



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

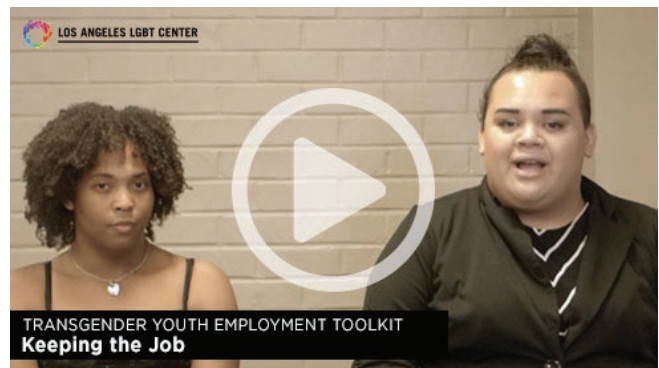
time-consuming process of transitioning. Clients are affected both mentally and physically when it comes to making their transitions. These changes can require various time commitments for doctor's appointments, counseling sessions, and grooming sessions. These appointments and events are highly important 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