Supporting Equal Access Across the Full Spectrum of Services

**Encouraging**

- A staff person accepting the name and gender given by the potential client.
- The staff person uses the pronouns 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.

**Discouraging**

- A staff person rejecting the client’s right to access all services for which they are eligible.
- A staff person rejecting the client’s name or gender based on assumptions of the person’s name or sex-at-birth.

**Outreach/Engagement**

- Using incorrect pronouns after the client has given their preference.
- Asking probing questions not necessary for engaging the individual. This individual may feel unsafe and choose to leave before outreach/engagement is complete.

**Assessment**

- A staff person quickly resolves issues related to harassment or other concerns connected to the client’s 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.

**Referral**

- A staff person ignoring the identity of a transgender client’s safety concerns seriously and fails to address them.
- A staff person reassesses a transgender client’s bed based on another client’s complaint related solely to gender expression.

**Enrollment**

- Referring an individual to a project that discloses the client’s transgender status without the client’s consent.
- Asking probing questions 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.

**Unit/Bed Assignment**

- 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.

**Ongoing Service Provision**

- 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.
- A staff person failing to intervene when a client is harassing someone based on their gender expression.