

REFERRALS

Tipsheet #9

Most agencies strive to have a robust list of referrals to help meet the needs of their clients who may need additional support or services.

Trans/nonbinary people have high rates of negative experiences with service providers and professionals. It is critical that agencies assess the organizations and individuals they refer clients to, in order to minimize further harm for trans clients.

Although it is not always possible to screen all potential referral organizations/individuals, it is best practice to have core information about what types of services they offer, their framework of serving specific populations, and any specific requirements/practices that might enhance or detract from the client's experience.

Agencies may want to consider asking the following questions to be included in their referral documentation. Having this information allows staff to make more successful referrals that minimize harm to trans/nonbinary clients.

Trans-affirming screening questions

- Does the agency describe itself as trans-affirming?
- Are services sex-segregated or sex-specific?
 - How is eligibility determined? For example – is it based on the person's self-identification or the sex on their ID?
- What services would a transgender person be eligible for?
- What experience and training do staff have about the needs of trans/nonbinary people?
- Are there any services specifically for trans/nonbinary people?
- Is the area around the agency considered to be safe for trans/nonbinary people?
- Do they define relationships in a specific way? (Particularly important for intimate partner violence services.)

General information

- What is the intake process?
- What information is needed, including ID, insurance, or other documentation?
- What do services cost?
- Who is eligible for services?
- Are services provided in a religious context?
 - If so, do participants need to be religious?
 - Do they have to participate in religious activity, if so, what?
- When are services available? Is there a waitlist?
- Do they require sobriety?
- What transportation options are available?

Trauma-informed

- Does the agency describe itself as trauma-informed?
- What training do staff have in the specific dynamics of different forms of violence? (For example, do they understand that intimate partner violence is not a “domestic dispute.”)
- What mechanisms for feedback from participants/clients are there?



This tip sheet is part of a series focusing on medical advocacy.

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