



TRANSGENDER YOUTH EMPLOYMENT TOOLKIT



A Guide for Case Managers





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The T2W project, which started in September 2014, is a pilot project to address the challenges

and issues that transgender youth face when entering the workforce. In the first phase, 14 transgender youth were chosen to receive intensive wrap-around employment services over a period of nine months. UCLA contracted with the Center's Department of Children, Youth and Family Services to recruit the participants and provide these services.

The experiences and best practices learned and developed are contained in this toolkit.

This toolkit is intended to be used by employment caseworkers and others in preparing this marginalized and disconnected youth population for the workforce.

PARTNERS



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INTRODUCTION

As an employment case manager working with youth clients, you have developed many skills and resources to assist young people towards their employment goals. Many of these skills and resources work well with all youth including those who may identify as lesbian, gay, bisexual and transgender (LGBT).

Transgender youth have the same need for guidance and support as all youth. As a result of their diverse life experiences and transgender identity, many experience additional challenges and obstacles in entering the workforce and gaining meaningful employment. This toolkit will supplement all you already know about working with young people, and provide some knowledge and resources to assist you in working with youth who are transgender.

Transgender youth or trans* youth (a term we will use in this toolkit when referring to the young transgender community) are coming to you at various points in their lives when they are learning to accept themselves, as well as cautiously engaging in society in their gender identities.

Trans* youth face challenges that include, but are not limited to, lack of family support and acceptance, lack of access to medical resources, and harassment that jeopardizes their safety.

Trans* youth often face many obstacles when entering the workforce. They frequently lack access to culturally sensitive service providers, experience difficulties associated with transitioning, and lack supportive employment resources that are accepting of their transgender identities.

This toolkit offers transgender-specific tips, activities, and resources for case managers to integrate into the work they already do with every young person. Above all, this toolkit will provide case managers with language, tools, and insights into these young people that will help to better serve them.

Even though discussions regarding transgender people and gender identity have recently been in the forefront of the news, the history of transgender people spans as far back as history has been recorded. The movement towards embracing diversity and increasing the visibility of the transgender community will create a movement towards acceptance.

Utilization of the tools in this toolkit manual will help make positive changes for the lives of trans* youth. It will open the doors to embracing diversity, increasing visibility, embarking on a journey of acceptance, and establishing new allies.

We thank you for taking the time to learn more about the transgender community and hope you are able to positively impact in the lives of the trans* youth you serve.







SECTION

1

WORKING WITH TRANS* YOUTH

GETTING STARTED

This section of the toolkit provides general information that case managers should know when working with trans* youth. As with all young people, the first meeting and conversation is important to engage the young person and establish a good rapport. Having the correct vocabulary and knowing how to address preferred gender pronouns and legal names will help establish a good working relationship.

1.1

IMPORTANT VOCABULARY

Knowing appropriate vocabulary can help you connect with trans* youth and help inform others you may work with about the community. Below are a few common terms and vocabulary to help you get started:

COMMON TERMS AND VOCABULARY

SEX OR BIOLOGICAL SEX: The sex assigned at birth by a doctor; based on physical anatomy and hormones. Designations include male, female or intersex. Also referred to as Assigned Sex at Birth.

INTERSEX: The abnormal condition of being intermediate between male and female hermaphroditism.

GENDER: Social and cultural expression of sex; not biological sex.

GENDER IDENTITY: A person's internal sense of their gender. Gender identity is best understood as a spectrum, which is often fluid. Some terms that are associated with this spectrum are Male, Female, Gender Fluid, Genderqueer, Trans*, Transgender, although these are not the only terms. Some individuals may identify as male and female; or even neither male nor female.

SEXUAL ORIENTATION: A person's sexual identity in relation to the gender to which they are attracted; the fact of being heterosexual, homosexual, or bisexual.

TRANSGENDER: An individual whose gender identity differs from their biological sex.

TRANS*: An umbrella term that refers to all non-cisgender identities within the gender identity spectrum and include transsexual identities.

CISGENDER: A description for a person whose gender identity and biological sex align. (e.g., a person identifies as a man and was assigned male at birth by a doctor).

TRANSSEXUAL: A medical term historically used to identify a person who has undergone hormone and surgical procedures to attain the physical characteristics that affirms their gender identity. Although some individuals may identify as transsexual, this term is now considered antiquated.

TRANSITION/TRANSITIONING: A term used to describe the process of moving from one sex/gender to another; sometimes this is done by hormone or surgical treatments.

QUESTIONING: Being unsure of where one's primary attraction or gender identity lies.

MALE-TO-FEMALE (MTF): a person who transitions from male to

female; a person who was assigned male at birth but identifies and lives as a female. Additional self-identifications for this term may include: transgender woman, transgender girl, transwoman.

FEMALE-TO-MALE (FTM): a person who transitions from female to male; a person who was assigned female at birth but identifies and lives as a male. Similar self-identifications for this term may include: transgender man, transgender boy, transman.

COMING OUT: The process of acknowledging one's sexual orientation or gender identity to oneself and/or individuals in one's life; often incorrectly thought of to be a one-time event, this is a lifelong and sometimes daily process.

PREFERRED GENDER PRONOUNS (PGP): The pronouns in which a person states they would like to be addressed. Common gender pronouns include:
She, Her, and Hers
He, Him, and His
They, Them, and Theirs
Ze and Hir

OTHER TERMS USED DURING INTERACTIONS WITH TRANS* YOUTH

GENDER ROLE: Culturally or socially determined sets of attitudes and behaviors that are expected of an individual based on her/his assigned sex at birth or perceived sex.

GENDER CONFORMITY: Acting within socially and culturally expected gender roles.

GENDER EXPRESSION: The external display of gender through a combination of dress, demeanor, social behavior, and other factors (generally measured on a scale of masculinity and femininity).

MISGENDERING: Referring to a person with a gender pronoun, name, or form of address that they don't identify with.

OUTING: A term used to describe when someone discloses someone's sexual orientation, or gender identity to others.

PASSING: A commonly used term to describe when a transgender person appears as the gender they identify with. The pressure to "pass" comes from a societal belief that people must be either masculine or feminine and that they must fit into societal gender norms.

GENDER NONCONFORMITY: Expressing gender and/or having gender characteristics that do not conform to the expectations of society and culture. This is also referred to as gender variant or gender creative.

GENDER FLUID: An individual whose gender identity may continually change throughout their lifetime. These individuals may not feel confined within the socially and culturally expected gender roles and in fact may identify differently from situation to situation.

GENDER QUEER: An umbrella term some people use to describe themselves when their experience of their gender identity falls out of the binary of male or female.

1.2 USING PREFERRED GENDER PRONOUNS (PGP)

Asking and correctly using someone's preferred gender pronouns is one of the best ways to show respect for a person's gender identity.

TIPS

HOW TO ASK FOR PREFERRED GENDER PRONOUNS (PGP)

It is important that pronouns are never assumed. In different cases we may not be able to identify a person's PGP by just looking at them. **When you would like to know a person's PGP, it is appropriate to ask, "What are your preferred gender pronouns?"** Although this may feel uncomfortable for you, it will show your respect for the client and build rapport. Below are additional phrases that can be used to ask client's preferred gender pronouns:

"What pronouns do you prefer?"

"What pronouns do you go by?"

It is also helpful for service providers to address PGP when clients are in group settings. This will allow the client to express their preferred gender pronouns with other case managers or clients in the room. The best time to address this would be during group introductions. Below is an example of a group introduction that addresses PGP:

Case Manager: "Good morning everyone, welcome to the resume workshop. To start things off, I would like you all to introduce yourself by telling me your name, PGP (preferred gender pronouns, He/Him, She/Her, They/Them or Ze/Hir) and how many jobs you have had. I'll start, my name is Christopher, I use he/him pronouns and I have held three jobs"

HOW TO RECOVER FROM USING THE WRONG PRONOUNS

Mistakes will happen and the wrong pronoun may slip out now and then. Recovering from the mistake quickly is important. Respond with a "sorry" then use the correct PGP. Showing the effort to correct yourself will be greatly appreciated.

Example: "Would you grab his resume from the printer please...sorry, her resume."



1.3 NAVIGATING PREFERRED AND LEGAL NAMES

Transgender individuals commonly choose a new name that better matches their gender identities. If they have not changed their legal names, as discussed later in 2.3, their preferred names will differ from their legal names.

When assisting clients with employment, using a legal name is often a requirement for paperwork. You must be able to ask for this information in a manner that does not cause clients to feel stress or the need to out themselves.

NAVIGATING CLIENT CONFIDENTIALITY

You should be aware of the right to confidentiality regarding a client's transgender identity and the implications of disclosure and outing:

- A person's transgender identity is confidential information.
- The decision to disclose being transgender is a personal choice that should only be made by the client and not assumed or asked by the case manager.
- Clients should be allowed to disclose this information when they feel comfortable to do so.
- Disclosing transgender identities to others could cause safety concerns for your client.

TIPS

ASKING A CLIENT FOR LEGAL NAME

There will be instances when you need to know your client's legal name. As with asking clients about their PGP, using the appropriate language is important:

- Use the terms "legal name", "previous name" or "birth name" e.g., "What is your legal name?"
- Avoid using phrases like "What is your boy name?" or "What is your real name?"

Making additions to your agency's intake process can also help you gain this information:

- Add sections to your intake paperwork to allow clients to present their preferred names.
- Clearly label sections with "Legal Name" and "Preferred Name".
- Include additional options to the gender section
 - » Male
 - » Female
 - » MTF or Trans Woman
 - » FTM or Trans Man
 - » Other

1.4 CASE MANAGEMENT TIPS

Culturally sensitive language and actions will support a productive work environment for your clients. The following are various tips that will help you create this positive space.

TIPS

TRANSITIONING IS DIFFERENT FOR EVERYONE

- There is no one way to transition. Every transgender individual experiences a unique, personal journey.
- A transition can be facilitated by many factors including gender expression, family acceptance, medical support, and mental health support.

KNOW YOUR LIMIT AS AN ALLY

- Offer to help the client find appropriate resources if you are unable to help the client with a situation that is particular to transgender identity.
- Be open to admitting you do not know something or do not understand terminology.

RESPECT THE TERMINOLOGY A TRANSGENDER PERSON USES TO DESCRIBE THEIR IDENTITY

- Use the same terms that they use to describe themselves which may include transgender, transsexual, or genderqueer.

AVOID UNHELPFUL COMMENTS

- While some of the following comments may have good intentions, they can be perceived as hurtful or insulting:
 - » “I would have never known you were transgender, you look so pretty.”
 - » “You look just like a real woman.”
 - » “You’re so brave.”
 - » “You would pass so much better if you wore less make up and had a better wig.”

AVOID ASKING PERSONAL QUESTIONS ABOUT A CLIENT’S TRANSITION

- Use information and resources in this toolkit to educate yourself about the transitioning process. It is not the client’s responsibility to educate case managers.



AVOID ASKING SOME OF THE FOLLOWING INTRUSIVE QUESTIONS:

- » Have you had surgery?
- » What are hormones like?
- » Does your family accept you?

UNDERSTAND THE DIFFERENCE BETWEEN COMING OUT AS LESBIAN, GAY, OR BISEXUAL (LGB) AND COMING OUT AS TRANSGENDER

- Coming out as LGB involves revealing a fact about yourself to others.
- Coming out as transgender reveals a change in gender expression. This is much more visible change and is often met with greater misunderstanding.

UNDERSTAND THE DIFFERENCE BETWEEN GENDER IDENTITY AND SEXUAL ORIENTATION

- Sexual orientation and gender identity are different things.
- A person’s sexual orientation should never be assumed.
- Transgender individuals can be straight, gay, lesbian, bisexual, asexual, etc.

REMEMBER HOW IMPORTANT LANGUAGE CAN BE

- Avoid terms such as transsexual, transvestite, transgendered (as a verb), drag queen, tranny.



SECTION

2

TRANSITIONING

This section provides information on three major aspects of a client's transitioning process: personal presentation, hormone replacement therapy (HRT), and the legal name and gender change process.

2.1 PERSONAL PRESENTATION

Trans* youth work hard to ensure that their appearance matches their gender identities.

Sometimes, however, they lack the experience, guidance, and resources needed to present themselves in a professional manner. Some may lack the understanding of what is appropriate attire. You should be aware that conversations about appearance can be sensitive.

COMMON PRESENTATION TRENDS AMONG TRANS* YOUTH

If a client exhibits a lack of professionalism when it comes to personal presentation, introduce the subject by telling the client that your intent is to ensure that they present themselves to employers in the best possible manner.

Case Managers may see some common trends in recently transitioned youth:

- Male to Female (MTF) trans* youth may exaggerate their femininity by wearing heavy make-up, revealing clothes, feminine colors and prints, and eccentric footwear.
- Female to Male (FTM) trans* youth may exaggerate clothing size to conceal signs of feminine curves.

Transgender individuals endeavor to ensure that their gender identities are clear. You should keep this in mind when making suggestions about presentation.

RESEARCHING A PROFESSIONAL LOOK

Providing clients with relatable examples of appropriate attire gives them a point of reference to work from. Youth admire celebrities and popular figures and often model their style and clothing after them. Using this connection you can help give clients professional presentation references.

- Sit with the client and distinguish how the looks vary. If the client's idea of a professional outfit is not appropriate, explain why. Provide visual examples and coach them on what is appropriate for different occasions.



TOOLS

ONLINE RESEARCH

- Ask the client to pick a celebrity that represents their style of choice.
- Instruct the client to go online and look up images of this person. Have the client search three looks suitable for three different occasions.
 - » Casual or lounging
 - » Interview or professional
 - » Party or club

IN-STORE RESEARCH

After the client has been given reference cues for professional attire, give the client the option to practice obtaining a professional look. This can be done in various places such as an agency's clothing closet, a thrift store, department/retail store, or other programs that offer free clothing closets. (See more resources in Section 5.2.) If you have access to funds or gift cards this would be a great opportunity to have the client purchase clothing to be used for employment search.

- Have the client look around the store and pick a professionally appropriate outfit.
- Ask the client to try on the clothes and explain the choice. If improvements are needed make suggestions and offer solutions.
- Ask questions about the client's comfort. This will help ensure that the client feels confident in their professional attire.
- Decide on an outfit and either make the purchase or take a photo for the client to have as reference when the client is able to make a purchase.
- You can also assist clients by helping them create a portfolio of appropriate outfits for employment search and interviews.

RESOURCES

ACCESS TO COMMUNITY RESOURCES

You may be limited in your ability to help clients improve their personal presentations, and furthermore, hearing advice and criticism from a case manager can sometimes be redundant to the client. However, professional stylists, hairdressers and make-up artists are often happy to volunteer their time to help clients achieve professional looks. Organizing an event or one-on-one sessions can have a significant impact on clients.

When it comes to addressing personal presentation, access to clothing, make-up, and accessories may be difficult for youth. Income levels and independence levels may vary from client to client. Below are some resources for places that offer free clothing:

Dress for Success

dressforsuccess.org

Los Angeles Free Clothing Closets

needhelppayingbills.com/html/los_angeles_free_clothing_clos.html

Access to undergarments that support a client's gender identity

When working with transgender individuals, access to appropriate undergarments is an important element to the client's visual presentation. If this is a service that your agency does not provide, consider using the resource list in Section 5.2 and refer clients to an agency that specializes in transgender employment services.

2.2 HORMONE REPLACEMENT THERAPY

Hormone Replacement Therapy (HRT) can be one of the many tools that transgender individuals use in their transitions. The process of HRT can have characteristics and side effects that cause additional difficulties while job searching. **Service providers and employers should have an understanding of the effect the hormones have on a person's physical and mental state.**

WHAT IS HORMONE REPLACEMENT THERAPY (HRT)

Hormones can be prescribed as medication by general practitioners, endocrinologists, and gynecologists. HRT introduces hormones associated with the gender that the patient identifies with (testosterone for transgender men and estrogen for transgender women). The goal of HRT is to provide patients with a more satisfying body that is congruent with their gender identity.

HRT causes the development of secondary sex characteristics. While HRT cannot undo the effects of a patient's first puberty, developing secondary sex characteristics associated with a different gender often allows individuals to be seen as the gender they identify with. This results in significant social and psychological changes. Introducing synthetic hormones into the body impacts it at every level and many patients report changes in energy level, mood, and appetite. Like all drugs, hormones should be taken with care as they can sometimes cause temporary and/or permanent side effects. Furthermore, HRT can cause serious liver damage if taken recklessly in conjunction with alcohol and drugs.

CHANGES CAUSED BY HRT

Many changes are caused in a person's body and mind while undergoing HRT. These changes will vary from person to person and are best compared to a second onset of puberty. Below are some of the possible changes that may occur:

Female to Male (FTM) Psychological and Physical Effects of Testosterone Hormone Replacement:

Psychological

- Often reported that individuals are happier
- Possible mood swings
- Physical (Irreversible Changes):
- Deepening of the voice
- Growth of facial and body hair
- Enlargement of the clitoris
- Male pattern baldness

Physical (Reversible Changes)

- Muscle development
- Increased libido
- Redistribution of body fat
- Cessation of ovulation and menstruation
- Increased sweat
- Changes in body odor
- Prominence of veins
- Coarse skin
- Acne

Male to Female (MTF) Psychological and Physical Effects of Estrogen Hormone Replacement:

Psychological

- Emotionally heightened
- Irritability
- Increased sensitivity
- Physical:
- Facial shape changes
- Breast growth
- Decrease in muscle strength
- Nausea (in the event of over-dosing)

Physical

- Facial shape changes
- Breast growth
- Decrease in muscle strength
- Nausea (in the event of over-dosing)



TIPS/INSIGHT

HOW EMPLOYMENT IS AFFECTED BY HRT

Changes in attitudes:

As mentioned above, youth may be affected emotionally by HRT, causing them to become reactive or argumentative. These are normal symptoms during the first six months of a client's transition.

- During this time, you should remain consistent, non-reactive, and supportive.

Sensitivity:

Emotional outbursts are not that uncommon for trans* youth undergoing hormone therapy. This should be taken into account when working with a youth who is transitioning.

- Encourage clients to be observant about what triggers these intense emotions.
- Help the client problem-solve and overcome these triggers for an employment environment.

Lack of Motivation:

Some of the physical changes and mental changes may negatively affect a youth's willingness to take steps towards progress on any given day.

- Referrals to doctors and clinicians are the best option in this situation.

Hunger:

Symptoms of hunger can increase with the addition of estrogen and testosterone. The hunger may appear as compulsive and affect the youths' moods, causing them to act out. They may also fatigue and become more irritable during their work or school day. This may lead to problems with work attendance.

- It can be helpful for the youth to take extra snacks to work.
- You can support youth by guiding them towards self-care and make sure their basic needs are being met.

Attendance:

Attendance is commonly a challenge for trans* youth when receiving HRT. Some youth will prioritize their doctor appointments above other commitments, such as work. A client's physical symptoms may cause them to feel sick, resulting in calling out of work. Transgender individuals will attend various appointments throughout their transition, including:

- Therapist visits (with varying frequency, from quarterly to weekly)
- Doctor's office visits (usually quarterly)
- Hair Removal and Skin Care (usually weekly)

- Laser hair removal treatments (usually 4 treatments, 4-12 weeks apart)
- Time off for surgery (up to 6 weeks off work.)

It is important to help your client manage their appointments in order to maintain good work attendance:

- Work with the youth and the employer, if appropriate, to provide the best possible working schedule to set the youth and the employer up for success.
- Have a conversation with the youth about communicating the times of their appointments in advance. The youth does not need to disclose why they are seeing a doctor, but as with any employee, there needs to be communication for scheduled time off with ample notice to the employer.
- Inform the youth that they should be able to offer a doctor's note as would any employee with excused absences.

WHAT HAPPENS WHEN A CLIENT STOPS HRT?

Male to Female

Some hormone changes, like breast growth, are permanent. Others, like the redistribution of fat, will revert. Going off female hormones can cause many of the symptoms that resemble menopause: hot flashes, night sweats, and irritability. If a person no longer has their testes, going off hormone therapy brings about a drop in hormone levels. This can increase one's risk for osteoporosis and later bone fractures.

Female to Male

Testosterone's effects are permanent (voice deepening, hair growth), however some of these effects can be reversed by surgery. If a person still has their ovaries and uterus, menstruation will resume and fat will re-distribute. Going off testosterone when a person does not have ovaries can lead to loss of bone density and increased risk of bone breakage.

2.3 NAME AND/OR GENDER CHANGE PROCESS

Legal name and/or gender change processes are often avenues that transgender individuals choose to pursue. Legal documentation of a trans* youth's name and gender change during or after transition can help youth overcome barriers to finding and securing employment.

ABOUT THE NAME AND/OR GENDER CHANGE PROCESS

This is a legal process pursued in court that enables transgender people to change their names and/or their gender statuses to better suit their gender identities. This court order allows clients to change their state IDs and social security information; and make adjustments to their birth certificates, insurance informations, school records, and employment records.

TIPS

WHAT YOU NEED TO KNOW ABOUT THE NAME AND/OR GENDER CHANGE PROCESS

- Transgender people can choose to complete both a name and gender change or complete just one of the two (name change only or gender-change only). Youth often complete only one process because a name or gender change may not be a priority for their transitions; they may still be questioning their transitions, have emotional connections to their legal names, or they may not feel comfortable conforming to one gender.
- Gender reassignment surgery is not required in order to complete a legal name and/or gender change, nor does an individual need to be receiving HRT.
- Similarly, a psychological evaluation is not required in order to complete the name and/or gender change process.

WHAT A YOUTH NEEDS TO GET THE PROCESS STARTED

Youth must ensure that they have no outstanding tickets or warrants on their legal records.

Youth seeking a gender changes will need a licensed physician to complete a form that verifies they are obtaining clinically appropriate treatment for a gender change. Your client may qualify for a court fee waiver. If not, the cost will be about \$435 to complete the paperwork.

WHAT THE NAME AND/OR GENDER CHANGE PROCESS LOOK LIKE

The name and/or gender change process can take anywhere from four weeks to a full year depending

on the date of the court hearing. The paperwork itself could be completed in as little as one or two meetings. Below is a list of requirements the youth will need to complete before the name and/or gender-change is finalized:

- Youth will need to complete a paperwork packet of about 10 to 12 forms.
- Youth will then need to submit the paperwork to the local courthouse clerk's office, along with payment or a fee-waiver application.
- The court clerk will then give the youth a court hearing date.
- The youth will need to meet this court date in order for the court to grant the name and/or gender change.
- After the changes are approved the judge will issue a court decree that will act as proof of the name and/or gender change.
- The youth will then be able to take the decree to the DMV and social security office to have those documents changed. In California, the DMV requires an additional letter from the clients physician.



RESOURCES

RESOURCES FOR COMPLETING THE NAME AND/OR GENDER CHANGE

See Section 5.2 for various other agencies that provide the name and/or gender change process to youth in the Los Angeles area.



SECTION

3

WORKING WITH EMPLOYERS

3.1 WHAT EMPLOYERS NEED TO KNOW

Employers often struggle with language and policy regarding transgender employees and their experiences. Many employers may have never had a transgender employee before. This can be confusing for the employer and possibly stunt the progress of your client towards sustainable employment.

The following lists contain policies and practices on how to create a welcoming and supportive atmosphere for all employees. These can also be used by employers to evaluate of their current policies and practices.

TIPS

GENERAL POLICIES FOR THE WORKPLACE

1. An inclusive workplace is one where all employees feel welcome and supported, regardless of their sexual orientations or gender identities.
2. All employees are able to self-identify instead of being assigned particular identities.
3. Privacy is important for all members of staff.
4. An inclusive workplace values individuals' skills and abilities and actively recruits a diverse work force that includes transgender people.
5. Certain assurances around inclusiveness and non-discrimination are required for all employees to feel secure.

BEST PRACTICES FOR EMPLOYERS

1. It is important to refer to a transgender person by the pronoun appropriate to that person's gender identity and avoid using derogatory words such as "it" or "whatever."
2. Encourage employees to become comfortable with asking people what their preferred names and genders are rather than making assumptions.
3. It is up to that employee to come out as transgender when or if that person wishes to do so. Employees should not share another employee's personal information.
4. Develop nondiscrimination language in policies and manuals that include gender identity and sexual orientation.
5. Transgender employees are entitled to use the bathroom that is in alignment with their gender identities. Gender neutral or single stall bathrooms in the work place are valuable.

6. Providing gender and sexual diversity trainings for employees will foster an environment of inclusivity.
7. Employers should know that if they make a mistake with pronoun usage when addressing transgender employees, they need to apologize and correct this in future interactions.
8. Employers and employees should be made aware that they should not ask any employee personal questions regarding body parts, transition-related care, or dating habits.
9. Insurance must be inclusive of transition-related care for transgender employees.
10. Develop protocols for addressing harassment complaints based on gender identity and sexual orientation. Ensure that HR personnel are equipped and ready to deal with these issues.

QUESTIONS AND ANSWERS FOR PARTNER EMPLOYERS

Q: What should I as a case manager disclose to partner employers?

A: The transgender status of your client is considered confidential, and may not be disclosed without consent from the client.

Q: If I suspect a job candidate is transgender during an interview, can I ask?

A: No, it is illegal to ask a job candidate about gender.

Q: If our company requires security ID's with legal names and this is different from their preferred name, what is the appropriate course of action?

A: A discussion between the case manager, employer, and youth about legal names and preferred names, and how the employer can accommodate these, is the appropriate course of action. (If the youth is interested in a name and gender change it is permissible to have a discussion as outlined in Section 2.3).

Q: What restroom should a transgender employee use?

A: Transgender employees should be permitted to use the restroom matching their gender identities or where they feel most comfortable.

Q: Will a transgender employee need special accommodations for our dress code?

A: No, the employee is expected to follow appropriate dress codes. Transgender employees are expected to follow the same rules, policies, and procedures as all employees.

Q: Should we educate our workers on matter of sexual orientation and gender identity?

A: Yes, co-workers may have misconceptions about LGBT people and company policy.





SECTION

4

SUPPORTING TRANSGENDER INDIVIDUALS TOWARDS EMPLOYMENT

This section provides tips and activities that case managers can utilize to help trans* youth when searching for employment. This includes how to find transgender friendly employers, how to navigate name and gender pronouns with employers, and how to build transgender inclusive employment services.

4.1 HOW TO FIND TRANSGENDER-FRIENDLY EMPLOYERS

It is important for everyone to feel supported in the workplace. It is a particular comfort to trans* youth job seekers to know which employers provide opportunities and anti-discrimination policies that protect and provide for the community in the workplace. Finding suitable employers is therefore essential for your clients.

JOB SEARCH PREPARATION

As with any youth entering the workforce, building job-readiness skills and job-search techniques are important. When working with trans* youth, there is the added component of assisting them in researching transgender-friendly employers. Although identifying transgender-inclusive environments can be difficult, there may be indications in an employers policies and procedures.

TIPS

- Employers may have expressed policies around gender identity.
- Staff may be provided with diversity education programs around gender expression.
- There may be gender-neutral bathrooms available on site.
- Preferred names may be sought during the job application process.

TOOLS

ACTIVITY: HUMAN RIGHTS CAMPAIGN TRANSGENDER FRIENDLY SEARCH

The Human Rights Campaign's (HRC) Employer Database is a helpful resource for finding transgender-inclusive employers. The following activity will teach youth how to use the HRC database to research companies. This activity is meant to showcase companies that express open policies.

- Have the youth complete a job search online and pick 5 employers to research. (Job search possible employers from a recently visited mall would be a good place to start). The HRC is more likely to have large corporations and popular brands listed.
- Assist the client search the HRC database:
 - » Open the HRC: Employer Database webpage www.hrc.org/apps/cei/
 - » Enter the name of the company in the employer name search field
 - » Find the link to the company
- Evaluate the results together and discuss whether the company seems like a suitable fit.

The following is an example of a company that provides various transgender-friendly policies and benefits.

If the results do not show favorable outcomes, it is important discuss what applying for a job at that particular company might be like. There is a possibility that local staff at that company are friendly to transgender needs (i.e. use of preferred gender pronouns and preferred names).

If the client does not find information about a company's policy, the following activity will help a client gain an idea of the company's openness to the transgender community.

ACTIVITY: IDENTIFYING TRANSGENDER-FRIENDLY WORKPLACES ON JOB SEARCH

The purpose of this activity is to get the youth thinking about what makes a transgender-friendly employer. Many clients will assume that people will not accept them based on their transgender identities. You should remind clients that even though an employer may not be knowledgeable about the transgender community or matters such as preferred pronouns, this does not mean the employer is not willing to learn or welcome all people into the workplace. Some work environments may be more inclusive than they initially seem.

INDICATORS OF TRANSGENDER-FRIENDLY WORKPLACES

- The employer is welcoming and friendly upon meeting the candidate.
- The company's application provides a space for preferred names.
- There are other transgender members of staff.
- The employer acknowledges preferred names and preferred gender pronouns during the application and interview process. This includes leaving phone voicemail for the candidate.
- The employer does not question the difference in legal name and preferred name on the job application and resume.
- Staff are allowed to wear name badges with their preferred names.

NON-DISCRIMINATION POLICIES ?

Policies (Year enacted)	Included
Sexual orientation included in non-discrimination policy available in employee handbook	✓
Gender identity included in non-discrimination policy available in employee handbook	✓

TRANSGENDER BENEFITS ?

Benefits	Insurance Available to Employees	Transgender Treatment Covered
Transgender Benefits (at least one)		
Short-term Leave After Surgical Procedure	✓	✓
Mental health counseling	✓	✓
Hormone therapy	✓	✓
Medical visits	✓	✓
Surgical procedures	✓	✓
Other (Transgender)	✓	-

DIVERSITY TRAINING & MANAGEMENT ?

Topics	Included	Required Attendees
Sexual Orientation	✓	All managers/supervisors required to attend
Gender identity diversity training OR transition guidelines		
Gender Identity/Expression	✓	
Has written guidelines or procedures concerning employees who transition on the job	✓	

4.2 NAVIGATING PREFERRED NAME AND GENDER PRONOUNS WITH EMPLOYERS

When trans* youth decide to conduct a job search without completing a legal name and gender change, they are faced with a **complicated process**. Application documentation may require the use of their legal names. Potential employers may not have experience using preferred names and PGP when addressing youth. It is important that the youth understand how to navigate the job search process while keeping their right to privacy and helping the employer address some of the issues that may cause confusion.

WHERE DO I START THE CONVERSATION?

Begin by informing the client that they have a right to privacy and can disclose to potential employers as much information about themselves as they feel comfortable with. Although clients may need to disclose their legal names on certain documents, clients can use some of the following techniques to protect their privacy and transgender identities.

TIPS

BUILDING A RESUME AND COVER LETTER

Resumes and cover letters are not legal documents. This allows clients to build each using their preferred names. There are several options for the youth when doing so:

- Complete the resume/cover letter with their preferred name:
CRYSTAL JOHNSON
1234 E. 7th Street
Los Angeles, CA 90038
- Complete the resume/cover letter with their legal and preferred name:
CRYSTAL JOHNSON (Anthony Smith)
1234 E. 7th Street
Los Angeles, CA 90038

COMPLETING A JOB APPLICATION

Transgender clients often find the job application process to be one of the most challenging tasks in seeking employment.

The legalities of a job application usually call for disclosure of the client's legal name. (If their legal names have been changed recently, youth may need to provide their birth names). This is usually done for the purpose of background checks and preparation of hiring paperwork. Often completing paperwork can make clients feel as if they are outing themselves as transgender. There are some strategies to correcting any confusion with the potential employer without disclosing information about their change in gender expression.

- A simple approach is for clients to announce their preferred names just as any individual would do when dropping off their resume.

Example: "Good afternoon, my name is (preferred name), I was wondering if I could drop off my resume and application with you? If you have any questions regarding my qualifications and experience, please feel free to contact me."

- The client could also make reference to the difference during their initial meeting speech.

Example: “Good afternoon, my name is (preferred name), I was wondering if I could drop off my resume and application with you? All of my preferred information is listed on my resume. If you have any questions regarding my qualifications and experience please feel free to contact me.”

- Clients also have the option of attaching reference to their preferred name on the application document.

Examples include writing their preferred name into “Other information” portion of the application or attaching a business card with their preferred name to the application.

HOW TO RESPOND WHEN GENDER IDENTITY IS QUESTIONED OR WHEN PGP ARE NOT USED

Employers may not know the legalities or proper ways to proceed when they are confused about an applicant’s preferred name or gender pronouns. Listed below are some ways a client may respond to questions about their gender identity and ways of addressing an employer who uses the wrong PGP or name.

- When the employer acknowledges discrepancies in names on job application paperwork, hiring paperwork or background information:

Employer: “I noticed there are two separate names on the application and resume, can you explain that to me?”

Job Seeker: “My application indicates my legal name for the purpose of background checks and possible hiring paperwork. My preferred name is _____.”

- If asked, client does not have to indicate to the employer that they are transgender.

Employer: “Are you transgender?” or “Were you born a Male/Female?”

Job Seeker: “That is not a question I am willing to answer at this time, but if you have any questions about my past experience or qualifications, I would be more than happy to answer them.”



TOOLS

ACTIVITY: JOB SEARCH ROLE PLAY

After discussing the application and interview processes, it can be helpful to allow the client the opportunity to practice how these conversations may be handled. This will be an important element towards building confidence around job searching. Use the conversation bullet points above to carry out role play activities. Show various levels of difficulty in the interactions with the client:

- How would an interaction with a transphobic employer play out?
- How would someone open to working with transgender individuals interact during the application and interview process?

Allow the client to debrief their feelings about these interactions and ways they could improve.

4.3 BUILDING TRANS* INCLUSIVE EMPLOYMENT SERVICES

As an experienced case manager you have many skills and resources to help young people reach their employment goals. Many of these skills and resources work well with all youth, including those who may identify as lesbian, gay, bisexual and transgender (LGBT). **Trans* youth can often benefit from being connected with services and other transgender people from the community from whom they may seek support and guidance.**

INCLUDING TRANS* YOUTH IN EMPLOYMENT ACTIVITIES

Simple additions to services that are already being provided can help trans* youth feel supported towards their employment goals.

TIPS

- If your agency provides its youth participants with career panels, ensure that the panel is diverse and includes a transgender panelist.
- If there are workshops on preparing resumes or filling out applications, it would be helpful to include information that relates trans* youth.
- When facilitating groups, provide a space that allows the youth to express their preferred gender pronouns.
- Wherever clients need to record their names or genders, allow a written space for legal and preferred names. This would be useful in documents such as intake forms and sign-in sheets.

CONNECTING YOUTH WITH MENTORS

Members of the transgender community, who have experience in overcoming the barriers that many face when seeking employment, can provide strong role-models and mentors for your client.

While you may be educated on the issues and have solutions to a client's challenges, the emotional connection to a transgender person can have an additional impact that may help motivate and inspire your client to be resilient and attain employment.

CONNECTING YOUTH WITH SUPPORT GROUPS

An additional resource can be found in connecting clients with the transgender community by referring them to support groups or social groups that are transgender-specific. The ability for clients to build connections with other transgender individuals will help open conversations about additional solutions to specific transgender challenges.

In Section 5.2 of this toolkit, we have listed various agencies that offer support and social groups.



SECTION

5

ONGOING SUPPORT

5.1 KEEPING THE JOB

After having secured employment, trans* youth can sometimes face challenges and difficulties in retaining the job.

HOW TO DEAL WITH UNSUPPORTIVE WORK ENVIRONMENTS

At times some clients may encounter problems with fellow co-workers because of their transgender identity. This can affect a client's ability to retain employment. Clients may feel uncomfortable, unsafe, or agitated by negative experiences in the work place, leading to attendance problems, quitting, or being fired for improperly handling the situation. It will be important for the client to understand the proper protocol of what to do should they find themselves in an unsupportive or even hostile work environment.

ADDRESSING ATTENDANCE

Attendance is sometimes problematic for youth and is a common cause of losing employment. With trans* youth, there are competing priorities including the

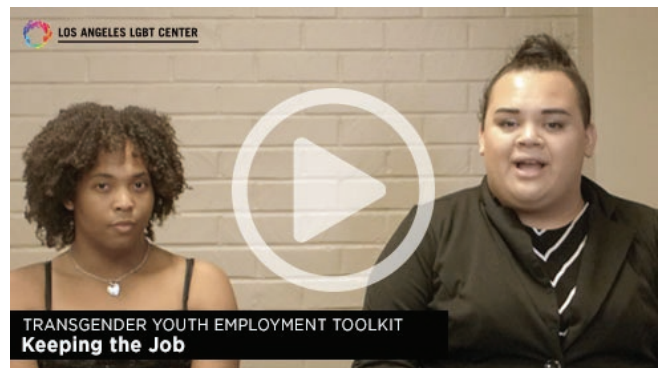
time-consuming process of transitioning. Clients are affected both mentally and physically when it comes to making their transitions. These changes can require various time commitments for doctor's appointments, counseling sessions, and grooming sessions. These appointments and events are highly important to trans* youth clients, so it is important to help clients organize their calendars to accommodate them in a way so that work is not affected.

THE IMPORTANCE OF CASE MANAGER SUPPORT

Each trans* youth whom you serve will come to you with various backgrounds and situations that may include disengaged family relationships, homelessness, or hesitation in trusting others. Trans* youth may need additional attention when it comes to facing difficult situations. Anxiety around meeting people or walking down a street can inhibit clients from engaging in things like getting to work or making attempts to call human resources to address issues of harassment. Ongoing support is a key component for trans* youth when it comes to job retention, and you may need to take the time to ensure that clients are guided through their employment experiences.

TIPS

- Confrontation of the coworker should be avoided as gender identity harassment and discrimination should be resolved by proper human resources protocol.
- Similarly, the client should refrain from addressing the co-worker as this may escalate the situation.
- All concerns should be directed toward the appropriate management staff.
- Documenting events after they occur, by writing down the date, time and notes on the incident, the matter can be helpful to the client for clarification when discussing with management or Human Resources.



5.2 TRANS* RESOURCES

Listed below are various agencies that provide resources and services that may be valuable to your work with your transgender clients.

THE SOFT HAND-OFF TO REFERRALS

It is good practice when working with trans* youth, to ensure that referrals are screened before clients are sent to engage in services. Case managers can call agencies and ask if their service are inclusive of LGBT people and if they have served transgender individuals before. This ensures that you are setting your client up to be successful and that you do not lose rapport with your client if they are mistreated by a referral given by you.

Below are some community agencies and online resources that provide services and resource material for case managers while working with trans* youth.

RESOURCES

COMMUNITY RESOURCES

ASIAN PACIFIC AIDS INTERVENTION TEAM

www.apaitonline.org

(213) 375-3830

1730 W. Olympic Blvd, Ste. 300,
Los Angeles, CA 90015

Hours:

Mon - Fri 9:00 AM – 5:30 PM

Services:

- HIV Care Programs
- Behavioral Health Services
- PRISM Promoting Resilience to Inspire Self-confidence and Motivation
- Substance Abuse Programs
- Project Heal
- HIV Testing
- HIV Education and Counseling Programs
- HEART
- CRCS
- ARISE

AIDS PROJECT LOS ANGELES

www.apla.org

(213) 201-1600

611 S. Kingsley Drive,
Los Angeles, CA 90005

Hours:

Mon 7:30 AM – 9:00 PM

Tues – Thurs 7:30 AM – 10:00 PM

Fri 7:30 AM – 8:00 PM

Services:

- Health & Care Support
- Dental
- HIV Education
- HIV Testing

BIENESTAR

www.bienestar.org

(323) 660-9680

Hollywood: 4955 W. Sunset Blvd,
Los Angeles, CA 90027

South LA: 130 W. Manchester Ave,
Los Angeles, CA 90003

East LA: 5326 E. Beverly Blvd,
Los Angeles, CA 90022

Long Beach: 1464 Cherry Ave,
Long Beach, CA 90813

Hours:

Mon – Fri 10:00 AM – 7:00 PM

Services (English/ Spanish):

- Case Management
- HIV Education/ Testing
- Housing Assistance
- Mental Health
- Peer Support
- Substance Abuse
- Food Bank
- Syringe Exchange
- Support Groups
- Transgender Support Groups (English/Spanish)

CENTER FOR GENDER SANITY

www.gendersanity.com

(310) 670-2222

P.O Box 45127, Los Angeles, CA 90045

Services:

- Transgender Employers Guide
- Support for Transgender people looking for jobs

**CHILDREN'S HOSPITAL LOS ANGELES CENTER FOR
TRANSYOUTH HEALTH & DEVELOPMENT**

www.chla.org/the-center-transyouth-health-and-development

(323) 361-5372

5000 Sunset Blvd.,
Los Angeles, CA 90038

Hours:

8:00 AM-5:00 PM

Services:

(All Services Transgender Focused)

- Medical Services
- Mental Health
- Family Support Services
- HIV Prevention Programs

FTM ALLIANCE LOS ANGELES

www.ftmalliance.org

Services:

- Transgender Men Support Groups
- Community Building Meetings
- TRANS P.O.C Support Groups

GENDER JUSTICE LA

www.facebook.com/GenderJusticeLA

(323) 860-5801

Ezak@GJLA.org

Services:

- TRANSform LA: Trans Youth Summer Workshop Series
- Internship Opportunities
- Theatre & Dance Classes
- Transgender Support Groups

GENDER WELLNESS OF LOS ANGELES

www.genwell.org

(323) 478-0411

11340 W. Olympic Blvd. Suite 265,
Los Angeles, CA 90064

Hours:

Mon – Thurs 10:00 AM – 7:00 PM

Service:

- Counseling Services
- Legal Assistance

LGBT CENTER OF LONG BEACH

www.centerlb.org

(562) 434-4455

2017 E. 4th Street,
Long Beach, CA 90814

Hours:

Mon – Fri 10:00 AM – 9:00 PM

Sat 10:00 AM – 4:00 PM

Services:

- Career Counseling
- Drug & Alcohol Counseling
- HIV Testing
- Hate Crime Support

- Legal Clinic
- Mental Health Counseling
- Support Groups
- Transparent Families
- Trans Support Group for Adults
- Youth Services
- Trans Support Group for Teens 13-18

LGBT CENTER OF OC

www.lgbtcenteroc.org

(714) 953-5428

1605 N. Spurgeon St.,
Santa Ana, CA 92701

Hours:

Mon – Fri 10:00 AM – 9:00 PM

Services:

- Transgender affirming Health and Wellness
- Informed Consent Hormone Therapy
- Prescription Delivery
- Mental Health Counseling
- Support Groups
- Transgeneros En Accion
- Trans Fusion for Youth
- Trans Forum Therapeutic Support Group
- Being Me – MTF Support Group
- OCFTM- FTM Support Group

LOS ANGELES GENDER CENTER

www.lagendercenter.com/index.php

(310) 475-8880

1923 Westwood Blvd,
Los Angeles, CA 90025

Services:

- Individual, Group, and Family Therapy
- Groups
- Support Group for Transgender Women
- Coming Home to Yourself
- Transforming Families Support
- Psychological Assessments

LOS ANGELES LGBT CENTER

www.lalgbtcenter.org

(323) 993-7400

McDonald Wright Building
1625 Schrader Blvd,
Los Angeles, CA 90028

Hours:

Mon – Fri 9:00 AM – 9:00 PM

Sat 9:00 AM – 1:00 PM

Services:

- Medical Clinic
- Transgender Health
- Hormone Therapy
- Pre & Post-surgical Care
- Trans Sensitive Pap Smear & Prostate Exams
- HIV Care/ Testing/ Prevention
- Mental Health Services
- Crystal Meth & Recovery Services
- Pharmacy
- Anti-Violence Project
- Insurance Planning

**LOS ANGELES LGBT CENTER'S
YOUTH CENTER ON HIGHLAND**

(323) 860-2280

1220 N. Highland Ave, Los Angeles, CA 90038

Hours:

Mon – Fri 8:30 AM – 5:30 PM

Sat – Sun 8:30 AM – 4:30 PM

Services:

- Drop-in services (Food, Computers, Laundry, Shower and Clothes)
- Case Management
- Housing
- Education Program
- Youth Employment Program
- Mental Health Counseling
- HIV Testing
- Support Groups
- Transitions

LOS ANGELES LGBT CENTER'S HIGHLAND ANNEX

(323) 993-7670

1220 N. Highland Ave, Los Angeles, CA 90038

Services:

- Legal Services
- Hate Crime Victim Assistance

**TRANSGENDER ECONOMIC EMPOWERMENT PROGRAM
(TEEP)**

www.lalgbtcenter.org/teep

(323) 860-3713

Services:

- Career Counseling
- Client Advocacy
- Legal Service (Name and/or Gender Change, Criminal Record Expungement)

**LOS ANGELES LGBT CENTER'S THE VILLAGE @ ED
GOULD PLAZA**

1125 N. McCadden Ave, Los Angeles, CA 90038

Services:

- LGBT Charter High School
- Cultural Arts & Education
- Conversation Groups
- Coming Out
- Transgender Perceptions
- Lifeworks
- www.lifeworksla.org
- Trans Youth Speak
- LGBT Mentoring Program

LOS ANGELES LGBT CENTER-WEHO

(323) 860-5855

8745 Santa Monica Blvd., 2nd Floor, West Hollywood, CA 90069

Hours:

Mon – Fri 11:00 AM – 7:00 PM

Service:

- HIV Testing

LOS ANGELES YOUTH NETWORK

www.layn.org

(323) 467-8466

7033 Sunset Blvd, Suite 225, Los Angeles, CA 90028

Services:

- Transgender Friendly Housing
- Education Program
- Employment Assistance

MARY MAGDALENE PROJECT

Helping Women Out of Trafficking and Prostitution

www.mmp.org

(818) 988-4970

7136 Haskell Ave Suite 125, Van Nuys, CA 91406

Services:

- Drop-in Center
- Diversion Program
- Recovery Groups
- Getting out of the life
- HIV Education
- Empowerment Group

MINORITY AIDS PROJECT

www.minorityaidsproject.org/english/index.html

(323) 936-4949

5149 W. Jefferson Blvd, Los Angeles, CA 90016

Services:

- HIV/AIDS prevention/education
- SISTA
- Housing and Transportation Assistance
- Case Management

SOUTHERN CALIFORNIA TRANSGENDER COUNSELING

(310) 281- 9658

519 N La Cienega Blvd, #209, West Hollywood, CA 90048

Services:

- Counseling center that specializes in Transgender people's needs

SOUTH BAY CENTER

www.southbaycenter.org/index.html

(310) 328-6550

16610 Crenshaw Blvd, Torrance, CA 90504

Hours:

Tues & Thurs 10:00 AM – 3:00 PM

Wed. 6:00 PM – 10:00 PM

Fri. 5:00 PM – 10:00 PM

Services:

- Transgender Support Group

ST JOHN'S WELL CHILD AND FAMILY CENTER

www.wellchild.org

(323) 541-1600

808 W. 58th Street, Los Angeles, CA 90037

Hours:

Mon – Fri 8:00 AM – 5:00 PM

Sat 7:00 AM – 3:00 PM

Services:

- Transgender Health Program
- Hormone Replacement Therapy and Referrals for Gender Affirming Surgeries
- Referrals to transgender advocates, legal support, and other services including assistance with name and/or gender marker changes
- Medical and Dental Care
- Behavioral and Mental Health Care
- HIV/ STI Counseling and Testing
- Health Insurance Enrollment
- Assistance with Name and Gender Change Paperwork

FRIENDS COMMUNITY CENTER

(323) 463-1601

1419 N La Brea Ave, Los Angeles, CA 90028

Services:

- Transgender Support Groups Tuesday, Thursday, and Friday nights (6:30pm)

WAYS OF BEING COMMUNITY COUNSELING CENTER

(310) 574-2813 Ext. 550

400 Corporate Pointe, Culver City, CA 90230

Services:

- Individual & Couples counseling for the LGBTQ Community

WOMEN SHELTER OF LONG BEACH

(562) 988- 4663

P.O Box 32017, Long Beach, CA 90802

24-hour Emergency Shelter

DV Counseling

Drop-in Center

ONLINE RESOURCES

CHURCHES

Beth Chayim Chadashim (Jewish)

www.bcc-la.org

Kol Ami (Jewish)

www.kol-ami.org

Metropolitan Community Church

(Non-Denominational)

www.mccchurch.org

Unity Fellowship Church Los Angeles

(Non-Denominational Christianity)

www.unityfellowshipchurch.org/mainsite

COMMUNITY ORGANIZATIONS

Center for Gender Sanity

www.gendersanity.com

Gender Justice LA

www.facebook.com/GenderJusticeLA

FTM Alliance of Los Angeles

www.ftmalliance.org

Socal Queer Events

www.socalqueerevents.com

Trans Solidarity

[www.facebook.com/TranSolidarity-](http://www.facebook.com/TranSolidarity-240062209396100)

240062209396100

LEGAL / SOCIAL JUSTICE

American Civil Liberties Union

www.aclu.org/issues/lgbt-rights/transgender-rights

Equality California

www.eqca.org

Housing Rights Center

www.lahsa.org

Human Rights Campaign

www.hrc.org/topics/transgender

Judith Marty

www.judithmarty.com/index.html

LAMDA Legal Defense and Education Fund

www.lambdalegal.org

Los Angeles LGBT Center

www.lalgbtcenter.org/home.htm

National Center for Transgender Equality

www.transequality.org

Paula S. Teske & Associates

www.teskelaw.com

Transgender Law Center

www.transgenderlawcenter.org

PARENT INFORMATION

www.imatyfa.org/about-us

www.transformingfamily.org

YOUTH

FTM Alliance of Los Angeles

www.ftmalliance.org

Gender Justice LA

www.facebook.com/GenderJusticeLA

Lifeworks LA

www.lifeworksla.org

The Trevor project

www.thetrevorproject.org

Youth Center on Highland

www.lalgbtcenter.org/youth_center

**“FINDING A JOB AS A TRANS
PERSON CAN BE DIFFICULT.
HAVING A CASE MANAGER THAT
IS AWARE OF MY SPECIFIC
CHALLENGES MAKES ME FEEL
SUPPORTED AND OPTIMISTIC.”
– Angela from the Los Angeles
LGBT Center**



**LOS
ANGELES
LGBT
CENTER**

Los Angeles LGBT Center
1625 Schrader Blvd.
Los Angeles, CA 90028
323.993.7450