

## **Process Monitor Training**

**by Jill Miller and Cile Beatty**

### **What is “process monitoring”?**

Process monitoring is one tool to recognize and disrupt the processes of socialization. These socialization processes have impacted all of us. It has created a norm for hierarchical relationships. In today’s society the socialization process can be mostly “automatic” and unconscious. One example that starts in our early years, is that boys may be called on more frequently than girls in co-educational classrooms because they are expected to know the answer. This sets the stage for training boys and men to feel as if they have the answers, or they are expected to have them, and that girls and women don’t have the answers, or that their knowledge is not as reputable. If we stop and think about it, there are many examples of these kinds of hierarchical trainings that start early and continue throughout our lives.

We live in a web of these “domination over” paradigms that have taught us that men are deemed superior to women, Whites are deemed superior to people of color (also within races – the lighter skinned you are, the more superior you are to those with darker skinned complexion), temporarily able-bodied people are deemed superior to people with disabilities, the wealthy are deemed superior to the poor, those with formal education are deemed superior to those whose education has come through life experiences, etc. These dynamics can be recognized in the power and privilege realities within our country today. Rich people have political power over poor people – this is expressed in many ways (access to housing and education, where freeways are built, access to medical care, etc.) Whites have power over people of color and this can be seen when reflecting on who gets certain jobs; who gets the executive jobs; who is followed in a store and who is not, etc.

As an organization these paradigms are contrary to our values and they are not something we consciously agree with. However, we have all been socialized with the norms and habits that perpetuate these “domination over” paradigms. In order to disrupt this process there must be a consciousness raising process that is continual. Process monitoring is one of these.

The use of process monitoring is very important to the growth of groups that have decided to hold a consciousness around issues of power and privilege, in its wide and varied ways. Process monitoring gives groups an opportunity to note when and where there is a drifting away from communication patterns which are culturally responsive and accountable.

## **Getting curious and listening to the impact:**

Learning the skills and developing the muscle to recognize the group process (being the process monitor) is one part of developing group process. But just as important is being open to hearing it as an act of love. Hearing the process monitoring can sometimes be difficult. One might not have noticed what has been brought up. One might feel they are talking about me. Getting curious and listening to another experience moves us away from the personal to the cultural realities at work in all our group processes.

## **Who is a process monitor?:**

(Really, we all are process monitors, and the goal is for us all to do it with more ease and intentionality.) In this context, however, the process monitor is the person or persons officially designated to do what we all do, observe and reflect on what is occurring in our group interactions. The added distinction is that we are giving them permission, empowering and inviting them, to share what often gets caught in the throats and bellies of some, or what goes unnoticed by others, or what everyone notices and no one feels that there is room to slow down the momentum to say.

## **What is the “process”?:**

That is up to you. It could be a meeting, an activity, a specific discussion or how a decision is made. The group gets to decide when they want to draw special attention to how the group as individual members and as whole responds to something. Feedback about the process is key in moving forward.

## **What is the process monitor’s job?:**

Will Do:

1. Provide Observations- Attend to the process of engagement, at the end of an activity, or when given an invitation, share what they observed, when did the group slow down, what gave the group pause, what energized the group.
2. Provide Reflections- speak to content and/ or comments and/or activity, using “I” statements. “What I noticed... when this happened or when this comment was made (not focusing on the person, or using the speaker’s name)... the group seemed to... I wonder what it might have been going on when...”
3. Interruption- Note, bring our attention to anything fairly dramatic or significant (silences or hot moments). Can raise hand and ask the group if there is a desire to discuss a process more before moving on; remind us that it is okay to stop an activity to resolve something uncomfortable.

Won’t Do:

1. Will not have to manage significant escalations of intense dyadic conflicts (those will be handled by facilitators).

## **Why designate a “monitor(s)”?:**

Why can't people just speak up if they have a concern or a question or take issue with something? Some do. Others don't. Others try. Others process at a different rate. Some come from families and cultures where you don't raise issues in group settings. Some are rendered speechless or triggered by certain situations. Some worry about group dynamics and power (feeling too powerful or powerless to speak).

It is important to have assigned monitors, when beginning to learn how to do this and during the time that the group is learning to be comfortable doing this. Use 2 or more process monitors for large groups, if you break into small group discussions use 2 process monitors. The more, the better; ultimately everyone will be process monitoring.

It is also recommended to have more than one process monitor as more than one accomplishes three key things:

- \*It raises awareness that there is more than one perspective/voice/experience no matter what consensus you come to regarding content.
- \*It helps folks who may be less vocal to feel validated when a process monitor at some point speaks about something they too have noticed or experienced.
- \*It also gives someone who is less inclined to offer their perspective an opportunity to do so when it's their turn to be process monitor.

## **San Mateo County Pride Center monthly updates**

LGBTQ+ Commission - 2/4/2020

### LGBT+ Commission Reports

- Field trip to San Mateo County Historical Museum on Friday, February 7 at 1:30pm
- Artist Salon
- Intergenerational Dinner February 26<sup>th</sup> from 6pm-8pm

**To: Members of the San Mateo County LGBTQ Commission**  
**From: Dana Johnson (they/them/theirs), Co-chair, PRIDE Initiative**  
**Date: February 4, 2020**

- *Next PRIDE Initiative meeting Wednesday, February 12, 2020 from 4:30-6pm*
- The PRIDE Initiative is preparing for “San Mateo County Pride Celebration 2020”- next planning meeting Wednesday, February 12, 2020 (approx. 5:10-6pm)
- **SAVE the DATE:** San Mateo County Pride Celebration is Saturday, June 13, 2020 from 11am-5pm at San Mateo Central Park
- Interested in volunteering for a Pride Celebration committee?? The SMC Pride Celebration committee is looking for members to assist in different sub-committees. To get a list of sub-committees and be a part of a sub-committee come check out the next PRIDE Initiative meeting on February 12, 2020.
- We have our Pride Celebration 2020 theme! For more details regarding Pride Celebration 2020 theme come check out the next PRIDE Initiative meeting.
- PRIDE Initiative is interested in meeting with the different LGBTQ+ partners in San Mateo County to have a conversation regarding starting a *Transgender Awareness Committee* to help strengthen and empower Transgender services in the county.

In Community,  
Dana

Data Group: Rebecca Carabez, Grant Whitman, Gabe Garcia, Craig Wiesner

**Goal III:**

| <b>Objective A: Fully analyze current survey data</b>  |  |                 |   |                 |  |
|--|--|-----------------|---|-----------------|--|
| <b>Action Steps</b>  | <b>Responsibilities</b>  | <b>Timeline</b> | <b>Indicators of Progress</b>               | <b>Status</b>   |  |
| 1. Connect data from survey, comments on survey and community conversations to policy recommendations.                   | Data group divides up sections and each person takes responsibility for linking portions | March 2020      | A rough document that provides the linkages | Ongoing         |  |
|  |  |                 |   |                 |  |
|  |  |                 |   |                 |  |
| <b>Objective B: Disseminate data to Board of Supervisors and other county and state stakeholders</b>                     |  |                 |   |                 |  |
| <b>Action Steps</b>  | <b>Responsibilities</b>  | <b>Timeline</b> | <b>Indicators of Progress</b>               | <b>Status</b>   |  |
| 1. Identify/Hire/fund a writer to write a document based on the rough document connecting data to policy recommendations |  | April 2020      | A person begins working on a document       | Not started yet |  |
| 2.   |  |                 |   |                 |  |
|  |  |                 |   |                 |  |
|  |  |                 |   |                 |  |

**Objective C: Plan for new data gathering**

| <b>Action Steps</b>  | <b>Responsibilities</b>                                   | <b>Timeline</b>             | <b>Indicators of Progress</b>   | <b>Status</b>          |
|--|---|-----------------------------|---|------------------------|
| <p>1. Push for youth SOGI data to be collected by county agencies and schools, including private schools (get SOGI questions on every public school climate survey).</p> | <p>Data Committee reaches out to schools and agencies</p> | <p>Jan 2020 - May 2020</p>  | <p>List of agencies / school systems with whether they collect SOGI data, what obstacles there are if they do not, and ideas for overcoming those obstacles</p> | <p>Not started yet</p> |
| <p>2. Identify other sources of data about LGBTQ life/wellness that already exist and find out how we can tap into that information for our work</p>                     | <p>Data Committee reaches out to agencies</p>             | <p>Jan 2020 - June 2020</p> | <p>A document that lists all sources of data, how frequently data is updated, and ways we can review and utilize that data</p>                                  | <p>Not started yet</p> |
| <p>3. Create and launch Wellness Survey II</p>   | <p>Data Group &amp; County Epidemiologists</p>            | <p>June 2021</p>            | <p>Meet with Epidemiologists Review other LGBTQ surveys</p>   | <p>Not started yet</p> |



## Annual Work Plan 2019-21

Policy & Funding Group: Terri Echelbarger, Steve Disselhorst, Dana Johnson

**Goal I: Develop policy recommendations to ensure that San Mateo County is welcoming and safe environment for LGBTQ+ community to thrive.**

| <b>Objective A: Compile findings from community conversations and engage in process to identify potential policy recommendations</b> |   |                 |   |               |  |
|--|---|-----------------|---|---------------|--|
| <b>Action Steps</b>  | <b>Responsibilities</b>                 | <b>Timeline</b> | <b>Indicators of Progress</b>                     | <b>Status</b> |  |
| 1. Evaluate youth Community Conversations for policy suggestions   | Nov. 5th Work Groups                    | Feb. 2020       | Suggested policies are completed for all 3 groups | Ongoing       |  |
| 2. Complete evaluation of Adult/ Youth Survey for Policy Suggestions.  | Data Group                              | June 2020       | Data Group presents policies                      | Ongoing       |  |
| 3. Complete Gap Analysis of LGBTQ+ Policies  | Steve                                   | March 2020      | Gap Analysis is completed                         | Ongoing       |  |
| 4. Receive written policies and Policy Suggestions from Community and any other interested parties.                                  | Commission Members                      | Ongoing         | The list is growing                               | Ongoing       |  |
| 5. Compile list of Policy Suggestions in one document available to Commission.   | Tanya (Doc)<br>All: Generate recommends | Ongoing         | Policy suggestion template is kept up to date.    | Ongoing       |  |

**Objective B: Create System to prioritize Policy Recommendations**

| Action Steps   | Responsibilities                         | Timeline | Indicators of Progress                                    | Status          |
|--|--|----------|---|-----------------|
| 1. Using Impact to Effort Matrix prioritize policies to evaluate.  | Policy Group                             | Monthly  | Policies are being prioritized                            | Not yet Started |
| 2. Using “Criteria for Selecting Commission Projects” (9/1/15), present reports to Commission regarding proposed and prioritized policies. | Policy group, to assigned commissioners. | Monthly  | At least one policy presented monthly starting March 2020 | Not yet started |
| 3. Gain Green light from commission for policies to continue development.  | LGBTQ Commission                         | Monthly  | Policies are green lighted                                | Not yet Started |

**Objective C: Draft policy recommendation(s) to be discussed with the Board of Supervisors**

| Action Steps   | Responsibilities                | Timeline   | Indicators of Progress                        | Status          |
|--|---------------------------------|------------|---|-----------------|
| 1. Develop presentation template for Board of Supervisors including indicators of change that would imply success. | Dana                            | April 2020 | Template Developed                            | Not yet started |
| 1. Using feedback from commission revise written policy proposals and presentations for Board of Supervisors.      | policy group, to a commissioner | Monthly    | Policy suggestions are forwarded for feedback | Not yet started |
| 2. Using Board of Supervisors feedback, revise or abandon policies.  | Policy Group, to a commissioner | As needed  | Progress                                      | Not yet started |
| 3. Public presentations of chosen policies as agenda ideas for BOS   | Selected Spokesperson           | As Needed  | Presentations                                 | Not yet started |

**Objective D: Evaluating Policies**

| Action Steps   | Responsibilities       | Timeline  | Indicators of Progress                                | Status          |
|--|------------------------|---|---|-----------------|
| 1. Evaluate policies enacted by Board of Supervisors using established criteria. | Policy Group           | beginning One year following implementation of any policy | Evaluations are doing within 18 months of any policy. | Not yet started |
| 2. Receive evaluations of policies   | LGBT Commission        | As needed   | Evaluations are shared                                | Not yet started |
| 3. forward successful policies to Cities for consideration                       | LGBTQ Commission/Tanya | As needed   | Policies are shared                                   | Not yet Started |

**Objective E: Funding Objectives**

| Action Steps   | Responsible                | Timeline  | Indicator(s) of Progress                       | Status          |
|--|----------------------------|-----------|--|-----------------|
| 1. Explore Feasibility of a San Mateo County LGBTQ+ Hall of Fame   | Terri                      | June 2021 | Presented to commission                        | Not yet started |
| 2. Policy funding recommendations will be determined after gap analysis and finalized list of proposed policies  | Policy Group               | TBD       | Presented to commission & board of supervisors | Not yet started |
| 3. Explore funding options for intern or temporary or part time person to lead the administrative and detailed work necessary to complete the work plan. | Commission, Tanya, or BOS? | TBD       | Presented to commission & board of supervisors | Not yet started |

## VISIBILITY WORKGROUP 2 YEAR PRIORITIZED ACTION PLAN

### YEAR ONE will focus on several “quick hits” and a content audit, as well as a pilot plan.

1. **June 1<sup>st</sup> PRIDE flag raised across the county.** We will use existing templates to create city requests and a proclamation for approval.

**Action:** Visibility team secure templates and provide a timeline for action to the Commission.

2. **Social media consistency.** We will request 1 or 2 online actions of each Commissioner to ensure information is being shared on social media more regularly and consistently. Examples could be the creation of an LGBTQ group within various Next Door community sites.

**Action:** Visibility team to generate a list of 3-4 possibilities that Commission votes on in March.

3. **Audit of existing resources and stakeholders.** We will create a spreadsheet to capture all the existing reachouts that Commissioners have already made and to capture existing content that may be used or repurposed. In addition, we will request the support of an intern part-time to identify contact points at the following groups in each city of San Mateo County:

- a. City councils
- b. School districts
- c. School GSAs
- d. PTAs
- e. Employment boards
- f. Chambers of commerce
- g. Key companies
- h. Next Door
- i. Professional associations
- j. Universities / community colleges
- k. Unions

Once we have collected information as a foundation, we will then be able to move on to specific reachouts and presentations for specific stakeholder groups. We will be able to do this knowing we're not duplicating any reach out and having all the logistical information ready to go.

**Action:** Visibility Team to create spreadsheet for information capture by city.

**Action:** All Commissioners fill out spreadsheet with relevant information.

**Action:** Visibility Team partner with PRIDE center personnel as well as with Tanya's intern to collect the comprehensive logistical details above.

4. **In parallel, the Visibility Team will build a pilot plan for one marginalized community.**

**Action:** Visibility Team to request feedback from Commissioners on which community to target as the pilot (e.g. LGBTQ seniors, LGBTQ individuals in communities of color, LGBTQ youth in the foster system or juvenile justice system, LGBTQ immigrants, a specific vulnerable county location, etc. Then we will select the pilot. We will also request assistance from other Commissioners to work with us on this topic.

**Action:** Visibility Team will conduct needs assessment for the community (interview, research, etc.) and will determine which partners and community leaders to collaborate with. We will determine relevant content. We will choose 1 key activity/event that would make a significant impact in raising the visibility of this community / supporting them.

### YEAR TWO will focus on consistent content creation / adaptation and specific reachout plans.

Detailed information can be found below.

**VISIBILITY WORKGROUP GOAL: *Create and drive a systematic visibility & advocacy strategy that aims to connect the Commission with key communities and stakeholders.***

### ***Original Actions Summarized***

#### **Action 1: Create core content and finalize formation of norms**

- visibility toolkit with core messaging, elevator pitch, key accomplishments, etc.
- templates for recurring activities (e.g. legislation, school meetings, etc.)
- safe school starter kit
- stakeholder presentation
- LGBTQ youth-focused health & wellness education session
- SOGIE train the trainer module

#### **Action 2: Develop connections with crucial stakeholders (tops down approach)**

- identify stakeholder groups
- call a stakeholder information session
- presentations at various existing channels (e.g. council of cities)
- leverage wider network of advocates/volunteers, including those who were interested in joining the Commission

#### **Action 3: Build and execute a plan to reach youth as a specific target audience**

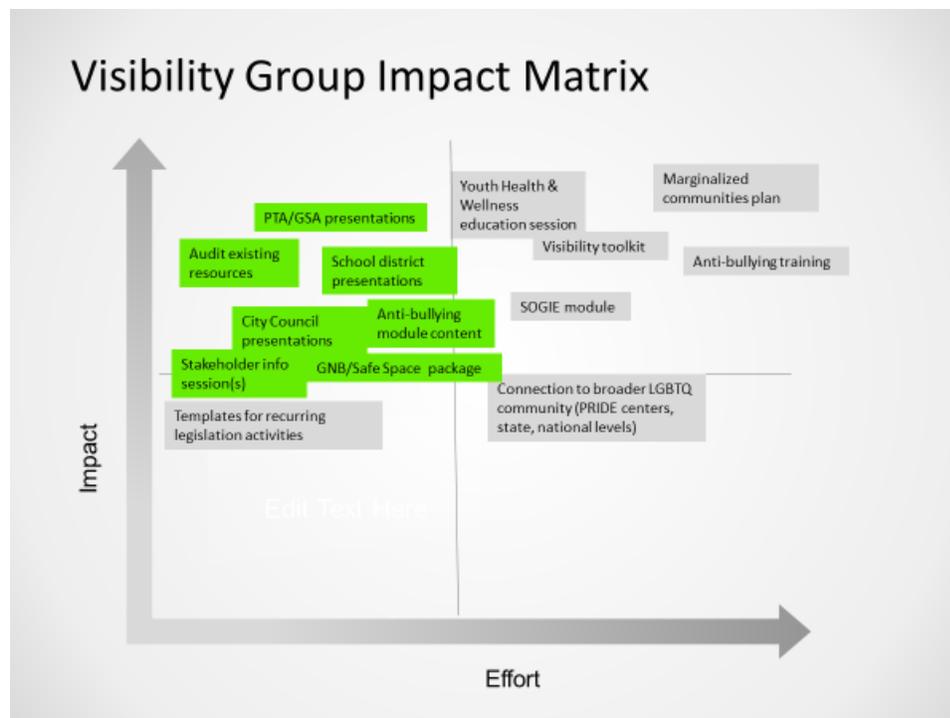
- divide the Commission by geographical area to ensure maximum reach
- attempt to have a consistent approach by channel and determine approach for each, and what content to use for each
- approach city councils and school districts to exchange information and offer a presentation
- work through PTAs to reach parents
- connect with GSA advisers and school psychologists/counselors
- leverage youth-focused support groups (e.g. Outlet)
- collaborate with health/wellness partners

#### **Action 4: Develop a plan to reach marginalized communities**

- prioritize communities (e.g. seniors, communities of color, LGBTQ youth in the foster system or juvenile justice system, immigrants, vulnerable county regions, etc.)
- identify community leaders to understand unique needs and to build relationships
- conduct information-gathering in culturally appropriate, respectful ways
- build initial plan to address needs

#### **Action 5: Strengthen and support ties within LGBTQ communities**

- local, state, and even national levels
- work through PRIDE centers
- partner with other LGBTQ commissions
- don't reinvent the wheel and learn from them where we can!



**Note 1:** Matrix includes relevant action areas from the Youth Community Conversations (e.g. anti-bullying, gender-neutral bathrooms, safe space signs, teacher/staff, SOGIE, etc.)

**Note 2:** The placement of some of the actions on the matrix may change pending further investigation as to whether or not resources already exist (e.g. Youth Health & Wellness education session, anti-bullying training content may already be somewhat available / accessible, etc.)

**Note 3:** The matrix does include a high level incorporation of learnings from the youth survey (e.g. this drove the action regarding a youth health & wellness education session since the survey mentioned the high rate of suicide ideation; and, to some extent it drove the action regarding a focus on PTAs since the survey mentioned LGBTQ youth sometimes feel less safe at home)

**Note 4:** The matrix does **not** include any information from the adult survey yet

The following prioritized action plans are based in large part on the quadrant with actions in **green** – those that are both high impact *and* relatively easier to undertake.

## ***Prioritized Actions & Workplan Details***

1. **Audit existing resources (YEAR ONE)**. We must understand what content already exists (and if so, whether it needs updating) vs. what content needs to be created. Once we know this information, we should be able to more easily determine which content modules we should focus on creating.

**Timeline:** January-February 2020

**How:** Commission divide & conquer content areas and conduct reach-outs and internet research.

**Measurement:** Completion of document listing resources by existing-existing needs updating-needs creation.

2. **Create prioritized content based on results of audit (YEAR TWO)**. This may include SOGIE content, anti-bullying content, youth health & wellness content, GNB content, safe space content, etc.

**Timeline:** March-December 2020

**How:** Commission should choose 1-2 core pieces of content and self-select into small groups to create it (May-December). At least 1 piece should be youth-focused. In addition, a Commission summary presentation should be created, including a summary of who we are, what our mandate is, key achievements to date, synopsis of surveys and community conversations, key LGBTQ information such as language considerations, and 2020 focus areas (March-April).

**Measurement:** Creation of 1-2 core content packages based on Commission's topic prioritization, with at least 1 focused on youth. Creation of Commission summary presentation.

3. **Create a working stakeholder reachout plan (YEAR TWO)**. It is important to keep track of whom we're contacting, what their response is, and specific tactics for successful connection with each group of stakeholder. Stakeholders can be city councils, local supporters, school districts, etc.

**Timeline:** January-June 2020

**How:** Divide the Commission by geographical reach. Build a master tracking spreadsheet. Each Commissioner to contact relevant stakeholders in their area and keep track of the interaction. Ideal outcomes would be agreement from stakeholders to have the Commission share a presentation.

**Measurement:** Master spreadsheet created. Each Commissioner has inputted at last 5 stakeholder interactions by June 2020 in appropriate detail.

4. **Deliver Wave 1 of stakeholder presentations (YEAR TWO)**. Choose several non youth-focused stakeholder groups (e.g. other county officials, city councils, etc.) and deliver the core presentation created.

**Timeline:** June-September 2020

**How:** Use results of initial reachouts to choose several receptive groups. Leverage the core presentation that will have been created in the spring. Calendar presentations, determine who from the Commission will deliver. Conduct the presentation and consider desired outcome of each meeting. Document results in the master stakeholder sheet so we have continuity. Develop follow up plan based on meeting outcomes.

**Measurement:** Successfully conduct at least 5 presentations by September 2020, with at least 4 different Commissioners delivering the content.

5. **Package Youth content and deliver Wave 2 of presentations (youth stakeholder-focused) (YEAR TWO)**. Once the relevant content has been created and youth-focused stakeholders identified, it will be time to build a youth package and deliver it to relevant organizations. Content may include the core Commission presentation as well as specific topics such as anti-bullying, SOGIE for parents, GNB/safe space assets, health & wellness content, etc.

**Timeline:** January-June 2021

**How:** Ensure youth-focused content created in 2020 is youth-friendly. Share with a few individuals (consider initiating a youth sounding board) to solicit feedback. Choose a few key youth-oriented stakeholders (e.g. several school districts, several PTAs, several GSAs, several youth health groups, etc.), schedule meetings, and deliver presentations. Consider desired outcome of each meeting (e.g. call to action, agreement to SOGIE or anti-bullying training, etc.) Document results in the master stakeholder spreadsheet. Develop follow up plan based on meeting outcomes.

**Measurement:** Conduct at least 10 youth-focused stakeholder presentations, with at least 5 different Commissioners presenting.

6. **Build out pilot plan for one marginalized community, (YEAR ONE)**. This will likely entail more effort and may not be a core priority in the next 12-18 months. However, if there is time / interest in driving this, it could be helpful to build out a pilot model for what a marginalized community reachout plan could look like.

**Timeline:** TBD, flexible

**How:** Conduct needs assessment for community, including interviews, research, determining what already exists, etc. Consider potential partners (e.g. Avenidas new model of partnering with Santa Clara LGBTQ seniors). Determine which content is relevant for the group. Choose 1 key activity that would make a difference in successfully connecting with / supporting this community.

**Measurement:** Development of pilot plan.