

As a transgender or gender non-conforming (TGNC) person, it's hard to get help from the city.

But there are people called liaisons who can help you get what you need, like services you have the right to. They can also help you advocate for yourself if you face transphobia.

Open here to find out how to get support from a liaison.

Flip over to understand your rights and what to do if they're violated.



Your guide to making sense of — and getting justice from — city services for TGNC people.

THE CITY HAS MANY SERVICES AND CAN HELP WITH THINGS LIKE:

Agencies that can help with these services:



HOUSING

Finding a gender affirming shelter
Dealing with a domestic violence situation in a shelter

Department of Social Services (DSS)
Human Resources Administration (HRA)
Department of Homeless Services (DHS)

EMPLOYMENT

Finding job opportunities for TGNC people on Cash Assistance
Getting an IDNYC with your preferred gender

Human Resources Administration (HRA)
Department of Youth and Community Development (DYCD)/Small Business Services (SBS)

WELFARE/DISABILITY

Getting food stamps
Getting language interpretation or other accommodations for disabilities

Human Resources Administration (HRA)

IMMIGRATION

Finding city-funded immigration lawyers that specialize in TGNC needs

Mayor's Office of Immigrant Affairs (MOIA)

HEALTHCARE

Setting up your Medicaid record so you can get transition-related care that's appropriate for your gender

Human Resources Administration (HRA)



PUBLIC ACCESS DESIGN

WHO CAN HELP?

Many city agencies have a specific person to help TGNC—and more generally LGBTQ—people meet their needs. These city employees are often called **gender liaisons**, or a similar name, like:

Gender Justice Manager

LGBTQ Liaison

Gender Equity Liaison

Liaisons are there to **listen to your problems** and help you **find solutions**. It's their job to **connect** you to services you need and vouch for you if there's an issue!

Liaisons can also help pressure city agencies to be more TGNC-inclusive.

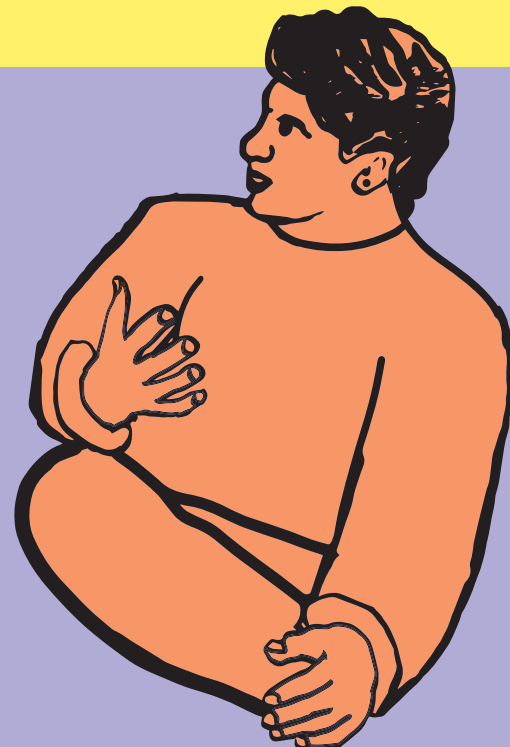


FINDING YOUR LIAISON:

Call AVP

NYC Anti-Violence Project (AVP) 24-hour English/Spanish hotline: **212.714.1141**

You can also talk to your case manager, if you have one.



YOU CAN SAY:

"I'm trying to reach someone at a city agency who can help TGNC people get [your need]. Can you help me find that person and the city agency?"

If you know the agency name already, say that.

Use the Internet

Search for: [agency name] + [NYC] + [gender justice, gender equity, or LGBTQ] + [manager or liaison]

You can use a computer for free at any public library.

Call 311

This can take a while. Keep calling back!



If you are already at a city agency, ask to speak to their LGBTQ liaison. If they aren't available, ask for their contact information.

TALKING TO YOUR LIAISON

Once you've found the liaison, tell them what you're looking for. They should help you make a plan to get your problem solved.

Make sure to ask, "If I have trouble with this, can I call you back?"

Working with liaisons can be a long process—you may need to meet with (or call) them many times to resolve your issue.

Always ask for their **direct number!** They should say yes!

What happens if they don't?

Remind them that you have the right to contact them because information about government employees is a matter of public record.

KEEP A WRITTEN RECORD OF EVERYTHING!

Hang on to **all your documents** (and make sure you have copies).

Whenever you talk to someone who works for the city, make sure you get their **name, job title, contact information, and the date & time of the conversation.**

What if the liaison isn't helpful or is transphobic?

You still have the right to get your problem solved!

Contact the organizations on the back for help.

You can also file a complaint with the City Commission on Human rights (see "File a Complaint on the back.")

This project was produced through Public Access Design, a program of the Center for Urban Pedagogy (CUP). Public Access Design projects use design to make complex urban issues accessible to the people most affected by them. publicaccessdesign.org

The Center for Urban Pedagogy (CUP) is a nonprofit that uses the power of design and art to increase meaningful civic engagement. welcometocup.org

The New York City Anti-Violence Project (AVP) empowers lesbian, gay, bisexual, transgender, queer, and HIV-affected communities and allies to end all forms of violence through organizing and education, and supports survivors through counseling and advocacy. avp.org

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YOU HAVE RIGHTS!

You have many rights as a TGNC person in NYC. **It's illegal** for any city employee to violate them.

You have the right to:

Use your preferred name or pronoun.

Get accommodations for things like disabilities or additional medical or personal leave, regardless of your gender identity.

Use single-gender facilities (like restrooms or locker rooms) or be in single-gender programs that fit your gender identity.

Not be verbally or physically harassed, threatened, or cyberbullied.

Not be punished for requesting a reasonable accommodation or for making a complaint if someone discriminates against you.

Get equal benefits as an employee of an organization, regardless of your gender identity.

Chose a dress code or uniform that fits your gender identity.

Not be discriminated against because you don't fit someone's idea of how a certain gender acts.

For more info, look for the gender identity and expression guidance at: nyc.gov/humanrights



IF YOUR RIGHTS ARE VIOLATED...

You are not alone! Liaisons can help you file a complaint and find support.

If you experience transphobia from a city employee:

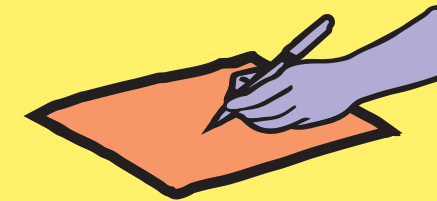
Write down what happened.

Make sure to include:

who you talked to,

their job title, and

the date and time.



Tell your liaison.

They might connect you to an investigator either at the City Commission on Human Rights (CCHR), or in the liaison's agency.

You can also ask your liaison to set up a meeting with higher-level staff in the agency so you can tell them what happened and ask them how they will improve their practices.

File a complaint.

CCHR is in charge of enforcing NYC's Human Rights Law.

This prevents gender-based discrimination in employment, housing, and public accommodations.

Call 311 or 718.722.3131

Report online at: www1.nyc.gov/site/cchr/about/report-discrimination.page

Send questions to CCHR through Facebook: [facebook.com/NYCCHR](https://www.facebook.com/NYCCHR) or Twitter: @nycch

CONTACT TGNC ADVOCACY ORGANIZATIONS

They can support you if talking to your liaison isn't getting results:

NEW YORK CITY ANTI-VIOLENCE PROJECT (AVP)

24-hour English/Spanish hotline
212.714.1141
avp.org

TRANSLATINX NETWORK

646.882.2000
translatinxnetwork.org

SYLVIA RIVERA LAW PROJECT (SRLP)

212.337.8550
srlp.org

MAKE THE ROAD NEW YORK

718.418.7690
maketheroadny.org



RESOURCES:

You can find a big list of TGNC-inclusive services for youth through the Unity Project (some of these are also useful for adults): nyc.gov/unityproject