Class Title: LGBTQQA12SP                Date: 3/11/21
Presenter: Misty Eylez – Director of Women’s Services, Transgender Services & Training/Education Services – Sunserve

1. The most useful aspect(s) of this class was/were:
   - The material presented. I really got educated
   - The most useful aspect of the class was the NEW information about LGBTQQA12SP
   - The history of transgender and the way individuals want to be called by others
   - Understanding Transgender, the different of identity
   - New and fascinating information about this expansive subject.
   - All
   - All the terms and information that the presenter shared and taught.
   - Learning what the different letters of the LGBT... (2)
   - That our forms should contain the appropriate inquiring questions instead of the long standing standard gender questions.
   - Understanding the LGBT community, and getting a better understanding what each letter means and what terms are acceptable or not.
   - Everything
   - A greater understanding of transgender people
   - Understanding and learning correct terminology in the LGBTQ community
   - Learning the different types of IA questions
   - Awareness
   - Learning about the LGBT community and how to their differentiate between the differences
   - All humans have biases – conscious & unconscious
   - Explaining the difference in all the titles
   - Understanding the differences between the various acronyms and learning about gender expression
   - The diverse range of sexual orientation. The clear definition of the acronym
   - The whole presentation was informative, and eye opening about trans community
   - One on one in the classroom
   - Learning the unique struggles and challenges of a transgender person

2. Was the material covered practical to your job performance:
   - Yes: 11
   - Yes, I have had to deal with their type of population and I did not do so will now I know how to speak correctly
Of course, there are times that I get clients and I have no idea what or who they are
Maybe
Definitely; it will modify with the new information, ho to speak to and interact with client, coworkers and the general population in general
Yes it was
Definitely (2)
Yes, it gave me a better understanding for addressing potential clients in those situations
No but good information
Learning how to properly speak to people – ask them what their word to be called, etc.
Yes, because we have a high percentage of individuals from the LGBTQ community
Yes, especially when discussing the use of restrooms
Yes, but a clarity to me because not often do we come across transgender clients
N/A

3. Please identify any new information or techniques you learned during this course:
- The correct way to address individuals and to stay away from sensitive areas
- This training provided new information regarding the community, what services they provide
- Call people what they want to be called
- The Negative – Positive Doctor forms and the presumption of the receptionist
- New identifications of specific designations
- The entire presentation was interesting and educating
- Too many things to identify but definitely the definition and clarification of the community
- Taught me how to work with people that are different
- Learned about requesting what pronouns to inquire about and use
- Taught me how to work with people that are different
- Learning the best way to address individuals with the correct pronouns, what words not to use or to use.
- What words you can and can’t use when you are expressing about them.(2)
- What transgender is
- I learned the difference in bisexual and transsexual. And what is acceptable in their community and what is grounded upon
- How to identify clients by what they think they are in their head
- How to see a person as a person regardless of gender, etc.
- Learned what the letters stand for
- Trans & Transgender are the only terms that are ok to use today. The 2 biggest populations that question themselves are youth (16-21) and senior citizens. Colors in gay flag don’t mean anything “individually”
- Which term to use
- Understanding that gender identity is in the brain
All – anything beyond the basic understanding of LGBTQ – beyond that all knew information
What LGBTAAP2 mean; sex chromosome’s when the child is in the wombs
All information
Clear perspective on how address our diverse population of LGBTQ community

4. What can DOCP do to make the course better?
- Improve on the sound system. I had to struggle to understand
- I believe the training can be better completely virtually/on-line with the assistance of the ITD department
- Misty was a good presenter whose knowledgeable about the subject matter
- Not much
- Nothing
- Nothing could have made it better. It was excellent
- Good as it. (2)
- Excellent as is
- Great educated and understand their perspective and not be judgmental
- Make it all day (2)
- N/A (3)
- No, good as is
- Nothing, it was presented very well
- Reduce to 2 hours
- Continue to offer this type of training – we need to keep up with the diversity gender & in properly identifying
- With self and any clients

5. Overall comments (course content, instructors):
- I hope the speaker continues to speak at the future 2021 In-Service Trainings
- The training was informative, and applicable to the DOCP positions
- Excellent and needed because of the times we’re living in
- Very good. Misty Alicea – GREAT
- Misty Eyez is a fantastic presenter, as always
- The best session thus far
- Dynamic presenter who shared intimate and informative information that certainly has broadened my knowledge base for not only client but also the people that I interact with in my everyday life. Her energy and passion is worth applauding. She is encouraging and motivating.
- Great course; learned a lot. Misty was great!
- Good presenter. Very informative.
- Overall it was great! Loved the energy
- None
- I feel that the course content was good. The instructor was very informative
- Excellent speaker, great information/slides back story, history, knows her stuff – Very well!!
- Amazing presentation and very knowledgeable
 Presenter very knowledgeable as she spoke from life experiences. Women liking women (Lesbian), Gay, Bisexual – attracted & opposite, T-Transgender, Q- Queer, & questioning, AAA – Androgynous Asexual Ally, Interscx, Pansexual, 2S – 2Spirit (she explained & gave examples of all of the above)

➢ Overall the presentation was great. I’ve learned a lot today
➢ Fabulous instructor/session. Energetic & prepared. Encouraging and open to all questions. What you see – what you get – loved & appreciated her being so approachable
➢ Great presentation
➢ Great job
➢ Great presentation