



Report of activities of the Mayor's Office of Gay, Lesbian, Bisexual and Transgender Affairs for FY08 and FY09



Executive Summary:

The Mayor's Office of Gay, Lesbian, Bisexual and Transgender Affairs (GLBT) is a permanent, cabinet-level office within the Office of Community Affairs in the Executive Office of the Mayor, established by statute in 2006 to address the important concerns of the District's gay, lesbian, bisexual and transgender residents. The District of Columbia has one of the highest concentrations of GLBT residents in the country with an estimated 7 to 10% of the population being GLBT. Throughout the fiscal years 2008 and 2009 the Office fulfilled its mission through enhancement and expansion of its programs and services.

The Office of GLBT Affairs works in collaboration with an Advisory Committee, appointed by the Mayor, to define issues of concern to the GLBT community and find innovative ways of utilizing government resources to help address these issues. Some accomplishments of the past two years include:

- Made direct contact with over 36,000 residents.
- Provided technical support for the creation of the Wanda Alston House, a transitional housing program for GLBT youth.
- Collaborated with the DC Public School System to improve school culture for GLBT students.
- Worked with the Department of Health to analyze data on the health of GLBT residents.
- Developed and delivered cultural diversity training to DC Government agencies.
- Produced a comprehensive resource directory of GLBT organizations, two electronic newsletters and several tip sheets about specific government service.

To continue fulfilling its mission, the Office offers four services: Capacity Building, Outreach, Education/Training Programs and Technical Assistance. The following report provides a more detailed report of our activities in these service areas.

Capacity Building

The Office of GLBT Affairs provides consultation to organizations on capacity building and organizes workshops and trainings that focus on improving capacity and assisting nonprofit and community leaders develop their skills to grow and sustain their organizations.

Highlights

In April 2008 the Office of GLBT Affairs hosted their first Leadership Institute. The curriculum, designed with nonprofit workers and volunteers in mind, offers workshops on volunteer recruitment and retention, fundraising and board development and governance. Forty people attended.

The Office held its Second Annual GLBT Fundraising Conference in September 2008 in collaboration with the Mayor's Office of Partnerships and Grant Services. The training provided over forty participants with an overview of the current climate for philanthropy in Washington, DC and offered tips that staff and volunteers could use to raise money for their organizations through individual, corporate and foundation giving.

In 2009 The Leadership Institute was expanded from a one day event to a series of capacity building panels and forums attended by nearly 100 GLBT community leaders and nonprofit workers. The Leadership Institute provides each participant with tools that they can use to improve their leadership skills and make their organizations more effective. Topics of the Institute include: Board recruitment and management, strategic planning and utilization of new media.

Education and Training Programs

The Office organizes a series of training and public education programs that help promote better utilization of government resources and foster exchange of ideas to improve the lives of District GLBT residents.

The Office also works to facilitate access for DC government agencies and related service providers to model sensitivity training institutes on GLBT issues and ensure that the training provided by these agencies is culturally competent and appropriately addresses issues facing the GLBT community.

Highlights

The Office increased the number of programs dedicated to connecting GLBT residents to District programs and services. These programs included:

- Two GLBT Economic Development Summits were convened in partnership with the Deputy Mayor for Planning and Economic Development, the Washington Economic Partnership and PEN – DC's GLBT Chamber of Commerce and drew over 150 participants. The goal of these summits is to provide information and tools business owners can use to expand their business and ensure that GLBT business leaders continue to play an important role in leading the economic and creative development of the city.
- The success of the GLBT Economic Development Summits led to the collaboration between the Office of GLBT Affairs, the Department of Small and Local Business Development and Office of Contracting and Procurement to develop an initiative to connect DC GLBT business to government contracts. As a result fifteen GLBT owned businesses have completed the CBE certification process.
- District Government and You! A DC Government Open House, brought fifteen DC Government agencies under one roof for GLBT constituents to learn about each agency, the programs and services they offer and how they affect them as residents.

- The Office partnered with the Department of Employment Services to offer two career readiness trainings. These events allowed fifty residents to improve their knowledge on how to complete the DC Employment Application, create a resume, prepare for job interviews and succeed in the workforce.
- The Office has done outreach to GLBT youth serving organizations to ensure that GLBT youth are aware of and apply to participate in the Mayor's Summer Youth Employment Program. In addition, the Office has worked to recruit members of the GLBT business community to participate as employers in the Mayor's Summer Youth Employment Program.

The Office also worked within the District government to assist agencies and service providers with sensitivity training to improve their ability to work with the GLBT community and remove barriers to access to service. Some examples of this included:

- The Office partnered with the Office of Human Rights to conduct three, Diversity Training for Employers sessions that coupled information on the DC Human Rights Act with practical knowledge and best practices on GLBT people in the workplace. These efforts were expanded in fiscal year 2009 with outreach and marketing to a broader range of private sector employers, and workforce training providers.
- The Office partnered with the Office of Human Rights to provide a two hour training on the Human Rights Act with an emphasis on cultural competency in working with members of the GLBT community. This training has been offered to over 3,000 government employees in the following agencies: Office of Attorney General, Department of Real Estate Services, Office of Contracts and Procurement, SERVE-DC, Office of Planning, Office of Zoning, Department of Insurance, Securities and Banking, Department of Housing and Community Development and all front line staff and managers of the Department of Human Services IMA division.
- The Office helped to initiate and facilitate a training of forty employees of group homes contracted by the Department of Youth and Rehabilitation Services in spring 2008.
- At the request of the United Office of Communication the office developed and implemented a training of all the District's call center operators who respond to 911 and 311 calls.
- Staff helped to develop and implement a tailored training for diversity in the classroom for all new DC Public School teachers for the 2008-2009 school year.
- The Office assisted the Metropolitan Police Department and Fire/EMS in updating their diversity training modules.
- The Office collaborated with the Department of Mental Health to provide a GLBT focused training for practitioners who work with youth.

- The Office worked with the Concerned Providers Coalition to facilitate trainings within the Department of Parks and Recreation for those that deal with youth.
- A training was developed and took place for staff of the Department of Health's Addiction Prevention Recovery Agency and providers.

Utilizing the website as a resource library, the Office continues to produce downloadable tip sheets to assist residents in finding information about government services and programs on a variety of issues including employment, domestic partnership, accessing health care and youth services.

Outreach

Community Outreach is an integral piece of the work of the Office of GLBT Affairs. Community Outreach is at the heart of the work of the Office of GLBT Affairs. The Office works in partnership with, and provides support to, local organizations by: (1) promoting community events through News and Notes, (2) attending community meetings, (3) addressing current issues in the community via town hall meetings, conferences, and advisory committee meetings that feature presentations by the Mayor and other members of the Administration.

Highlights

In FY08 and FY09 the Office provided direct service through a combination of outreach at a number of events. The Office was present at 391 community meetings, made 27,537 contacts, received 1,045 calls/e-mails for service and had 6,154 visitors to the office web site.

The Office re-launched its weekly email alerts with a new layout and name, *News & Notes*. Since then the number of subscribers has increased by 90% to nearly 2,000 members. *News & Notes* includes information about the office, highlights of news releases from other DC Government agencies, employment opportunities and a calendar of upcoming events.

The growing need in the GLBT business community for news about economic development then led to the launch of the *News & Numbers* in late 2008. *News & Numbers* is a biweekly email brief dedicated to providing GLBT Washington, DC residents and business leaders with information on economic development and business opportunities in the District. *News & Numbers* has nearly 1,000 subscribers.

In addition to attending community events, the office initiated a series of quarterly community leader meetings with the heads of community based nonprofits and organizations that serve the GLBT community. These meetings provided another opportunity for the office to connect with constituents and inform them of its work, while also learning about what efforts the leaders and their organizations are taking part in. Each meeting features a District Government agency director who provides an update on the activities that the agency is engaged in to share how the government is serving constituents.

Technical Assistance

The Office provides technical assistance to agencies for the development and implementation of public policies that will improve service delivery to GLBT residents; create and promote policies that build and maintain cultural competencies among DC government employees and other service providers.

The Office works to monitor the development and implementation of public policies that will have an impact on the GLBT residents; create and promote policies that build and maintain cultural competencies among DC Government employees; and liaise to the DC Council, US Attorney's Office, and DC Government agencies on legislative and policy initiatives.

For the first time, the Office of GLBT Affairs is working with the Department of Health (DOH) to develop the Districts first report on the *State of GLBT* health that will be released in early 2010. The Office also worked with Metropolitan Police Department to produce the first District of Columbia Biased Crimes Report that was released in fall 2009.

One of the most significant events to take place in the GLBT community is the opening of the Wanda Alston House, a groundbreaking housing program for GLBT youth in Washington, DC, located in Ward 7. It is the first transitional living program dedicated to preparing GLBT youth for independent living and adulthood in the District of Columbia. The Office of GLBT Affairs played a key role in connecting Transgender Health Empowerment, Inc., which runs the Wanda Alston House to the Community Partnership to End Homelessness and the District of Columbia's Department of Human Services to ensure the successful opening of the home, thus meeting a critical need. The Office has also been exploring best practices in working with GLBT homeless youth and has been working with the Department of Human Services to improve the treatment of GLBT youth in the system.

The Office of GLBT Affairs worked with the DC Public Schools, The Deputy Mayor of Education's office, the Department of Mental Health and the Office of the State Superintendent to develop a bullying reduction system. The system includes the establishment of a centralized phone number and poster campaign in DCPS and select charter schools that provide students with basic information on who to report being bullied and harassed.

The Office serves as a resource for agencies who want to improve the treatment of GLBT residents. On going collaborations include participation in the GLBT work group of the Child and Family Services Administration, the GLBT work group of the DC public schools and work with the Office of Aging and the Office of Victim Services to address issues as they arise.