



# Needs for the Transgender Population in the Orlando Area

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# Community Feedback

- ▶ Several opportunities were offered to solicit feedback on how to improve service and care to the Transwomen population in Orange County
  - ▶ A townhall was held on September 2, 2020
  - ▶ A SurveyMonkey survey was created and made available on September 14, 2020 and available until September 24, 2020
  - ▶ A provider focus group was held on September 22, 2020

# Current Medical Outcomes for Transgender Population

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	State	EMA	RWHAP Part A System
Diagnosed M to F	347	47	66
Diagnosed F to M	13	0 +	*
Retained in Care** M to F	74%	72%	51%***
Retained in Care** F to M	77%	0 +	0 *
Viral Suppression M to F	66%	62%	89%
Viral Suppression F to M	77%	0 +	0 *
Retained in Care Viral Suppression M to F	83%	79%	89%
Retained in Care Viral Suppression F to M	90%	0 +	0 *

# Townhall Findings (page 1)

- ▶ The initial focus in the townhall was addressing the four pillars of the Ending the Epidemic Initiative (Diagnosing, Treating, Protecting, and Responding)
  - ▶ Discussion started on addressing basic issues such as housing and employment as well as health insurance
  - ▶ Pivoted to the health care system that is often exclusionary to transwomen, particularly confidentiality and private testing
  - ▶ Another issue was not knowing where to go to get tested and where to get treatment
  - ▶ Outreach was another issue raised, as was representation, whether at agencies or on local planning bodies (PLWH)
  - ▶ Safe sex practices was raised, as some transwomen engage in survival sex

# Townhall Findings (page 2)

- ▶ Being able to go to an agency where there are people who look like them and focuses on caring for transwomen with dignity
- ▶ Part of the discussion also focused on identifying specific providers who work with the trans population
- ▶ Provider training on how to interact properly with trans and non-binary individuals; and not just training, real-life experience as well
- ▶ Education for the community was also raised, specifically U=U, PrEP, and PEP
- ▶ Several concerns were raised about confidentiality being violated with the sharing of information without their consent

# Townhall Findings (page 3)

- ▶ The townhall also discussed barriers to retention in care, focusing on outreach
- ▶ Seeing advertising that is relatable to the trans population, see examples of people who receive treatment and are still living meaningful lives
- ▶ Mental health was also discussed, focusing partly on shame and stigma throughout all communities

# SurveyMonkey Findings (page 1)

- ▶ Approximately a dozen individuals responded to the survey
  - ▶ Affordable care was raised as an issue, as was transportation
  - ▶ Having their voices heard at the provider and Planning Council level was also noted by survey respondents
  - ▶ Case management was also raised as an issue, as it was expressed that they wanted some consistency in who they were meeting with instead of being moved around from case manager to case manager

# SurveyMonkey Findings (page 2)

- ▶ Respondents were asked about obtaining care during COVID-19, and there were mixed responses in terms of how easy or difficult it was to receive treatment
- ▶ They were also asked about housing, and all of the respondents indicated it was difficult finding quality housing, adding that they felt they had little to no help
- ▶ Respondents were also asked about how Orange County Government could do more to help, and they responded with hiring more case managers, making scheduling and enrollment easier, as well as advertising for services



# SurveyMonkey Findings (page 3)

- ▶ There were conflicting responses regarding the amount of communication they were receiving from providers
- ▶ There were also some less than kind words stated about the effort put forth by the Planning Council to execute its duties and make efforts for the trans population to feel heard
- ▶ Some voiced negative opinions regarding Orange County, unaware of their role in administering funds
- ▶ Several voiced feeling as though their voices were not being heard, including feeling discriminated against

# Provider Focus Group Findings (page 1)

- ▶ Substance abuse services was raised as an area of concern when working with the trans folks, particularly identifying locations that are receptive to working with trans individuals
- ▶ Getting trans folks into stable housing, in conjunction with substance use counseling, would go a long way to helping
- ▶ Cultural competency and representation was raised by several providers, with one noting that it was sometimes difficult assisting trans individuals move from doing sex work or being unemployed into a corporate setting, with no evidence based approaches available to offer some assistance

# Provider Focus Group Findings (page 2)

- ▶ Housing was identified as a main issue when working with the trans population, trying to ensure appropriate housing was available
- ▶ Some agencies have noted that, in their pivot to telehealth, that many of their monthly contacts tend to be much longer

# Provider Focus Group Findings (page 3)

- ▶ For some providers, policies and procedures play a role in making things less inclusive, including things such as demographic forms
- ▶ Others than resorted to email to stay engaged, as well as utilizing peers to help keep trans individuals engaged
- ▶ Social media has been ramped up to let clients know they are available for services

# Some Next Steps to Consider

- ▶ Continue to move towards representation and competency to better engage the trans population as well as trainings
- ▶ Continue to utilize a variety of methods, include social media, phone calls, occasional home visits, and email to safely engage trans individuals
- ▶ Push towards changes at the state level to make policies and procedures more inclusive to a population that already faces many challenges in the community
- ▶ Continue to find ways to ease the stress and strain experienced by all as COVID-19 continues through community partnerships
- ▶ Continue making affordable housing a priority



Questions?