

Supporting Equal Access Across the Full Spectrum of Services

Encouraging

Discouraging

Outreach/Engagement

- ✓ A staff person accepting the name and gender given by the potential client.
- ✓ The staff person uses the pronoun as indicated by the client. This allows the person to feel more comfortable and continue in the outreach and engagement process.
- ✓ If ID is required and the gender marker does not correspond to the client's current gender expression, the staff person uses the current gender expression as indicated by the client.

- ✗ A staff person rejecting the client's name or gender based on assumptions of the person's name or sex-at-birth.
- ✗ Using the incorrect pronoun after the client has given their preference.
- ✗ Asking probing questions not necessary for engaging the individual. The individual may feel unsafe and choose to leave before outreach/engagement is complete.

Assessment

- ✓ If the person is feeling respected, they may give important information not included in the assessment that will assist in finding the right services for the individual. For example, based on the interaction, the staff may be able to recommend services to change the individual's ID along with risks and benefits.
- ✓ A staff person accepts and uses the client's preferred name and gender pronoun regardless institutional documents or sex-assigned at birth. This allows the client to feel more comfortable and complete the assessment process.

- ✗ A staff person rejecting the client's name or gender based on assumptions of the person's name or sex-at-birth.
- ✗ Using incorrect pronoun after the client has given their preference.
- ✗ Asking probing question regarding medications and medical procedures. If the individual feels harassed or violated by the staff or the process, the individual may abandon the assessment process and lose access to critical and potentially life saving services.

Referral

- ✓ When referring a client to a single-sex or sex segregated project, the staff person offers to assist the client to ensure they are able to access services for which they are eligible. If the project rejects the client based on gender expression, the staff person reports the violation to the CoC while continuing to work with the client.
- ✓ Making the connection to the referral project and only sharing information that the client has approved.
- ✓ Listening to and respecting the client's assessment of what feels safe to them when determining the referral options.

- ✗ A staff person only makes referrals to projects that the staff thinks will accept the client due to inappropriately perceived barriers.
- ✗ A staff person does not follow-up with the receiving agency to make sure they are not discriminating against the client and turning them away.
- ✗ A staff person provides information to the receiving project that discloses the client's transgender status without the client's consent.

Enrollment

- ✓ Providing a confidential area to describe services that the client may want to access to ensure the client's confidentiality.
- ✓ The staff does not ask about the client's sex assigned at birth during the intake process.
- ✓ A staff person at a project that segregates services based on gender accepts the client whose gender expression does not fit the stereotypical gender expression.
- ✓ A staff person at a project that segregates services based on gender accepts the client who identifies with that gender.

- ✗ A staff person turning away a potential client based on their gender expression.
- ✗ A staff person treating a client in a way that violates the individual's confidentiality around gender expression
- ✗ A staff person does not respect the client's assessment of their safety and tries to encourage them to go to a shelter that will make them "more comfortable" based on the staff person's perceptions.

Unit/Bed Assignment

- ✓ A staff person quickly resolves conflicts severe enough to warrant the expulsion of a harassing client.
- ✓ Staff model appropriate respect and coach clients that express verbal and non-verbal disrespect.
- ✓ Staff provide confidential space to allow clients to discuss issues related to harassment or other concerns connected to their current gender expression within the project.

- ✗ A staff person ignores reasonable requests for accommodation in bed assignments based on a client's health and safety concerns.
- ✗ Staff move the more compliant client when conflict arises even if that client was the subject of harassment.
- ✗ A staff person moves the gender non-conforming client when conflict arises based on the client's gender identity.
- ✗ The agency does not have bathrooms and showers arranged to provide privacy.

Ongoing Service Provision

- ✓ A staff person recognizes the client's right to access all services for which they are eligible.
- ✓ Upon complaint, staff correct and engage clients' misperception that gender expression creates a safety risk.
- ✓ A staff person promotes non-discrimination by ensuring all clients understand that verbal and physical bullying are not allowed.

- ✗ A staff person does not take a transgender client's safety concerns seriously and fails to address them.
- ✗ A staff person reassigns a transgender client's bed based on another client's complaint related solely to gender expression.
- ✗ A staff person fails to intervene when a client is harassing someone based on their gender expression.