



**Serving Non Binary  
Customers and  
LGBTQ+  
Community**



# **Introductions**

# Topics

- Legislation (SB 179)
- State vs Federal Gender
- Customer Service
- Implementation



# **Senate Bill 179**

# SB 179

- Implemented in 9/2018
- Cited as the Gender Recognition Act
- State issued identification documents that provide full legal recognition of individual's accurate gender identity



# Sample Identification Card

**California** USA **DRIVER LICENSE** 

**DL** **1234568** **CLASS C**

**EXP** **01/01/2024** **END NONE**

**LNCARDHOLDER**

**FN** IMA SAMPLE

2570 24TH STREET  
ANYTOWN, CA 95818

**DOB** **08/31/1977** **08311977**

**RSTR** NONE

**VETERAN**


**SEX** X **HAIR** BRN **EYES** BRN

**WGT** 125 lb **ISS**

**DD** 00/00/0000NNNAN/ANFD/YY **01/01/2019**

*Ima Cordholde*

**SAMPLE**



**What does  
Non Binary  
Mean?**

# Non Binary

- Umbrella term for people with gender identities that fall somewhere outside of traditional concept
- Recognized by cultures throughout history and around the world
- Research shows frequent discrimination, harassment and violence in education, employment, health care and law enforcement



# Non Binary

An Umbrella term for a person who identifies with or expresses a gender identity that is neither entirely male or entirely female

## **ANDROGYNOUS**

*Identifying and/or presenting as neither specifically masculine nor feminine*

## **GENDER FLUID**

*One who embraces fluidity of gender identity*

## **AGENDER**

*One who does not identify as a particular gender*

## **GENDER NON-CONFORMING**

*One whose physical or behavioral characteristics do not correspond to the traditional expectations of their gender*

## **GENDERQUEER**

*One who does not identify with a single fixed gender*



**State  
Vs  
Federal Gender**

# State vs Federal Gender

While California has adopted Non Binary as a third gender designation, the Federal government recognizes only Male and Female for documentation purposes.

# Example

A customer presents a State of California ID with 'Non Binary' indicated (ID will have an X listed) as their gender.

However, the Social Security Administration (SSA) has 'Female' on file as the federally reported gender.



# **Customer Service**



# Information Gathering

Things Not to Say	Things to Say
You need to pick a gender	Would you please provide me with the Sex that is on file with Social Security?
I need the gender you were born with.	Would you please provide me with the Sex that is on file with Social Security?
Have you had “the” surgery?	No replacement. Do not ask!
So how does that work in your “relationships”	No replacement. Do not ask!
So who is the “man” and who is the “women”?	Gender Specific relationship roles are not relevant, especially to customer service/eligibility

# **Key Elements to LGBTQ+ Customer Service**

- Be Respectful
- Keep the questions related to business need
- Do not use terms like “Weird” or “Uncomfortable” when asking questions related to SOGI information gathering
- Non Binary is a Gender
- LGBTQ+ customers must be treated the same as others



# Requesting Pronouns

- Do not assume someone's pronouns
- Ask for their pronouns
- Use the appropriate pronoun during the conversation/interaction
- If the incorrect pronoun is used in error, just correct and move forward.

The background of the slide is a photograph of a forest path. The path is illuminated by a bright, multi-colored light that creates a rainbow-like effect, with colors ranging from yellow and white in the center to purple and blue on the sides. The trees and foliage are dark and out of focus, creating a sense of depth and atmosphere.

**Sexual Orientation  
and  
Gender Identity  
(SOGI)  
Training**



# Training Approach

In Sacramento County, we wanted to better equip and build staff's confidence in serving the LGBTQ+ community. We facilitated this by a County wide in person mandatory SOGI training.

Training Included:

- Handouts
- Hands on Activities
- Group Discussions

# All About the Data

We wanted to measure the effectiveness of the training and the impact it had on staff.

- Staff Survey
- Data Collection Reports
- Additional SOGI Trainings

# Questions??



# Contact Information

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