Finance Committee endorsed the Chief Legislative Analyst's (CLA) recommendation to add \$120,000 to the Personnel Department's 2018-19 budget to fund this pilot program. On May 21, 2018, the City Council approved the recommendation of the Budget & Finance Committee to allocate \$120,000 to the Personnel Department for this training program. This recommendation will now be included in the City Council's transmittal to the Mayor for his consideration.

TAC FUNDING FOR FY 2018-2019

Similar to other Councils and/or Commissions, the TAC has received some discretionary funding from the City Council for programming that runs on a "Citizen-Volunteer Commission" model. Although funding was allocated for FY 2018-2019, in order for the TAC to continue its initiatives and programming, additional funding would need to be identified. Within the City structure, the TAC has found an ally in the AIDS Coordinator's Office (ACO) under the Department on Disability (DOD). The ACO conducts special outreach to the transgender community, found to be among the hardest hit and disproportionately affected by the HIV/AIDS epidemic.

The ACO has a total operating budget of \$1,451,893 for FY 17-18. The budget is comprised of salaries for five staff, Policy and Planning, including the technical assistance program, and annual research project; the remainder are prevention resources that fund the 16 community-based HIV prevention contracts.

The ACO currently funds the following organizations, with a total commitment of \$195,000 per year, to provide services to the transgender community:

1. AIDS Project Los Angeles Health and Wellness - Provides programming, with an emphasis on the Native American population, including a leadership "academy" to equip transgender women with tools to become leaders.

2. Children's Hospital LA - Provides services, with an emphasis on transgender youth (24 and under), including outreach efforts, individual counseling, mental health services, health education and capacity building for other providers.
3. LA LGBT Center - Provides various services for homeless youth, including transgender youth.
4. St. John's Well Child and Family Center - Provides an economic empowerment prevention program for the transgender community.

The ACO released their 2018-2019 HIV prevention Request for Proposals on March 5, 2018. Six proposals for services targeting the transgender community were received. Proposals for all categories are currently being reviewed and final recommendations will be submitted to council for final approval once the review process is complete.

The ACO consistently utilizes its Technical Assistance grant to support community based organizations in meeting the needs of transgender individuals in Los Angeles. Examples of funded opportunities include: special educational events, research studies (most recently the Transmasculine Sexual Health and Reproductive Justice study), job fair, job readiness workshops, Trans Health Summit, focus groups, Trans Holiday gathering, a toolkit to support transgender individuals and businesses support transitioning on the job, and the TMhealth Photo Exhibit at the Downtown Public Library.

Part of the ACO's scope of work is providing assistance to organizations that strengthen HIV/AIDS prevention efforts. Through its technical assistance program, the ACO is able to provide 15 to 20 grants per year depending on availability and need. With this fund, the ACO was able to support the Job Readiness Workshop held at Los Angeles Trade-Tech College in collaboration with the Transgender Advisory Council on October 27, 2017. These grants are usually in the amount of \$3,000 and can be used for training, small events, capacity building and other projects that provide support for organizations focused on preventing the acquisition and transmission of HIV/AIDS.

The Department on Disability ACO conducted an assessment of various funding opportunities open to organizations focused on services for transgender individuals and reviewed their eligibility criteria to apply for funding. The following is a summary of their findings:

Centers for Disease Control and Prevention:

- Criteria includes: Health Centers, Community Based Organizations, Health Departments, Surveillance, and organizations that provide direct services. Local governments are not included in eligibility criteria. Partnerships with community-based organizations for demonstration projects only.

National Institutes of Health:

- Criteria includes: Research Institutes, Health Departments, local governments with the capacity to implement research studies. The purpose of their funding is to support interdisciplinary research that includes laboratory research, clinical trials, physical and biological sciences, disease progression, treatment efficacy, comorbidities, transmission, HIV replication, pathogenesis, latency, immunity, and gene expression, and other areas of scientific inquiry that go beyond the capacity of the AIDS Coordinator's focus.

California Office of AIDS

- Resources are Centers for Disease Control and Prevention pass through funds that go to local health departments and community-based organizations.

California Department of Public Health

- Although local government is technically eligible, the funds are for direct service, thus we would be competing with local community-based organizations for grants in order to act as “pass through” entity in which we would need to request bids for organizations to receive funding for the services.
- Epidemiological and other research that the City does not have capacity to conduct without partnering and funding a principal investigator located at a research institute.

The California Endowment

- The Endowment’s grant and funding section focuses on furthering access to affordable health care throughout California and specifically underserved populations and individuals.
- California state and local governments are listed as those organizations they can fund, along with 501(c)(3)s, and non-denominational faith-based organizations.
- Funding opportunities are by invitation only.

Foundations

- Bristol Meyers Squibb partners with nonprofit organizations to enhance community health.
- Gilead Sciences partners with organizations who provide direct services
- Kaiser Family Foundation does not support “regranting” for funds for direct services.
- Janssen Therapeutics supports direct patient education programs, public education events, and “grand rounds.” There is a possibility of finding funds here to support community events that are not capacity building events in which Technical Assistance grants do not qualify funding. However, we would be competing with local community-based organizations for funds.
- Astraea Foundation anti-criminalization funding supports Lesbian Gay Bisexual Transgender and Queer (LGBTQ) groups led by people most affected by systems of oppression—people of color, youth and sex workers—who are fighting laws, policies and practices that criminalize LGBTQ people’s lives, dignity and livelihoods. Currently not accepting unsolicited proposals for the U.S. Fund. Astraea has an annual open call for small-budget LGBTQ groups doing community organizing work, in partnership with the Funding Queerly Giving Circle.
- Haas, Jr. Fund has limited resources for new grantees and is currently accepting grant proposals on an invitation-only basis due to significant commitments to current grantees and the clarity of our grantmaking strategies.
- Liberty Hill’s priority area is LGBTQ young people of color and issues of family acceptance and foster care. They are no longer accepting applications for 2018.
- David Bohnett Foundation supports groups and organizations that strive to provide equal rights and protections for all LGBT people. No longer accepting applications for 2018.

- Horizons support nonprofits that advocate for and serve marginalized and/or disadvantaged parts of our community, including LGBTQ people of color, transgender people, LGBTQ people with low incomes, and women.
- Open Society Foundation programs and grants aim to create diverse, accountable, and open societies. Their current programs focus on drug treatment, assisting underprivileged communities, and supporting democratic-minded groups across the world. No specific rule against government bodies/departments applying exist, although each program has unique criteria. Geographically, very few of the programs are targeted for the continental United States and no programs are targeted for California or Los Angeles.
- Arcus Foundation is involved in human rights and the conservation of the natural world, with a specific focus on LGBT and social justice programs and great apes. Arcus has closed its 2018 grant approval process and is in the process of reassessing their strategy. They have stated their new program areas and have not included Southern California/Los Angeles.
- Tawani Foundation supports programs that promote military awareness and impact, and promote science, arts and culture, health, and LGBT and human rights. The Tawani foundation is not currently accepting letters of inquiry.
- Tides Foundation promotes social change through health, human rights, environmental, and education partnerships, through its separate entities “Tides” and “Tides Center”. All grant requests are made at the recommendation of their donor clients. They currently have numerous partnerships with private and state bodies in Southern California.
- Jewish Community Federation of San Francisco, The Peninsula, Marin & Sonoma works to grow and support the Jewish community through grants funding a variety of cultural, health, education, and child and youth groups, program, and services, primarily in Northern California but also worldwide. There are no current grant opportunities open at this time.
- Gill Foundation grants target equal treatment, family recognition (LGBT), safe schools, and a Prosperous Colorado. The state of Colorado is the primary, but not exclusive focus of the foundation. Grant proposals are by invitation only.
- American Jewish World Service works to address humanitarian and disaster needs, ecological justice, and child, civil, political, and sexual health rights specifically within the developing world.
- Ford Foundation seeks beneficial worldwide change through targeting various drivers of inequality within the cultural, educational, political, and economic spheres. The foundation is currently accepting applications.

Most entities that provide resources to reach the transgender community are targeting organizations that provide direct services, which proves difficult for entities like the TAC or ACO which do not have the capacity to provide direct services.

Given that the City rarely qualifies for outside funds due to the fact that we do not provide direct client services, the investment in serving transgender Angelenos within the City must come from existing City funds, or in partnership with a community based organization, where appropriate.

FISCAL IMPACT STATEMENT

This report is for informational purposes and therefore has no fiscal impact.

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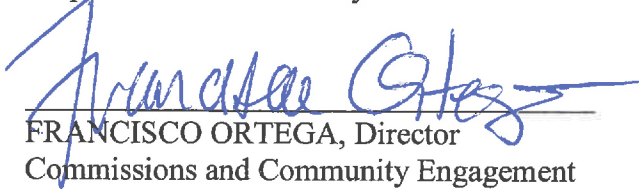
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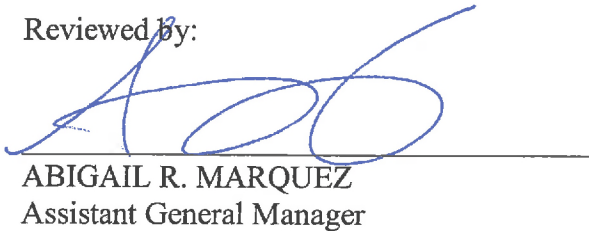
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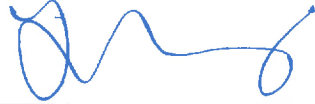
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