

WACUBO 



Rising to the Challenge

2023 WACUBO ANNUAL CONFERENCE



Implementing A Lived Name Policy

Shylah Conway-Hamilton, Assistant Controller for Strategic Initiatives, UC San Francisco Controller's Office

Cynthia Dávalos, Executive Director of Student & Equity Affairs
University of California, Office of the President

Liz Halimah, Associate Vice Provost and Chief Policy Officer,
University of California, Office of the President

Pearl Trinidad, Executive Director, UC San Diego Business Transformation & Optimization



Agenda

- Introductions
- UC Presidential Policy on Gender Recognition and Lived Name
- UC San Francisco Implementation
- UC San Diego Implementation
- Audience Q&A



A desert landscape at sunset. In the foreground, a large saguaro cactus stands prominently. The sky is filled with soft, colorful clouds in shades of orange, pink, and purple. A solid red horizontal bar with a thin yellow border is positioned across the middle of the image, partially overlapping the cactus and the text below it.

UC Presidential Policy on Gender Recognition and Lived Name

As of November 17, 2020, Gender Recognition and Lived Name (GRLN) Presidential Policy is the official UC policy for all campuses, locations, laboratories, medical centers and health systems, as well as satellite offices, affiliates and other units controlled by the Regents of the University of California.



UNIVERSITY OF CALIFORNIA NEWS ▾

News > Press Room > UC advances equality, inclusion by implementing nonbinary gender identification


Press Room

UC advances equality, inclusion by implementing nonbinary gender identification

UC Office of the President
Tuesday, November 17, 2020

The University of California announced today (Nov. 17) that it has adopted systemwide gender identity and lived name options for UC-issued documents and information systems. UC's new Presidential Policy on Gender Recognition and Lived Names, which acknowledges gender identities other than man and woman, is another milepost in the University's commitment to equity and inclusion for all.





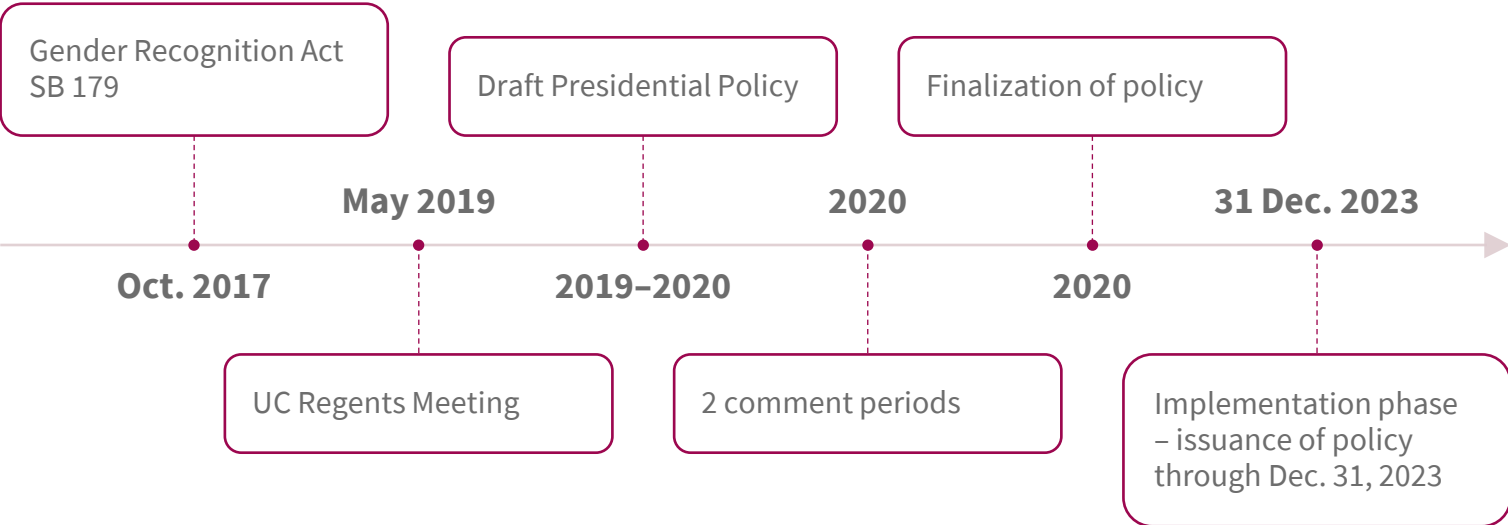
“After hearing about the GRLN policy I felt it would be helpful to share the impact it will have on me as a transgender community member. Currently, being a TA (teaching assistant) means teaching completely online. Because of online systems connected to my role, I have students and professors call me by my deadname. This has caused a major emotional toll. I have been so impacted by this I have had to consider whether I should quit or stay as a TA– being constantly deadnamed and misgendered. This policy would save me and countless other students, staff, and faculty from this whole dilemma, allowing us to live with our lived names and identities in both a professional and public form.”

-- UC Student

Presidential Policy on Gender Recognition and Lived Name



Timeline



Key Partners for Implementation

**Vice Chancellors of
Equity and Inclusion**

**Directors of LGBT
Resource Centers**

**Vice Provosts for
Academic Personnel**

**Associate Vice
Chancellor and
Chief Human
Resources Officers**

**Associate Vice
Chancellor and
Chief Compliance
Officers**

Legal Counsel

Directors of IT

Registrars

**Executive Directors
of Student
Information System**

UC Health

What the policy states:

The University must provide the minimum three equally recognized gender options on university-issued documents and IT Resource systems – woman, man and nonbinary – and an efficient process for current students and employees and UC alumni and affiliates to retroactively amend their gender designations and lived names on university-issued documents, including eligible academic documents, and IT Resource Systems.

What the policy states:

The legal name of university students, employees, alumni and affiliates, if different than the individual's lived name, must be kept confidential and must not be published on documents or displayed in IT Resource Systems that do not require a person's legal name.

It is the intent of the University that implementation of this policy begins on the date of policy issuance [November 17, 2020] with full implementation of policy and procedures completed no later than December 31, 2023.



Understanding Terminology

Legal name – A name appearing on an official government-issued document.

Lived name – A self-chosen or personal and/or preferred professional name used instead of legal name.


Dead name – Refers to the name a trans person was given at birth but is no longer using. The term is intended to stress the inappropriateness of referencing a person's name given at birth instead of their chosen name and effectively misgendering their identity.

Understanding Terminology

Non-binary gender – An umbrella term for genders other than woman or man.

Gender identity – The gender(s), if any, with which a person identifies. An individual's gender is their gender identity, which can be the same or different from their sex assigned at birth.





“This policy would make life a lot easier for myself as well as many of my trans friends and colleagues, who are currently stressed out and exhausted by the university's current gender and name system. When I first came to UC I had to go through an exceptionally awkward phone call with someone in order to establish which gender category they should enter me into the system as. It was embarrassing and not a good welcome. These proposed changes would be a relief for everyone and would also contribute to making UC look more professional.”

-- UC Staff Member

Considerations for Implementation

Why is it important to obtain and use a person's lived name?

- Names hold meaning and value and are an essential part of our identity.
- Names are a core part of how we are introduced and how others understand us.
- For transgender people, choosing a lived name is a critical part of asserting their true existence.
- Respecting and using a person's lived name fosters an inclusive community.




Considerations for Implementation

Why is a person's legal name and sex assigned at birth considered sensitive information and why should they be kept confidential?


- Use of a legal name can be disrespectful to transgender and non-binary people. This is considered “deadnaming.”
- Sharing a transgender or non-binary person's legal name and sex assigned at birth is the equivalent of outing them.
 - This may contribute to experiences of discrimination, bias, and hate in the work/learning environment.
- There may be other concerns – this includes individuals who may or may not identify as transgender or non-binary.





“I have struggled with my legal name previously being different than my chosen name and it is messing up my ability to get documentation, have access to buildings, etc. I am VERY excited for this policy to be implemented.”

-- UC Staff Member



“I would like to express my wholehearted support for this proposed policy change. These measures will help affirm the existence, experience, and identity of trans and nonbinary campus community members, which in turn enriches the campus experience for all of us.”

-- UC Faculty

An aerial night view of San Francisco, California, showing the city lights and the Golden Gate Bridge in the distance. A solid red horizontal bar is positioned across the middle of the image, partially overlapping the city skyline. The text "UC San Francisco Implementation" is written in white, sans-serif font, centered below the red bar.

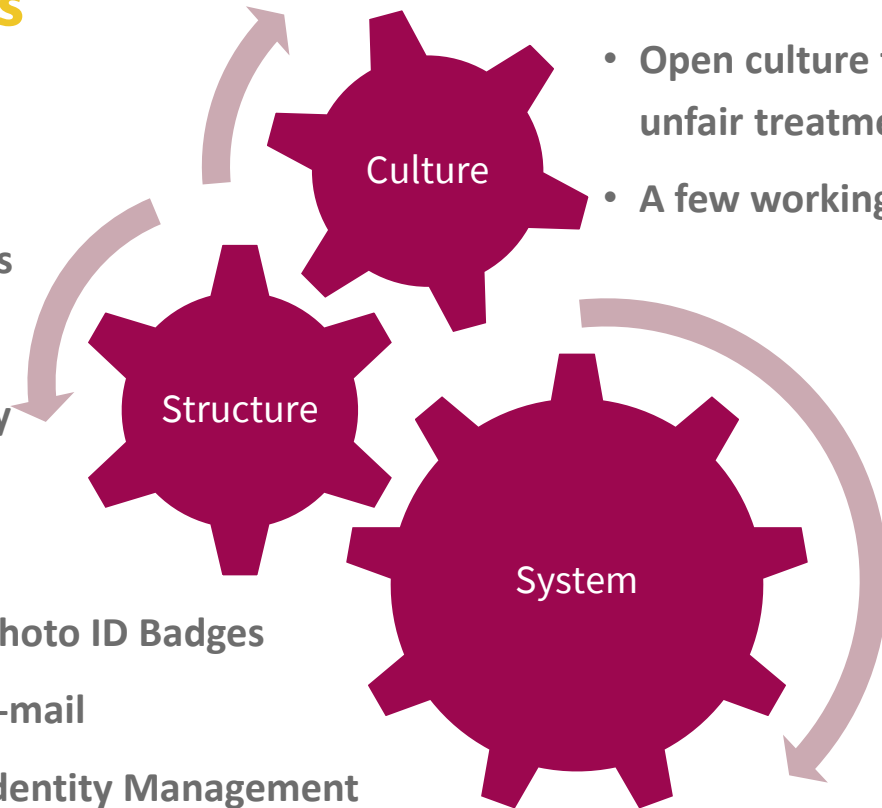
UC San Francisco Implementation

Shifting Culture Before a Policy

UCSF local changes

- Pronoun utilization campaigns
- Key and Badge Control Policy
- Employee Identification Policy

- Photo ID Badges
- E-mail
- Identity Management



- Open culture that encourages raising unfair treatment
- A few working to challenge processes

UC Lived Name Policy

Implementation Approach

Identifying
Source Systems

Scoping
Strategy

Lessons Learned

Identifying source systems that work for all populations that enter into a relationship with the University: Staff, faculty, learners, patients, and affiliates.

Source Applications	Staff	Faculty	Learners	Patients	Others (Affiliates)
UCPath (HR/Payroll system)	x	x			
Identity Management	x	x	x		x
Student Information System			x		
APeX/Clinical Systems				x	



UC Lived Name Policy Implementation Approach

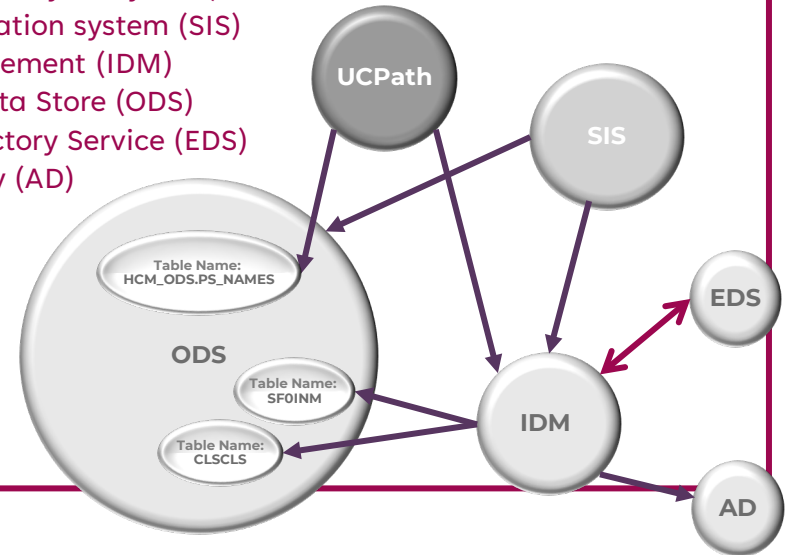
Identifying
Source Systems

Scoping
Strategy

Lessons Learned

High-Level Source System Name Data Flow

- UCPath (UC HR/Payroll system)
- Student Information system (SIS)
- Identity Management (IDM)
- Operational Data Store (ODS)
- Enterprise Directory Service (EDS)
- Active Directory (AD)



UC Lived Name Policy

Implementation Approach

Identifying Source System

Scoping Strategy

Lessons Learned

Discovery Project to create an application inventory and identify impacted applications in order to prioritize and track their progress.

- 3,214 applications
- 340+ application managers surveyed
- Includes: Business, Student, Clinical, Research, IT and Education

1a. Does this application capture Names ? <i>(e.g., students, faculty, staff)</i>	1b. Does the business require to use Legal Names to support the business needs? <i>(e.g., reporting, certification)</i>	1c. Whose Names will be stored in the application? <i>(e.g., student, faculty, staff)</i>	2a. Does this application capture Gender Identification ?	2b. Does the business require to store Gender Identification to support the business needs?	3a. Who can view the Name and/or Gender Identification data stored in this application?
---	---	--	--	--	---



UC Lived Name Policy

Implementation Approach



Identifying
Source System

**Scoping
Strategy**

Lessons Learned

Discovery Project to create an application inventory and identify impacted applications in order to prioritize and track their progress.

- 2,308 (72%) evaluated
- 524 applications confirmed to capture names and/or gender information
- 202 application owners claim to need Legal Name (subject to review and approval)
- 1,697 out of scope

UC Lived Name Policy

Implementation Approach



Identifying
Source System

Scoping
Strategy

Lessons Learned

Lessons learned emerged as we worked to identify the source systems and scope the system impact.

- There was an unmet need for broader policy education in the beginning with outlets for application business owners to have their questions answered by policy SMEs.
- An established governance body was needed from the onset to make decisions about whether or not a business reason justifies the retaining of legal name.
- For system owners who have a justified reason to store legal name, there needs to be guidance on access and handling of legal name.

An aerial night view of San Diego, California, showing the city skyline with numerous illuminated buildings and the surrounding mountains in the background. A prominent red horizontal bar is overlaid across the middle of the image.

UC San Diego Implementation

THREE YEAR PLAN

2021 – People: Education

2022 – Systems: Implementation

2023 – Processes: Accountability



EDUCATION



Task Force Leadership

- Student
- Academic/Faculty
- Staff Human Resources
- Business and Financial Services
- Health and Patient Care
- Information Technology Services
- LBQT Office



Goals

- To raise awareness and educate - informed by stories and events
- To shift culture and get the campus to think about change management, changing practices to match policy
- To create an environment of acceptance and inclusion



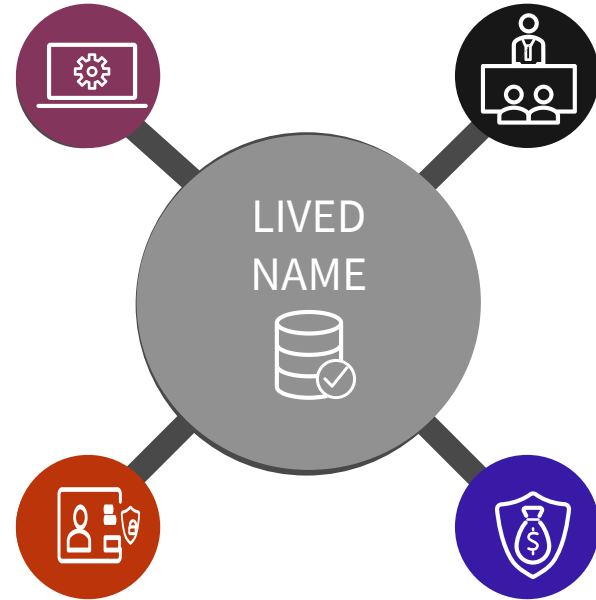
Assets

- Expansion to campus and Medical center wide task force
- Two different online training were releases 24/7 through the UC Learning center
- Systems and data management implementation plan

IMPLEMENTATION

DATA MANAGEMENT

- UC San Diego sources all enterprise data in a central data repository “Business Activities Hub”
- Decision to change the data source for all applications using “name”. Applications and reports would default to consume only “lived/preferred” name from our enterprise HR System.



IMPLEMENTATION



01

INVENTORY

Departments were required to document all applications/systems that consume name



02

IDENTIFY

Applications that required the use of legal name. Provide justification mandate, or requirement and request approval



03

APPROVAL

Task force leadership approved/denied access and use of legal name



04

ATTESTATION

Confirm system remediation would be completed by deadline or support / extension submitted



KEY TAKE AWAYS

- Change Management – training, communication and education key to success
- Governance – Start with executive sponsorship from the highest authority and for leadership task force before project kicks off
- Data Management Strategy to minimize quantity of application remediation
- Data comparison narrative – protect like Social Security
- Pay attention to the search functionality in applications and identity management
- Individuals may want different names depending on system
- Representation from all stakeholders not just business and process owners is critical
- Think about processes that intake name: Applying for a job vs. Onboarding
- Stories are powerful



A desert landscape at sunset. The sky is a mix of purple, orange, and blue. In the foreground, there are several saguaro cacti of various sizes, some with arms. The middle ground is filled with low-lying desert shrubs and more cacti. In the background, there are rugged, rocky mountains under the twilight sky. The overall scene is a classic desert vista.

Audience Q&A



WACUBO 



Rising to the Challenge

2023 WACUBO ANNUAL CONFERENCE