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:

- **HOUSING**
  - Finding a gender affirming shelter
  - Dealing with a domestic violence situation in a shelter

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

- **WELFARE/DISABILITY**
  - Getting food stamps
  - Getting language interpretation or other accommodations for disabilities

- **IMMIGRATION**
  - Finding city-funded immigration lawyers that specialize in TGNC needs

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

### Agencies that can help with these services:

- Department of Social Services (DSS)
- Human Resources Administration (HRA)
- Department of Homeless Services (DHS)
- Mayor's Office of Immigrant Affairs (MOIA)
- Human Resources Administration (HRA)

### 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 Liasison**
- **Gender Equity Liasison**

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 vocally 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: 212.714.1541

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

#### Use the internet
Search for: [agency name] + [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!

#### 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.

### 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.

- **Always ask for their direct number! They should say you!**
- **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 NYC Commission on Human Rights (see "File a Complaint" on the back.)
**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.
- 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.
- Chose a dress code or uniform that fits your gender identity.
- Get equal benefits as an employee of an organization, regardless of your gender identity.
- Get accommodations for things like disabilities or additional medical or personal leave, regardless of your gender identity.
- Not be punished for requesting a reasonable accommodation or for making a complaint if someone discriminates against you.
- 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](http://nyc.gov/humanrights)

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**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:

**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.

**Write down what happened.**

Make sure to include: who you talked to, their job title, and the date and time.

**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
- **Send** questions to CCHR through Facebook: facebook.com/NYCCCHR or Twitter: @nycch

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**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](http://avp.org)

**TRANSLATINX NETWORK**

646.882.2000
[translatinetwork.org](http://translatinetwork.org)

**SYLVIA RIVERA LAW PROJECT (SRLP)**

212.337.8550
[srlp.org](http://srlp.org)

**MAKE THE ROAD NEW YORK**

718.418.7690
[maketheroadny.org](http://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](http://nyc.gov/unityproject)