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IMPACTREPORT

WHO WE ARE

TransFamily Support Services is a nonprofit dedicated to assisting transgender, non-binary, and gender-diverse youth and their families as they navigate self-discovery and transition, because no one should face this journey alone.

Our goal to provide guidance, build resilience, and empower our community in the face of adversity is more than just a job—it is who we are at our core. Every program we offer is a direct response to the growing need for advocacy, protection, and community because gender-affirming care and support is life-saving.

While anti-trans hate may be on the rise, so is our determination—and we're not going anywhere!

OUR MISSION

TransFamily Support Services saves lives by shaping a gender-affirming & accepting community.

OUR VISION

A world where **ALL** genders are accepted & treated **EQUALLY**.





OUR STAFF

Our work at **TransFamily Support Services** is driven first and foremost by our incredible staff. In 2024, our small but mighty team grew even stronger, allowing us to expand our reach and deepen our impact at a time when it's needed most. We are endlessly grateful for the dedication of this team, the lived experiences and insights brought directly to the clients and communities we serve, and the lives we change in the process.

Keeping Our Team Safe, Centered, and Connected to Community. Because of the ongoing threats and targeting of trans-led work, we've made the decision not to share staff or board member names or photos publicly. This is about keeping our team safe—plain and simple. We also want to be clear about who we are: every person on our staff and board is either transgender, non-binary, or a parent of a trans or non-binary young person. We are a racially and ethnically diverse team, and several of us are bilingual in Spanish as part of our deep commitment to serving the Latine community. Lived experience is at the heart of what we do.



We believe in showing up for our community with real understanding, care, and connection—because we are the community.

While we're keeping certain details private for safety, our mission hasn't changed. We're still here everyday, supporting families, advocating for trans youth, and working to make the world safer and more affirming for all of us. If you need to get in touch, please reach out through our main contact channels. We're grateful for your support and for standing with us in protecting the people behind this work.

OUR PARTNERS



Arthur P. Pratt &
Jeanette G. Pratt
Memorial Fund



HOW DO WE
Stop the Hate?

**Pratt
Foundation**



SDDA
(This program is supported by the
Community Grant Program, awarded
by the San Diego County District
Attorney's Office)

YOUTH PROGRAMMING

Our Youth Programming includes some of our most impactful programs at **TransFamily Support Services**, providing direct support to trans and gender-diverse youth from elementary age up to age 30. Through programs like Kyler's Konnections that provides mentor ship, GenderJunk that helps youth access gender-affirming items, and growing online community spaces, we foster hope and resilience. In a year of unprecedented anti-trans attacks, these services have been a vital source of strength for the youth we serve.

In 2024, trans rights faced an aggressive rollback and in response, we prioritized expanding support for our youth during critical moments of anti-trans hostility. Following the election our Youth Programming extended its hours to provide immediate intervention for those experiencing anxiety, depression, and hopelessness—allowing us to support over 50 youth in need of urgent care.

Beyond crisis response, we facilitated online spaces where trans youth could connect, express themselves, and find joy. We hosted a range of community groups and events, from makeup tutorials and voice training workshops to gender euphoria discussions, and more! Spaces like this remind our youth that they can thrive, no matter the challenges they face.

Our commitment to trans youth—to be here as a beacon for them in their time of need—remains unwavering. We will always show up, create spaces of affirmation, and remind them that they are seen, valued, and supported exactly as they are.

"Without the people who work in TFSS, I feel I would be in a much more dangerous place."



FAMILY & PARENT PROGRAMMING

In 2024, our Family Programming grew and evolved, creating vital spaces for connection, support, and advocacy. As anti-trans attacks escalated throughout the year, access to community was key to fostering resilience and equipping families with the tools to support their youth. By providing resources, education, and a place to share the journey with those who understand it, we helped parents build a strong foundation to ensure that trans youth have the affirming environments they need to thrive.

We hosted nine ongoing support groups for parents to share their joys and challenges, providing over 300 hours of service. We also had individual engagement sessions with over 100 families seeking guidance on their journey during an incredibly tumultuous time. This support is a lifeline for those navigating new and uncertain paths amidst a landscape working to isolate us.

This year also marked the launch of Partners of Trans Loved Ones, a dedicated space for partners to find support and understanding, expanding our service to the community even further.

As we look ahead, we remain committed to expanding affirming spaces so no family has to navigate this journey alone.

BIGGEST SUCCESS POINT Resilience of our Youth.

"TFSS has been a constant source of the world is heavy. I feel so fortunate to have been in community with such an amazing group of people."

51 youth participated in crisis prevention support in the last two months of 2024, reflecting increased needs amid rising anti-trans rhetoric.

Prioritized community outreach, engaging over 200 youth through GSA visits and direct outreach efforts



Served youth in 42 states and 12 U.S. territories/countries.

Volunteers dedicated 300 hours to youth programming, demonstrating our community's resilience and commitment.



Welcomed 149 new youth into our online community, increasing total participation to 365 youth.

LATINÉ PROGRAMMING

TransFamily Support Services is committed to providing accessible, intersectional support to trans youth and their families—and our Latiné Programming is a vital part of our mission to cultivate resilience, resist hate, and ensure our services reach those who need it most.

Our community is expansive and diverse, and our services work to be just as expansive. In 2024, we extended our outreach efforts to Latiné communities across San Diego County, connecting with over 50 schools in Calexico, South Bay, Central, Imperial, Holtville, and Escondido. This outreach strengthened support for our families navigating multicultural and multilingual experiences.

We continue to ensure that language is never an obstacle to affirming care and life-saving support. For many in our Latiné outreach, 2024 was the first time they saw they aren't alone in this journey—and we're there to meet them right where they are.



LATINÉ PROGRAM GROWTH

Connecting with over 55 schools across Calexico, South Bay, Central, Imperial, Holtville, and Escondido.

INSURANCE & MEDICAL NAVIGATION

Our Insurance and Medical Navigation services are essential for clients seeking gender-affirming care, from accessing hormones and surgeries to handling pre-authorizations and appeals. With anti-trans legislation threatening access in 2024, our work was a vital lifeline—because gender-affirming care is life-saving care, and we refuse to let it be stripped away. We have our finger on the pulse of policy changes affecting healthcare access and are working closely with our national partners to safeguard these rights.

We supported over 300 clients in navigating the healthcare system, ensuring they could access the care they deserve. We also built new pathways with out-of-network plastic surgeons at UCSD, advocated for expanded healthcare benefits at Loyola University Chicago, and renewed key surgical collaborations with trusted, reputable surgeons, among other incredible strides.

By breaking down barriers to care, we empower trans youth with the knowledge that their healthcare is a right—and we'll always be here to make sure they're seen, heard, and supported in their transition goals no matter the challenges in our way.

Direct Services & Client Support Assisted 333 clients throughout 2024, including 203 new clients and 130 returning clients with insurance and medical navigation.

"Your support meant SO much to me. It was... so comforting to have support in understanding my options.

I was feeling pretty lost and helpless when I initially emailed you, and I'm so glad my therapist recommended your organization to me."

OUTREACH

In 2024, **TransFamily Support Services** remained on the frontlines, ensuring trans visibility at a time when our existence was under unprecedented attack. Across nearly 50 events in both LGBTQ+ and non-LGBTQ+ spaces, we sent a clear message—**we're here, and we're not going anywhere.**

We connected with allies eager to take action, questioning individuals seeking guidance, and families from undeserved communities in need of support. Further, as anti-trans rhetoric escalated, so did the determination of those who stand with us and believe in our mission. Volunteer applications surged after the election, bringing in passionate advocates ready to push back against hate and fight for trans youth.

To our volunteers, we extend a heartfelt thank you for protecting and uplifting trans youth in every space we enter. Your dedication makes this work possible, and we're stronger because of the passion and commitment you bring to **#TeamTFSS.**







BILLS & LEGISLATION

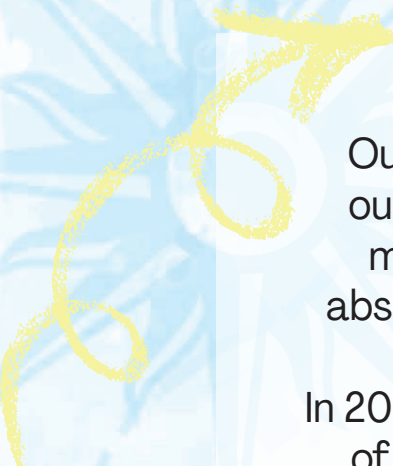
Our impact at **TransFamily Support Services** extends beyond direct services—we advocate for policies and protections at local, state, and national levels to fight for trans rights. In 2024, part of our push back included co-sponsoring key legislation, including AB 1979 (Ward) to provide recourse for the victims of doxxing, an attack that disproportionately affects LGBTQ+ people, and SB 959 (Menjivar) to create a statewide website with resources for trans-inclusive care.

One of our biggest victories was AB 1955 (Ward), the SAFETY Act, which bans forced outing policies in California schools and protects trans students from being outed to their parents without their permission. While pushing for statewide protections like the SAFETY Act, we also stood up to school boards across San Diego County to fight these harmful policies on a local level and demand inclusivity and safe schools for all.

Nationally, we joined an amicus brief for U.S. v. Skrmetti, a pivotal SCOTUS case on the right to gender-affirming care for trans youth. In the face of relentless attacks, we continue to fight back—because trans rights are human rights, and we will never stop advocating for our youth.



EDUCATION & ADVOCACY




Our Education and Advocacy efforts empower our allies to turn allyship into action and create meaningful change in every single space—an absolute necessity in a hostile, anti-trans climate.

In 2024, we hosted 24 trainings, reaching thousands of participants—many new to trans education and allyship as a whole. One attendee, highlighting the power of this education, said, “I had one employee share with me that she was in tears after completing the training because of the juxtaposition between the power of this education versus messages being shared in the larger community.”

By bringing our trainings to the public, we’re shifting the culture one person at a time.

Through our Defending Equality program that focuses on schools in San Diego County, we mobilized allies to protect LGBTQ+ students and equipped them with the tools to speak out and take action. We issued urgent calls to action, trained local volunteers, and took to various school board meetings where we showed up and advocated for inclusive policies.



Trans inclusion requires education at every level—teachers, doctors, policymakers, and allies all play a role. With attacks coming from all directions, we ensure allies are everywhere, too.



BIGGEST HIGHLIGHT

**SB 923 and
Consistency for
Defending Equality.**



Training &
Community Education
Provided specialized
training to approximately
1,500 school employees,
equipping educators
with essential
knowledge.





VISIBILITY

In 2024, **TransFamily Support Services** was featured widely for our work supporting the trans community.

At a time when trans voices are being silenced, our visibility is more crucial than ever. Coverage from KPBS, the San Diego Tribune, the LA Times, CNN, and more allowed us to reach those who might not have otherwise found us, expanding access to vital resources. These platforms amplified conversations on everything from the importance of **Trans Day of Visibility** to the impact of anti-trans legislation on students, ensuring that the needs of our youth and community remain in focus despite the challenges we face.

PROTECT TRAVEL YOU

TRANSFAMILY SUPPORT SERVICES



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