

Is Your Agency Ready to Serve Transgender and Nonbinary Clients?

	Yes	No	N/A ¹	DK ²
TANGIBLE				
Forms & paperwork				
Policies				
Do you have the following policies, guides, or documents in place (and adhere to them)?				
○ Client/patient bill of rights				
○ Non-discrimination policy (general – for clients)				
○ Non-discrimination policy (general – for staff)				
○ Non-discrimination policy (general – for volunteers, consultants)				
○ Consent form(s)				
○ Client confidentiality and handling of client records/information policy				
○ Human Resources confidentiality and handling of staff and volunteer information policy				
○ Grievance policy – for clients				
○ Grievance policy – for staff, volunteers				
○ Anti-bias policy				
○ Medication policy (usually for residential programs only)				
○ Witnessed or observed urinalysis policy (for programs that may also be for individuals in recovery from substance use, in addition to trauma)				
○ Sex-specific and sex-segregated services policy				
○ Shelter policy				

¹ Not applicable is to be used if the type of services delivered render the measure not applicable. An example would be a rape crisis hotline that is not visited by clients and so has no waiting room.

² Don't know

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<input type="checkbox"/> Emergency funds policy				
<input type="checkbox"/> Bathroom access policy				
<input type="checkbox"/> Data tracking policy (specifically related to tracking gender, sexual orientation, name, and pronoun)				
<input type="checkbox"/> Language access policy				
<input type="checkbox"/> Non-violence in the workplace policy				
<input type="checkbox"/> Whistle-blower policy				
<input type="checkbox"/> Staff benefits policy or statement of inclusion (health or other insurances covering trans health, same sex relationships)				
<input type="checkbox"/> Gender transition on the job policy (or statement in staff manual)				
<input type="checkbox"/> Style guide (for both graphic design, but also for language use, imagery, +)				
<input type="checkbox"/> Conflict of interest policy				
<input type="checkbox"/> Referral list with Trans/LGBQ-knowledgeable providers identified				
<input type="checkbox"/> Professional development policy (or statement)				
<input type="checkbox"/> Training policy (or expectations)				
Client/patient bill of rights				
<input type="checkbox"/> Given to every client				
<input type="checkbox"/> Prominently posted				
<input type="checkbox"/> Available on website				
<input type="checkbox"/> Explicitly includes gender identity/expression non-discrimination pledge				
<input type="checkbox"/> Explicitly includes sexual orientation non-discrimination pledge				
<input type="checkbox"/> Addresses privacy and confidentiality				
<input type="checkbox"/> Outlines complaint procedure				
<input type="checkbox"/> Addresses law enforcement involvement				
<input type="checkbox"/> Addresses mandatory reporting situations				

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Non-discrimination policies				
○ Explicitly includes gender identity and gender expression				
○ Explicitly includes sexual orientation				
Consent forms/contracts				
○ Explicitly includes gender identity/expression non-discrimination pledge				
○ Explicitly includes sexual orientation				
○ Outlines complaint procedure				
○ Addresses privacy and confidentiality				
○ Addresses law enforcement involvement				
○ Addresses partner/parent access to records, staff, information				
Complaint / grievance policies				
○ Clients have an anonymous way to express concerns, grievances and complaints				
○ Non-retaliation is guaranteed to those who file a grievance (both staff and clients)				
○ Staff will work to address all complaints reported				
○ When client is known, staff will work to appropriately address complaint with client and involve them in the solution (as much as client desires)				
○ Staff have a forum for making complaints / grievances against other staff members (including noting when staff are not being respectful of trans/non-binary or LGBTQ clients)				

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Anti-bias policy				
○ Explicitly includes gender identity and gender expression				
○ Explicitly includes sexual orientation				
○ Addresses client-client bias				
○ Addresses staff-staff bias				
○ Addresses client-staff bias				
○ Refers to complaint/grievance policy				
○ Given to all clients				
○ Given to all staff (or in agency handbook/policy/procedure manual(s))				
○ Staff receive training on policy and chances to role-play				
Medication policy (generally for residential programs only)				
○ Policy specifically addresses controlled substances or Schedule I, II, III medications (including Testosterone)				
○ Clients maintain access (direct or through staff) to medications, including to hormones they are already prescribed / taking				
○ Clients can access trans-informed physicians who can prescribe medications, including hormones if a client was already on hormones, or wishes to pursue				
○ Sharps (needle) protocols exist for clients who are self-injecting (hormones or other medications)				
<ul style="list-style-type: none"> ▪ Sharps containers are easily accessible to clients using injectable medications and in locations that allow for medical/personal privacy 				

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<ul style="list-style-type: none"> ○ Policy addresses clients who are on hormones not prescribed from a physician (e.g. May these continue? Or will client be supported in getting connected to trans-affirming medical provider?) 				
Witnessed or observed urinalysis policy (if required)				
If the survivor is in a residential program or under supervision for alcohol/drug use, they may be required to have witnessed urinalysis testing.				
<ul style="list-style-type: none"> ○ If a witness is required, client is allowed to determine the gender of the observer 				
<ul style="list-style-type: none"> ○ If a trans-masculine client uses a prosthetic or device for urination, they are allowed to use this device to provide a urine sample 				
<ul style="list-style-type: none"> ○ System allows clients using testosterone to be charted so that they are not marked positive for steroid use 				
<ul style="list-style-type: none"> ○ Urinalysis policies are discussed with all clients so trans clients do not feel singled out or vulnerable 				
Placement policy for sex-specific and sex-segregated services				
<ul style="list-style-type: none"> ○ Policy is written and addresses both sex-specific and sex-segregated services 				
<ul style="list-style-type: none"> ○ It is clear to clients and staff who can be admitted to or included in specific programming, shelter, services 				
<ul style="list-style-type: none"> ○ Policy explicitly addresses how placement of trans and non-binary clients will be determined 				
<ul style="list-style-type: none"> ○ Policy explicitly addresses room, roommate placement 				

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○ Policy aligns with federal, state, local and funder non-discrimination requirements (e.g., VAWA, HUD, FVPSA, HHS, Title VII, Title IX)				
○ Client allowed maximum self-determination				
○ Placement decisions are explicitly protected from other clients' complaints (i.e. a trans person won't be removed or re-assigned due to another client's gender-based complaint)				
○ Safety for the trans client is a primary consideration in placement decisions				
○ Equal access to services is guaranteed (this can refer to adherence to funder/federal guidance or internal policies that note that all clients entering a program/service will have equal access to services as other clients allowed entrance)				
○ All staff are trained on this policy and any funder or government non-discrimination policies related to gender identity/expression and sexual orientation				
○ If children are accepted and/or placed based on gender, policy includes specific language addressing trans, non-binary, gender non-conforming children				
<ul style="list-style-type: none"> ▪ If there are gender-based age differences around acceptance and/or placement, policy includes specific language addressing trans, non-binary, and gender non-conforming children 				
Screening				
○ All clients screened to determine if they might be an offender				

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Office records				
○ A system is in place for recording name of use and pronoun(s)				
○ The system emphasizes name and pronoun client uses (so staff will be aware of what name to use)				
○ Staff access to transgender information is limited (to protect client privacy, and based on client's disclosure choices)				
○ If health insurance is being billed for services, the name and gender used for billing, if different than the client's name of use, will be kept confidential and with limited access to staff who do not need this information				
Staff email and other identification				
○ All staff include pronouns in their email signature file				
○ Staff with nametags have an option to include pronouns				
○ Posted/available staffing list includes names and pronouns				
○ Business cards are printed with staff pronouns				
○ Staff outgoing voice mail greetings include their name and pronoun(s)				
Virtual services / COVID-19 (adjustments)				
○ Agency has researched confidentiality and security of video conferencing services, text messaging platforms, and other electronic communication channels to				

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ensure they are as safe as possible for survivor communication				
○ Staff discuss technology safety with clients				
○ Staff safety plan with clients who may be accessing services from home, when they might be in a possibly unsafe environment				
○ Staff share instructions with all clients about how to change their name and add pronouns on Zoom or other video conferencing services				
○ Facilitators have been trained (or have practiced) on how to address conflict or bias in virtual settings, including client assumptions about another person's sexual orientation, gender identity, language use, or pronouns				
○ Staff safety is addressed, especially for those working from home. (Safety includes ensuring staff members' safety includes masked IP addresses, encrypted text or direct messaging, no-geo-location, and other measures to increase their safety)				
○ If staff are using cell phones to communicate with clients, equipment is the property of the agency (thus not violating the staff person's privacy and safety)				
○ COVID-19 precautions and policies are in place for any in-person services				
○ Virtual accompaniment is provided, through secure video conferencing, phone, or text				
Accompaniment (In-person or remote advocacy)				
○ Staff discuss with clients what they would like the advocate to do (specific to sexual orientation and gender identity disclosure/non-disclosure)				

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○ Staff are trained (and practiced) in knowing how to intervene if another professional mis-genders, mis-names, or presumes a sexual orientation of a client				
○ Medical advocates accompanying a trans survivor to a forensic exam have received specific training on trans-specific forensic exam issues				
○ Court/legal advocates are trained in how to support transgender clients who may be mis-gendered/mis-named by other staff due to legal documents on court/lawyer paperwork.				
○ Staff are prepared to anticipate common trans and LGBTQ barriers that survivors may face				
Emergency funds				
○ There is an emergency funds policy that details allowable expenses and allowable ways to financially support clients				
○ Trans-specific items are explicitly included as allowable items (e.g. breast forms, wigs, packers, binders)				
○ Staff are aware of how to work with crime victim compensation to advocate for trans clients who may need compensation to pay for physical damage and repair of prior gender-affirming surgeries, stolen hormones, sealed name change, or other trans-specific emergency needs				
Early interactions with client				
Intake or initial calls, crisis phone calls				
○ Front desk staff fully trained (no “fill in” people who have not had training)				

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○ Staff identifies themselves with name and pronoun(s) to incoming callers				
○ Staff asks/welcomes callers to share their name and pronoun(s)				
○ Appointment scheduling includes asking for name of use and pronoun(s)				
○ First time appointment scheduling: clients are informed of staff person's name and pronoun(s)				
○ Is caller information (name, pronoun, sexual orientation, gender identity – if shared) stored in computerized or paper records that can be accessed by other staff?				
▪ If yes, is data entered based on the client's stated identity?				
▪ If yes, is data entered based on the client's stated name or pronoun?				
▪ If yes, is data entered based on the sound of a client's voice or other non-stated cue?				
Intake forms				
○ Form includes name of use (in addition to any request for 'legal' name)				
○ Form includes field for pronoun(s)				
○ Include gender/sex options in addition to female/male; include a blank line for self-identification; or do not ask for gender/sex at all				
○ Include partnership status and relationship options (include same-gender-loving relationships, legally recognized and domestic partnerships, more than one partner)				

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○ Include gender-neutral honorifics (e.g. Mx. In addition to Mr., Ms.)				
○ Emergency contact asks for relationship to client				
○ Medical information includes N/A options (for those who do not want to disclose)				
○ Medical history form organized by organ system or function rather than by sex or gender				
Identification documents				
○ Do clients need to show identification (e.g. Driver's License)?				
▪ If yes, is a copy made of the identity document(s)?				
▪ If yes, is any information written down from the document(s)?				
▪ If yes, has the client been notified of how the information will be used and what confidentiality policies are in place to protect this information?				
Access to gender-affirming prosthetics and items				
○ Available supplies (post assault or within shelter) include gender-affirming prosthetics and items, including.... ?				
▪ Larger sized women's clothing (including underwear and sleepwear) and shoes				
▪ Smaller sized men's clothing (including underwear and sleepwear) and shoes				
▪ Gender-neutral clothing in a wide range of sizes				
▪ Makeup, including foundation				

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▪ Razors				
▪ Wigs				
▪ Scarves, baseball caps, other headwear				
▪ Gaffing or tucking devices				
▪ Breast forms and/or hip pads				
▪ Binders				
▪ Packers/Packies				
▪ Menstrual products available to all residents (i.e. not just in women's restrooms)				
Trans employee inclusion				
○ Transgender and non-binary employees can smoothly transition on the job				
▪ A written policy exists, delineating rights, practices and protocols for an employee transitioning on the job				
○ Transgender and non-binary employees can access bathrooms and locker rooms in line with their gender identity and/or gender expression				
○ Information provided for background checks is kept confidential [Note: some trans /non-binary people will list prior names. This information will not impact hiring.]				
○ Human Resources maintains confidential employee records, which may include information about a staff person's sex assigned at birth, former name, etc.				
○ Employer-offered health insurance does not exclude trans-related physical or mental health care				
○ If sex-segregated services are provided, there is clear policy guaranteeing trans				

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women, trans men, and non-binary or gender non-expansive staff have the same access to facilitation or other job roles as non-trans women and men				
Bathroom options				
○ All gender bathroom options are available				
○ All single-user bathrooms are for use by a person of any gender				
○ Signage lets bathroom users know that people can use the bathroom that best aligns with their gender (and others should not police bathroom choice)				
○ Non-harassment policies explicitly include bathrooms				
○ Available products are unscented or in “gender-neutral scents”				
○ Colors and art within bathroom spaces are not skewed toward one gender				
○ Menstrual products are available in all bathrooms				
Service models and curriculum				
○ Acknowledges survivors of all genders				
○ Includes examples of survivors who have offenders of all genders				
○ Includes trans-specific content (or awareness that trans people will be clients)				
Advertising / Publicity / Outreach				
Website				
○ Images include men (straight, gay, bi, trans), Trans people, Lesbian, Gay, Bisexual people				
○ Language and pronouns reflect all genders				

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○ Explicit (gender identity/expression) non-discrimination statement included				
○ Explicit (sexual orientation) non-discrimination statement included				
○ Overt welcome of Trans and LGB clients included				
○ Service exclusions, if any, are explicitly stated				
○ Admission/services determination criteria explicitly stated (including about gender inclusion/exclusion from support groups, shelter, or other possibly sex-specific or sex-segregated services)				
○ Staff bios and pictures are available, ideally including staff pronouns (online information about staff may not be in line with agency measures to protect staff privacy and safety)				
Print ads				
○ Images include men (straight, gay, bi, trans), Trans people, Lesbian, Gay, Bisexual people				
○ Language and pronouns reflect all genders				
○ Explicit (sexual orientation and gender identity/expression) non-discrimination statement included				
○ Overt welcome of Trans and LGB clients included				
○ Service exclusions, if any, are explicitly stated				
○ Admission/services determination criteria explicitly stated (including about gender inclusion/exclusion)				

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Letters/flyers/brochures				
○ Images include men (straight, gay, bi, trans), Trans people, Lesbian, Gay, Bisexual people				
○ Language and pronouns reflect all genders				
○ Explicit (sexual orientation and gender identity/expression) non-discrimination statement included				
○ Overt welcome of Trans and LGB clients included				
○ Service exclusions, if any, are explicitly stated				
○ Admission/services determination criteria explicitly stated (including about gender inclusion/exclusion)				
Social media/newsletters				
○ Images include men (straight, gay, bi, trans), Trans people, Lesbian, Gay, Bisexual people				
○ Language and pronouns reflect all genders				
○ Explicit (sexual orientation and gender identity/expression) non-discrimination statement included				
○ Overt welcome of Trans and LGBTQ clients included				
○ Service exclusions, if any, are explicitly stated				
○ Admission/services determination criteria explicitly stated (including about gender inclusion/exclusion)				
○ Newsletter always has Trans/LGBTQ content (even if very small!)				

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○ Regular Trans/LGBQ posts on blogs and social media				
Surveys				
○ Outreach to trans and lesbian, gay, bisexual populations				
○ Allows for gender identities beyond female/male				
○ Includes same-sex partnership questions				
○ Does not presume gender of victims or perpetrators				
Displayed materials				
Brochures				
○ Images include men (straight, gay, bi, trans), Trans people, Lesbian, Gay, Bisexual people				
○ Text refers to Trans and LGBQ individuals				
○ Text uses varied pronouns				
○ Trans and LGBQ-specific brochures are prominently displayed				
○ Includes trans pride or rainbow pride flag (or Safe Zone, if appropriate)				
Posters/art				
○ Human images include many different genders, bodies, dis/abilities, and other forms of diversity				
○ Color/subjects are not skewed toward one gender				
Magazines				
○ Topics appeal to clients of various genders, races, ages, interests				
○ Trans and/or LGBQ-specific magazines and materials are displayed				

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Informational/FAQ sheets				
○ Recognize perpetrators and victims are of all genders				
○ Acknowledge same-sex relationships and gender diversity				
Stickers/flags/signage				
○ “Bias-free zone” or similar notice prominent				
○ Trans/LGB-specific and/or rainbow signs displayed				
Bulletin boards				
○ Trans/LGBQ business cards displayed				
○ Trans/LGBQ event flyers posted				
○ Clients encouraged to post materials				
Bookshelves/library				
○ Trans/LGBQ books displayed				
○ Books on other types of diversity displayed				
Referrals				
• Trans/LGBQ-savvy referral list available				
• All staff have access to Trans/LGBQ referrals				
• All referrals screened for Trans/LGBQ awareness/knowledge				
• Staff does <i>not</i> assume clients must locate their own Trans/LGBQ-savvy referrals				
• Referrals are given based on client need – clients are asked if they would like a provider who is trans or LGBQ knowledgeable				

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<ul style="list-style-type: none"> If screening providers for a client, the client's gender history or identity (or sexual orientation) is only disclosed with explicit consent 				
Visible feedback/complaint mechanisms				
<ul style="list-style-type: none"> Explicit feedback/complaint procedures 				
<ul style="list-style-type: none"> Complaints can be filed anonymously 				
<ul style="list-style-type: none"> Procedures are "advertised" throughout agency and its materials 				
<ul style="list-style-type: none"> Procedures are included in clients' rights and consent forms 				
<ul style="list-style-type: none"> Staff promote feedback/complaint procedures 				
Tracking Trans/LGBQ clients				
<ul style="list-style-type: none"> Gender identity and sexual orientation is asked on forms or interview intake 				
<ul style="list-style-type: none"> Gender identity and sexual orientation data is tracked 				
<ul style="list-style-type: none"> Only data that has been directly shared by the client as their identity/experience is recorded and tracked. (e.g. if staff knows that a client is trans, but they have not indicated they are trans on intake forms, they should not be recorded as trans) 				
<ul style="list-style-type: none"> Tracked data is used to enhance outreach, prevention, and service provision to Trans/LGBQ clients 				
<ul style="list-style-type: none"> Tracked data reported to funders upon request, while maintaining privacy 				
<ul style="list-style-type: none"> Tracked data is adjusted to conform to funder reporting requirements 				
Legislative and grant requirements				

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Local, state, federal laws				
○ One or more staff track local, state, and federal laws as they relate to survivors (in general) and to trans / LGBQ people				
○ Staff discussions occur if local, state, or federal laws may directly impact the clients they serve				
○ Staff work collaboratively with trans/LGBQ organizations when harmful anti-LGBTQ legislation is introduced				
Grant compliance and special conditions				
○ All agency staff are aware of any special conditions within grant funding specifically related to privacy, confidentiality, non-discrimination related to sexual orientation, gender identity, gender expression, sex-specific, and sex-segregated services				
○ All agency staff are aware of overarching guidance from federal and state funders about issues related to LGBTQ people				
<ul style="list-style-type: none"> ▪ Note, consider: Office on Violence Against Women (OVW); Office for Victims of Crime (OVC, including VOCA); Family Violence Prevention and Services Act (FVPSA); Department of Education (e.g. Title IX); Title VII (employment); Housing and Urban Development (HUD) 				
○ Internal policies reflect grant requirements				
○ Agency is in compliance with grant special conditions				

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○ When asked, the agency reports to funders the number of individuals who are trans or LGBQ				
▪ If yes, are trans and LGBQ individuals tracked in order to report?				
▪ If yes, does this violate individual privacy?				
▪ If yes, is there a policy or practice in place to conform to a funder's gender or sexual orientation options vs. the more complex identities of trans/LGBQ survivors that may fall outside of binary categories?				
Consultants, partners, sub-recipients				
○ All consultants, partners, sub-recipients have shared values about supporting trans/LGBQ people				
○ All consultants+ meet grant-specific requirements for non-discrimination policies				
○ Agency has copies of consultant non-discrimination policies that explicitly include sexual orientation, gender identity, and gender expression.				
Training				
Transgender cultural competency				
○ All staff & volunteers have transgender and LGBQ cultural competency training upon hire / orientation				
○ All staff and volunteers have ongoing transgender and LGBQ cultural competency training				

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Addressing bias				
○ All staff and volunteers have orientation training on addressing bias in staff and other clients				
○ All staff and volunteers have ongoing training on addressing bias in staff and other clients				
○ Staff members are coached on addressing biased remarks				
○ Clients are advised agency is a “no bias” zone				
Professional development				
○ Staff are encouraged or expected to pursue professional development				
○ Staff receive paid time off to pursue professional development opportunities				

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INTANGIBLE				
Current events and social justice				
○ Current events and social justice are included as essential elements of organizational operation				
○ Staff are allowed or encouraged to engage in social justice activities				
○ The agency creates social media that address current events or social justice issues				
○ The agency signs on to letters of support around current events and social justice issues				
○ Position statements are posted on the agency's website or social media outlets				
○ Staff receive training on the intersections of social justice and survivor healing				
Existing reputation				
● Agency has had positive experiences serving trans/non-binary and LGBTQ clients				
● If agency has no experience serving trans/non-binary and LGBTQ clients...				
○ Check re: who was turned away				
● If agency has negative experience serving trans/non-binary clients				
○ Record what you learned				
○ Record how problem(s) were rectified				
○ Develop written procedures to prevent problem(s) from reoccurring				

³ Not applicable is to be used if the type of services delivered render the measure not applicable. An example would be a rape crisis hotline that is not visited by clients and so has no waiting room.

⁴ Don't know

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Agency name “female”				
<ul style="list-style-type: none"> • Is the agency’s name perceived to be “female”? 				
<ul style="list-style-type: none"> ○ If yes, is there discussion about a possible name change.? 				
<ul style="list-style-type: none"> ○ If agency’s name is changed, whether service philosophy needs to be changed is also discussed. 				
<ul style="list-style-type: none"> ○ If there is a new service philosophy and/or name change, new policy is recorded, documented, and advertised. 				
Be present at transgender events				
<ul style="list-style-type: none"> • Attend, participate, table at or be involved at trans / LGBQ events 				
<ul style="list-style-type: none"> • Volunteer to help support trans / LGBQ events 				
<ul style="list-style-type: none"> • Promote trans- or LGBQ-focused events to clients and staff 				
Develop joint projects with transgender organizations				
<ul style="list-style-type: none"> • Work with trans / LGBQ individuals/organizations on projects 				
<ul style="list-style-type: none"> • Outreach to trans / LGBQ organizations to see where partnerships could occur 				
<ul style="list-style-type: none"> • Offer to cross train with trans / LGBQ organizations 				
Community partnerships & events				
<ul style="list-style-type: none"> • Staff booths/tables at Trans / LGBQ events 				
<ul style="list-style-type: none"> • Trans / LGBQ organizations table at your events 				
<ul style="list-style-type: none"> • Agency sponsors trans / LGBQ events/fundraisers 				

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• Trans / LGBTQ organizations are on agency's mailing list				
• Advertise in Trans/LGBTQ periodicals/community papers				
• Staff paid to do trans / LGBTQ networking, attend conferences				
• Staff serve on Trans/LGBTQ boards and/or advisory committees				
• Staff subscribe to Trans/LGBTQ listservs/social media sites				
• Agency leaders have held meetings with trans / LGBTQ leaders				
○ Exchange referral lists				
Active monitoring of attitudes/tone				
• Trans / LGBTQ issues are regularly discussed at staff meetings				
• Challenging/biased situations are reviewed by supervisors				
• Employees are evaluated on how welcoming they are				
• Staff have support structures				
• Client feedback is sought and used				
Client/staff interactions and language				
• Body language is open and accepting				
• Staff avoid invasive curiosity questions				
• Clients are told why questions are being asked				
• Questions are open-ended				
• Questions are non-gendered				
• Staff reflect client's language				

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Trans and LGBTQ staff				
• Staff are comfortable being out as trans and/or LGBTQ				
• Staff converses about trans and/or LGBTQ topics at work				
• Staff vacancies are advertised in trans/LGBTQ venues				
• Staff are active participants in transgender or LGBTQ organizations and events				
• Transgender or LGBTQ individuals are on agency Board of Directors/Advisory Board				
• Transgender and LGBTQ individuals are volunteers at the agency				
• Transgender and LGBTQ individuals help make policy				
• Transgender and LGBTQ consultants are hired				
• Transgender and LGBTQ staff receive promotions when merited				

Comments:



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