



LGBTQ Equal Access

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REMEMBER

We don't always know about who is in the room, even if they are our colleagues.

Some identify as lesbian, gay, bi, queer or transgender.

Some have family in the community.

Some have experienced/are experiencing homelessness

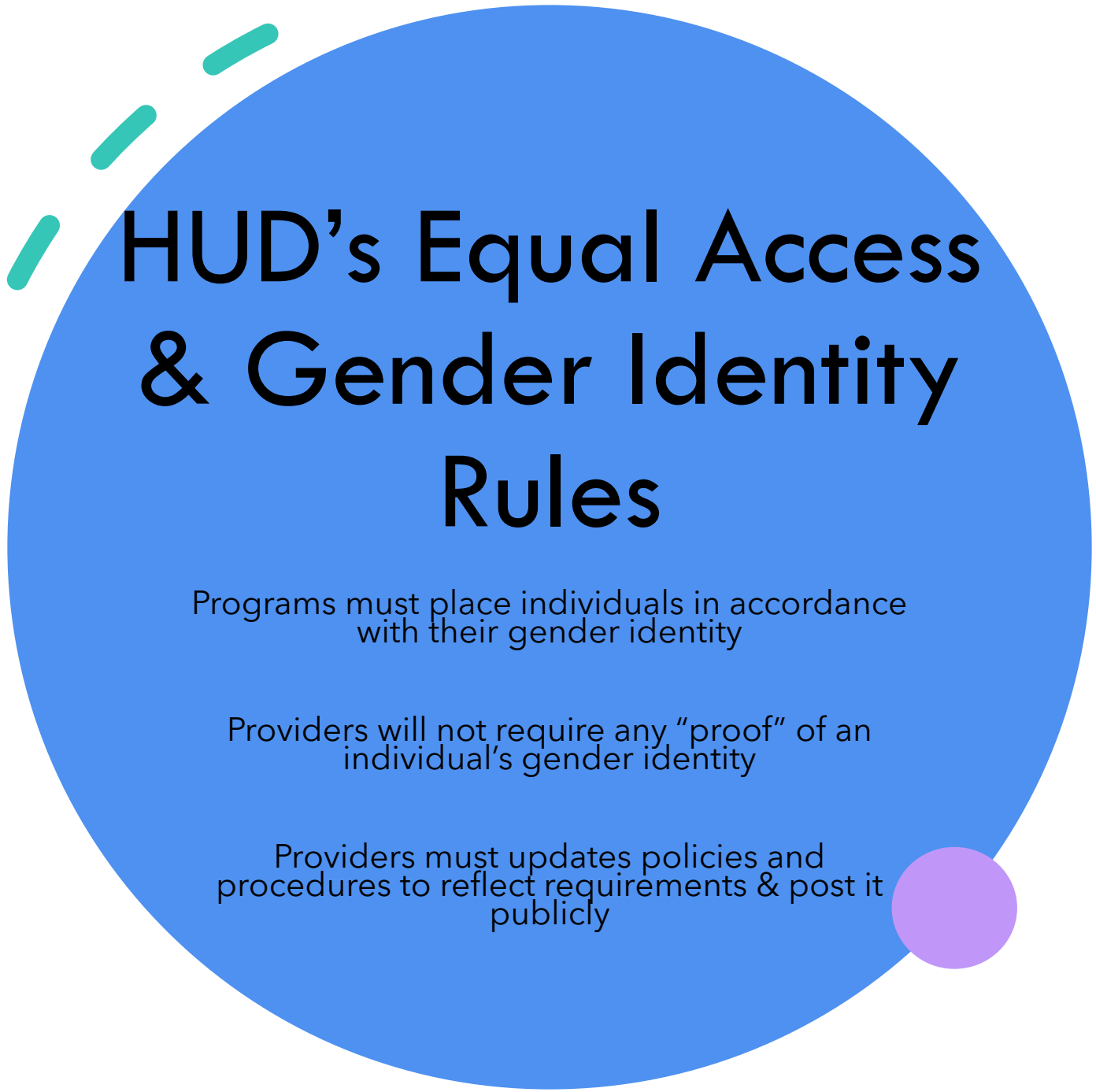
Be respectful. Be present. Be open.

HUD's Equal Access & Gender Identity Rules

Effective as of October 2016

All programs administered through HUD's Office of Community Planning and Development (CPD) are required to follow the 2016 Gender Identity Rule as well as the continuing requirements of the HUD-wide 2012 Equal Access Rule. Together, these rules require placing and serving persons in accordance with their gender identity. CPD programs include the CoC homeless assistance, Emergency Solutions Grant, Housing Opportunities for Persons with AIDS (HOPWA), Community Development Block Grant (CDBG), and HOME Investment Partnerships (HOME) programs, as well as the national Housing Trust Fund (HTF).





HUD's Equal Access & Gender Identity Rules

Programs must place individuals in accordance
with their gender identity

Providers will not require any "proof" of an
individual's gender identity

Providers must update policies and
procedures to reflect requirements & post it
publicly

Common Discrimination Practices

A coordinated entry call center screens out an individual that identifies as transgender/lgbq+

- An employee inquiring about an individual's anatomy or proof of gender identity (id/letter/surgery) prior to enrolling them.
- A site manager who enforces project rules differently for single-father households than for single-mother households.
- A family shelter that requires boys over the age of 13+ not be enrolled into program or move out of shelter at birthday.
- Management of housing projects or facilities failing to address complaints from LGBTQ individuals regarding harassment by other residents.
- Requiring/predetermining special procedures for households that include a transgender person.





Common Best Practices

Using transgender-inclusive language in documents and verbally


Ensuring a safe and welcoming program environment

Practicing confidentiality and discretion

Creating inclusive and appropriate policy standards for staff and residents



Trans Inclusive Language

- Gender and sexual orientation expansion on intake forms
 - Offering and respecting pronouns
 - Removing honorifics in conversation
 - Educating staff and volunteers on LGBTQ-affirming language
 - Ensuring inclusive screening practices on hotlines/coordinated entry practices
 - Limiting personal questions
- 



Ensuring a safe and welcoming program environment

What imagery are you using on your website and in brochures?

How are you describing clients in media/what pronouns are you using?

Are LGBTQ+ folx represented in your program?

Do you have LGBTQ+ staff, volunteers, and leadership?

What artwork/decorations do you have around your program?

Do you have safe shelter?

Confidentiality & Discretion

- Offer LGBTQ client self-determination of where they live in shelter/what services they utilize.
- Maintain confidentiality around sexual orientation or transgender status unless otherwise and specifically consented to from client
- Practice discretion about information or accommodations to protect client safety and overall well-being.
- Think about program's physical space and accessibility for LGBTQ+ clients to receive services and support for confidentiality and discretion needs.

Next Steps

Frontline staff:

- Do we have an anti-discrimination policy? Is it aligned with our CoC policies?
- Is it posted publicly?
- Are we creating a shelter/program that LGBTQ folx feel safe accessing?
- Do I feel culturally aware enough to appropriately serve clients? If not, where do I look to for support on training?
- Are there ways I can be involved in supporting the LGBTQ+ community beyond work?

Next Steps Managers and Directors:

- Do we have an anti-discrimination policy? Does it align with the CoC standards?
- Do we regularly train staff and volunteers on the policy and how to implement?
- Are we advertising openly on LGBTQ+ platforms for open staff and volunteer positions?
- Do our media and materials promote inclusive and diverse clients?
- Are you involved with and giving back to our local LGBTQ community?

To Do's

Don't be afraid to ask what language people use: What pronouns do you use?, etc.

Mirror the language that you hear people use to refer to themselves and others in their life. Example:

During a conversation you hear me call the person I'm "dating" my "partner." The next time you see me you might ask, "How is your partner doing?"

Don't assume that just because someone is/came "out" that they are "out" to everyone.

Check in with them. Also, identities can change and evolve, so don't assume that people identify the same way if you haven't seen them for a while.

Own your impact...which is bigger than explaining your intent

Procedures for Participants to File Complaints

Disability Complaint Procedures

All complaints received by (AGENCY NAME) staff alleging that any employee of the agency has failed to comply with or has acted in a way that is prohibited by the ADA or Section 504 should forward the complaint to (AGENCY NAME) RRH program management and/or director of housing services if applicable.

A complaint shall include the following information:

1. The name of the complainant and/or any alternate contact person designated by the complainant to receive communication or provide information for the complainant.
2. The address and telephone number of the complainant or alternate contact person; and
3. A description of the discrimination, failure to accommodate a disability or the manner in which the ADA or Section 504 has not been complied with or has been violated, including times and locations of events and names of witnesses, if appropriate.

Complaints do not need to be in a particular form. A complaint shall not be denied, rejected or ignored if it is incomplete, unless (AGENCY NAME) program management is unable to identify and contact the complainant to supplement the information provided. Any time an applicant or participant makes a verbal complaint of discrimination based on disability, the applicant/participant must be offered help to put the complaint in writing.

Steps by (AGENCY NAME) program management

- a. Resolved Complaints
- b. Unresolved Complaints

Except in exceptional circumstances, the Housing Programs Appeals Representative shall notify the individual of the final determination in writing or in alternate format as necessary, within 10 business days of receipt of the complaint.

Travis County Resources

The Kind Clinic: <https://kindclinic.org/>

Waterloo Counseling: <https://www.waterloocounseling.org>

Austin Gay and Lesbian Chamber of Commerce:
<http://www.aglcc.org>

Austin Lesbian Gay & Latino Org: <http://www.allgo.org>

Integral Care: http://www.integralcare.org/?nd=bh_care

Gay Austin: <http://www.gayaustin.net/directory.htm>

Out Youth: <http://www.outyouth.org>

PFLAG: <http://www.pflag-austin.org>

Project Transitions: <http://www.projecttransitions.org>

Sober Austin: <http://www.soberaustin.com>

QWell Community Foundation:
<http://https://www.qwellaustin.org>