



Executive Summary

Evaluation of Continuing Education Courses & Dialogues

Contract Year July 2015–June 2016



The mission of YES Institute is to prevent suicide and ensure the healthy development of all youth through powerful communication and education on gender and orientation.

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One Page Overview

Overall: The continuing education dialogues and courses conducted by YES Institute were highly rated by participants [N=382] who gave an overall rating **97% “worthwhile” / “extremely worthwhile”** score at post survey. Clinicians, case managers, parents and youth in the system of care report having obtained new knowledge, learning practical skills and finding new access to community resources. Additionally, participants report greater overall comfort and understanding of gay and transgender youth populations and their families at post-survey.

SFBHN Beyond Empowerment – Professional CE & Community Dialogues Institute for Child & Family Health – Professional CE & Family Groups

<i>Education Session</i>	<i>Duration</i>	<i>Offerings</i>	<i>Dates</i>	<i>Attendance</i>	<i>Rating</i>
Community Dialogue	2:00	3	8/19/15; 9/1/15; 10/7/15	36	94%
Communication Solutions™	12:00	2	12/8-9/15; 3/16-17/16	48	98%
Masculinity Distinguished	6:00	2	10/22/15; 2/16/16	59	95%
Being & Belonging + 1 ICFH	6:00	3	11/18/15; 2/22 & 3/18/16	48	98%
Communication Called Bullying	6:00	1	8/26/15	32	93%
Matrix of Orientation	6:00	1	9/3/15	13	100%
Gender Continuum (ICFH)	6:00	1	2/12/16	14	100%

Federation of Families – Family Groups

<i>Title</i>	<i>Duration</i>	<i>Offerings</i>	<i>Dates</i>	<i>Attendance</i>	<i>Rating</i>
Community Dialogue	2:00	4	1/12; 2/10; 2/17; 3/23 (2016)	52	96%

Citrus Health Network– Professional CE

<i>Title</i>	<i>Duration</i>	<i>Offerings</i>	<i>Dates</i>	<i>Attendance</i>	<i>Rating</i>
Community Dialogue	2:00	1	1/29/16	40	95%

Key Findings: Several results suggest continued need and opportunity for CE sessions:

- **32%** of participants reported this was their very first CE training on these topics.
- Participants reported witnessing high rates of daily to weekly “anti-gay” verbal bullying (**20%**) and physical bullying (**7%**) incidents at their workplaces, schools, and/or agencies.
- **50%** reported increased knowledge on the topics and **52%** reported feeling more equipped to handle situations regarding gender and orientation at post-survey.
- **19%** reported increased comfort levels toward gay, lesbian, and bisexual population; **33%** reported increased comfort levels toward transgender population at post-survey.
- **54%** reported increased willingness to speak up on bullying with “anti-gay” or gender based slurs at post

Continuing Education: 41 submissions of CE units were successfully submitted to the Florida Board of LCSW / LMHC / LMFT (BAP #50-1652) via cebroker.com.

SFBHN Beyond Empowerment - Professional CE - Community Dialogues
8/19/15, 9/1/15, 10/7/15 – Pre/Post Analysis

Surveys collected: 36 people
Duration of educational consultation: 6:00 hours

Overall Rating

“Worthwhile” or “Extremely worthwhile” overall rating: 94%
Felt “safe to share my real thoughts / feelings”: 100%

Climate & Culture

Prior continuing education on gender & orientation topics

No prior continuing education (CE) on these topics: 33% “Never”
At least one prior CE on the topics: 25% “At least one”

Gender & Orientation-based Bullying

Verbal bullying based on “anti-gay” attitudes

“Monthly basis”: 3%
“Weekly basis”: 8%
“Daily basis”: 6%

Physical bullying based on “anti-gay” attitudes

“Monthly basis”: 6%
“Weekly basis”: 0%
“Daily basis”: 6%

Comfortability Levels

Comparing pre/post GLB comfortability levels: 23% increased comfortability towards GLB persons at post
Comparing pre/post transgender comfortability levels: 36% increased comfortability towards transgender persons at post

Negative Pre-concept

Comparing pre/post negative pre-concept

“My view of people as GLB are sick/disordered:” 0% GLB are sick/disordered

“My view of people as Transgender are sick/disordered:” 1 person was “unsure” on Pre
1 person “yes” on Post

Knowledge & Tools

Comparing pre/post gender & orientation knowledge: 47% increased knowledge at post
Comparing pre/post feeling equipped to handle situations: 56% felt more equipped at post

Speaking Up & Reducing Slurs

Comparing pre/post willingness to speak up on bullying: 48% increase in willingness to speak up on bullying at post
Comparing pre/post usage of anti-gay slurs: 20% increase in willingness to decrease self use of slurs at post

**SFBHN Beyond Empowerment - Professional CE - Community Dialogues
8/19/15, 9/1/15, 10/7/15 – Qualitative Post**

“What impact did the YES Institute dialogue have for you?”

“Incredible presentation! I learned a lot and will share with others. The testimonies were eye opening. Our community is in such need of education. Thank you for your amazing work!”

“We as agency referred a lot of our clients to Yes Institute and our adolescents and their families are very happy with your services. Yes Institute services educate and prepare our families to address their issues with their children.”

“I learned the difference between gender, orientation and behavior. Many people often combine the them.”

“This dialogue was very insightful and significant because it was real true and authentic.”

“I enjoyed and learned a lot about the guest speaker that provided more insight into this topic.”

“It really impacted me to see a grandmother being a major support to a grandson and going out of her way to support him.”

“This training is awesome. It was very informative and helped me understand transgender much better. Thank you!”

**SFBHN Beyond Empowerment - Professional CE -
Communication Solutions™ - 12/8-12/9/15, 3/16-3/17/16 – Pre/Post Analysis**

Surveys collected: 48 people
Duration of educational course: 24:00 hours

Overall Rating

“Worthwhile” or “Extremely worthwhile” overall rating: 98%
Felt “safe to share my real thoughts / feelings”: 98%

Pre/Post Test

“The main reason I would listen to people with opposing views is to find ways to prove their argument wrong.”

Comparing pre/post responses: 50% moved toward “disagree with statement” at post (towards learning objectives)

“If I disagree on an important issue, it's very important that people opposing me know that I think they are wrong.”

Comparing pre/post responses: 69% moved toward “disagree with statement” at post (towards learning objectives)

“When I talk to people who disagree with me, the two main options are flight or retreat.”

Comparing pre/post responses: 77% moved toward “disagree with statement” at post (towards learning objectives)

**SFBHN Beyond Empowerment - Professional CE -
Communication Solutions™ - 12/8-12/9/15, 3/16-3/17/16 – Qualitative Post**

“What impact did the YES Institute dialogue have for you?”

“This course has changed my communication when I took it fifteen years ago. This one solidified what I learned and it was a great review. I learned that authenticity and recreation can change dynamics of a relationship for the better.”

“This course empowered me to do the work of ministry while honoring those who feel and express differently.”

“Thank you for continuing our efforts to provide education in particular with the faith community. Thank you for providing room to learn and educate about gender and orientation in the communication course.”

“This course has truly given me tools which I can use in my personal and professional life. The stories shared also made me see that I am not the only one in this world experiencing such things. Therefore, I would also love to share with others what I have gone through and invite others to share their experiences further bring awareness to any of the topics shared.”

“I am so moved by the people that have shared these past two days. I will be using these tools immediately and giving up my agenda over my purpose. I have deeper and still superficial knowledge of what our community and our youth deal with. I am so very grateful that YES Institute exists to support the community and youth.”

“I am in aw, this has been so wonderfully touching and transformative. There are so many unresolved issues in the relationships I have due to poor communication and I hope that whenever these conversations are brought up again I can put this model into work.”

“This course has really helped me slow down and be with others. It has also highlighted how the about me gets in the way.”

“It made me think about what listening really is. It reminded me of the importance of letting others speak and not think that I already know what they have to say.”

“On a professional level, it helped me feel inspired to improve communication with my staff and clients. On a purely unique and spiritual level, the course helped me to learn about me, what causes me to become defensive, and showed me ways to become more loving and connected with humanity by just being.”

“This course has had a huge impact on me just from these 2 days. But more importantly I can only imagine the impact that it is going to have on my relationships in all areas of my life. I feel so much better about what I have to offer and how many people I can impact through sharing my story.”

**SFBHN Beyond Empowerment - Professional CE -
Masculinity Distinguished - 10/22/15 & 2/16/16 – Pre/Post Analysis**

Surveys collected: 59 people
Duration of educational course: 12:00 hours

Overall Rating

“Worthwhile” or “Extremely worthwhile” overall rating: 95%

Climate & Culture

Prior continuing education on gender & orientation topics

No prior continuing education (CE) on these topics: 51% “Never”
At least one prior CE on the topics: 27% “At least one”

Gender & Orientation-based Bullying

Verbal bullying based on “anti-gay” attitudes

“Monthly basis”: 24%
“Weekly basis”: 22%
“Daily basis”: 7%

Physical bullying based on “anti-gay” attitudes

“Monthly basis”: 7%
“Weekly basis”: 12%
“Daily basis”: 2%

Pre/Post Analysis

**“My comfort level with men expressing themselves as to what I perceive as more
“feminine” is”**

Comparing pre/post responses: 41% increased comfortability

“In the next 3 months, I will use “anti-gay” slurs to taunt others or just joke around”

Comparing pre/post usage of anti-gay slurs: 4 people will use anti-gay slurs at pre
1 person will use anti-gay slurs at post

**“I will speak up when possible when someone is bullied with “anti-gay” or gender-based
slur”**

Comparing pre/post responses: 45% increased willingness to speak
up against anti-gay slurs at post

**SFBHN Beyond Empowerment - Professional CE -
Masculinity Distinguished - 10/22/15 & 2/16/16 – Qualitative Post**

“What impact did the YES Institute dialogue have for you?”

“The concepts discussed really tied into my psychology course and my theories on masculinity. The training itself was very powerful and motivating in the sense of further understanding the notion of masculinity in our society. It helps you look at masculinity in a whole different light which can be transcended to others especially the youth who are the future of our society.”

“Powerful! I realize how actively involved both men and women are in manipulating and controlling masculine expression. As a woman, I am not a victim of this mentality, I am active in creating OR deconstructing it.”

“This course was eye opening it made me consider the pressure we put on children to conform to gender expectations and the consequences.”

“Denying pain and fear can lead to anger. Boys should be encouraged to express their feelings. Women can have masculine attributes and vice versa. A sensitive man is more desirable for me as a friend a parent and a partner.”

“Big impact! I always thought being masculine as a man was easier than being feminine as a woman. Men have a lot of pressure proving themselves to society. Its going to take a lot of communication to male them see that they can face emotions and be themselves. Thank you for the Powerful Presentation!

“I realized how I impose some of the masculine expectations on my daughter as societal norms to be a strong woman.”

“I was shocked on how uncomfortable people are in owning their contribution to masculinity.”

“The most important thing that I learned in this course is how we as humans unconsciously distinguish femininity and masculinity. What I have taken away is the importance of allowing individuals to just be.”

“That we as a society need to buckle down and start educating children at the elementary that it is okay to be who you want to be and to be proud of who you are.”

“I learned about the effects of masculinity on boys. Masculinity in boys is ok as long as it is balanced, too much of it can lead to many conflicts and situations.”

“Profound! I almost cried while listening to the speaker Sky. It is difficult as adults and parents to understand transgender issues. The goal is not to hurt transgender people, more knowledge is needed.”

“I learned that there is not only one aspect of masculinity. I would like to prevent my son from thinking he has to fit into the man box and teach him to just be himself.”

**SFBHN Beyond Empowerment & Institute for Child & Family Health
Being & Belonging 11/18/15; 2/22/16; 3/18/16 (ICFH)– Pre/Post Analysis**

Surveys collected: 48 people
Duration of educational course: 18:00 hours

Overall Rating

“Worthwhile” or “Extremely worthwhile” overall rating: 98%
Felt “safe to share my real thoughts / feelings”: 97%

Climate & Culture

Prior continuing education on gender & orientation topics

No prior continuing education (CE) on these topics: 21% “Never”
At least one prior CE on the topics: 17% “At least one”

Gender & Orientation-based Bullying

Verbal bullying based on “anti-gay” attitudes

“Monthly basis”: 19%
“Weekly basis”: 31%
“Daily basis”: 8%

Physical bullying based on “anti-gay” attitudes

“Monthly basis”: 19%
“Weekly basis”: 2%
“Daily basis”: 0%

Comfortability Levels

Comparing pre/post GLB comfortability levels: 19% increased comfortability towards GLB persons at post
Comparing pre/post transgender comfortability levels: 38% increased comfortability towards transgender persons at post

Negative Pre-concept

Comparing pre/post negative pre-concept

“My view of people as GLB are sick/disordered:” 0% GLB are sick/disordered

“My view of people as Transgender are sick/disordered:” 5 people were “unsure” on Pre
1 people were “unsure” on Post

Knowledge & Tools

Comparing pre/post gender & orientation knowledge: 53% increased knowledge at post

Comparing pre/post feeling equipped to handle situations: 54% felt more equipped at post

Speaking Up & Reducing Slurs

Comparing pre/post willingness to speak up on bullying: 48% increase in willingness to speak up on bullying at post

Comparing pre/post usage of anti-gay slurs: 2 people used anti-gay slurs at pre
0 person will use anti-gay slurs at post

**SFBHN Beyond Empowerment - Professional CE - Being & Belonging
11/18/15; 2/22/16; 3/18/16 (ICFH)– Qualitative Post**

“What impact did the YES Institute dialogue have for you?”

“The importance of language and how to introduce the topic of gender and orientation to parents of young children and teens.”

“I feel impacted in so many ways. I will say today was highly emotional and I can handle that because I learned so much. Every time I sit in a course given by YES Institute I grow professionally and personally. The speakers were amazing! Thank you for being so courageous.

“YES institute encourages and motivates me to help others in the community.”

“The feedback after I spoke helped quite a bit. I learned different ways to speak to medical professionals and others.”

“The value of showing support even though there is disagreement about a topic.”

“I learned that stigma plays a huge part in how people treat and judge each other. As a society we need to be more open minded and knowledgeable about what people are going through.”

“The importance of speaking about the topics that are not normally discussed in society.”

“Being and belonging is a struggle that we all experiences at some point in our lives. When we begin to openly communicate and are truly authentic with who we are as a person we are able to see, feel, and understand that it all begins with ourselves and are now able to freely live out our life.”

“I learned that it is so important to be educated on this issue. My pre conceived notions were not what I thought. Education is the key!”

“I have always wanted to not belong so I could rebel the societal expectations. I also never saw how gender was so profoundly linked to everything until taking this course. I feel like if this course was a parenting or child class even though I am not a parent. Yet, everything that I learned will make me a better parent in the future and more of an understanding daughter now. I was very present to how I am not present in my daily life and to what the LGBT community deals with. I FEEL CONNECTED TO PEOPLE!”

SFBHN Beyond Empowerment - Professional CE - A Communication Called Bullying - 8/26/15– Pre/Post Analysis

Surveys collected: 42 people
Duration of educational course: 6:00 hours

Overall Rating

“Worthwhile” or “Extremely worthwhile” overall rating: 93%
Felt “safe to share my real thoughts / feelings”: 95%

Climate & Culture

Prior continuing education on bullying topics

No prior continuing education (CE) on these topics: 54% “Never”
At least one prior CE on the topics: 23% “At least one”

Gender & Orientation-based Bullying

Verbal bullying based on “anti-gay” attitudes

“Monthly basis”: 20%
“Weekly basis”: 12%
“Daily basis”: 5%

Physical bullying based on “anti-gay” attitudes

“Monthly basis”: 5%
“Weekly basis”: 5%
“Daily basis”: 2%

SFBHN Beyond Empowerment Being & Belonging 11/18/15; 2/22/16– Qualitative Post

“What impact did the YES Institute dialogue have for you?”

“All of us are bullies and we need to talk about it. We need conversations about it and look for solutions.”

“I learned that we have to stop approaching the subject of bullying as a perpetrator and victim but to have the behavior as the target and how to approach it with communication.”

“The solution lies in discovering the root cause of the behavior.”

“Hearing how people in the class related the content and information to their experiences was great insight and helped fuse what we learned today and how to engage clients.”

“Helped me to understand how to initiate a conversation/dialogue with clients and coworkers about bullying.”

**SFBHN Deciphering the Matrix of Orientation
9/3/15 – Pre/Post Analysis**

Surveys collected: 13 people
Duration of educational course: 6:00 hours

Overall Rating

“Worthwhile” or “Extremely worthwhile” overall rating: 100%

Climate & Culture

Prior continuing education on gender & orientation topics

No prior continuing education (CE) on these topics: 31% “Never”
At least one prior CE on the topics: 46% “At least one”

Comfortability Levels

Comparing pre/post GLB comfortability levels: 17% increased comfortability towards GLB persons at post
Comparing pre/post transgender comfortability levels: 17% increased comfortability towards transgender persons at post

Negative Pre-concept

Comparing pre/post negative pre-concept
“My view of people as GLB are sick/disordered:” 0% GLB are sick/disordered

Speaking Up & Reducing Slurs

Comparing pre/post willingness to speak up on bullying: 67% increase in willingness to speak up on bullying at post

**SFBHN Deciphering the Matrix of Orientation
9/3/15 – Qualitative Post**

“What impact did the YES Institute dialogue have for you?”

“I didn't realize how much labeling could affect someones life. I also enjoyed Elijah's story and thought he was very brave.”

“It has changed my point of view on sex, gender, and orientation.”

“I love the approach of not taking any sides but instead listening to each other.”

“This course helped me to better understand how to communicate and listen to others of a different sexual orientation.”

**Institute for Child & Family Health - Gender Continuum
2/17/16– Pre/Post Analysis**

Surveys collected: 14 people
Duration of educational course: 6:00 hours

Overall Rating

“Worthwhile” or “Extremely worthwhile” overall rating: 100%

Climate & Culture

Prior continuing education on gender & orientation topics

No prior continuing education (CE) on these topics: 14% “Never”
At least one prior CE on the topics: 36% “At least one”

Comfortability Levels

Comparing pre/post GLB comfortability levels: 16% increased comfortability towards GLB persons at post
Comparing pre/post transgender comfortability levels: 42% increased comfortability towards transgender persons at post

Negative Pre-concept

Comparing pre/post negative pre-concept

“My view of people as GLB are sick/disordered:” 0% GLB are sick/disordered
“My view of people as Transgender are sick/disordered:” 0% Transgender are sick/disordered

“I now feel more prepared to respond appropriately if someone close to me announces they are undergoing a gender transition.”

Comparing pre/post responses: 58% increased feeling prepared

“I will speak up when possible when someone is bullied with "anti-gay" or gender-based slur”

Comparing pre/post responses: 50% increased willingness to speak up against anti-gay slurs at post

**Institute for Child & Family Health - Gender Continuum
2/12/16— Qualitative Post**

“What impact did the YES Institute dialogue have for you?”

“It really clarified all of the terms and the struggle children go through when they are questioning.”

It really helped me understand gender and how to have conversations with others regarding gender.”

“The course was impactful in an educational and emotional format now I feel even more knowledgeable and comfortable in the topic.”

“I feel empowered to share and educate others as it relates to gender roles, etc.”

“I can better understand transgender clients and people now.”

**Federation of Families – Family Groups Community Dialogues
1/12/16; 2/10/16; 2/17/16; 3/23/16 – Pre/Post Analysis**

Surveys collected: 52 people
Duration of educational consultation: 8:00 hours

Overall Rating

“Worthwhile” or “Extremely worthwhile” overall rating: 96%
Felt “safe to share my real thoughts / feelings”: 100%

**Federation of Families – Family Groups Community Dialogues
1/12/16; 2/10/16; 2/17/16; 3/23/16 – Qualitative Post**

“What impact did the YES Institute dialogue have for you?”

“I learned that you should not judge a book by its cover. People are created equal. I would love to come to another class and learn more.”

“Tonight’s subjects have had a big impact on me. I thank everyone who was involved tonight. God bless each of you.”

“It is important to learn who you are, embrace and love who you are. There is always support when and is needed. You are never alone.

“It helped me better understand the concept of gender and orientation.”

“Una palabra WOW! Me encanto. Ahora podré hablar con mas seguridad del tema. Me impacto lo ignorante que aun somos.”

Translation- “One word WOW! I loved it. I can now speak with more certainty about the topic. It struck me how ignorant we still are.”

“Que todo ser humano tiene el derecho a expresar sus sentimientos y comportamientos sin importar el genero.”

Translation- “That every human being has the right to express their feelings and behaviors regardless of gender.”

Citrus Health Network Community Dialogues 1/29/16– Pre/Post Analysis

Surveys collected: 40 people
Duration of educational consultation: 2:00 hours

Overall Rating

“Worthwhile” or “Extremely worthwhile” overall rating: 95%
Felt “safe to share my real thoughts / feelings”: 93%

Climate & Culture

Prior continuing education on gender & orientation topics

No prior continuing education (CE) on these topics: 23% “Never”
At least one prior CE on the topics: 40% “At least one”

Gender & Orientation-based Bullying

Verbal bullying based on “anti-gay” attitudes

“Monthly basis”: 8%
“Weekly basis”: 0%
“Daily basis”: 3%

Physical bullying based on “anti-gay” attitudes

“Monthly basis”: 0%
“Weekly basis”: 3%
“Daily basis”: 3%

Comfortability Levels

Comparing pre/post GLB comfortability levels: 21% increased comfortability towards GLB persons at post
Comparing pre/post transgender comfortability levels: 34% increased comfortability towards transgender persons at post

Negative Pre-concept

Comparing pre/post negative pre-concept

“My view of people as GLB are sick/disordered:” 1 person was “unsure” on Pre
0 person “no” on Post

“My view of people as Transgender are sick/disordered:” 4 person was “unsure or yes” on Pre
0 person “no” on Post

Knowledge & Tools

Comparing pre/post gender & orientation knowledge: 50% increased knowledge at post
Comparing pre/post feeling equipped to handle situations: 46% felt more equipped at post

Speaking Up & Reducing Slurs

Comparing pre/post willingness to speak up on bullying: 65% increase in willingness to speak up on bullying at post
Comparing pre/post usage of anti-gay slurs: 12% increase in willingness to decrease self use of slurs at post

Citrus Health Network Community Dialogues 1/29/16 – Qualitative Post

“What impact did the YES Institute dialogue have for you?”

The real experiences from the speakers and presentation impacted me in understanding the situations these individuals goes through in their life.”

“I learned a lot about YES Institute and feel like they really talked about daily scenarios in regards to bullying, gender, orientation, issues, etc. The dialogues really made me open my eyes.”

“The presentation was very informative specifically answering the most frequently asked questions about the LGBT community.”

“I learned about different ways in which gender and orientation issues may impact individuals and families. I also learned about the services the YES Institute offers to the community.”

“I was very impressed on how early the process could start for a child with gender issues and how helpful is to support them. Also to provide them with the right resources to avoid suicides, psychiatric and psychological problems, and normalize LGBT community for all the population that still is ignorant about this matter

“HUGE impact! I learned that our agency needs to update their system. Your presentation was a confirmation of the work that I feel passionate about as a public service employee. Loved it!”

“That this communication needs to happen everywhere worldwide and I am so glad YES Institute exist.”

Evaluation Information

Analysis: All statistics are compiled using SPSS® Version 22. Outputs are rounded to the nearest whole numbers. All SPSS® files and access to the original pen and paper surveys are available upon request.

Limitations: The pre/post survey instrument used to collect this data is a program evaluation tool. This evaluation is not a full experimental design that can suggest causality (i.e., there is no control group, no randomized participants, no double-blind researchers, etc.). All known limitations with self-report data apply to these findings (social desirability, demand characteristics, incomplete surveys, etc.).

For any additional questions about this summary report, please contact YES Institute.