



Health

Nothing About Us Without Us: A Conversation on Advancing Health Equity for People of Trans Experience

Jasmine M. Lopez (she/her/ella)

TGNCNB Health Project Coordinator,

LGBTQ Health Projects, Division Management and
Systems Coordination

Division of Disease Control



P.O.P: Why are we here today?

Purpose:

To share strategies and guidance to effectively collect and collate community feedback to increase the efficacy of programs geared to the transgender, gender non-conforming, and non- binary (TGNCNB) community.

Outcome:

These strategies can be incorporated into program development and increase equitable access to, and execution of programs, services, and initiatives tailored to TGNCNB community members.

Process:

Step: Openness to the content in this presentation 😊

Step: Understanding that transgender people are people whose gender identity and/or expression differs from their sex assigned at birth.

This includes gender non-conforming people, who don't subscribe to traditional gender norms or roles, and non-binary people who don't identify as male or female.

Overview

Conducting needs assessments

Program development, outreach, and engagement

Obtaining community feedback

Feedback loops

Feedback from Evaluation

Internal NYC Health Department initiatives & LGBTQ Health Projects Initiatives

Agency wide initiatives, COVID-19 and Mpox (MPV) specific initiatives

Marketing campaigns and Unity Project

Questions

Conducting Needs Assessments

What information are you looking to gather? Are you looking to address an unmet need?

Information for needs assessments can be obtained from:

Individual community members

Groups

Providers at Community Based organizations or Community Liaisons

Surveys

Town Halls

Focus Groups

Cognitive interviewing

Hyper local efforts

- Large scale level of assessments
- Can also be tailored via zip code

Program development, outreach and Engagement



CONSIDERATIONS:



WHAT INFORMATION DO YOU THINK IS FILTERED TO YOU FROM LEADERSHIP?



DOES YOUR BUDGET ALLOW FOR FLEXIBILITY?



CAN FILTERED INFORMATION BE PRESENTED TO COMMUNITY IN AN HONEST WAY?



Program development, outreach, and Engagement



Considerations:



What types of questions are we ready to answer?



What is the *incentive* that community will gain from participating in your program or service?



How many people do we want our program or initiative to reach and where?



How accessible is our language, and the language we use to answer inquiries? How accessible do we make it for members to participate?



What are the requirements for participation and how “transactional” can they come across?



Who do we want to communicate our messaging? (be intentional in this, and do not tokenize individuals, as they can represent themselves and the work, but not the entire community you are trying to reach.)



What is the material distribution strategy? Tailored? Hyperlocal? General?

Obtaining Community Feedback

01

In its *fundamental* form feedback is the way we go about quantifying the impact of leadership, development, implementation, etc. - on a community, programming, teams, and society.

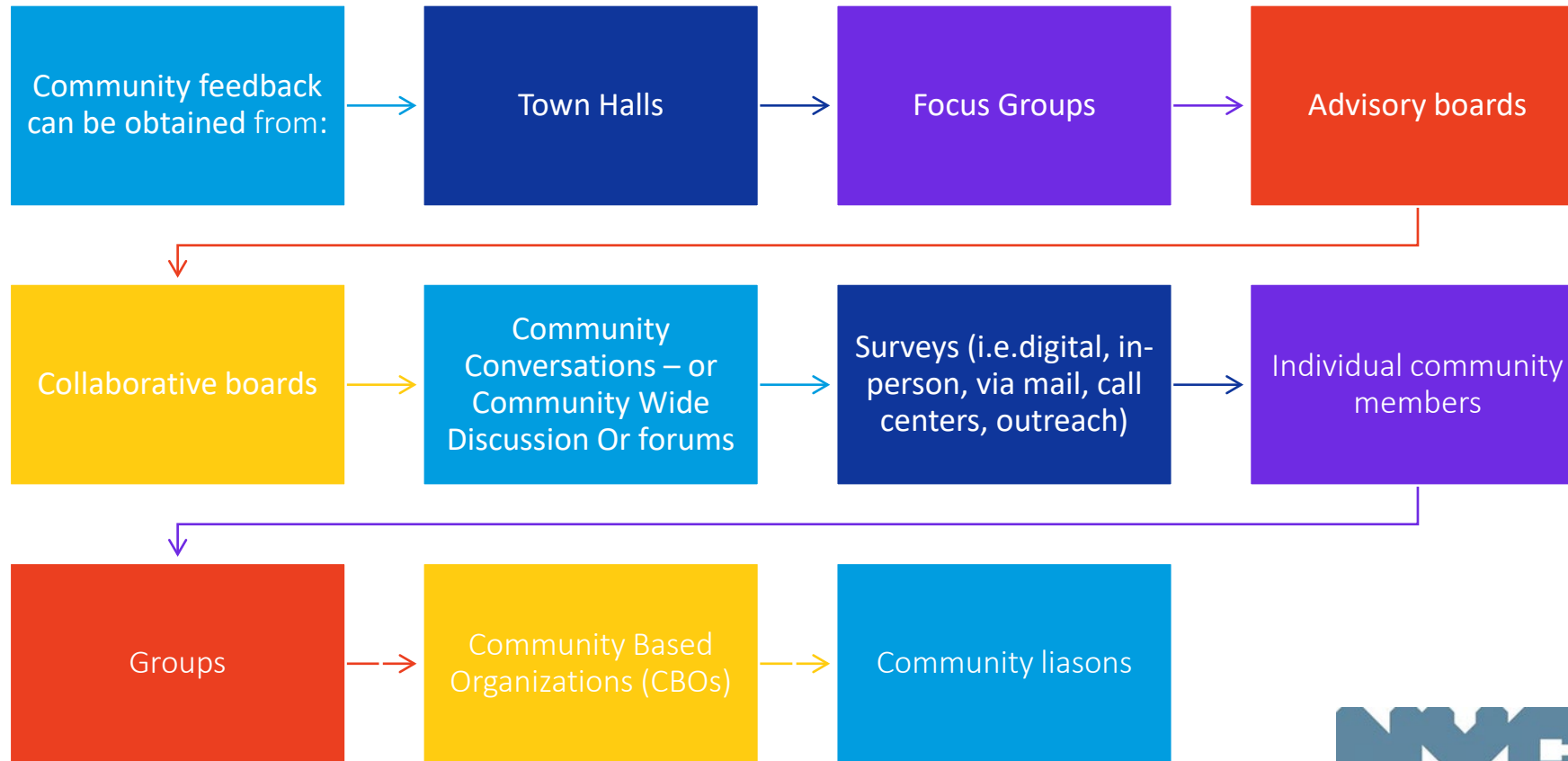
02

It must also be acknowledged that giving or receiving feedback can potentially impugn the work of those who are receiving it, as it is a direct criticism of their work.

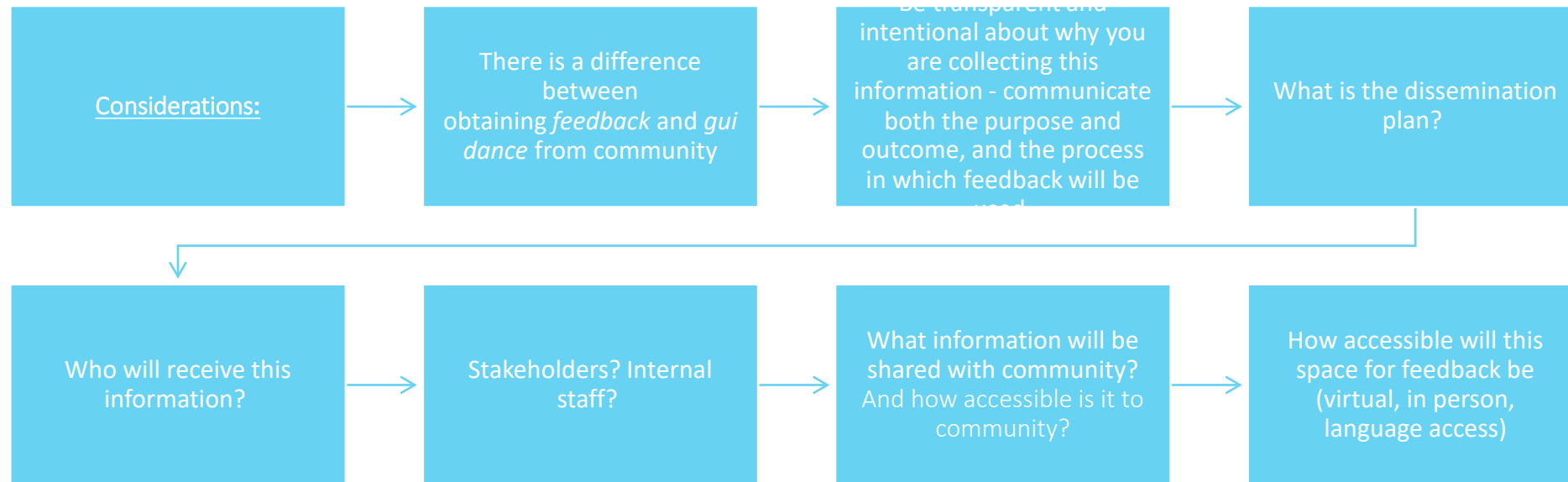
03

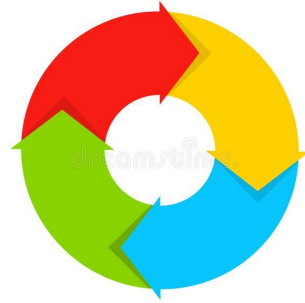
Be mindful, kind and intentional in doing so.

Obtaining Community Feedback



Obtaining Community Feedback





Feedback loops

Feedback can be provided by community:

Before, during, and after program development and implementation

To have a space, platform to be heard – remember that our communities have history of being underheard, underrepresented, and even misrepresented.

To be heard and to have “stake”, share, or buy- in in the larger deliverable or outcome, or larger scale programmatic change

To assess methods of development, implementation and/or evaluation

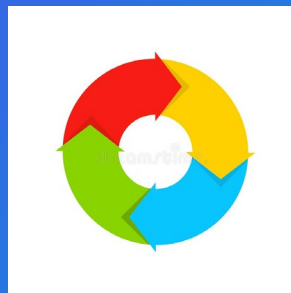
Feedback loops

Considerations:

What system is put in place for accountability – and to be held accountable by the community?

What does transparency look like in terms of how feedback will be used?

How accessible are these platforms or feedback mediums?



Feedback from Evaluation

is a systematic determination and assessment of a subject's merit, worth and significance, using criteria governed by a set of standards.

Not all evaluation tools work the same

Community members may want to be credited when providing this feedback, if so, what will this look like?

Anonymous feedback can also serve to increase trust, feeling of safety, and lessen the bias of feedback received.

If there is additional data that falls out of the scope of the data that you are trying to collect, separate the data and see what trends are present.

What was the impact?

Compare evaluation data from previous collected data. Compare the tools that were used.

Trends are useful in evaluating the efficacy of changes or lack thereof of changes in programming.

Be transparent and be able to acknowledge what community members want and need, the parameters in which are being operated within, and desired outcomes and deliverables or “what needs to happen”

NYDOHMH Health Equity Initiatives for people of trans experience





LGBTQ HEALTH CARE BILL OF RIGHTS

In New York City, it is illegal to discriminate on the basis of a person's sexual orientation, gender identity or gender expression in public accommodations, including in health care settings.

You have these rights when seeking health care services in New York City:

1. Right to be treated with dignity, respect and professionalism in all health care settings by all providers, staff members and volunteers
2. Right to receive compassionate, judgment-free and comprehensive care that is mindful of your sexual orientation, sexual behavior, gender identity and gender expression. This right applies to all health services, with a particular emphasis on the following:
 - 2a. Primary care
 - 2b. Emergency care
 - 2c. Sexual health care, including preventive services; risk and harm reduction counseling; and testing and treatment for HIV, sexually transmitted infections, viral hepatitis and HPV-related cancers
 - 2d. Gender transition-related care
 - 2e. Reproductive health care and family planning
- 2f. Mental and behavioral health care
- 2g. Care following trauma, including care after hate violence, sexual violence and intimate partner violence
- 2h. Alcohol and drug use evaluation, counseling and treatment
3. Right to have respectful discussions with providers about your health and health care needs, including your sexual history, current sex life, sexual pleasure and relationships
4. Right to have your gender identity and gender expression recognized, affirmed and documented, including:
 - 4a. Staff members using your

If you believe you have been mistreated or denied care or services because of your sexual orientation, gender identity or gender expression, call 311 or 718-722-3131 to file a complaint with the New York City Commission on Human Rights.

Apply by July 31!

Join the Transgender, Gender Non-Conforming and Non-Binary Community Advisory Board!

Our advisory board aims to make sure the New York City Department of Health and Mental Hygiene's Division of Disease Control's work is inclusive and representative of all New Yorkers, including transgender, gender non-conforming and non-binary people.

If selected to join the advisory board, you could receive a minimum of **\$600**.

To apply, visit bit.ly/TCABapp2.

You are eligible to join the advisory board if you:

- Are at least 18 years old.
- Live or work in New York City.
- Are a member of or work with the transgender, gender non-conforming and non-binary community.
- Are committed to improving health services for New Yorkers of all gender identities.

For more information, call 917-887-4715 or email lgbtqhealth@health.nyc.gov.



LGBTQ Health Projects Team

- Transgender, Gender non-conforming, and Non-Binary Community Advisory Board (TCAB)
- LGBTQ Health Care Bill of Rights
- LGBTQ Health Equity Coalition (The Coalition)
- NYC Health Map
- LGBQ, TGNCNB tailored webpages



Agency wide initiatives/projects

Sexual Health Clinics

- Quickie Lab

Mental Hygiene's Community Service Board (CSB)

NYC Well

- Free mental healthcare over the phone

Support for gender marker change on birth certificates (only for folxs born in NYC)

MPV tailored engagement work*

COVID-19 agency work

The image is a screenshot of a tweet from the account nycHealthy (@nycHealthy). The tweet text reads: "Effective today! People born in NYC can now change the gender marker on their birth certificates to 'X.' The third category makes birth certificates more inclusive to all gender identities. Here's what you need to know: on.nyc.gov/2CJwTeX". Below the text is a graphic titled "Certificate of Birth" with three options: "M" with an empty checkbox, "F" with an empty checkbox, and "X" with a checked checkbox. The NYC Health logo is in the bottom right of the graphic. At the bottom of the tweet, it says "6:50 AM · 1 Jan 2019" and "© NYC Department of Health".

The advertisement features a blue unicorn character wearing sunglasses and holding a red and white striped popcorn bucket. The text at the top reads "LESS FREAKING OUT MORE GETTING FREAKY". Below the character is a circular logo for "The Quickie Lab at Chelsea" with the slogan "We've got you covered!" and "RESULTS OFTEN AVAILABLE IN JUST A FEW MINUTES!". At the bottom, it says "LESS WAIT TIME MEANS MORE GOOD TIMES." and "VISIT US FOR CONFIDENTIAL WALK-IN HIV AND STI TESTING. RESULTS AVAILABLE WITHIN HOURS OF YOUR VISIT!". The NYC Health logo is in the bottom right corner.



COVID-19 specific initiatives

- LGBTQ virtual town halls on healthcare access and equity
- Mental Hygiene's LGBTQ+ Listening Sessions
- LGBTQ+ Listening Sessions
- COVID-19 Vaccine Community Conversations

NYC VACCINE FOR ALL: SAFE, FREE, EASY

Community Conversations on COVID-19 Vaccines

The New York City Department of Health and Mental Hygiene and Callen Lorde and Translator Network invite you to a virtual Community Conversation about the COVID-19 vaccine. Join us in a discussion about what vaccines are, their side effects, who is currently eligible to be vaccinated and where you can get a COVID-19 vaccine. There will be time for questions and answers to help you make an informed decision about vaccination for you and your family.

We look forward to talking with you!

Date: Wednesday, March 24, 2021
Time: 2:00 PM- 3:30PM
Registration Link: <https://nyc.gov/health/covid19vaccine>

Interpretation in Spanish and ASL will be available.

Please contact Jasmine Lopez at jlopez22@health.nyc.gov or call (917) 887-4715 to get more information about this event.

For the latest information on the COVID-19 vaccine, visit nyc.gov/covidvaccine.

NYC UNITY PROJECT LGBTQ+ TOWN HALL ON HEALTHCARE
WEDNESDAY JUNE 10TH AT 12PM

RACHEL BYRNE, M.D.
NYC HEALTH + HOSPITALS

DM BLACKSTOCK, M.D.
NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE

ASHE MOOSVEER, J.D.
NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE

MARK SAABSER, M.D.
NYC HEALTH + HOSPITALS

DANIEL STEPHENS, M.D.
NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE

REGISTER AT [BIT.LY/NYCUNITY](https://bit.ly/nycunity)
@NYCUNITYPROJECT

you talk we listen

You are invited to a listening session about **COVID-19** and the impact on the **LGBTQIA+** community

NOVEMBER 6TH 2020
12:00 NOON - 1:00PM

NYC Health

CLICK HERE TO RSVP
Password (case sensitive): 6TmdjFS1K3

LGBQ and TGNCNB COVID-19 Community Listening Session

Thursday, November 12, 2020
2:00 to 3:00 p.m.

The New York City Department of Health and Mental Hygiene invites you to participate in our upcoming lesbian, gay, bisexual and queer (LGBQ) and transgender, gender non-conforming and non-binary (TGNCNB) COVID-19 community listening session. This is a space for attendees to share resources, uplift concerns and ask questions.

This event is open to New York City-based LGBQ and TGNCNB community members, advocates, organizations and allies.

Register Here

Please share this invitation with anyone in the New York City area who may be interested in attending.

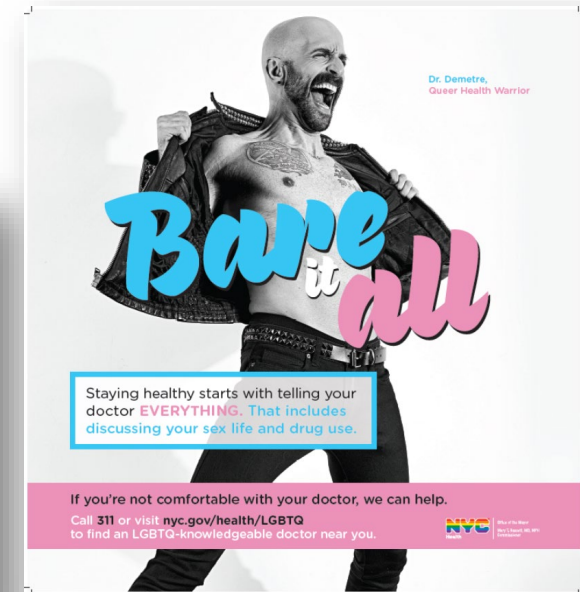
ASL interpretation and closed captioning will be available.

For more information, contact engagepartners@health.nyc.gov

2023 NATIONAL HIV & HEPATITIS TECHNICAL ASSISTANCE MEETING

Marketing campaigns

- LGBTQ, TGNCNB inclusive campaigns:
 - Listos
 - Bare It All
 - Enteric
 - Hepatitis A
 - NYC Health Care Bill of Rights
 - Living Sure
 - Made Equal



Questions



Thank You

Questions? Don't hesitate to reach out!

Jasmine M. Lopez, TGNCNB Health Projects
Coordinator jlopez22@health.nyc.gov

