

# Transgender, Gender Diverse, or Intersex (TGI) Health Care Quality Standards and Training Curriculum Working Group Meeting

July 18, 2023

# Agenda

1. Welcome and Introductions
2. Review of the June 27, 2023 Meeting Summary
3. Working Group Member Presentation
4. Finalize Listening Sessions Schedule and Locations
5. Facilitated Discussion: Training Curriculum
6. Public Comment

# Agenda

**7. Break**

**8. Facilitated Discussion: Quality Standards**

**9. Public Comment**

**10. Closing Remarks**

# Welcome and Introductions

Jacob Rostovsky (he/him/his), Queer Works

# Review of the June 27, 2023 Meeting Summary

Jacob Rostovsky (he/him/his), Queer Works

# Working Group Member Presentation

Kendra J. Muller (they/she), Disability Rights  
California

# INTRODUCTION TO DISABILITY RIGHTS CALIFORNIA

Kendra J. Muller (they/she)

# History of DRC

- Protection & Advocacy (P&A) system through the Development Disabilities Assistance & Bill of Rights Act (1975) and state and federal laws.
- Largest in the Nation
- Designated P&As are independent from any service provider



# Framework

- “Disability” Definition → very broad
- Working to Provide a Disability Justice Framework
- Intersectional Intake Process

# Overview of DRC

- Group of attorneys, advocates, organizers, policy specialists, lobbyists, community members, peer advocates, outreach specialists, and more who work together with communities to advocate for the rights of people with disabilities.
- **Programs:**
  - *Legal Advocacy Unit (LAU) (Civil Rights, Health etc)*
  - *Public Policy Unit*
  - *Investigations (IU)*
  - *California Office of Patients' Rights (COPR)*
  - *Office of Clients' Rights Advocacy (OCRA)*
  - *Client Assistance Program (CAP)*
  - *Peer Self-Advocacy (PSA)*

# Legal Advocacy Unit (LAU)

## **Practice Groups:**

- Advocacy and Community Engagement (intake and community education)
- Civil Rights and Anti-Discrimination
- Healthcare/Home & Community-Based Services
- Fair Hearings for People with Intellectual and Developmental Disabilities

# Legal Advocacy Unit (LAU)

## Practice Groups:

- Housing Stability
- Intellectual/Development Disabilities
- Mental Health
- Pathways to Work (Advocacy for Department of Rehabilitation clients)
- Voting Rights
- Youth Rights (including education)

# Recent Related Work

- Monitor LGBTQIA+/Disability Bills for the 2023 cycle
- Monitor SCOTUS Cases that affect civil rights
- IHSS Racial and LGBTQIA+ Disparities Data Project (including SOGI data)
- Intersectional litigation and advocacy cases
- Public comment on name and gender-marker court changes
- CARE Court CA Supreme Court case & amicus briefs
- De-Institutionalization advocacy

# DRC Services: What can DRC do?

- Information and Referral
- Counsel and Advice
- Brief Service
- Evaluation and Assessment
- Negotiation and Mediation
- Technical Assistance
- Direct Representation
- Policy Advocacy
- Community Organizing

# DRC Services: What does DRC not do?

- **Issues unrelated to an individual's disability**
- Direct representation in criminal law, family law, or bankruptcy courts or workers' compensation hearings
- Personal injury lawsuits
- Obtaining Social Security Benefits
- Obtaining guardianships or conservatorships

# Intake Process

- Intake Unit conducts initial interview with client
  - *Very thorough!*
  - *Includes screening for grant eligibility*
- Provide immediate advice & resources if possible
- Prepare a case file for each practice group to review
- Practice group selects cases
- Intake Unit reports outcome to client



# Questions?

Intake: (800) 776-5746

[www.disabilityrightsca.org](http://www.disabilityrightsca.org)

Contact info:

Kendra.Muller@disabilityrightsca.org

# Finalize Listening Sessions Schedule and Locations

Jacob Rostovsky (he/him/his), Queer Works

# Proposed Listening Session Dates

- East Bay – August 28, 2023
- Humboldt – August 31, 2023
- East Los Angeles – September 5, 2023
- Coachella Valley – September 7, 2023
- San Diego – September 27, 2023
- Merced – October 3, 2023

# Facilitated Discussion: Training Curriculum

Jacob Rostovsky (he/him/his), Queer Works

# Outline Discussion

## June Meeting Summary:

- Barriers to Care
- Intersectionality
- Language/Cultural Considerations
- Privacy Issues
- Guidance around Accessing Services
- Transformative Justice
- Best practices in learning information

# Outline Discussion

- What are your initial thoughts?
- What areas should we expand on?
- What topics/areas would you propose to delete?
- What areas should we pay extra attention to when holding the listening sessions?

# Public Comment

*Public comments may be submitted until 5 p.m.  
on July 25, 2023 to [publiccomments@dmhc.ca.gov](mailto:publiccomments@dmhc.ca.gov)*

# Break



# Facilitated Discussion: Quality Standards

Jacob Rostovsky (he/him/his), Queer Works

# How Do You Measure Quality?

- What do you consider as key indicators or measures of quality in TGI healthcare?
- How can we ensure that these indicators encompass the unique needs and experiences of TGI individuals?
- In your opinion, what role should patient-reported outcomes and experiences play in measuring quality in TGI healthcare?

# Performance Indicators

- Are there any existing frameworks, tools, or approaches used in measuring quality in TGI healthcare that you find particularly valuable?
- How can these existing resources be adapted or improved to better align with the needs of TGI individuals?

# Public Comment

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on July 25, 2023 to [publiccomments@dmhc.ca.gov](mailto:publiccomments@dmhc.ca.gov)*

# Closing Remarks

Public comments may be submitted until 5 p.m. on July 25, 2023, to [publiccomments@dmhc.ca.gov](mailto:publiccomments@dmhc.ca.gov)

Members of the public may find Working Group [materials](#) on the [DMHC website](#).

Next TGI Working Group In-Person meeting will be held on [Tuesday, August 29, 2023](#).