

## **Cover Sheet**

1. Title of the Project: In The Know
2. Type of Award: Express Outreach Award
3. Name of Institution: Portland State University, Branford P. Millar Library
4. Location of Institution: P.O. Box 1151, Portland, Oregon 97207-1151
5. Name, Mailing and E-Mail Addresses, Voice and Fax Numbers, of Person Submitting Report: Rose M. Jackson, P.O. Box 1151, Portland, Oregon, 97207-1151, [rosej@pdx.edu](mailto:rosej@pdx.edu), (503)725-3689, (503)725-4524
6. Inclusive Dates of Final Report: July 15, 2005-March 30, 2006
7. Date Submitted: April 24, 2006

## **Narrative Description**

### **Summary of Work Performed:**

This project had three specific goals related to working with a local social service agency, Outside In: 1) Train the trainers, 2) Develop a consumer health library and 3) Create and maintain a poster campaign. The goals have been achieved. Prior to applying for the Express Award, the Clinic Director had proposed establishing a Consumer Health Collection for the clients and staff of Outside In. The agency serves as the primary medical/dental/support agency for homeless residents of the City of Portland. A large percent of their clientele are teens and young adults with a variety of complicating factors that necessitate a holistic intervention approach. Therefore, Outside In, sponsors resident rotations from Oregon Health Sciences University and The National College of Naturopathic Medicine. After the awarding of the grant the Clinic Director and staff decided to focus the library not on “traditional” consumer health material but use that model and collect material on Transgendered Information. The agency has experienced an increase in the number of individuals; homeless, low-income, and those with insurance seeking relevant, authoritative information on sexual reassignment surgery, hormone therapy, and Transgendered counseling. The Clinic recently hired a physician to coordinate the Transgendered Clinic; however, the organization lacked basic and advanced information for clients as well as staff. This shift in direction was discussed with the grant coordinator and approved in August and we proceeded forward.

### **Geographic Region/number of counties:**

The Portland Metropolitan area is comprised of four counties: Multnomah, Washington, and Clackamas all within Oregon and Clark County in southwestern Washington State. Through moderated and unmediated listservs announcements, an online survey as well as through articles in selected publications, this project reached Transgendered people from Olympia, Washington to Eugene, Oregon.

### **Collaborations/Partnerships:**

The primary partner for this project was Outside In; <http://www.outsidein.org/>. Their mission is: a social service agency dedicated to serving low-income adults and homeless youth. It began in 1968, and has continually revised [services](#) to meet changing client needs. Current programs include a community health clinic, a homeless youth program designed to help homeless youth obtain independent living, and risk education.

Outside In has received several national and regional awards for their case management of clients with multi-focal concerns. However, a year ago, the agency created a distinct Transgendered Resource Center based on the fact that almost 20% of their clients are either male-to-female or female-to-male transsexuals.

### **Problems and Barriers:**

We encountered several problems with the implementation and completion of this grant, the most pressing concerns were: 1) lack of knowledge on the subject, 2) poor lines of communication with and within the social service agency, and 3) time.

The most pressing and immediate problem concerned the first goal: Train the Trainers. Neither I nor my intern, Angie Beiriger, had any experience with researching Transgendered issues. We spent several months researching the medical literature to understand the historical representation as well as the medical and legal implications of treatment of Transgendered people. We faced an exponential learning curve where our standard sources of medical information, MedlinePlus, PubMed, PsycInfo, Cochrane, were insufficient. We were stumped until we received a recently compiled Trans Bibliography from the ALA GLBT Roundtable and read Deborah Rudacille's *The Riddle of Gender*, reviewed in October 2005 by the New England Journal of Medicine. Based on this delay, the Train the Trainers did not take place until April 22, 2006 when we officially launched the TiRC Reference Library.

Secondly, we experienced several communication breakdowns during the project planning and execution phases. The agency provided two points of contact for the project. As anyone experienced with working with non-profits, everyone is over-tasked and stretched thin. Our points of contact, Christa-Margaret Nelson and Llewyn McCobb, created TiRC:

The **Transgender/Identity Resource Center** is the first such program in the state of Oregon. The program provides peer education, counseling, referrals, street and community-based outreach to youth who may otherwise be disconnected from resources due to their gender, gender-identity, sexual orientation, ethnic background, or economic hardships.

They make the first contact with clients either through listservs, street patrols, or referrals. They also run the drop-in and scheduled sessions, provide the referrals to therapists, physicians, and support agencies and therefore had minimal time for additional commitments. Given, their caseload, it took some time to establish a working rapport and obtain commitment for the project. They bought into the project and recognized it's value to assist them in their work. However, due to working shifts, conflicting schedules, and certain project initiatives requiring higher administrative approval, the project moved forward in asynchronous steps.

Lastly, time became a huge factor. With the long learning delay and the asynchronous communication, we have been rushing since February to complete the grant objectives. The location of a gallery to sponsor the collected artwork and stage the initial promotion of the library fell through several times, it finally occurred April 20, 2006 at the Q Center, a new sexual minority community center opening in Portland. Over 120 people attend the show. On April 22, 2006, the library was officially launched with a talk by Trans Activist Jamison Green at Outside In. We could not get this activities scheduled within the window of opportunity provided by the grant.

The acquisition of monographs also turned out to require more time and ingenuity than anticipated. Transgendered literature, prior to 2000, seems to have been produced in

very small runs with limited distribution. In essences Trans Literature is “grey” literature. In numerous cases, we would try each vendor for the same title with a priority for new but we accepted good used copies if available. There were several books we were unable to obtain regardless of status. We established accounts with Powells.com, Alibris.com, and a local bookstore to acquire the material. We spent over \$5700.00 acquiring Transgendered reference material and still have a wish list of titles to purchase.

### **Evaluation:**

We conducted a needs assessment among the Transgendered communities of Portland to assess the possible usage and desired to be available in a reading (non-circulating) collection. As part of the survey we requested information on the respondents’ general health and relationship with a healthcare provider as well as their awareness of Outside In and TiRC. Since the Internet seems to be the primary means of networking and connection among Transgendered people, we focused on having TiRC send out the survey via listservs. The responses (99) coupled with the formal recommendations of the Library Board lead to the selection of material. Evaluation is an ongoing process that the Library Board intended to actively pursue. We had over twenty local artists submit their work during the open call and we selected four representative pieces to market and promote the Library. We handed out flyers and promotional material at the Art show launch of the Q Center and during the Jamison Green presentation.

Jamison "James" Green is an internationally respected leader within the Transgender movement. A dynamic speaker and compelling writer, James has appeared in eight documentary films, and received every major award given by the largest national transgender organizations. He is an acknowledged inspiration for thousands of people, transsexual and non-transsexual alike.

Mr. Green currently serves as chairman of the board of [Gender Education & Advocacy, Inc.](#) (GEA), a nonprofit educational organization, and on the boards of the [Transgender Law & Policy Institute](#) (TLPI) and the [Harry Benjamin International Gender Dysphoria Association](#) (HBIIGDA). He is also a member of the [Human Rights Campaign Business Council](#) and a newly elected boardmember of [The Equality Project](#). He was the leader of [FTM International, Inc.](#) from March 1991 to August 1999.

### **Impact:**

From the moment we announced the planning of the collection on various listserv we have received nothing but overwhelmingly positive statements and support.

Additionally, we received a lot of comments such as:

I have a child who is starting a transgender F to M journey. Could you send me a link to the guide?

Angie submitted a poster to the Oregon Library Association on the project and drew a lot on interest and encouragement from the conference attendees. Our impression is

that historically Transgendered people wanted to blend in with the general society. Due to concerns of violence and discrimination Transgendered people did not want to seek medical care, file for benefits, or in anyway be visible. Within the last decade, that trend is changing. Trans people are becoming more visible and seeking more information with regards to their medical care and options. We have received via emails, listservs, and the survey responses that assure us that this collection will be used by Transgendered people and the service providers.

The timing of the launch of the library provided some impact assessment. We received a good turnout for the Art Show and for the talk by Jamison Green. We provided a guest register and sought feedback on the existing collection and recommendations as well as encouraging attendees to donate.

### **Continuation plans:**

Though this grant had a very short time frame (July 2005-March 2006), the Library created by the grant has a sustainable component. We created a Library Board:

The Library Board, representing the greater Portland Metropolitan Area Community, and working in partnership with the Administrative Staff of Outside In, evaluates library services and needs of the sexual minority community, establishes policies for the management of the TIRC collection, and sets goals to sustain and enhance the collection. The Library Board and its members are selected and serve to inform others about the library, and to foster a positive public image and build community support for the library.

The Board assisted in Collection Development, Marketing, Promotion, Jurying the Art, Hanging the Art, and ensuring the larger Portland GLBT community is aware of the Library. We have scheduled quarterly meetings and will be working on issues of creating a "wish list," hosting book clubs and movie nights, as well as seeking additional funding for expanding the collection. The Library Board consist of several local Trans Activists, staff members of Outside In, a Sociology Professor from Portland State University, a Community Outreach Librarian from Multnomah County, Angie, a prospective graduate of the Emporia State University MLS program and myself.

This grant provided a wonderful foundation for bringing together in one location the largest core collection of Transgendered medical, legal, biographies, autobiographies, and other non-fiction in the Pacific Northwest to assist this community in accessing relevant material to enhance their well-being.

### **Recommendations for improvement:**

The number one item that might have enhanced this project would have been to invite a member of the Outside In Board of Directors to be on the Library Board and Planning Committee. This project was focused on a new service being developed by Outside In by new staff members. These new members seem to lack consistent communication and agreement with the Medical Clinic staff. Therefore, including an influential board member may have decreases communication issues. Given the extensive learning

curve for Angie and myself, this was a situation where we had less knowledge and access to knowledge than those at the agency; I would have changed the award statement of work to reflect a collaborative staff presentation on the collection and the process rather than traditional training sessions initially proposed.

**Follow-up Questions:**

1. Were your original project goals and objectives met? If not, why not? See Summary of Work Performed and Problems and Barriers.
2. What significant lessons were learned which would be of interest or use to others conducting outreach projects? Which strategies were most effective in implementing the project? The most significant lesson learned is that partnering with another agency requires a high level of trust and mutual respect. This project was able to succeed in such a short period due to our ability to work as a team and commit to completing certain parts of the project at certain times.
3. If you were to start all over again, what, if anything, would you change about your goals, project, plans, etc.? See Recommendations for improvements. Additionally, though it was a great concept to add an art component to this project, it required a great deal of energy, time, and enthusiasm to coordinate, finding a gallery, jurying the show, and get the work hung, that in hindsight, I would not have included in the proposal.
4. What advice or recommendations would you give to anyone considering a similar outreach effort? I would actively encourage people to get involved in their community. This project began when I noticed homeless teens and young adults using our medical reference collection and made a connection with Outside In, located less than .5 miles away. However, given the time constraints of the award be very selected in setting goals and objectives.