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 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.appla.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

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

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.mcccchurch.org  
Unity Fellowship Church Los Angeles (Non-Denominational Christianity)  
www.unityfellowshipchurch.org/main

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-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