



Appendices

Better Serving Those Who Serve: California's LGBT Veterans Speak Out

*California Department of Veterans Affairs
LGBT Veterans Leadership Forum
September 26-27, 2014*

*Requested by the California Department of Veterans Affairs,
Minority Affairs Division*

June 2015

APPENDIX A (METHODS)

For the two-day event, CRB developed a research methodology in consultation with CalVet's Division of Minority Veterans Affairs and the California LGBT Veterans Leadership Forum Planning Committee. The methods employed to collect data were a pre-forum survey, facilitated focus groups, randomized assignments and voting to prioritize needs (Appendix B presents the priority vote).

Pre-event Survey

To help connect LGBT veterans to services and benefits, a pre-survey was distributed digitally and in hard-copy to invited organizations asking them about their organizations (see Appendix C). Nineteen surveys were returned prior to the event. Another 20 arrived after the forum took place. CalVet used the results from the pre-survey to create a database of organizations, contact information, the organizations' target demographic (i.e., veterans and/or LGBT) and the organizations' locations. This resource list is available at <https://www.calvet.ca.gov/calvet-programs/minority-veterans>.*

The data collected from the pre-survey provide an approximation of the experience-level of forum attendees. Fifty percent of 19 forum pre-survey respondents had been in business for 11 years or more and 83 percent reported being nongovernment/nonprofit service providers. Participants had a wealth of experience working with LGBT people and/or veterans or were LGBT and/or veterans themselves.

Focus Groups

The CRB worked with CalVet's Division of Minority Veterans Affairs and the California LGBT Veterans Leadership Forum Planning Committee to design a focus-group-based methodology that would produce qualitative data reflecting the experiences and knowledge of participants. Participants were considered experts on LGBT veterans and asked to draw on their expertise to discuss issues important to ending the discrimination these veterans experience:

The idea behind the focus group method is that group processes can help people to explore and clarify their views in ways that would be less easily accessible in a one to one interview. Group discussion is particularly appropriate when the interviewer has a series of open ended questions and wishes to encourage research participants to explore the issues of importance to them, in their own vocabulary, generating their own questions and pursuing their own priorities.[†]

To encourage interaction among different people during focus groups, participants were each given a randomly-generated schedule of focus group assignments created by one of the board

* Surveys were created using Survey Monkey (SurveyMonkey Inc. Palo Alto, California, www.surveymonkey.com). Respondents were advised that information they provided would be published and shared with CalVet.

[†] Kitzinger, Jenny, 1995. "Introducing Focus Groups." *BMJ* vol. 311.

members. Participants reported to a different room with a different group of individuals for each session. Doing so encouraged interaction among participants who might not have known each other and discouraged participants who already knew each other from splitting off into groups. Random assignments meant that sometimes a person remained in the same room for two sessions and that sometimes participants were in more than one focus group with the same person. Approximately 32 people participated in the focus groups.

LGBT veterans and/or those well-versed in LGBT veteran research and experiences led the focus groups as facilitators. These facilitators, trained by CRB staff, incorporated Safe Zone principles into each focus group to ensure participants felt comfortable to freely discuss topics and generate useful data.* Facilitators were encouraged to balance their own personal facilitation style with the methodology to better blend theory and practice (see Facilitator Guidelines in Appendix D).

On the first day, after registration and an opening ceremony, attendees met in focus groups where they discussed education and employment in the morning and housing, legal and health in the afternoon. Facilitators asked the following questions to each focus group:

- What are LGBT veterans' needs in this topic area?
- What are the gaps in LGBT veterans' services in this topic area?
- What LGBT veterans' services are currently available in this topic area?

Focus groups were one hour in length. Four focus groups per topic area occurred simultaneously; each group was comprised of approximately eight members and a facilitator. Participants discussed needs, gaps and services while facilitators or one of the group members wrote down what they discussed on large sheets of poster paper. After each focus group concluded, sheets of written text were compiled in a central location, reviewed and labeled. Summary data sheets for each topic's "needs" were transcribed onto sheets of paper by research assistants for use during the prioritization of needs voting on Day 2 of the forum.†

Prioritizing Needs

On Day 2, participants met as one large group and engaged in a voting exercise designed to identify priorities. Approximately 36 people attended. All of the Day 1 data sheets were posted on the walls by topic area (i.e., housing, employment, health, education and legal). Each participant was given two colored dot stickers per topic area.‡ They were asked to place the dots on the needs they felt were a priority. They could place both dots on the same need or one each on two different needs. For example, participants used blue dots for health priorities. One

* Please see the following link for information concerning Safe Zone training: <http://thesafezoneproject.com/>.

† The health focus group data was the only exception. Because of time constraints, the needs for these groups were only partially transcribed. Day 2 participants voted on the actual needs list rather than a transcribed needs list.

‡ Participants were given only two dots to represent the limited resources available to address all of the issues they identified on Day 1. They were asked to convey which needs were among those most important to tackle first. An alternative would have been to ask them to rank order all identified needs. Due to time constraints, the research bureau suggested asking participants to identify their top two priorities.

participant might have placed both dots on health coverage for LGBT spouses or placed one on coverage for LGBT spouses and the other on healthcare coverage for transgender surgeries and care.

Conversations about the placing of the dots revealed that voting presented participants with tough choices. “Use your dots wisely!” said one participant while strategizing where to place the dots. There was also a general awareness that every priority was important, as another participant commented “I need a dot for everything!” Through the seemingly simple act of placing a dot near a listed priority, participants were actively and publicly advocating for their needs and struggling to decide which needs to address first.

Seventy-two dot stickers were given out per topic area: housing, employment, health, education and legal. This suggests that 36 participants voted on the needs they saw as most important.* Participants were also asked to write down their suggested solutions to needs and gaps identified on the first day. Additional paper and pens were laid out on tables for participants to write down their solutions by topic. These solutions were added to the focus group data generated on Day 1.

After the event, CRB staff systematically organized the Day 1 and Day 2 data. Staff first transcribed verbatim all of the Day 1 focus group text and Day 2 solution text, printed out the texts and then placed the individual portions of text on post-it notes to more easily move them into different themes. These post-its with the data on them were color-coded by topic (i.e., housing [orange], employment [red], health [dark blue], education [green] and legal [light blue]), and staff kept post-its separated by topic on large sheets of paper labeled with each of the focus group topics.† Color coding and labeling poster-size sheets of paper as needs, gaps, services and solutions helped to keep the large number of data organized. The color-coded post-its that each had a piece of text became the working data set.

Qualitative Analysis

Analyzing qualitative data differs from analyzing quantitative data. Quantitative analyses are conventionally used to describe, explain and predict using a deductive process that flows from questions and related hypotheses. This type of analysis generally includes using numbers to describe some defined event or occurrence, explaining statistical variance in patterns, building statistical models to test hypotheses, using numeric data to test hypotheses and accepting or rejecting those hypotheses to advance statistical explanations of that event or occurrence. Not all data are numbers. Qualitative analysis is inductive and asks a researcher to start from the data, which are texts rather than numbers, to find patterns that can then be described, supported and explained with the data. The task of qualitative analysis is not to predict but rather to describe

* Some participants came in later or left during the voting period. This might explain why the number of dots placed on each topic varies. No one person was given more than two dots per topic. There were 71 dots placed on housing needs, 72 dots placed on employment needs and gaps, 72 dots placed on health needs, 71 dots placed on education needs and 68 dots placed on legal needs.

† Many participants asked research bureau staff about the methods employed at the forum because they wanted to replicate the process. We offer detail here to share information about the methods and analyses employed.

and explain among other things. Staff used an inductive approach to analyze the data to uncover themes embedded in those data:

...researchers have different ways of selecting core themes. One consideration is to give priority to topics on which a substantial amount of data has been collected and which reflect recurrent or underlying patterns of activities in the setting under study.

[Researchers] may also give priority to what seems significant to members, whether it is what they think is key, what looks to be practically important, or what engages a lot of their time and energy.*

Staff focused on the items significant to forum participants as revealed by what they wrote down in focus groups. Themes emerged as staff systematically analyzed each and every datum in the data set.

This analytic process to uncover themes included going through the data set twice to identify preliminary themes and refine those into final themes presented in this paper. After an initial review, known as open-coding, of the legal topic needs, gaps, services and solutions data, it became apparent that there was a set of preliminary themes into which the data could be placed: (1) specific requests, (2) family, (3) education/communication/ outreach/connection to services/mass central communication/ information/ awareness, (4) equal employment opportunity/discrimination and (5) points-of-service/access to services.† Notably these themes were cumbersome and wordy. With refining these preliminary themes in mind, staff then systematically analyzed data from each topic area to evaluate if those data also fit into the preliminary themes. Staff found that while many data did fit preliminary themes, many did not quite do so. The themes would have to be broadened or otherwise modified to account for more of the data.‡

A step toward refining the themes to account for all or most of the data was developing keywords associated with each preliminary theme. The keywords served as thresholds where if a datum contained a key word it could be included in a theme, and if it did not, then it was excluded from the theme associated with the keyword. To identify key words, CRB staff went through the data already fitting into the preliminary themes and pulled out key words.

Staff went through all of the data one more time, using keywords to sort the data that did not previously fit into the preliminary themes. The preliminary themes broadened through this process, and key words were added until all of the data were included in one of five final themes.

* Emerson, Robert, M., Rachel I. Fretz and Linda L. Shaw. 1995. *Writing Ethnographic Fieldnotes*. University of Chicago Press: Chicago. p. 157. Words in brackets within quotes are added for clarity.

† Staff chose to begin with the legal topic because it was the first to have data transcribed and ready for analysis.

‡ In qualitative analysis, overarching themes incorporating all or most of the data can be developed. Another option staff had was to develop themes particular to each topic area, a type of sub-theme. However, because a large portion of the data in each topic area did fit into preliminary themes, staff found it appropriate to work toward overarching themes that stretched across topic areas.

The final themes were (1) institutional, (2) family, (3) information, (4) discrimination and (5) points-of-service (see Appendix E for the transcribed data by each topic area and theme).*

* One example of a theme broadening to include more data was “Specific Requests.” As staff went through the data they recognized that the preliminary theme, “Specific Requests,” also seemed to include changes in legislation, organizations, forms, specific programs and other bureaucratic and institutionally-based activities. Thus, this preliminary theme became the final theme “Institutional.”

APPENDIX B (PRIORITY VOTE)

Table text is as it was written on Day 2 voting sheets and includes abbreviations, grammatical errors and characters. To give the reader context to what was chosen, we include all the needs on which participants could have voted. Voting presented participants with tough choices. There was a general awareness that every need was important because the fact that a need was included meant participants felt it was important. Thus, even needs that did not receive a vote should be considered important and a priority, with some more easily accomplished than are others.

Housing

Participants Identified Home Modifications for Post-traumatic Stress Disorder, Military Sexual Trauma and Traumatic Brain Injury Survivors as the Top Housing Need for LGBT Veterans

Housing Needs Day 2 Priority Vote	Tally	Housing Needs Day 2 Priority Vote	Tally
• Home modifications for PTSD, MST, TBI survivors	12	• CalGuard Housing Eligibility	1
• Upgrade DD214s	10	• Prop 41 oversight	1
• Gather LGBT data/survey	9	• Extend housing allowance from GI bill	1
• Training housing facilitators, leaders, orgs, etc	8	• Expand programs like SD's Aspire Center	1
• LGBT Family Housing: kids (side arrow) blood vs. adopted	6	• Oversight of VA policies on trans-gender vet services	1
• LGBT Reps at CalVet Resource fairs, events, etc	6	• Stronger outreach to LGBT community	1
• Housing after discharge/housing facilities/affordable/safe	5	• Collect best practices of vet housing	0
• LGBT cultural training - statewide	3	• Financial literacy workshops	0
• Housing for transitioning gender (pre-op)	2	• Mental Health - coordinated assessment	0
• EEO Standards include LGBT	2	• VA loans denied to same sex couples in states not recognizing gay marriage	0
• ↑education on resources benefits)	2		

Employment

Participants Identified Having a Federal Nondiscrimination against LGBT Policy as the Top Employment Need for LGBT Veterans

Employment Needs Day 2 Priority Vote	Tally	Employment Needs Day 2 Priority Vote	Tally
• Federal non-discrimination of LGBT policy	13	• Gubernatorial proclamation to hire LGBT vets	0
• College/employment credit for military experience	8	• Veteran business hiring trends	0
• LGBT VSO representative or center	8	• Get community rainbow trends	0
• Sensitivity/cultural training for companies, organizations	7	• Employment for spouses, esp. licensed professions	0
• Update DD214's	6	• Create LGBT "Job Clubs"	0
• Expand SMR's transgender model from state to federal	5	• Businesses should have positive image to LGBT community	0
• Resource book of vetted companies	5	• Point preference in union jobs	0
• LGBT partnerships w/community, Fortune	4	• Identify LGBT community (E.D.D.)	0
• Vet groups hiring vets (I.E. VA)	3	• Equal employment rights for trans vets (LGBT)	0
• Social media outreach	3	• Require Prop 41 to hire vets	0
• Hire LGBT vets	2	• Survey/white paper	0
• Training on how to find jobs, create resumes, etc. /mentorship	2	• Special hiring authorities in federal system	0
• Create (and) educate on city/county W.I.B.	1	• Annual survey	0
• Safe space training	1	• Special services to trans	0
• Can David Bohnett do something for LGBT?	1		
• Resource guide on rights for LGBT	0		

Health

Participants Identified Cultural Sensitivity Training as the Top Health Need for LGBT Veterans*

Health Needs Day 2 Priority Vote	Tally	Health Needs Day 2 Priority Vote	Tally
• Training cultural/sensitivity - VA staff, healthcare providers, etc	23	• VA visible support of pride month at all locations/outreach	0
• Directory/resource list of LGBT friendly providers	13	• ↑ VA townhalls: better oversight of results	0
• Paid LGBT advocate @ every VA	9	• Surrogacy policy review	0
• VA coverage of unconventional reproductive methods, contacts, gender affirmation treatment, etc	5	• Prep and PEP (HN) meds provided throughout VA system	0
• Consistency across all standowns	4	• ↑ Gender health centers	0
• ↑ Caregivers for 100% disabled LGBT population	4	• EMDR tx for PTSD	0
• More senior citizen info	2	• VA office on Base	0
• Legality of medical marijuana use (no repercussions)	2	• More Privacy	0
• "Whole Family" approach to healthcare	2	• Align VA with National/Inter-national (ICD vs DSM)	0
• Improved HIV healthcare	2	• Better mental health services/access	0
• Upgrade DD214s	2	• Providing evening program/therapy groups (after 9-5pm work sched.)	0
• Oversight of certified/competent contractors at the VA	1	• Export community supported resources around state	0
• Tricare include Kaiser & other groups	1	• ↑ Responsive LGBT family therapy	0
• Expanding services to all eligible vets, not just combat	1	• VA correct Pre/Post 9/11 Benefits to equalize	0
• Info sheet of your rights (and) care/↑ education of benefits	0	• Collect data, collect data, collect data all clinicians outside of Va need to assess mil/vet status & family status - we're building (working on) a use & sharing system, gives us data to fill it	0
• Continuity of Care for transvet	0	• Provide full coverage for transgender surgeries & medical procedures	0
• Consistent/standardized care (VA trans vets)	0	• Conduct local town halls	0
• Healthcare first, research second	0		

* Participants cited the Gender Health Center in Sacramento as an example of a local urban health center offering counseling, legal and advocacy among other services. <http://www.thegenderhealthcenter.org/index.html>.

Education

Participants Identified Veteran Resource Centers on Campus as the Top Education Need for
LGBT Veterans

Education Needs Day 2 Priority Vote	Tally	Education Needs Day 2 Priority Vote	Tally
Veteran resource centers on campus *			
Dependent resources * Transferring credits			
* Military experience → college credit	25	Create cautionary list	1
Transfer GI Bill to same sex spouse	11	Identify military children	1
Educate admissions staff regarding military transcripts	10		
		Veteran survey	1
Culture competency training		• DoD should make mil school curricula available to higher ed institutions so student mil ed is easy to understand.	0
*tracking/ownership	9	→ school envir.	0
Create county collaborative	4	→ collect data (x3)...K-PhD ask re: mil/vet status & family caregiver status. Start collecting now so when the use & sharing system is ready we will have data :-)	0
		to have veteran resource campus on site	0
Associating w/existing veteran student orgs.	2	Maintain licensure	0
• Upgrade DD214s	2	Active duty survey	0
GI Bill expiration rules	1	Teacher training	0
Safe space training	1		
Summer housing	1		

Legal

Participants Identified Updating Discharge Paperwork as the Top Legal Need for LGBT Veterans

Legal Needs Day 2 Priority Vote	Tally	Legal Needs Day 2 Priority Vote	Tally
• Update DD214's	19	• Educate military J.A.G.	0
• "One stop shop" of resources & information	13	• Clearinghouse organization, get resources/referrals	0
• Spousal benefits for deceased vets	7	• Collaborate w/all 58 counties - "grass roots" efforts	0
• Update S.O.F.A.	6	• More peer-to-peer programs	0
• Trans healthcare - standardized & benefit adjudication.	4	• ↑ partnerships w/VA, mental health, legal, public servants, community , etc.	0
• Definition of "spouse" (VA) for benefits is outdated	4	• Get veterans SSDI	0
• Retaliation, harassment, discrimination, protection - better tracking/oversight	3	• Collect data (x3) --do it now, collect data @ all points of entry along the criminal justice continuum so that when the use & sharing system is ready we will have data to populate it...	0
• VA: GRS - gender reaffirming surgery	3	• Spousal benefits education	0
• ↑ veteran courts & outreach	2	• ↑ outreach of available services	0
• Support from key leaders/legislators of trans military exclusion policy (timely)	2	• Duplicate/expand existing legal clinics	0
• ↑ training of cultural competencies	2	• Federal marriage licenses	0
• EEO protections/policy	2	• VA: Update codes continuity of care	0
• LGBT services @stand downs	1	• Spouse marriage status	0

APPENDIX C (PRE-EVENT SURVEY)

The purpose of this survey is to collect information about organizations that provide services for Lesbian, Gay, Bisexual and Transgender (LGBT) veterans/service members. CalVet will use this information to create a resource guide to connect LGBT veterans/service members to services.

All information you provide will be used only for the purpose of connecting veterans/service members to services, gaining a better understanding of available services for LGBT veterans/service members and providing aggregate estimates of the number of LGBT veterans/service members needing services.

Please note that answers are required for questions with an asterisk (*).

*1. Is it okay if the information you provide is published in a resource guide?

Yes

No

*2. Name of person filling out this form (first name, last name)

*3. Title of person filling out this form

*4. Name of your organization

*5. Name of Public Contact for organization

*6. Street Address

*7. City, State, Zip

*8. Public Email

*9. Public Phone Number

10. Website

*** 11. Days and Hours of Operation**

Sunday	<input type="text"/>
Monday	<input type="text"/>
Tuesday	<input type="text"/>
Wednesday	<input type="text"/>
Thursday	<input type="text"/>
Friday	<input type="text"/>
Saturday	<input type="text"/>

*** 12. Number of Years in Business**

- 0-5 yrs 6-10 yrs 11 yrs or more Don't know

*** 13. Number of Staff Members**

- 1-10 11-25 25 or more Don't know

*** 14. Is your organization government, nongovernment/nonprofit, or for profit? (check one)**

- Government Nongovt/Nonprofit For profit Don't know

Other (please specify)

*** 15. Is the primary mission of your organization to serve veterans/service members, LGBT individuals, or both?**

- Veterans/Service members
 LGBT
 Both
 Other

Other (please specify)

Organization Primarily Serves Veterans

16. Does your organization provide any of the following services to veterans/service members?

(check all that apply)

Education

Physical Health

Employment

Housing

Legal

None of these

Mental Health

Not applicable

Other (please specify)

17. Of the following services, what is the primary service your organization provides to veterans/service members?

Education

Physical Health

Employment

Housing

Legal

None of these

Mental Health

Not applicable

Other (please specify)

18. How many veterans/service members did your organization provide services to last year? (best estimate)

19. Of those veterans/service members you served last year, how many were LGBT individuals? (best estimate)

20. Does your organization ask veterans/service members if they need services related to LGBT orientation/identity?

Yes

No

Organization Primarily Serves LGBT

21. Does your organization provide any of the following services to LGBT individuals?
(check all that apply)

Education

Physical Health

Employment

Housing

Legal

None of these

Mental Health

Not applicable

Other (please specify)

22. Of the following services, what is the primary service your organization provides to LGBT individuals?

Education

Physical Health

Employment

Housing

Legal

None of these

Mental Health

Not applicable

Other (please specify)

23. How many LGBT individuals did your organization provide services to last year? (best estimate)

24. Of those LGBT individuals you served last year, how many were veterans/service members? (best estimate)

25. Does your organization ask LGBT individuals if they need services related to being a veteran/service member?

Yes

No

Organization Information

26. Please provide a brief description of your organization and the services it provides for veterans/service members (100 words or less)

27. Does your organization provide direct services, refer individuals to other organizations for services, or both?

- Directly provides services
- Refers individuals to other organizations for services
- Both direct and by referral

28. If your organization provides direct services, which types of services are they? (check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Education | <input type="checkbox"/> Physical Health |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Legal | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Mental Health | <input type="checkbox"/> Not applicable |

Other (please specify)

29. If your organization refers individuals to other service providers, which services are they? (check all that apply)

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> Education | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Employment | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Legal | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> Health | |

Other (please specify)

30. Are you aware of organizations providing any of these specific services to LGBT individuals who are also veterans/service members?

Education

Physical Health

Employment

Housing

Legal

None of these

Mental Health

Not applicable

Other (please specify)

31. What percentage of the services your organization provides is specifically for LGBT veterans/service members? (best estimate)

32. Which issues do your organization consider to be critical for LGBT veterans/service members?

33. Is your organization looking to address additional issues?

34. Is there anything else you think CalVet should know about your organization and/or the individuals to whom it provides services?

Thank you for telling us about you and your organization!

Please contact (insert name of contact) at (phone) or via email (email) if you have any questions about this survey.

APPENDIX D (FACILITATOR GUIDELINES)

CalVet LGBT Leadership Forum
Facilitator Guidelines
Thematic Sessions/Small Group Work
Day 1, 60 minutes each session

Rough Outline of General Flow of Each Session

15 minutes Introductions, ground rules, creation of safe zone

- Individual Introductions, designate a note taker for the group, inform/remind participants that information collected on butcher paper sheets for all topical sessions (HEHEL) will be used for the general session reporting out on Day 2.
- Make sure to have a new sheet of butcher paper for each of the guiding questions below; note on butcher paper sheet when discussion shifts to new question.
- Emphasize that space is a safe zone; group is gathered to create and maintain an atmosphere of respect and safety for everyone so that all can share, connect and learn from each other.
- Explain the purpose of the session and let participants know what the objectives are: to learn about what kinds of services already exist for LGBT veterans, what kinds of services they need and what kinds of services are missing that could be made available for them?

45 minutes Identifying Services, Needs and Gaps

Guiding Questions:

What services for LGBT Veterans/service members **are** available? (15 min)

What services do LGBT veterans/service members **need?** (available or not available) (15 min)

What services for LGBT veterans/service members **are missing?** (15 min)

- Take care to ask sensitively phrased yet probing questions.
- Use active listening; stay on thematic topic for the designated session (HEHEL).
- Restate and reframe both questions and answers where necessary.
- Pay attention to nonverbal signals – are there those in the group who look like they have wanted to speak up but haven't yet found the moment to do so?
- Assist note taker where necessary with recording the information shared; take care to have answers to questions make it onto the butcher paper sheet.

15 minutes Conclusion/Debriefing/Wrap Up

- Summarize discussions/activities: go over the three butcher paper sheets for each of the guiding questions; make sure note taker is actively writing everything down.
- Debrief the activity thoroughly: what did people learn from this session?
- Highlight key points and ground covered: takeaways, bottom lines?
- Make sure to thank everyone for their open sharing and involvement.

APPENDIX E (QUALITATIVE DATA)

Verbatim, transcribed data for housing, employment, health, education and legal topics by final thematic code: (1) institutional, (2) family, (3) information, (4) discrimination and (5) points-of-Service.

Housing Data

<u>Housing Needs</u>	Code
Home Modifications (HM) for PTSD, MST, & TBI survivors. These groups generally not qualify for USDVA HM programs.	1
Prop 41 Next Steps=Monitor process & encourage partnerships @ local level w/Local Govt's, developers, & service providers for Land donations, service provision, etc.... This will strengthen the applications to H CD & ↑ the potential for receiving funding.	1
Create a process/resource center/access point so Homeless Vets can get their DD214 & other docs in order.	1
Extend/supplement housing allowance provided through GI Bill to allow for consistency of access to housing.	1
Extend GI Bill benefits beyond 36 months to allow time to complete a degree.	1
Expand programs like SD's Aspire Center for homeless vets.	1
Need initiative VA computers programs w/med. Statistics that ID orientation, so we can get data.	1
Housing for those transitioning gender (pre-op).	1
Ensure adherence to VA policy on transgender vets services.	1
State law protecting transgender - must follow CA law.	1
Protected HIPAA info on transition and/or MST vets and sharing a room (roommates).	1
Sober Housing for LGBT vets.	1
Legislation to resolve purchase of housing in states without gay marriage, but they got married in another state, but VA denies use of spousal income to qualify for VA Home Loan; legislation would allow recognition of spouse re: housing.	1
Housing immediately after discharge.	1
Housing to prevent homelessness.	1
Expand housing eligibility to Cal National Guard.	1
Upgrade DD214s so can qualify for housing.	1
LGBT Vets are stakeholders in housing discussion/plan/implementation - ownership should be advocated & advertised for prop 41.	1
Affordable housing	1
Transition housing based on needs of individual → what's best for individual and community	1
Financial literacy during transition from military → civilian	1
No 214 → don't know where to find it	1

Address the time limits/budget in housing programs	1
"Unrestricted" funds to end vet homelessness → Let the experts "cut the red tape"	1
Federally paid for connexes (FEMA) that are placed in a "village" to house vets. Need to engage congress reps.	1
(Initiative) Add LGBT/and/or self-identification for censuses *VISP Data will add LGBT & vets to this!	1
36 countries with bases who do not allow LGBT spouses.	2
LGBT family housing; kids → blood related vs adopted.	2
Female & Family Housing → Being housed w/ gender you I.D. with females w/male kids & males w/female kids → separation, transgenderSegregation? Or Separation → Depends on funding.	2
Swords to Plowshares cultural training needs to include LGBT. State should encourage this.	3
Partner w/local LGBT centers to gather data.	3
Housing based on self-identity, not physically.	3
Train housing facilitators about the special needs of LGBT residents.	3
Peter's flow chart depicting state/federal laws and qualifying for VA Home Loan. Or, one-page sheet. (Peter Perkowski from OutServe/SLDN). Distribute to realtors, etc.	3
We don't know what is available.	3
How is the word spread to homeless veterans?	3
Cultural Competency is needed across the board	3
Community needs, culture	3
Need for vets helping vets	3
Educating on resources	3
More of a connection with LGBT centers or resources and veterans in regards to housing	3
Mental Health → coordinated assessment	3
LGBT training (i.e. safe space or other cultural training)	3
Upgrade EEO standards to include LGBT.	4
LGBT Vet Housing Facilities	5
lgbt REPS. AT ALL CALVET RESOURCE FAIRS - L.A. DOES THIS *Need standardization across the state	5

<u>Housing Gaps</u>	Code
Use inf Vash vouchers to transition seniors.	1
Be consistent when providing benefits for home modifications for veterans. Service connected vs. low income.	1
Emergency fund to assist veterans experiencing crisis putting them at risk for homelessness...	1
Expand on CCC model partnership w/corps that assist student vets w/housing funds (etc.)	1

VSO's for LGBT community	1
Good neighbor next door Policy (Public Service individuals → teachers, police, fire-fighters) →Veterans aren't included ↓ HUD policy	1
SOFA → Status of Forces Agreement Same sex married couples - if active duty military gets relocated to certain country (36 of them), same sex spouse can't join Leadership signing off on BAH (Basic Allowance for Housing)	1
Bridge to veterans in low income communities @ risk for losing housing due to Gentrification & community "upgrades"	1
Special demographics are a particular concern such as HIV/AIDS communities.	1
same sex married couples & VA Loans, depends on where you were married & what state you reside in...Need legislation (timing of marriage, date, residence)	1
GPD, HUD, VASH programs more LGBT Friendly-safety	1
more homeless prevention	1
more diverse housing...not just mens house not just womens house...but just transitional housing. → LGBT Housing specific	1
Expand HCHV & HUD, VASH programs	1
Expanding eligibility - National Guard, etc	1
Upgrade discharges...to help expand eligibility	1
Some landlords shying away from HUD-VASH due to lack of support in repairing damage to dwellings.	1
limited HUD-VASH vouchers available.	1
"couch surfing" vets are not considered homeless but HUD-VASH.	1
Nat'l Guard/Reserve are not available for benefits AT ALL if they are not deployed a minimum # of days.	1
Connect veteran programs w/LGBT support programs (& vice versa) to cross pollinate services.	3
more of a focus to connect vets &LGBT	3
Access to resources for vet housing/loans → Awareness NO marketing to LGBT → Needs to Happen ↓ Educating Whole Community Media Perception of Vets	3
Knowledge gaps among veterans & Providers are HUGE with regard to what programs are available & what the eligibility is.	3
LGBT Enhanced Veteran Village? Connect "Rainbow" & Senior Communities with CVSOS & Veteran Service Providers.	3
more cross cultural training across the board	3
Transitioning out of military...some kind of help or assistance with finding housing opportunities (info provided to them).	3
Landlords are discriminating against HUD-VASH & Vets in general due to PTSD stigma.	4

Housing Services	Code
HUD VASH	1
Habitat for Humanity/CalVet/HCD	1
CalVet & USDVA both have home loan programs. (Farm & home @CalVet)	1
Vacant CNG armories could be sold to the city/county in certain areas to be converted to house homeless. Should be in ok location, near public transit if possible.	1
ICV ID'd surplus property - should follow up on "Vets Village" - REN program perm. Ownership/housing plus services. San Fernando Valley.	1
Veterans → Transitional Housing	1
HUD Vouchers, Section 8	1
SSVF (Federal Grant) Homeless Prevention	1
25 cities initiative	1
GI Bill post-9/11 connected to school housing	1
VA Home Loan, CalVet Home Loan, FHA	1
Retirement Homes	1
Prop 41 → \$36 million for housing/homeless issues for veterans	1
Habitat for Humanity	1
DREAM Makers Grant (Pays closing costs)	1
Limited Time Frame	1
Housing option = Disparity	1
Demonstration housing develol... program. HUD, CalVet. Pre-eviction & less than 6 months homeless. Might exist?	1
HUD VASH - VA sec. 8 housing. Housing ≈ 88% of vets in a year - certain amount of vouchers/county. Permanent vs. transitional housing.	1
VA Loans	1
HUD VASH	1
Transitional Housing	1
Subsidized rental assistance	1
Grant per diem → HCHV Healthcare for Homeless Vets (includes housing component). 90 days.	1
VA homeless outreach/shelter	1
Discharge upgrades	1
Outserve SLON	1
Berkley SOL	1
Swords to Plowshares	1
In S.D., emergency housing option via VA.	1
SSVF Supportive Services for Vet Families	2
L.A. County "Blue Butterfly" housing (HUD) for women & children.	2

ICV Homelessness sub ing has identified 168 homeless providers in CA w/VA connections.	3
Some CCC Campuses have corporate partners that assist students w/housing support	3
L.A. #1 in homelessness for female vets.	3
211 (S.D.) are starting to partner with S.D. LGBT specific resources.	3
Within Vet community, some are anti-LGBT. → Creates fear	4
Senior vets going "back into the closet" for Cal Vet housing benefits! - Fear of violence.	4
Enhanced Veteran Villages	5
New Directions Renatl facility in Glendale, CA.	5
CalVet services fairs	5
Perception that the street is safer than the shelter ↔ Aspire Center in S.D. spec. 4 women vets initially - couldn't secure - then became for males	5

<u>Housing Solutions</u>	Code
• Safe-Space Transgender Veteran Transitional Housing	1
• CREATE SOURCES OF FUNDING THAT ARE ALLOWED TO BE USED FOR EXCLUSIVE HOUSING (WOMEN & LGBT) - BECAUSE/FOR MED REASONS, MENTAL HEALTH.	1
• Encourage Service Providers to partner w/Developers & Communities to provide the services for Prop 41 builds. The prop 41 \$ can be used to build bricks/mortar, yet does not cover services. Developer applying w/support partnerships @ the county, city, & service provider level will get more points in the NODA process. Cities/Counties that donate <u>land</u> also ↑ points.	1
• Develop Veteran peer support Certification - Great support for homeless & transitioning vets <u>ALSO</u> creates jobs for vets & spouses.	1
RANCH or RURAL HOUSING FOR LGBT VETS BARRACKS; WITH WORK TO GET THEM TO FOCUS BACK AND TRANSITION BACK INTO SOCIETY. WITH INFASIS ON TAKING CARE OF PERSONAL HYGENE, FINDING VOICE AND THINKING CLEARLY; AND MATURE VIEW OF ALCOHOL CONSUMPTION.	1
• Conduct Local Town Halls IN AREAS WITH HIGH POP. OF VETERANS	5
• Safe-Space LGBT veteran Transitional Housing	5
• LGBT - Specific Reps/Groups Present At Homeless Veteran Stand Downs	5

Employment Data

Employment Needs	Code
DD214's need updating to help them get work. (Discharge status)	1
Gender names ▲ too, so not automatically outed as trans.	1
Training codes and exp. Needs to be translated to education for employment. Translation of service to civilian equivalent.	1
Help including their skills in resumes, applications, etc.	1
Point preference for vets trying to get Union Jobs.	1
Vet orgs hire vets.	1
Point Leadership might not reflect general work forces' true opinions.	1
Tax breaks to CO's for hiring LGBT vets.	1
Special services to the "T" transgender vets since they have the toughest time to get a job	1
Voc Rehab - help disabled vets to get jobs	1
Give vets college (and) employment credit for their work in the military	1
Minorities are encouraged to apply for jobs. Add specifically, "LGBT"	1
Holding companies accountable; those CO's that say they want to hire vets, but don't	1
Employers to recognize certain special needs of vets at ind. level.	1
Special hiring authorities in the federal system	1
Transition services (active duty → employment)	1
DOD (and) VA Disconnect (OPS/TAP)	1
Best practices in other states	1
Grants → How to utilize?	1
More Fortune 500 companies to actively, vigorously recruit LGBT vets	1
Transgender can't serve openly except for CSMR → Changing this	1
*What are other states doing?	1
Congressionally chartered private VSO specific to LGBT.	1
*Clarification by military on trans (LGB people being fired for spectrum gender identities).	1
Gubernatorial proclamation encouraging businesses to hire LGBT vets - talk about unique value LGBT vets add	1
→ Commerces to hire LGBT veterans. Vets hiring vets. Encourage diversity of hiring in a whole new way.	1
Certified VSOs specific to LGBT (not county funded).	1
Expand SMR's transgender model from state to federal level	1
*Tax credits to businesses hiring vets - not enough; more education.	1
Employment for military spouses. Especially licensed professions.	2
Help spouses give good explanation of frequent, different employers on resume	2
Labeled as broken needs shift in perception. (TV ads about hiring vets)	3
More information & advertising of services	3
Awareness training for employers in private sector	3
Allies to hire vets - PSAs, public figures/celebrities to start the conversation.	3

Apprenticeship for vets "Learn to earn." Intro to unions. Discuss LGBT vets value. → Businesses benefit from hiring vets	3
Needs initiative * businesses to have imagery indicating gay-friendly hiring	3
Train vets on how to find jobs, resumes, job interviews, job skills	3
Mentorship on how to successfully apply for federal jobs	3
Create (and) educate on city and county WIB	3
On the "Hire an LGBT Vet" discuss possible scenarios that employers might fear. Break the fear cycle.	3
Identify list of CO's that do a good job hiring vets. Like HRC's Fortune 500 list of LGBT Co's	3
Availability of survey data of VA Health/HRC collaborative done annually on LGBT vets	3
usa job and caljobs → should includes list of LGBT supportive co's	3
I don't know so I can't ask	3
Statewide VSO; LGBT Coalition → Having Reps, same language, I.D. needs, bring services, influence policy, cultural competency	3
HR dept. → sensitivity needs/training cultural competency	3
Appropriate, updated resources, directory	3
How do we filter this down?	3
More visibility of programs/groups that actively recruit LGBT Vets	3
*Resources guide on rights for LGBT SMS transitioning to civilian life.	3
LGBT Cal. BBB. Vet business to assess inclusivity, etc. Hiring trends	3
Train companies	3
*From employment a lot of other bad or good things happen. Get them at the start.	3
*We should do a white paper about LGBT vet specific value added and send to LGBT pride centers nationwide.	3
Take existing "Hire a Vet" flyer and add LGBT statement via calvet → also have an LGBT specific one too- calvet. Then send it to gay-friendly businesses	3
*Safe space training to spread to large Calif. Businesses (i.e., * Google, Facebook, Linked In). →Follow-up annually.	3
*Vet center need safe space training too.	3
VSO curriculum should include LGBT specific issues, including employment. → "Closeted" military service translate to challenging civilian work environment.	3
EDD needs to ID LGBT people	3
Any type of LGBT/Vet search engine	3
Protection for LGBT in military so it will carry into the civilian sector	4
?Will there be a rainbow glass ceiling?	4
Could they target LGBT issues?	4
Potential discrimination as a result of FEHA amendment for military (and) vet status (like race, etc.)	4
Fed. Legislative protected LGBT non-discrimination	4
LGBT centers to really, truly understand veterans issues.	4

Job clubs for LGBT vets → help share info (and) support one another	5
Co's hold events to recruit LGBT vets (i.e., pride)	5
Get community rainbow chambers	5
David Bohnett - cyber centers @LGBT centers; can they do something for LGBT vets?	5

Employment Gaps	Code
Translation of service training/skills to civilian career/sector.	1
Point Preference In Jobs	1
Veteran Orgs: Priority Hire Vets	1
Tax Incentive: Educate Businesses	1
Pre-transition: Employment Development	1
Reinstate those discharged for being gay.	1
Formal process to address implementation issues when putting vet preference as GLBT	1
Opportunity to add LGBT vets are encouraged to apply	1
Expand L.A.s one-stop shop for vets to other parts of the state.	1
Replication of TEEP into other programs. @cities and counties	1
Tax breaks for LGBT vets (not just vet disabled vets)	1
National Guard don't qualify for vet services despite years of service. VA does not recognize them.	1
Vet preference may be affected if discharged without Honorable Discharge because gay/lesbian.	1
DD214's: Id less than Honorable Discharge, does it show reason? (i.e., homosexuality)?	1
LGBT Vets focused WIBs (workforce Investment Boards). They have vets focus but not LGBT vet focus.	1
LGBT USD COALITION > Find Best Practices & Implement → Share same language, info.,	1
SPEAK IN ONE VOICE → State, Federal policies and money flow /funding	1
Specific funds or grants for LGBT employment?	1
Fortune 500 companies to actively recruit LGBT vets	1
TAP program → Transition program from military to civilian there should be a LGBT Breakout program offered by DOD	1
What services are <u>actually</u> available	1
Transgenders need employment places to conduct business to be eligible to serve (federal level and Lobby CINC to make changes	1
Spouse/Kin/Relative: Hard to get a Job SBA in states, don't recognize same-sex marriage	2
List of Requirements: Transition Out of Military	3
Market to Veterans	3
SBA Programs for Veterans: Access To The Information.	3
Educ For Private Companies Cultural Awareness Training.	3
Media: TV Advertisement: Positive Image Development for Veterans	3
Community Collaborative: companies	3

Hire Vet Campaign	3
Expand EDD outreach to LGBT communities	3
List of LGBT Vet friendly companies	3
Access to data	3
Google has a vet search engine; set up LGBT vet search engine?	3
LGBT Employment Mentorship	3
usajobs.gov → should have search option for "LGBT"; also caljobs.ca.gov	3
Language/communication "translator" to succeed in job interview. In military, short (and) to the point answers does not work in civilian job interviews. Need to elaborate (and) converse.	3
Employer Cultural Competency (outlined by a box)→ Educating, training	3
Space to target resources specific for LGBT vets → assistance, recruiting, coordinate with VSO's	3
I.D. LGBT Friendly companies → <u>PINK LIST</u>	3
Protection for LGBT in The Military. VA Recommendation: Protections For LGBT servicemembers/	4
LGBT marginalized populations as a Protected Class.	4
"T" transition/protection in the military	4
Online resources → How to empower yourself? Discrimination ↓	4
Job Fair: LGBT People employment	5
Work with David Bohnett (and) Paul Morre on center's	5

<u>Employment Services</u>	Code
TEEP: Transgender Economic Employment Program	1
Voc Rehab services to find employment, train new skills, transfer skills, etc.	1
WIB → provide computers, assistance to find employment.	1
Vet preference system for state (and) federal systems	1
CAL-VET STATE JOBS	1
CAL VET → matches military experience to job/career → veteran employment offices	1
NAT. Guard → Work for Warriors (2400 placement in 24 months)	1
Helmets to Hard Hats Labor Unions /Statewide	1
EDD → Veterans programs (Hiring Heroes)	1
CA NAT. GUARD Army & Air Guard > All recruit LGB (T is crossed out)	1
CSMR - allows LGBT	1
* Prop 41 money for housing - has employment component but not required to hire vets. (\$36 million)	1
*Small business admin. Has program for vets - need more education (grants, tax incentives)	1
Follow up to federal mandates.	1
VBA - New program ask them to emphasize LGBT for regional economic liaisons to be in community. Is there LGBT component?	1
Work 4 Warriors = Active approach . NO LGBT specific.	1
EDD - Head of line if you are a vet.	1
Job Corps - socializing vets. No LGBT specific things.	1

SOHRM Society of HR Management educate on how to trans vets into office.	3
usajobs.gov → streamline	3
VSO's @local levels → employment & training ↔ UFW American Legion	3
Does EDD provide any outreach to LGBT vets?	3
AllLGBTjobs.com	3
*Web resources to align MOS/AFSC to certs (civilian) (on VA.gov)	3
If disabled als dept. of rehabilitation will help train you	3
EDD has "Translators" for Cal Jobs.	3
Linked In gives free upgrade of account to vets	3
Showyourstripes.com - Bay area, passive approach.	3
E-mentoring → National project → mentor → peer. Could encourage this more for LGBT SMs.	3
CalVet - online passive approach to jobs	3
Benefit → LGBT Centers in CA that influence policy → LIST SERVE put on website/social media from CalVet	5
Out (and) equal National conference in SF.	5

<u>Employment Solutions</u>	Code
• Hire more LGBT Veterans to work @ VA's	1
• Task EDD with - LRC for LGBT	1
• implant mentorship programs for job seekers to help w/Resumes and feeling "safe" during the employment process.	1
• Veteran Peer Support Specialist Certification . Assistance/Support Employment of vets & spouses & kids	1
EDD or CalVet begin initiative for hiring LGBT vets. Scrub lists of vet-friendly & LGBT friendly. Push early in year - get ahead of Pride. Publicity & Education	1
• Create meaningful crosswalk to bridge/connect MOS/Ratings to job skills & Experience for Civilian Employment	3
• Pre-separation information on states with LGBT employment protection, so vets can make an informed decision on where (or if) they should move after getting out.	3
• Like minded Professional buddy system.	3
• Conduct Local Town Halls IN EVERY AREA WITH HIGH POP. OF VETERANS	5

Health Data

Health Needs	Code
Tricare include Kaiser	1
V.A. to correct pre & post 9/11 benefits to equalize.	1
Times that groups can meet after 9-5 hrs.	1
HIV care (improvement needed)	1
Accountability - hold staff & managers to know & understand policies	1
Standardized/specialized care	1
* <u>LGBT advocate paid for and at every V.A.!</u>	1
Question??? *MST population - Does V.A. cover unconventional reproduction means???	1
V.A. to cover contacts lenses	1
VA needs to have continuity of care for trans vets including gender reaffirming surgery	1
Consistent level of service - VA trans health care	1
Peer Support Group	1
V.A. shouldn't deny veterans jobs due to use of medicinal marijuana (state vs. fed legal issue)	1
V.A. to focus on <u>healthcare 1st, research 2nd</u>	1
Prep & pep (HIV) meds provided through VA system.	1
Surrogacy policy review	1
Certified/competent contractors in VA.	1
Holistic healing.	1
Medical MJ.	1
EMDR tx for PTSD	1
Lack of Resources in MH & Specialty Care	1
Lack of privacy	1
Continuity of providers	1
More licensed MFT	1
Shortage of caregivers for 100 percent disabled population for in-home care. → LGBT pop. AIDS/HIV (and) higher density & risk.	1
Expanding services to all eligible not just combat	1
Residential Programs consider LGBT/vet. Experience → research agenda looking @strengths to work w/those strengths , not traditional disease model	1
Whole family approach to healthcare	2
Coverage for gender affirmation treatment • veteran & family members	2
Family Therapy Programs need to become LGBT responsive	2
Improved cultural competency training in all medical fields, especially V.A.	3
More education on these for LGBT community → #1 cause of death for LGBT community.	3
Export community supported resources around the state.	3
align VA w/national & international (ICD vs DSM)	3
Unify VA health system • nationally • begin in CA	3
Disconnect between DoD & VA Data	3
Mental health access to savvy provider (LGBT community)	3

V.A. to embrace pride month in all locations in order to show cultural acceptance (older population seniors.)	3
Get physicians/clinics to put an ally sticker @ their offices to show they completed LGBT cultural competency training → SAFE SPACE	3
Understand unique needs of LGBT vets → (Doc's need to be understanding) → Trained to implement	3
The way we roll out trainings → more LGBT vets speaking out	3
HOSPICE CARE staff & LGBT vet. Seniors need training on cultural sensitivity	3
Edu. Community based & LGBT centers on PTSD, MST & military cultural competency	3
LGBT education.	3
Marketing campaign to promote acceptance and empower LGBT community.	3
Access • knowledge (what is available & how to access)	3
Cultural Competency • standardization expectations • educating providers	3
Directory ("Pink List" LGBT-friendly providers	3
Education (teach people how to clarify /ask for they want)	3
Ensure all generations have info & services access (different access points)	3
More education for senior citizen issues	3
Connectivity b/twn VA & LGBT Centers & community	3
Cultural Competency → LGBT & Vet Issues	3
All VA staff must be trained in LGBT cultural competency (Plus CalVet, county vet. Offices)	3
Ensure Private sector is trained in military & LGBT needs	3
Awareness of LGBT women's health Awareness of VA's response	3
Healthcare Equality Index → w/in VA	3
Info sheet on your rights & care you can obtain	3
Transgender exclusions Re surgery as a civil right & Health Care Issues.	4
Trust in providers (non-judgmental care)	4
VA office on base	5
Consistency across all stand downs.	5
appropriate facilities.	5
V.A. town halls are falsified. Didn't address problems.	5
Gender Health Centers • add more • allow current to reach out & train others	5

Health Gaps	Code
more LGBT-friendly VSO	1
Diversified CVSO	1
expand &/or replicate Palo Alto & Boston VA LGBT websites	1
improve/expand CMA website	1
remove discharge codes from eligibility for care	1
HIPAA violations addressed	1
Gender Variant → Gender specific health screening	1
LGBT C.C.'s meeting Veterans as they come home → Helps w/ Transition back to community & mental health	1

• Lack of LOD's for injured soldiers	1
Surgeries need coverage	1
Hair removal/"cosmetic" mods needed for proper transition healthcare issues	1
More homeless veterans medical	1
In appointment consultation geared towards LGBT (Lesbians asked if they use condoms)	1
VA customer service = not safe space (currently)	1
• Health record distribution standard	1
• Requirements for providers different/higher/wrong for needs.	1
• APA cert.	1
• VA higher veterans	1
• VA preference for all positions	1
• VA hollistic approach - like LA -	1
• VA release vets to tricare for outside services faster, more	1
• VA lge eye movement desensitization (EMDR)	1
• More proactive preventative maintenance	1
expand access to veterans elder care to LGBT	3
more access to pro-bono assistance to provide discharge corrections	3
Safe Person Identification present on VA LGBT friendly staff (and) providers encouraging patient trust (and) disclosure (and) visibility to staff (and) patient alike.	3
Educate/Cultural competence for Providers	3
PATIENT ADVOCATES → mandatorily trained	3
How many LGBT vets are accessing care @ VA?	3
(using repeat marks from above) " " " community?	3
Community Outreach to get better idea who's served in military → including schools	3
Outreach to LGBT community on military culture	3
Collaboration b/twnLGBT community	3
Ask LGBT vets what gaps there are in services (Evals)	3
* DUE OUT* List of all participants, emails, contacts, & organization/purpose/function.	3
Educate exiting actives to VA bers.	3
Gender identity recognition	3
No LGBT identified physicians	3
Connecting LGBT organizations to vets	3
Look to/examine "best practices"	3
List of LGBT providers with report card (?)	3
Formal accountability for complaints (patient advocates) - catalog/collect data	3
Education about self-advocacy including EEO personnel	3
• Vets helping vets.	3
• Trans - exclusions lifted	4
If people have other options, they will not use VA because a lack of trust	4

need more Gender Health Centers or cover costs of travel to existing	5
gay friendly assisted living	5
College campuses satellite locations for VA.	5

<u>Health Services</u>	Code
V.A. recreational therapy program. Alternative form of healthcare → Art, physical activities, etc., nutrition → Alt. to med.	1
Acupuncture & chiropractor in V.A. has to be approved by outside M.D.	1
Yoga at V.A.	1
VA → 30 LGBT/Vet groups (and peer support groups	1
120 VA's recognized of the C.C. rating status→ Specifically for LGBT	1
VA directive on transgender & intersex healthcare	1
VA LGBT accreditation	1
(TBD 2017) Perez Bill to state fund additional people to upgrade/fix VA claims	1
Had to drop Kaiser and go to Kaiser	1
Military insurance will go to outside provider	1
Archte Acres - Green initiative. Gardening therapy & agriculture . Private funding.	1
Covered Calif. Covering some trans surgeries	1
Smoking cessation programs in V.A.	1
Va preferences for certain positions (i.e., VA/UCLS - social work jobs)	1
Lack of resources	1
Unacceptable delay in providing services	1
Lack of ethical leadership re: HIPAA medical info (and) adverse consequences to vet	1
Prop. 63 funded BHO program	1
Active and retired spouse & member could not get covered w/Kaiser & military insurance. They were paying \$1,000/month for over a year	2
Human Rights Campaign → Cultural Competency Rating	3
Clinical Care training	3
Safe Space Training in Healthcare Setting → indicates to LGBT vets for hospice care (VITAS)	3
Online Mental Health Services	3
LGBT Nat. Hotline	3
Anti-discrimination policy on gender identity & sexual orientation	4
Teri Dilano got back pay 40 years for mental diress due to homosexual harassment	4
San diego V.A. → work group focusing on LGBT Vets → participate in community events → Language in gender expression	5
LGBT patient care center in D.C. → intake assessments, gender I.D.	5
Clinic systems in S.D., not connected to VA that serves vet population	5
S.D. county VVST veterans village. One-stop shop. Fix all the issues = whole person concept. Matched funding → have requirements for substance abuse	5

Sac LGBT comm center has armed forces discussion group → should export this idea to LGBT centers across the state	5
Mather Women's Clinic is awesome!	5
Some college campuses have Vets Services office (bring to the vets, not the other way around)	5
"Veterans Stand Downs"	5
LA LGBT center has clinic for vets access. → Trans persons coming from other states to access trans specific healthcare. → State (medical, Kaiser) covered trans procedures, including surgeries. This could/should be augmented or mirrored elsewhere - 3 month waiting list	5
Gibbon Hour (For those not eligible for VA) → Go by topic (PTSD, depression, → pretty sure LGBT)	5
* Soldiers Project (not necessarily LGBT specific)	5
Military One Source → provide 12 free sessions/issue → For those currently serving by zip code	5
L.A. Dept. of Mental Health	5
GMHC	5
College Campus Resources (vary from campus to campus)	5
Healing Horses For Armed Forces (LGBT Friendly)	5
Wellness Works (Glendale)	5
Leading w/Risileny & Grace	5
LGBT Center's	5
VA Centers	5
Northern Calif. Healthcare alliance offers alt. healthcare options for vets <u>for free.</u>	5
(From Needs sheets) V.A. town halls but...	5

<u>Health Solutions</u>	<u>Code</u>
• REACH OUT TO CMA AND OTHERS OF AUTHORITY ORGS TO CREATE STANDARDS OF CARE FOR lgb AND ESPECIALLY T. (MED) SEMI-ANNUAL CERTIFICATION	1
• Expand Va services to non-combat, national guard, reserve component veterans. - Legislate	1
• LEGISLATE FOR FULL COVERAGE FOR <u>ALL</u> SERVICES FOR TRANS VETS, FEE-BASED WHERE NECESSARY (All medically necessary surgeries)	1
Veteran Peer Support Specialist Certification program = support (and) <u>Jobs</u> for vets & spouses.	1
• OPTION PROGRAMS TO SHOW LGBT VETERANS IMPORTANCE OF RESPONSIBLE CONTRIButions to SOCIETY. (Role models for them)	1
Need a SIMPLE, CONCISE, Pathway for LGBT married couples to enroll in all benefit programs due them	2
▲ Remember caregiver respite support.	2

county support services for childcare allow <u>no</u> respite care. Kids are only in daycare during work & school hours. Single vet parents need childcare for medical appointments & general respite. Work w/counties to <u>change</u> the system first for vets (then for <u>ALL</u> .)	2
• DEVELOP AND CONTRACT FOR (in circle is) \$ (and) RFP CULTURAL COMPETENCY TRAINING CURRICULA AND TEAMS TO DELIVER TRAINING AT VA SITES. CERTIFICATION-BASED. (I.E. SWRODS TO PLOWSHARES, COMBAT TO COMMUNITY TRNG)	3
push toward educating private sector clinicians also needs to be supported.	3
• Survey to Providers allowing them to identify as LGBT sensitive	3
• CONDUCT LOCAL TOWN HALLS	5
• At least once a month, have a tricare rep at the VA to help people face-to-face, so vets not computer savvy can get help.	5

Education Data

<u>Education Needs</u>	<u>Code</u>
Proposals • "add a box" for veteran school	1
Proposals • "add a box" for self identification	1
Proposals • Allow for self identification	1
Proposals • Involve communities	1
CalPADS = school money	1
UCLA STAR program offers free CEUs for military (Tier 1 is all community people) culture →	1
→focus is through another school.	1
Bridge for to transfer units from diff institutions → translation of exp. Into credits.	1
Bridge \$ or services for summer housing	1
E1-E6 w/o prior education not accessing benefits, maybe need to educate/inspire use of benefits. → Other ways to use GI Bill→ employer funded GI Bill → Alt educational benefits	1
Transition of Benefits over time	1
Benefits → before separation of service (?)	1
Statewide Policy → change culture	1
For-Profit Schools	1
(AB 2099 (Frazier) on Governors Desk now Grad & Default threshold to keep in (see comment box) Title 28 \$)	1
Transfer of military service, quals, experience to education transcript - should be a "two-fer"! Standardized, generous.	1
Transferability of GI Bill to same sex spouse - educ & legislation needed!	1
GI Bill - For profits colleges/universities preying on LGBT veterans	1
Expiration rules - GI Bill, not right.	1
military children need to be ID'd in public schools in order to give them specific services.	2
Dependents Resources as well	2
How many counties are represented by a collaborative? → every county should have one	3
Colleges should have veterans/LGBT cultural education on specific issues - also at counseling center - in order to maintain licensure?	3
"Two Mommys or two Daddies need to have special vet/LGBT training	3
Counselors, community leaders, teachers could get this training.	3
Need to focus on community collaborative centered approach	3
Military should do another nationwide survey to break down LGBT issues specifically - in clude VSOs & Vet groups	3
Ask another state agency to support CNG for state survey. Include all VSOs	3
Safe space training & camo closet by Heliana Rameriz. → Did at CMD and it was very well received	3
Education about transferring credits	3

Educated staff (know Vets Benefits) - can speak milease	3
More co-op Btwn schools/Levels - Predatory lending w/ for profits	3
Info campaign on what is available - Inspiration to use the benefit (can transfer the benefit to dependent)	3
Relationship Btw PTSD (and) education	3
Educating the VA on how to work w/LGBT vets*	3
Cultural competency → school of vets → vets of LGBT	3
List of LGBT advocacy Groups/Resources on Univer. Websites	3
Safe Space/Zone campaign (LGBT Vets) Sensitivity Training → All Faculty & Staff	3
Assist w/ Transition	3
→ Revamped? Created but no ownership How's it monitored → Issues brought up to regional reps Follow ups	3
What institutions need assistance?	3
Cautionary list available to Vets of where not to go → Bad accreditation (vets losing \$)	3
Mental Health Services on Campus → Trained	3
Educating Campus Police P.O.S.T. also sensitivity training LGBT	3
LGBT should be able to associate with existing veteran's student orgs.	3
Better liaison between veteran student groups and disabled student services (accommodations, etc)	3
More informed military transcripts and more informed admissions process/staff.	3
Liaison between admissions and curriculum development to recognize training, experience = credits.	3
Honest survey while still in the military	4
Need more	4
Respect/Understanding	4
Proposals • In order to get GI Benefits schools must: - provide veteran resource center	5
Camo Closet should * be added to* veterans summit this December	5
Veterans Resource Centers on Campus → focus on meaningful assistance (Community VRC?) → pooling resources	5
Place for Veterans?	5
Safe space identification at vet student orgs	5

<u>Education Gaps</u>	Code
Specific (and) standardized LGBT Vet Orientation for New Students → Duplicate "Summer Bridge Program"	1
Have "our champions" on campus → Identify	1
Advocates on the Policy Side to focus on multiple Issues	1
Upgrade DD-214	1
CalVet LGBT Veteran Services	1

Exempt all Vets from paying nonresident fees (AIS IS) failed	1
Funding (word outlined in box) Veterans of Foster Youth + earmarked funds for LGBT vets? +	1
(Line above this) adopted youth of LGBT vets → funds available?	1
LGBT student Vets → not on RADAR	1
Campaign to expand Ed. On GI bill access for LGBT vets (and) their families	2
Edu. For same sex gender spouses (useful in other areas, like health)	2
DOMA repeal Va Benefits EDU. Benefits (families)	2
Preference for LGBT Spouses on base by states without such protections.	2
Educating existing VA/GI services of LGBT issues → esp. as tegs change policy	3
Lack of continuity among counselors for mil community RE: LGBT issues → Ongoing training Re; inclusion (not tolerance) → cultural change Rather than just EEO presentations	3
Safe spaces - change how talk about identity	3
Use % of Expired Benefits every year to do the above education	3
Clearing House of Info to gather & locate what is available	3
Cultural Info (and) Education In Vet Centers	3
Admissions Form → Demographic Data	3
Start @ Local Comm. Colleges to Educate unique Needs	3
Network → Communication (and) Education	3
Reach out more to Rural Areas	3
Online EDU. Programs → Give notice when funds are running out	3
+ Surveys of LGBT vets compared to veterans experience of attending school	3
+ Connecting LGBT & Vet groups (Student groups)	3
Available (box around this whole next thing) ARC → FIERCE (student group) joint events w/student groups Best Practice to follow Educating staff of LGBT Services about military experiences, coming out process	3
Education about states with Sexual Orientation and Gender Identity employment protection as part of out processing briefings so vets can make informed decision about where to live after separating.	3
• Issues _ self identify • many students don't feel like they have a voice → proposed solutions next page - Transitioning from active service to education - lack of trust in system	4
Issue b/twn Non LGBT Vets & LGBT vets?	4
→ Generational Gap	4
Few Army Bases in cal - lack of resources	5

<u>Education Services</u>	Code
GI Bill	1
Tuition fee waiver program(disabled)	1
Tuition assistance • active duty • Guard Reserve	1

GI Bill & VRAP	1
Bill: AB 1565 (Cultural Competency Tng for Vets)	1
VBA/VHA	1
JST (Joint Service Transcript) jst.doded.mil	1
Vocational Rehab (fed. VA prog.)	1
VA Student Program → Post service Edu. (10 yrs.) Exp. Date Post Discharge	1
VA Post 9/11 → 36 months of edu. Benefits (conditional uses for dependents)	1
VA Federal & State GI Bill	1
VA Federal & State Vocation Rehab ↔ CalVet ↔ (Disability Rating?)	1
Federal & State Cal Vet Fee Waiver ↔ (and) not just for vets, but families too (and)	1
BOG Fee Waiver	1
→ Should be extended (for all) Pays only for partial edu.	1
(From Gap sheets) "Summer Bridge Program"	1
County Veterans collaboratives on education in bigger counties	3
Safe space (CalBerk) → CAL TAP might pass	3
In LA (and) SD is veterans business admin counselors → adding a vets economic liaisons program (they come to you) → Transition courses (Active to vet)	3
Campus vet center/counseling	5
Pride centers	5
LGBT micro-communities (UC systems)	5
Vet Centers	5
LGBT Centers	5
Women's Clinic in LA (women reg. w/VA)	5
VRCs @ some campuses	5
Vets legal clinic @USD (UCB) → Discharge upgrades (to access GI Benefits)	5
*American River College: FIERCE (LGBT student group) * → Hold joint events 2/student veteran groups [Best Practice]	5

<u>Education Solutions</u>	Code
• Chancellor Office involved.	1
• Family Readiness advisors (train down to unit Level)	2
• Contact the Association of CA. Community College Admins to Push some of these ideas	3
• Require LGBT (and) military cultural competency for university staff (especially clinicians → request funding to "educate the educators" → use "safe space" training for LGBT → implement military culture class (UCLA Star Behavioral health program)	3
• Reach out to Dept of agriculture (USDA) RE: LGBT Training in Rural Areas	3

• Introduction INTO American Society	3
• Educate ↔ & Engage E LABOR	3
• Conduct Local Town Halls community collaboration	5
• Require universities who accept GI Bills to have a "vet center" or "veterans resource center"	5

Legal Data

Legal Needs	Code
VA: nationwide standardization (trans healthcare) and benefit adjudication	1
DD214 upgrades	1
Training/Edu. On understanding DD214	1
Hire case managers to update the DD214/discharges as a result of DADT Problem - people not seeking asst. w/this - also offered @ LGBT centers - Legal process - infrastructure needs to install svcs, hire veterans, - need peer support	1
Appropriate top ↓ approach - correct muddied DADT or (stacked).	1
Veterans homeless court issues, layered on as time progresses	1
• Discharge upgrades	1
• Trans cultural competency (everywhere) - Identification - DD214 >(to both Identification and DD214) update	1
• VA: grs - gender reaffirming surgery - "cosmetic"	1
VA: update codes (med) community of care - 10D9 vs DSM (DOD & VA)	1
Update status-of-forces agreements across all states, territories, and countries.	1
214s need to have name change option.	1
Va: legislative fix definition of "spouse" "former spouse" → access to benefits	2
Spouses need education on benefits. All the stuff they missed out on when their marriage was illegal.	2
Need - CalVet initiative - organization/non-profit/initiative. - Spousal/family support - Legal ramifications on	2
→ cont. spouse marriage status during transitions. - i.e., certain states would annul the marriage automatically or force divorce then remarriage	2
Green Cards → Veterans & dependents & Deportation → Need help getting benefits	2
Partners Benefits for deceased veterans	2
Families of Vets need to be aware of services/resources to assist, especially at time of crisis.	2
Federal marriage license	2
Produce resource guide for us.	3
Should be additional with White Paper.	3
Notify and engage congressional reps	3
Make a priority	3
Getting Veterans SSDI	3
More collaboration b/twn Behavioral Health & JAG	3
Edu./Collaboration Mental Health, Vet Affairs & Legal System (PTSD)	3
Edu./Collaboration w/Public Servants (PD, FD, etc.)	3

2-1-1 in Cali → Having a Veterans Specific Line → Not just a list of #'s but a person to person connection ↓ one stop shop	3
Peer to peer programs	3
Edu. Our Reps. & Leg. On politics to make them pro-active & champion these programs	3
Awareness campaign - disch upgrade possible	3
Awareness education to reconnect disenfranchised veterans	3
More Veterans Court, ↑ awareness of Veteran Court	3
Awareness of Penal Code 1170.9 as a resource to all veterans	3
Clearinghouse organization, to get resource/referrals specific to LGBT veterans	3
Consortium/Collaborative in all 58 counties - connect the dots of services, grassroots efforts utilize current created organizations. i.e., Patriotic Hall - LA. All SVC providers ↓ one roof	3
Military JAG; need more education on CA specific military law - SJA training opoty	3
• VA policy communication (and) implementation	3
• DOD: discrimination, harassment, & retaliation protection	4
Timely policy review of trans military exclusion	4
• LGB(T) EEO (DOD) protections TRANS: inclusion → pressure	4
LGBT as a topic needs to be addressed at veterans summit	5
• LGBT services @ Stand downs	5
More law offices willing to do veteran/LGBT cases	5
Expand # of legal clinics to service them	5
Duplication of more legal clinics such as Swords to Plow Shares	5
This needs to be fixed now	
SARC-like person (a good one) that is specialized LGBT	

<u>Legal Gaps</u>	<u>Code</u>
+ Tele-Legal Assistance (similar to tele-behavioral health) → Ability to skype a lawyer	1
Expand 1170.9 & VTC reach to <u>ALL</u> infractions	1
LGBT √box on MyCalVet (is there one?)	1
• DD214 name-changes (policy change)	1
• Remove prohibition re VA gender reaffirming surgery	1
• Improve continuity of trans-related healthcare at VA	1
Update DOD/VA medical codes	1
• Fix definition of "spouse" for VA benefit determ.	2
The sharing of available services	3
Creating Vet. Services Yelp page	3
App. For services/programs for LGBT vets. → include w/CalVet	3
What about those w/o access to technology?	3
LGBT community needs put themselves @ forefront	3

Collaboration of Vet. Service Providers → creating a presence	3
Educate Reps & Legislature on policies to make them pro-active and champion these programs	3
LGBT CVSO Contact Partnership 4 LGBT centers & service programs for Info sharing & ongoing support. (Little heart doodle with wings and points like a crown above and below heart)	3
↑ partnerships ala Patriotic Hall & SF memorial model through major cities & rural vet areas.	3
JAG connection to CA State Bar & Education re: CA Specific Laws in support of LGBT vet/mil issues.	3
• Ensure JAGs are educated re: veteran issues as well.	3
• CalVet • publishing policies on website - directory of resources for LGBT vets; information re reporting problems and getting assistance	3
• Education /communication Improved (above ed/com) between/among organizations	3
Replicate Palo Alto VA LGBT website	3
• Effective information communication/dissemination	3
• Unity LGBT community - coalition building	3
• Closing the gap between policy and practice - VA patient advocate - lack of responsiveness - delivery of care - cultural competency/training at every level → accountability → data collection	3
• Elimination of trans service bans	4
• Add LGB/sexual orientation to EEP protections	4
VTCs in every county	5
Legal clinic @ all USDVA VHA's in CA	5
Veteran Peer Specialists	5
• LGBT • specific stand downs	5

<u>Legal Services</u>	<u>Code</u>
USD → Veteran Legal Clinic (Free Service) (Tax, DD214 upgrades) only San Diego County	1
OutServ ↓ SLDN (from Outserv →) work w/discharged servicemembers b/cuz they were outed (DD214)	1
Attorneys want to fight, willing attorlys	1
PC 1170.9 Veterans Treatment Ct.	1
Military Veterans Status added to FEHA - awareness for vets/Employers	1
Big discrepancy b/w V.A. "Advice" on use of marijuana medicinally and policy for drug use.	1
SM's 214 (or similar retirement document) should have access to a CalVet person to make sure discharge is legit. → should be part of out-processing.	1
discharge upgrades • DADT - • medical • trans name changes	1

VA directive trans/intersex med. Care	1
214 can't change names.	1
L>A. County Superior Court → Divorces, Family Services	2
Levitt & Quinn → Pro Bono Family Services	2
Valor Guide → Family Guide across state (Loyola) Veterans Only	2
Horrible discrepancy state-to-state adoption, insurance, marriage & VA stuff.	2
Same-sex recognition marriage (DOD)	2
*Consistent inconsistency :-) * - that's why we are here.	4
Leadership has too much command influence, inconsistent application of "spirit of inclusionism but no policy	4
Trans example. Depends on commander for SM disposition of status	4
Generated E.O. non-compliance @ fed. Level.	4
state is non-discriminatory state but bias still exists	4
Lack of accessibility to soldiers for JAG. Command is number 1.	4
Commands can push people out for a variety of fabricated reasons, "conduct unbecoming," etc.	4
Zero protection for gay & lesbian. Discrimination still exists.	4
LGB service (open)	4
CSMR - trans service inclusion	4
Anti-discrimination - VA - sex. Orient gender identity	4
Thomas Jefferson School of Law (Military sexual Trauma)	5
L.A. → County Bar Assoc. → works w/ tix & warrants	5
LGBT Center will refer to Public Counsel for vet issues ↓ vet.court (Legal Service)	5
LAMBDA Legal	5
ACLU?	5
Berkley Law Clinic	5
Transgender Law Center (S.F.)	5
Nat. Ctr. For Lesbian Rights	5
Swords to Plow Shares	5
JAG (Sacto)	5
UCLA STAP Program FOCUS (Best Practice)	5
SD LGBT centers making legal progress - Marine	5
UC Berkley Legal (and) Swords to Plowshares	5
VALOR GUIDE - Pro Bono Attorneys 20th for State	5
Legal Services at Stand Downs	5
Vets town Hall	5
Patriotic Hall - Vets Memorial -	5
This Forum is a ground-breaking, tip of the spear - event.	5
treatment court - veteran	5

Stand downs legal services	5
Legal services - vets/LGBT - Berkeley - S (and) P OS-SLDN - TLC	5
LGBT veterans leadership is cathartic, motivating , community building, resource building.	5
Possible CTAP - TGPS Maybe	
- Overarching Principle - The cultural shift hasn't happened yet.	
HIV (and) SMs get discharged and re-code could preclude you from getting benefits. Lack of confidentiality.	
Needs to work in favor of servicemember	
Lack of confidentiality except chaplains.	

Legal Solutions	Code
DD214 updates for name change → Back initiatives to support the ability to change names on a DD214 ((and) not just get a DD215) (Airforce ↓ Precedent exists currently ok → expand to Army/Navy/Marines/Coast Guard, etc)	1
• Updating DD214 Who's currently working on it? Discharge status -Outserve - Swords to Plow Shares (probono adv.board) - Berkley law, ggo legal, UCLA, SD - Public Counsel	1
→ Legislation to auto update ↓may not be possible to automate LGBT vets DD214 ((and) posthumous, etc).	1
→ Discharge update currently take 2-3 months (or more) (and) and a charge - decrease Eliminate charge, make upgrade automatic or @ least more streamlined	1
• Veteran Peer Support Specialists to assist vets/families circumvent the system = support (and) Employment of veterans, spouses, & kids.	2
• Creating CLEs for Lawyers on *LGBT vet issues↓Have knowledge about VA (and) Dod regulations (title 28. POR rule) Protections for LGBT vets w/kids	2
Publicize Hotline for LGBT vets discharged with < DISHCHArges. (bad, dishonorable, phyic) for being Homosexuals (violation of UCMJ) UNDER THE DADT. TO CALL. START THE BALL ROLLING FOR THEM TO GET CLOSURE FROM DISCRIMINATION.	3
• Conduct Local Town Halls	3
IG sanitize information reference LGBT complaints (M/F, bias, harassment, promotion, school, etc. to see if need exists to establish LGBT as protected class in military. Diversity councils will track data.	4
Who's @ the table - Mitchell O'Farrell - Adam Schiff - LA LGBT center - Outserve → SLDN - Lawyers (Berkley, UCLA, SD, etc) - JAG	5

APPENDIX F (COUNTS BY TOPIC, SUBTOPIC, AND THEME)

Housing	Institutional	Family	Information	Discrimination	Points-of-service	Totals
Needs	26	3	14	1	2	46
Gaps	20	0	7	1	0	28
Services	30	2	4	2	4	42
Solutions	5	0	0	0	3	8
Totals	81	5	25	4	9	124

Employment	Institutional	Family	Information	Discrimination	Points-of-service	Totals
Needs	29	2	30	6	4	71
Gaps	22	1	17	4	2	46
Services	18	0	12	0	2	32
Solutions	5	0	3	0	1	9
Totals	74	3	62	10	9	158

Health	Institutional	Family	Information	Discrimination	Points-of-service	Totals
Needs	27	3	28	2	5	65
Gaps	23	0	21	2	3	49
Services	18	1	5	2	22	48
Solutions	5	3	3	0	2	13
Totals	73	7	57	6	32	175

Education	Institutional	Family	Information	Discrimination	Points-of-service	Totals
Needs	19	2	27	3	5	56
Gaps	9	4	15	3	1	32
Services	16	0	3	0	9	28
Solutions	1	1	5	0	2	9
Totals	45	7	50	6	17	125

Legal	Institutional	Family	Information	Discrimination	Points-of-service	Totals
Needs	12	8	19	3	5	47
Gaps	7	1	17	2	4	31
Services	10	5	0	11	22	48
Solutions	4	2	2	1	1	10
Totals	33	16	38	17	32	136