

I See You!

Implementing Sexual Orientation, Gender Identity and Expression (SOGIE) Policy



County of Los Angeles
dpss
DEPARTMENT OF
PUBLIC SOCIAL SERVICES

About Us



Marcia Blachman (She, Her, Hers)
Civil Rights and ADA Coordinator
Los Angeles County, Department of Public Social Services
Civil Rights Section

Angelica Centeno (She, Her, Hers)
Civil Rights Compliance Manager
Los Angeles County, Department of Public Social Services
Civil Rights Section

About Los Angeles County Department of Public Social Services

- DPSS is one of 36 County departments and serves over 10 million residents.
- DPSS is the largest social service agency in the United States and has an annual budget of over \$5 billion.
- DPSS has a workforce of nearly 14,000 employees with the capacity to serve residents in 19 languages at more than 40 offices throughout Los Angeles County.

NOTE: This is a video that will be shared, which is why it appears blurry.

Learning About Sexual Orientation, Gender Identity, and Expression

Resources | [Articles](#) | [Podcasts](#) | [Videos](#) | [SOGIE](#)

Learning About Sexual Orientation, Gender Identity & Expression (SOGIE)

What prompted the Sexual Orientation and Gender Identity and Expression (SOGIE) policy development?

- No social services SOGIE policy existed in the State.
- The Los Angeles County Anti-Racism and Diversity and Inclusion Initiative.
- A need to mitigate customer civil rights discrimination complaints.
- Staff education and awareness was needed to address individual biases.
- Recognized gaps in service for customers.

Our Guiding Principles

Everyone deserves safety and acceptance when they are seeking services from DPSS

Connect all learning into daily practice and cultivate opportunities to build partnerships

Language matters

NOTE: The activity will show disparities that exist among the LGBTQ+ community, including higher rates of attempted suicide and homelessness.

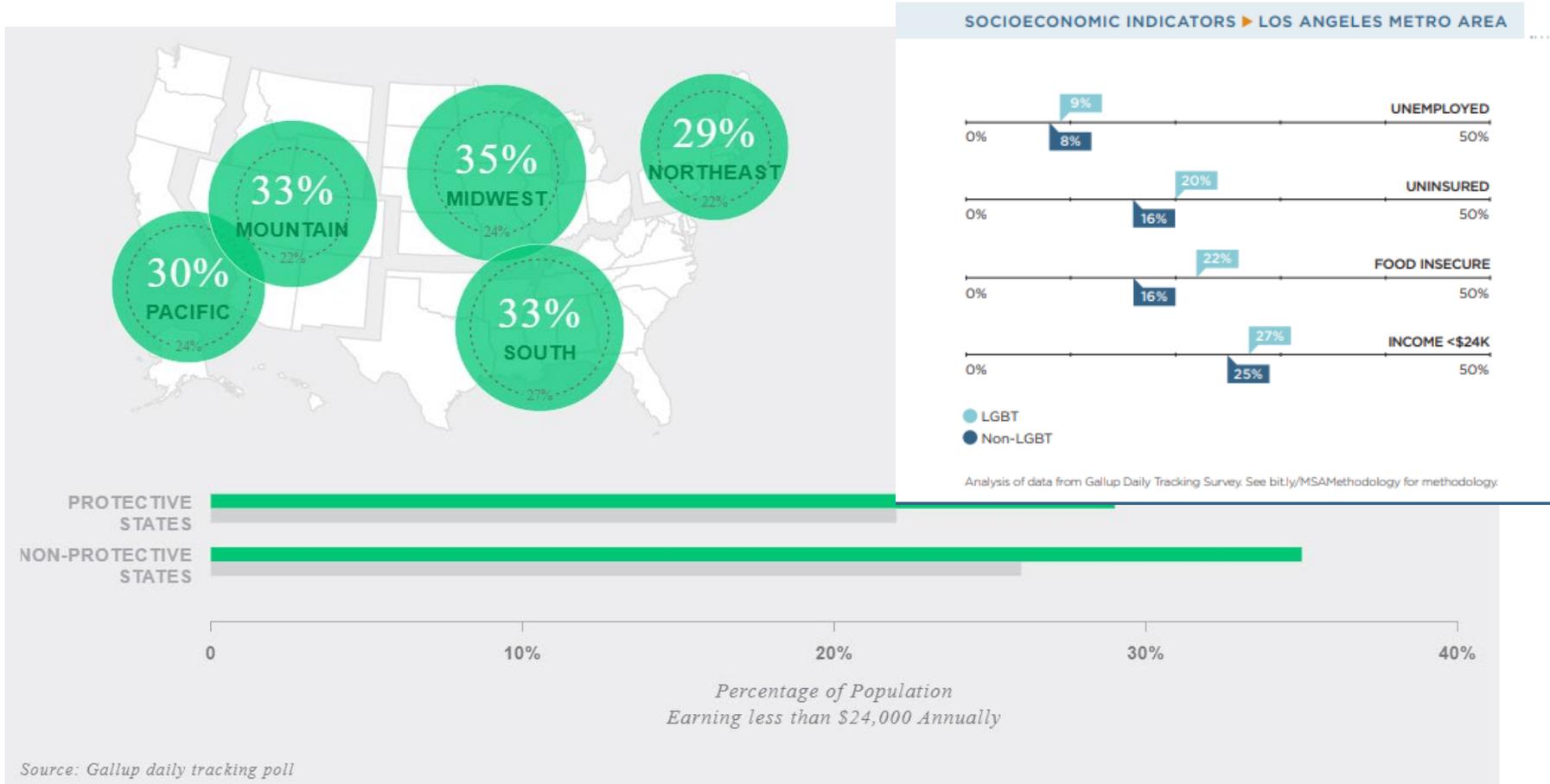
Activity



Research and Development Phase

- Met with internal partners, community-based organizations and national SOGIE organizations.
- Created an inter-county workgroup with fellow counties.
- Joined existing Los Angeles County SOGIE workgroups for input.
- Researched other State and Federal policies.

Economic and Food Insecurity Among LGBTQ+ Community Members



“LGBT people also consistently report not having enough money for food at higher rates than non-LGBT people.” – UCLA Williams Institute

Pillars to Implementation



Community
Collaboration



Training



Policy



Coaching

Project Planning



RESEARCH

MET WITH 25+
COMMUNITY BASED
PARTNERS, FELLOW
COUNTIES AND UCLA
WILLIAMS INSTITUTE



DEVELOPMENT

CREATED MILESTONES
AND GOALS



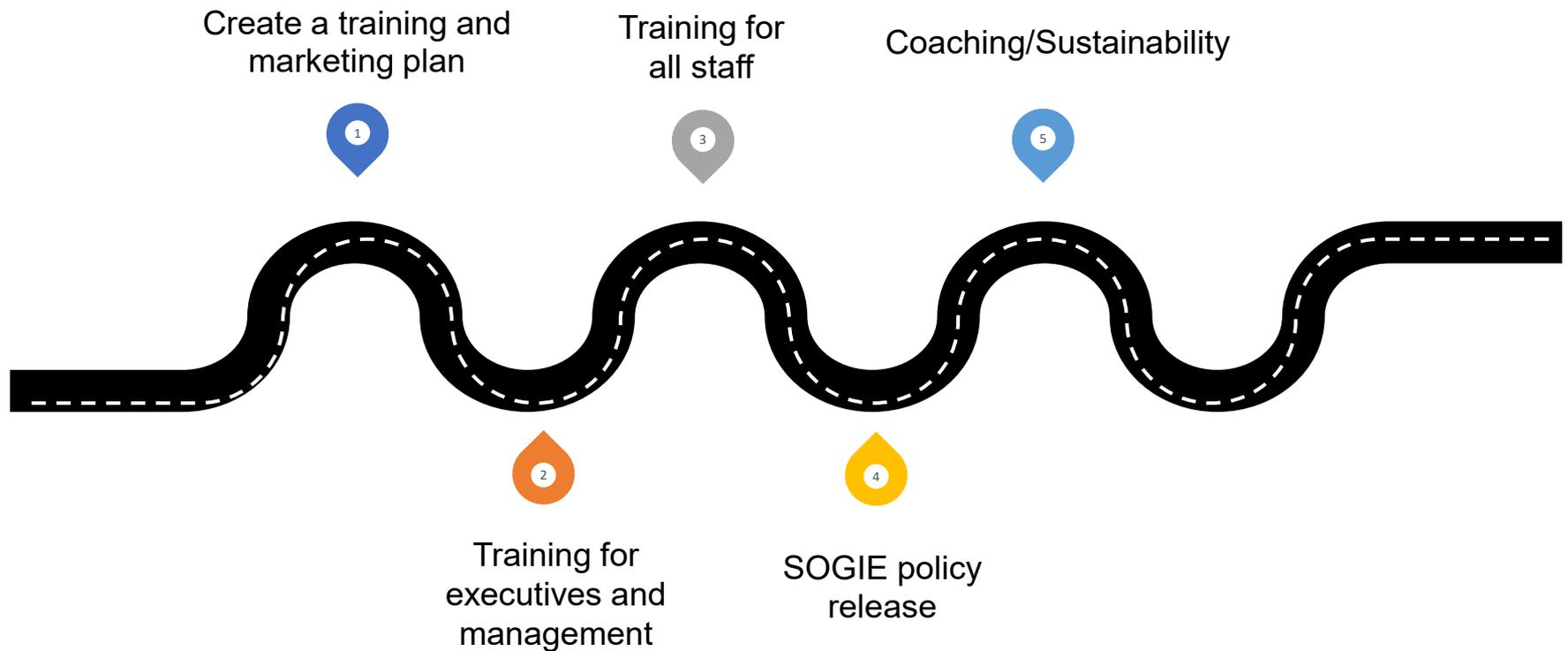
IMPLEMENTATION

COORDINATED WITH
VENDOR ROLL-OUT
TRAINING AND CREATED
A CHAMPION NETWORK

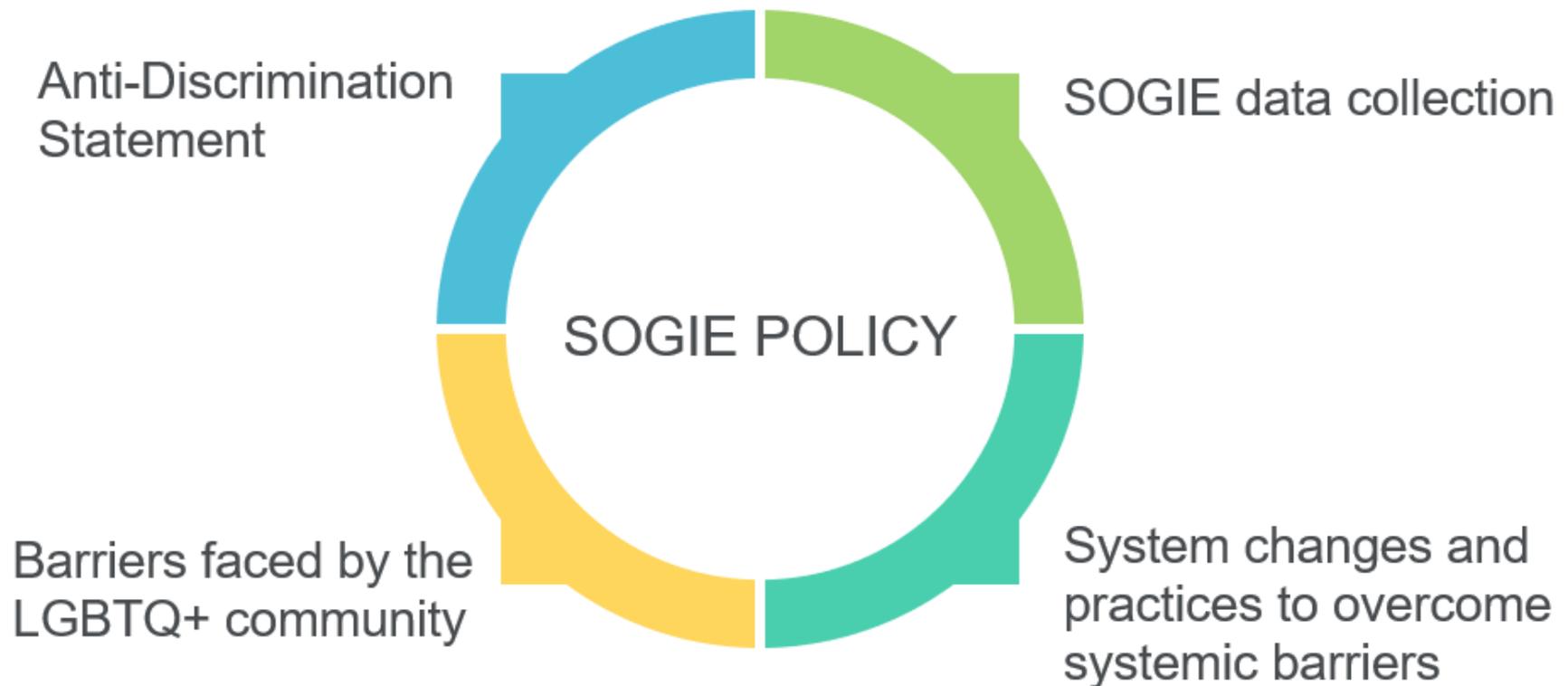
Laying the Foundation for Implementation

- Create a policy to anchor our work.
- Launch a Diversity, Equity & Inclusion Campaign (leveraging social media).
- Meet with internal and external stakeholders.
- Develop micro-learning presentations.
- Create a network of allies (Champions).

Roll-Out Strategy



Key SOGIE Policy Components



The Big Challenge - Training 14,000 Employees

- We were seeking an agency that knew Los Angeles and understood our community.
- We were seeking trainers that could tailor the trainings to meet our needs.
- We were seeking a training roll-out that would be multi-layered and specialized for the management team and for line staff.

Training Phase

- Partnered with the University of Maryland School of Social Work, National SOGIE Center Self-Paced Learning Modules.
- Partnered with All Children, All Families Human Rights Campaign (HRC) Foundation.



Inclusivity – Creating a Welcoming Space



In Support of The Communities We Serve DPSS Fosters a Diverse and Inclusive Environment

Todos Son Bienvenidos
Мы приветствуем всех
យើងខ្ញុំសូមស្វាគមន៍អ្នកទាំងអស់គ្នា
TINATANGGAP NAMIN KAYONG LAHAT
Մենք ողջունում ենք բոլորին
ما از همه استقبال می‌کنیم
모두 환영합니다.
我們歡迎所有人
Chúng tôi Hoan Nghênh Tiếp Đón TẤT CẢ quý vị.

WE WELCOME ALL



**DIVERSE
INCLUSIVE
ACCEPTING
WELCOMING
SAFE SPACE
FOR EVERYONE**

Social Media and Marketing Efforts

“The UCLA Williams Institute reports that 22% of LGBT adults living in

“LGBT individuals experience health disparities and face increased barriers in accessing health care compared to heterosexual or cisgender adults despite having similar rates of health insurance coverage



Dear DPSS employees,

June is Pride Month, an opportunity to honor the important contribution of our County's LGBTQ+ communities, as well as our hardworking DPSS employees who identify as LGBTQ+ and who provide essential services to our inter-county customers. From the arts to politics to public service, members of our LGBTQ+ communities have enriched our lives in many ways. Pride Month allows us to celebrate their strength and resiliency.

Youth and adults of all ages, and of all races, ethnicities, religions, sexual orientations, genders, and gender identities make up L.A. County's diverse LGBTQ+ communities. Over the years, members of the LGBTQ+ community have worked to eliminate barriers and make our laws more just and inclusive for all youth and adults. As just one example, Supervisor Sheila Kuehl in November 2014 became the first openly LGBTQ+ person ever elected to the County Board of Supervisors, and she has advocated for trans, queer, gay, lesbian, bisexual, and nonbinary individuals.

Pride Month is also a time to reflect on the challenges the LGBTQ+ community face in advocating for basic rights and protections from discrimination and other injustices. Despite recent progress, [studies](#) continue to show LGBTQ+ individuals – especially youth from communities of color – are at a higher risk of experiencing anxiety and depression. In response, L.A. County's Department of Mental Health offers a variety of mental health [resources](#), including a 24/7 Help Line, to connect people to qualified professionals who work specifically with LGBTQ+ individuals and families. The Help Line can be reached at (800) 854-7771.

Scan QR code to learn more.

Scan QR code to learn more.



dpss.lacounty.gov

dpss.lacounty.gov



Next Steps Moving Forward

- Continue to incorporate input from our external partners.
- Continue to meet with counties and community-based organizations.
- Strengthen the work of the SOGIE Champions at each office.
- Continue consistent reinforcement training and coaching.
- Measure success through community partner feedback.
- Incorporate SOGIE training for onboarding of all new staff through innovative, self-paced e-Learning modules.

Open Discussion

