



June 6th, 2019

Challenging Ourselves to Confront Discrimination:

A Review of Policies & Best Practices for
Homeless Services Providers

A black and white photograph of a group of people sitting together, possibly in a workshop or meeting. The image is partially obscured by a large, semi-transparent red circle that contains the text "PARTNERS IN PROGRESS" and "a workshop series".

PARTNERS IN PROGRESS

a workshop series

care

Partners in Progress

Learning Series Goals

Provide information on key issues to support a:

- **Comprehensive**
- **Systematic**
- **Compassionate**

community response to reducing homelessness and unstable housing.

Comprehensive

Serving all people
who present as
homeless

Compassionate

Coming from a stance
of understanding
clients' traumas,
histories, and potential

Systematic

Implementing inclusive
policies and best
practices in order to
create the most
effective system of care

The **Power** of a Continuum of Care

Continuum of Care (CoC):

A federally
funded
program

Planning body that
coordinates housing and
services for homeless
households, as well as
makes decisions about
local CoC funding.

Promotes a
communitywide
commitment to the
goal of ending
homelessness.

2018 CoC Funding

\$2 billion
Nationally

\$2.14 million
NYS

The **Role** of CoC Membership and Leadership

Workshop Objectives

As leaders within the CoC, we strive for you to leave today with:

1. **The ability to promote and implement the Equal Access Rule** in order to confront and counteract sexism, gender bias, and homophobia in the homeless services system.
2. **A concrete path and next steps to increase racial diversity** within the CoC Membership and Board in an effort to create system level change.

Agenda

- 9:30 – 9:45am: **Welcome**
- 9:45 – 11:30am: **Equal Access Ruling**
Kelsey Addy, CARES of NY, Inc.
Kelly Metzgar, Adirondack North Country Gender Alliance
Claudette Senior, Unity House of Troy, Inc.
- 11:30 – 12:30pm: **Break for Lunch**
- 12:30 – 2:15pm: **Racial Equity in Homeless Service Provision**
Kelsey Addy, CARES of NY, Inc.
Tawana Davis, National Coalition Building Institute
- 2:15 – 2:30pm: **Recap and Next Steps**

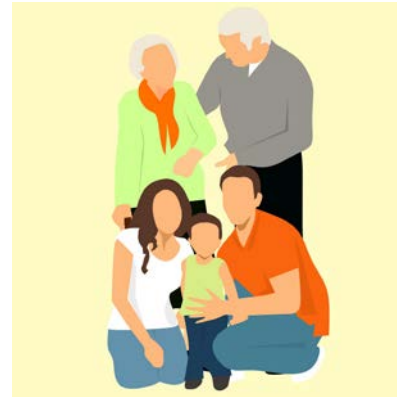
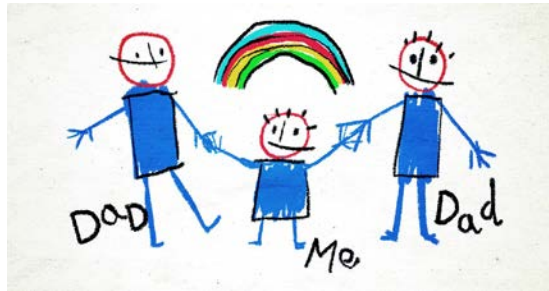
Equal Access Ruling: A Review

Video Clip



Framing the Problem: **Why is the Equal Access Ruling Needed?**

- Families, couples, singles presenting don't all look the same.



- Projects need to serve those who present - not just those who they *think* will present.

2012: HUD's Equal Access Rule

Equal Access Rule – February 2012


Equal Access Rule applies to all HUD assisted programs

Programs open to all eligible individuals and families regardless of sexual orientation, gender identity, or marital status.

Programs that serve families **may not** serve only certain family compositions (i.e. **women with children, or married couples with children**).

When are single-sex projects allowed?

 **Never** allowed in family projects

 **Allowed** in projects for singles when:

- Shared bathrooms (multiple stalls or shower stalls)
- Shared sleeping arrangements (i.e. bedrooms)

Gender Identity Rule – October 2016

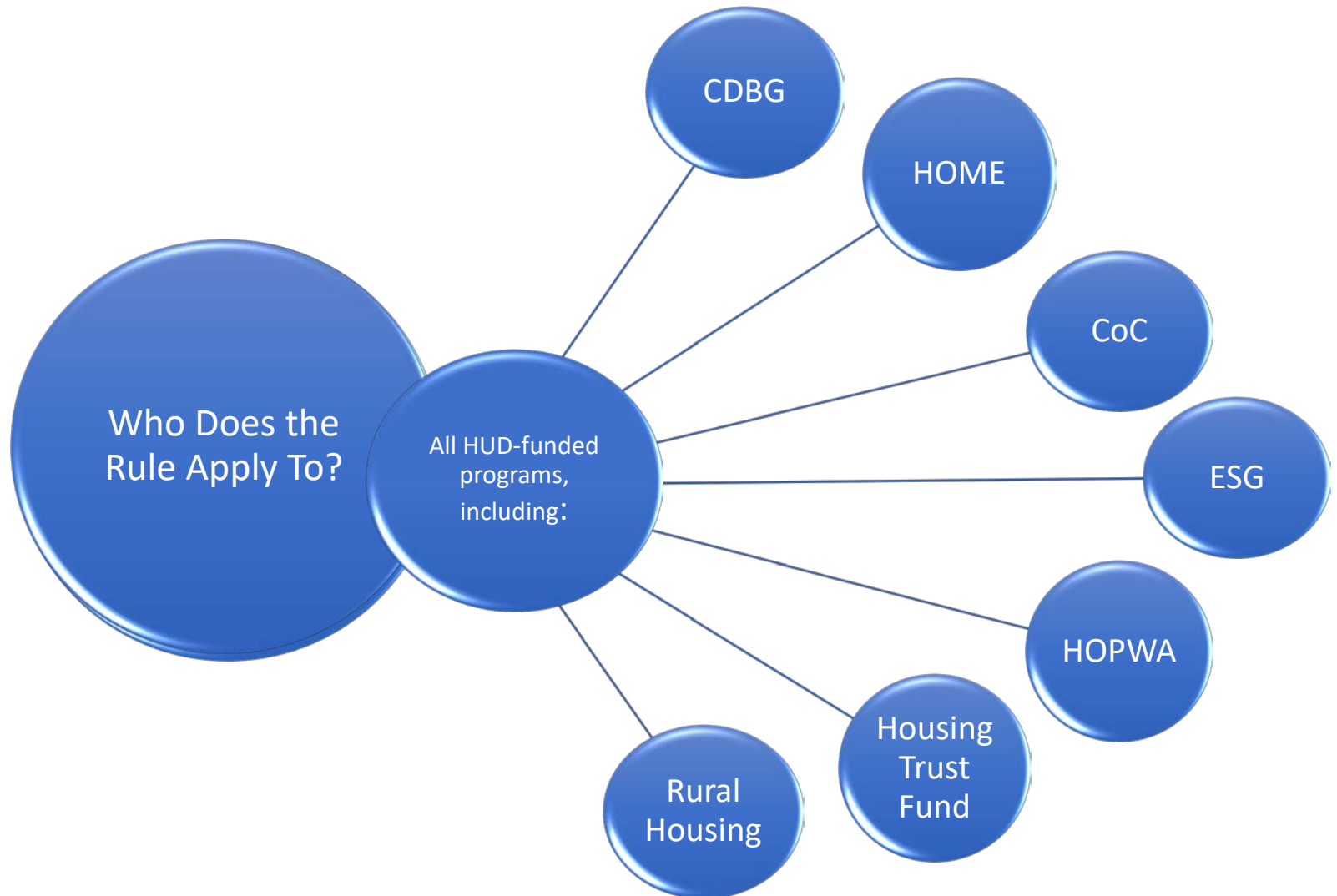
- Individuals are placed in accordance with their **gender identity**.
- There are no requirements to “prove” gender identity.

HUD's Required Steps

Implementation
of **both**
Equal Access
Rules is required

- Providers must update policies and procedures to reflect these requirements.
- Providers must take nondiscriminatory steps to address privacy concerns.

HUD's Equal Access and Gender Identity Rules



HUD's Equal Access and Gender Identity Rules: **What's Not Allowed?**

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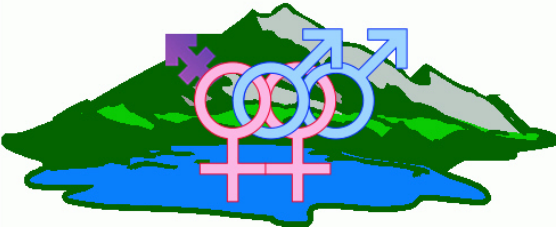
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- Project staff **excluding** individuals based on family composition.
- Housing program that **only serves a single-sex**.
- Project staff **requiring** private housing for households with a transgender person.
- A shelter employee **hanging up immediately after caller reveals** she is transgender.
- A shelter employee making **references to genitalia or to surgery as requirements** for appropriate housing.
- A shelter employee **refusing to enroll** a participant “because they would **make other participants uncomfortable or feel unsafe.**”
- Management of housing projects or facilities **failing to address complaints** from LGBTQ individuals regarding harassment by other residents or staff.

Proposed 2019 Changes from HUD

“Providers may shape such processes around their own perspectives on privacy, safety, and religious beliefs.”

Panelist



Kelly Metzgar

Co-Founder and Executive Director

Adirondack North Country Gender Alliance

Saranac Lake, NY

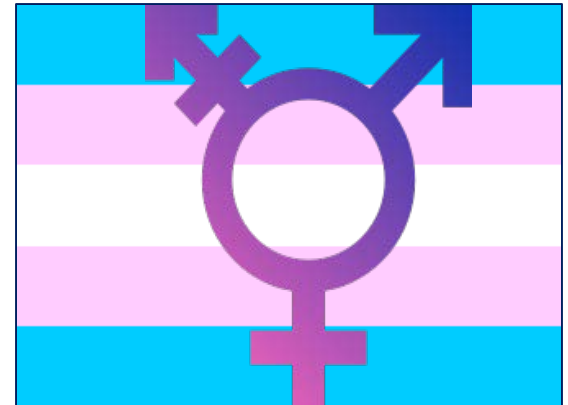


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Decoding the Alphabet Soup

Decoding the “Alphabet Soup” LGBTQQIP2SAA

- **T - Transgender** - people whose **gender identify is opposite of their sex assigned at birth.**
 - **Gender Authenticity** - Being “True” to who you are.
 - A person’s transgender status is **private medical history covered under HIPAA and may not be shared!**
 - As the Transgender community fights for our legal rights the specific term “**gender identity and gender expression**” are currently being used.
- **Cis gender** -
 - People who **gender identify matches their sex assigned at birth.**
 - Latin - derived prefix *cis*-, meaning “on this side of”.
 - Congruency of mind, body & spirit.



Being Transgender

- Transgender is an umbrella term used to describe a larger group of people to include people whose **sex assigned at birth does not match their gender identity or expression.**
- Cross Dressers
- Transsexual - seek to live full time in the preferred gender
 - Male to Female [**MTF/M2F**]
 - Female to Male [**FTM/F2M**]
 - **Pre- OP** - > Before Gender Confirmation Surgery
 - **Post- OP** - > After Surgery
 - **Non - OP** - > Prefer to live in their gender identity without surgery
 - **Some transsexual individuals may not have the desire or finances to change their physical bodies,** but still need to live on a fulltime / permanent basis in the identity opposite from their birth sex.
- Transsexual individuals may be in various stages of expressing themselves.
 - **Youth** - using **puberty blockers** to delay on set of the “wrong” puberty. May have issues with trans- female GCS
 - **Adult hormones** – estrogen, spiro lactone (MTF) or testosterone (FTM)

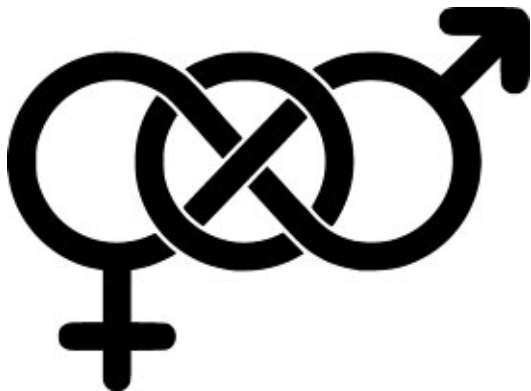


Decoding the “Alphabet Soup” LGBTQQIP2SAA

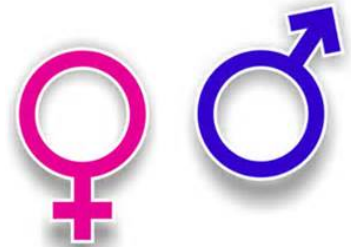
- **Q - Queer** - meaning Gender Non - Binary, Gender Queer, Gender Expansive , Gender Fluid.

Over the past several years our young people have taken this term back & reinvented or repurposed it to mean **Non - Binary and that individuals who identify as Gender Queer may not choose a specific gender.**

- Never use "queer" when referring to anyone who identifies as Lesbian, Gay or Bisexual, Transgender, Gender Non - Binary!



What is Gender?

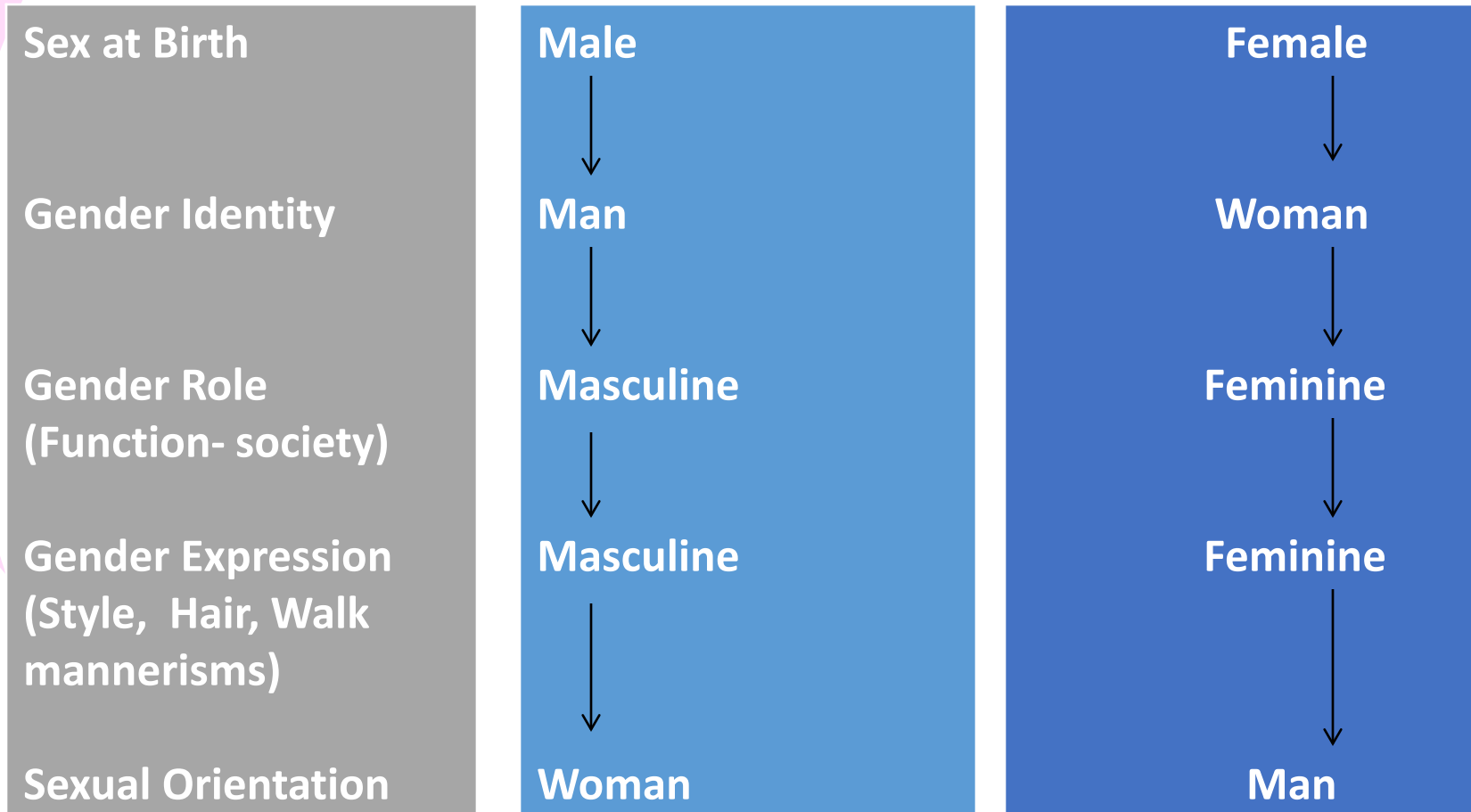


- In our culture, we quantify sex and gender as a binary of possibilities – Male (Masculine) or Female (Feminine) with little room for variation in between.
- Transgender or Gender Queer/Non- Conforming/Non- Binary people transcend or cross over these traditional gender lines to live their lives outside of society's norms.
- As Transgender or Gender Queer/Non- Conforming /Non- Binary they view life not in a strict male or female binary concept but rather a much fuller and richer continuum of possibilities across a variety of gender related spectrums.



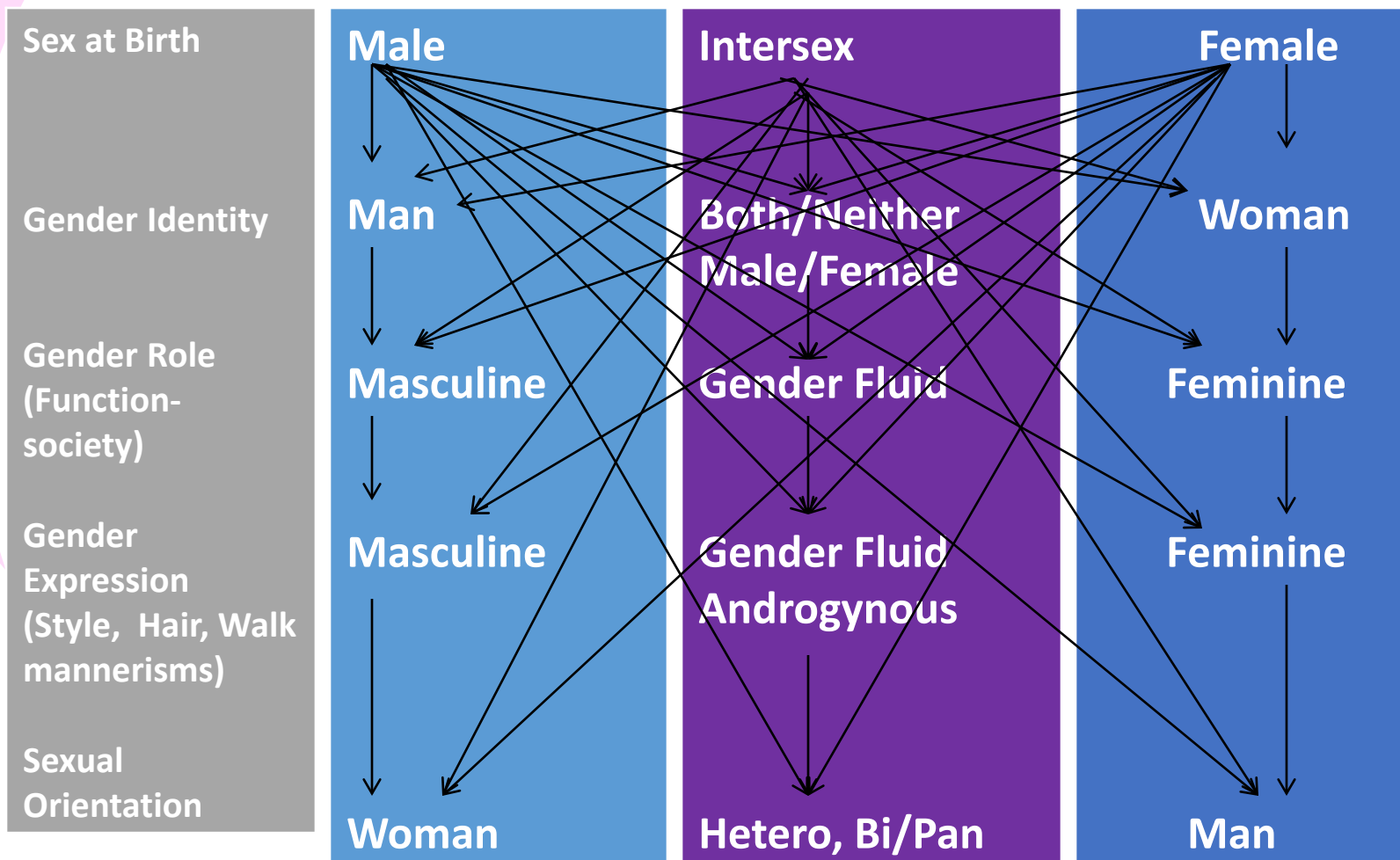
Traditional Cis/Hetero Normative Gender Model

Adapted from Samuel Laurie

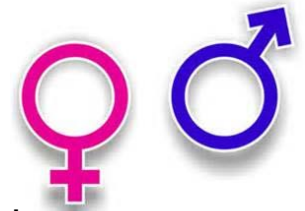


Revised Gender Model

Adapted from Samuel Laurie



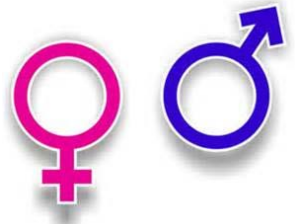
Gender Identity



- One's personal experience of their own personal gender.
 - All societies have a set of gender categories that can serve as the basis of the formation of a person's social identity in relation to other members of society.
 - A basic division between gender attributes assigned to males and females.
 - A gender binary to which most people adhere and which enforces conformance to ideals of masculinity and femininity in all aspects of sex and gender: biological sex, gender identity, and gender expression.
 - Some individuals do not identify with some (or all) of the aspects of gender that are assigned to their biological sex; some of those individuals are transgender or gender queer.
 - Some societies have third gender categories India, Asia, Native American (two spirit) societies.
 - Core gender identity is usually formed by age three, after which it is extremely difficult to change.
 - Some may not realize their identity until puberty or later.
 - Children do not want to go through “wrong” puberty!



Gender Expression



- “Gender expression” refers to the ways in which we each manifest our sense of self.
- It is usually **an extension of our “gender identity,”** our innate sense of being male (masculine) or female (feminine).
 - Each of us express gender every day – by the way we style our hair, select our clothing, or even the way we stand.
 - Our appearance, speech, behavior, movement, mannerisms and other factors signal that we feel – and wish to be understood – as masculine or feminine, or as a man or a woman.
 - **Gender expression may not match our biological sex or gender identity.**
 - A persons age, sex, race, ethnicity, or sexual orientation has **no bearing on their gender expression.**
- The Gill Foundation
<http://gillfoundation.org/grants/gender-expression-toolkit/gender-expression/>



Gender -> Masculine vs. Feminine

Masculine Male



Feminine Woman



Effeminate Male



Masculine Female



Gender Non-Conforming

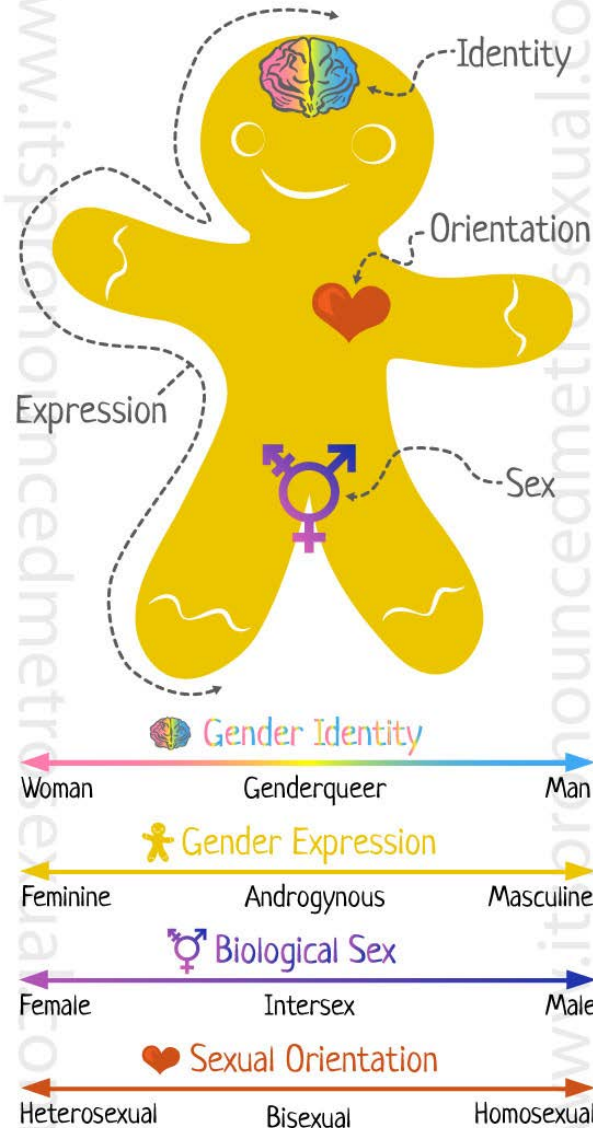


Transgender

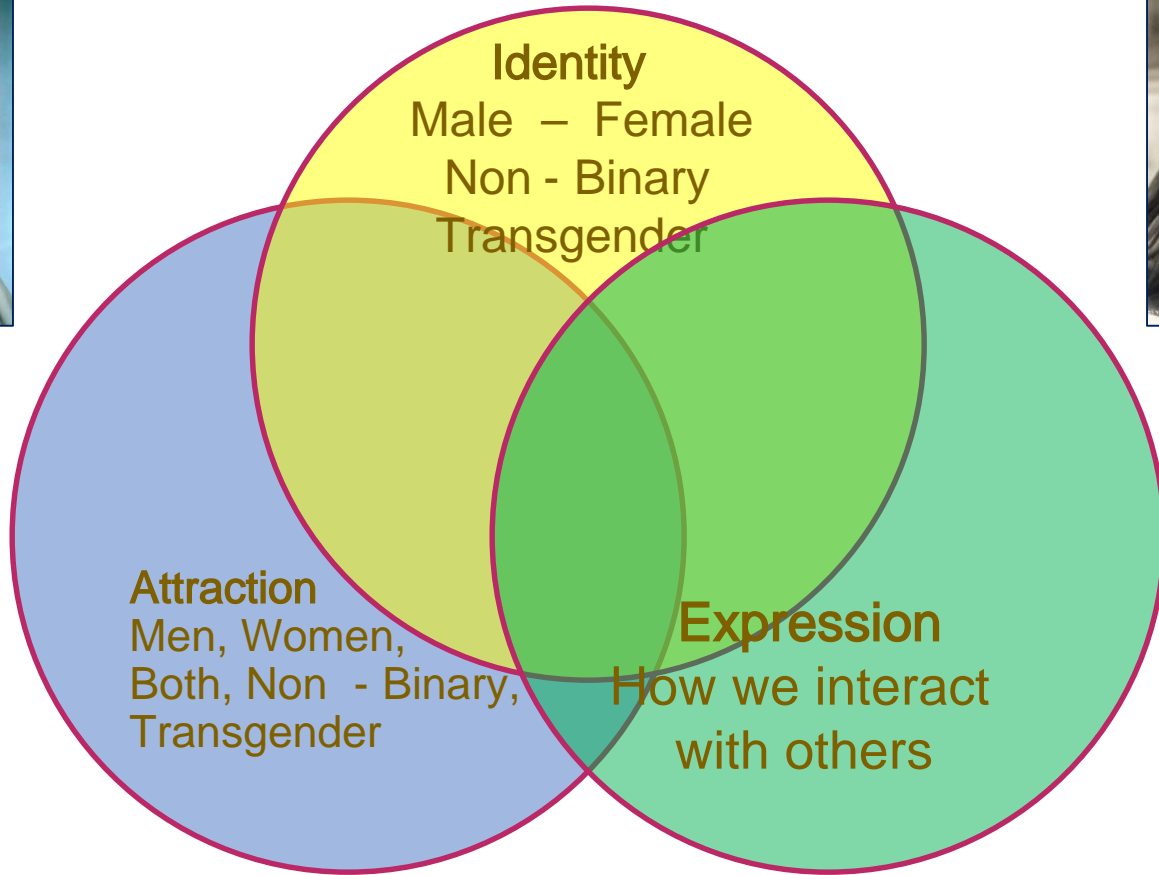


What is
Gender?

Genderbread Person

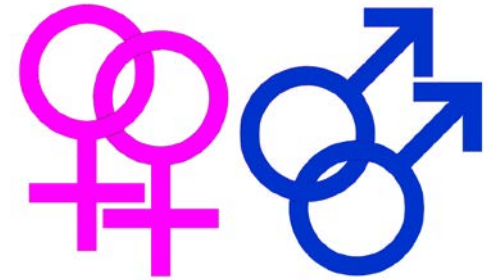


Sexual Orientation



Being LGBTQ

- These are not “choices” someone makes.
- LGBTQI individuals are born this way.
- This is how we are *created BEFORE birth.*
- We neither can nor do we desire to be anything less than the person’s we are.
- We are not looking to “be changed”, “be fixed” (*Reparative Therapy*) or forced into a lifestyle deemed “socially acceptable” & by whose standards?



Family's response



- Children develop their sense of identity early in life.
 - Some as early as age 3 – 5.
 - Begin developing language skills putting thoughts into sensible sentences.
 - Others as they enter puberty.
 - It's important to listen to children as they identify & express who they are.
 - **Parents need to listen, love, support & protect their children!**
- **At what age did you know you were a ??????**
 - What can I do to change your perception of yourself?

Family's response

- [Nicole Maines](#), father & twin brother – 5 year battle fought & won right for transgender students to use restroom corresponding to gender identity in Maine schools.
- [Ted Talk video](#)



Philly Trans Health Conference
June 2016

- Katie Rain Hill with her mother.



Family's response



- **Some parents reject their child's sexual orientation or gender identity.**
 - May throw child out of house.
 - Homelessness is an issue.
 - Subject child to sexual, physical, verbal abuse.
 - Basic survival
 - Lack of medical, mental, dental healthcare services.
 - Some turn to sex work to survive.
 - Requires more social services
 - Food, housing, counseling, Medicare, job/employment assistance.



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NYS GENDA – A Review

Homelessness – NYS protections



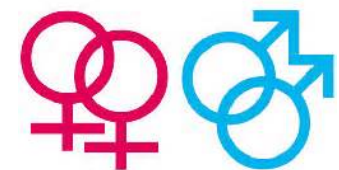
- **NYS Sexual Orientation Non - Discrimination Act (SONDA)**

- Passed 2002 – amended the NYS Human Rights laws to prohibit discrimination on the basis of **actual or perceived sexual orientation** in employment, housing, public accommodations, education, credit, and the exercise of civil rights.



- **NYS Gender Expression Non - Discrimination Act – (GENDA)**

- Passed 2019 - amended the NYS Human Rights laws to prohibit discrimination on the basis of **actual or perceived gender identity or expression** in employment, housing, public accommodations, education, credit, and the exercise of civil rights.



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Importance of the Equal Access Ruling & NYS GENDA

Framing the Problem: LGBTQ Homelessness

- While LGBTQ Young Adults makeup 7% of the general population, they makeup 40% of the Homeless Youth Population.
- LGBTQ young people are 120% more likely to experience homelessness than non-LGBTQ young adults.
- 30% of transgender adults experience homelessness at some point in their lives.
- In a recent study, nearly 2/3 of homeless shelters failed to properly enroll persons once identified as transgender
- 58% of transgender shelter guests:
 - Left because of poor treatment or unsafe conditions
 - Decided to dress or present as the wrong gender to feel safe
 - Reported the shelter required them to dress or present as the wrong gender
 - Were thrown out after shelter staff learned the were transgenders.

Homelessness



2015 National Center Transgender Equality Survey –

27,715 respondents from all fifty states, the District of Columbia, American Samoa, Guam, Puerto Rico, and U.S. military bases overseas.

- <https://transequality.org/issues/us-trans-survey>

NYS Results – 2015 1,779 respondents

● Housing, Homelessness, and Shelter Access

- **21% of respondents** experienced some form of housing discrimination in the past year, such as being evicted from their home or denied a home or apartment because of being transgender.
- **27% have experienced homelessness** at some point in their lives.
- **11% experienced homelessness in the past year** because of being transgender.
- **30% of respondents** who experienced homelessness in the past year **avoided** staying in a shelter because they feared being mistreated as a transgender person.

Homelessness



- **Fear of violence**

- **Never one instance** of any transgender person attacking or harassing a cis - female or child in any public accommodation.
- **It is the transgender person who is more often attacked or assaulted.**

- **National Transgender Equality Survey – NYS Results 2015**

- **Public Accommodations**

- Respondents reported **being denied equal treatment or service, verbally harassed, or physically attacked at many places of public accommodation** places that provide services to the public, like retail stores, hotels, and government offices.
- Of respondents who visited a place of public accommodation where staff or employees thought or knew they were transgender,
 - **35% experienced at least one type of mistreatment in the past year**
 - **15% who were denied equal treatment or service**
 - **27% who were verbally harassed**
 - **2% who were physically attacked because of being transgender**

Transgender Suicide & Murder



- **Living - Suicide**

- LGBTQ teens and young adults have one of the highest rates of suicide attempts compared to non - LGBTQ people of the same age group.
- 40% of **respondents reported attempting suicide** compared to > 5% of the general population

- **Murders**

- 22 - Transgender murders – 2015 – dailydot.com
- 27 - Transgender murders – 2016 – The Advocate.co
- 22 – Transgender murders – 2017 - The Advocate.com
- 24 – Transgender murders – 2018 – The Advocate.com

http://transequality.org/issues/resources/national_discrimination_survey_executive_summary - transgender -

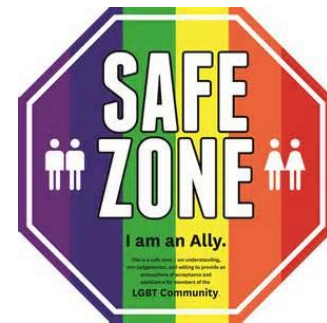
How can my agency be an Ally?



- See LGBTQ people as people rather than objects or oddities.
- Accept people for who they say they are, including their preferred name and pronoun!
 - Never “Dead Name ” a person by using their previous name at birth even though that may be their “legal” name.
 - Never intentionally “Misgender ” someone by referring to their sex at birth rather than their preferred gender.
- Avoid asking inappropriate questions about a person’s body, medical history or sex life – questions you’d be unlikely to ask anyone else.
- You can’t tell if someone is LGBTQI+ transgender just by looking at them , so it’s best not to assume anyone’s sexual orientation or gender.

How can my agency be an Ally?

- Instead of saying someone was “born a boy” or “born a girl,” try saying they **were assigned male or female at birth.**
- **Remember that transgender women are women and transgender men are men,** and that some people prefer to exist somewhere in between or outside of the gender binary.
- **Don't use offensive and outdated terms** such as “transvestite,” “tranny,” “she- male,” “he- she” or prefixes such as “real” or “bio- ” when describing someone who is not trans (it's best to use “cis- ”). Although trans people may use these terms in self-reference, cisgender people should avoid this language.
- **Be careful about “outing” LGBTQ people.** Not all **LGBTQ** people feel comfortable sharing their status publicly and disclosing confidential information can be dangerous to their safety.
- A persons transgender status is covered under **HIPAA confidentiality regulations.**



Equal Access Rule: Implementation

Common Questions

1. I operate a DV shelter for women ...
2. I operate a shelter for women and children using ESG funds...
3. I operate an SRO for men...

Do the Equal Access Rules apply to my program?

Claudette Senior

Assistant Service Director

Unity House Domestic Violence Services



I'm not in compliance...

Now what?

Building an Inclusive Environment: Using Respectful Language

- Does your organization have documented guidance as to when a person's Legal Name is required and when the Preferred Name may be used?
- Are forms gender neutral?
 - Avoid using gendered pronouns on forms – He, His, She, Her
 - If unsure try – They, Them, Theirs
- Instead of asking a person's "Sex (M / F)" ask "Gender: _ _ _ _ _"
 - This reinforces the Gender Binary



Building an Inclusive Environment: Exemplifying a Safe Space

- Display LGBTQ friendly signage in your office space or work area.
- Wear LGBTQ pins, jewelry & accessories.
- Fly LGBTQ flags show solidarity!



Building An Inclusive Environment: Updating Policies

Policies to review and update:

Agency
Policies &
Procedures
Manual –
required

Posted
policies

Agency
paperwork
and intake
forms

CE
Assessment
tool

Agreements
and
contracts,

i.e. CoC
Membership
Forms

Building An Inclusive Environment: **Staff Development**

- Assess LGBTQ competency during interviewing.
- Ensure all staff and volunteers complete LGBTQ competency trainings.

Building An Inclusive Environment: **Physical Space**

- Designate single-stall restrooms as all-gender with signage
- Allow clients to use the restroom in which they feel comfortable; ensure individual stalls designed to maintain privacy and dignity

Question & Answer

- 1) What are barriers to your agency implementing the Equal Access Rules?
- 2) How have you successfully implemented the Equal Access Rules?
- 3) What are steps your agency can take to better come into compliance and serve all persons presenting?

Lunch on your own

Local Eateries:

- Bellini's Counter, 33 New Scotland Ave, Albany NY 12208
- Panera Bread, 50 New Scotland Ave, Albany NY 12208
- Iron Gate Café, 182 Washington Ave, Albany NY 12210
- Crave, 217 Western Ave, Albany NY 12203
- Uncommon Grounds, Boston Market, Pizza Hut, DiBella's Subs, University Plaza 1225, Western Ave, Albany NY 12222

Racial Equity in Homeless Service Provision

The **Power** of a Continuum of Care

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The **Role** of CoC Membership and Leadership

Workshop Objectives

1. The ability to promote and implement the **Equal Access Rule** in order to confront and counteract sexism, gender bias, and homophobia in the homeless services system.
2. **A concrete path and next steps to increase racial diversity** within the CoC Membership and Board in an effort to create system level change.

HUD's Focus on Examining Race

- **Fair Housing Act of 1968:** prohibits discrimination in the sale, rental, and financing of housing based on race, color, national origin, religion, sex, familial status, and disability.
- **2016: HUD** begins analyzing the impact of racial disparity within the homelessness in collaboration with SPARC.
- **2018 CoC Application:** encouraged to assess racial disparity in homeless services.

Framing the Problem: Racial Disparity in Homeless Services

- 1) People of color represent a disproportionate percentage of persons who are homeless in our community than the general population.
- 2) People of color have less positive outcomes than persons who are white in some of our communities.
- 3) **Our CoC Boards are not racially reflective of the communities we serve.**

FYI:

Questions & Answers

- What is going well with equity and inclusion initiatives encourage diversity within the CoC?
 - Can you explain the current initiatives?
 - How are you as a CoC Member/Board Member supporting these initiatives?
- As a CoC Member/Board Member what is a goal you would like to set for the CoC after this session to support diversity within the CoC?
 - How do you target to increase diversity among Boards?

Tawana Davis

Chapter Director

National Coalition Building Institute's Capital Region Chapter

In this session:

- Provide a foundation for Coalition/CoC Inclusion and Equity through examining the three levels of leadership diversity.
- Introduce tools, activities, and discussions that can be used in the workplace.



Workshop Goals

As a leader, to examine diversity on 3 levels:

- ❑ Self Awareness: learn how our own identity and experience impact our leadership and our stereotypes.
- ❑ Other Awareness: learn how we can be allies to our co-workers and to those who we serve.
- ❑ Organizational Awareness: make sure our programs, policies, and procedures are accessible to all and do not discriminate.

Diversity is Messy

- Living room to the kitchen
- Self and other awareness
- Taking risks and making mistakes
- We are all works in progress



Why as Leaders Should we be Concerned with Diversity?

- ❑ We all seek to be respected for who we are in the workplace.
- ❑ Our customer population is more diverse.
- ❑ We are interdependent in delivering services.
- ❑ Resource scarcity polarizes people and groups.
- ❑ Institutionalized forms of exclusion exist .





Do you know the Answer?

- ☐ Name all five original members of New Kids on the Block
- ☐ What does “YOLO” mean?
- ☐ Name all four Beatles
- ☐ What does “Feenin” mean?
- ☐ On Tinder, what would you do if you really liked someone?
- ☐ Who can turn the world on with a smile?
- ☐ What show had the character Aunt Bea?
- ☐ What is Periscope?
- ☐ What is “Lit”?

Ground Rules

- ❑ Listen with respect
- ❑ No zapping/ "say ouch," or "oops"
- ❑ Share for yourself and not others
- ❑ Observe time schedule
- ❑ Respect confidentiality



Environmental Scanning – Ups/Downs

- ❑ Welcoming and appreciating diversity within our organization and who we serve
- ❑ Noticing who is in the room
- ❑ Noticing who is not in the room
- ❑ Every group counts
- ❑ Asking: “Did we leave anybody out?”



Private Identities

- ❑ ACOA (adult children of alcoholics)
- ❑ Survivors of abuse (mental/physical/sexual)
- ❑ Cancer survivors
- ❑ Survivors of divorce
- ❑ Physical/mental disability
- ❑ Survivors of criminal acts
- ❑ Lost a child or a sibling
- ❑ Person in recovery
- ❑ Person living with HIV/AIDS
- ❑ Person on public assistance (now or at any time)
- ❑ Homeless (now or at any time)
- ❑ Young parent
- ❑ Parent of young parent
- ❑ Family Member in the prison system



PAIRS

- ❑ Family Order
- ❑ Place of Birth
- ❑ Ethnic/Cultural Group
- ❑ Religion
- ❑ Class/Economic Background
- ❑ Private Identities

Private Identities

- ❑ ACOA (adult children of alcoholics)
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Leadership Pairs

- A primary group I belong to which has helped shape my leadership is ...
- A strength from this group that helps my leadership is ...
- A struggle/challenge that being a member in this group brings to my leadership is...



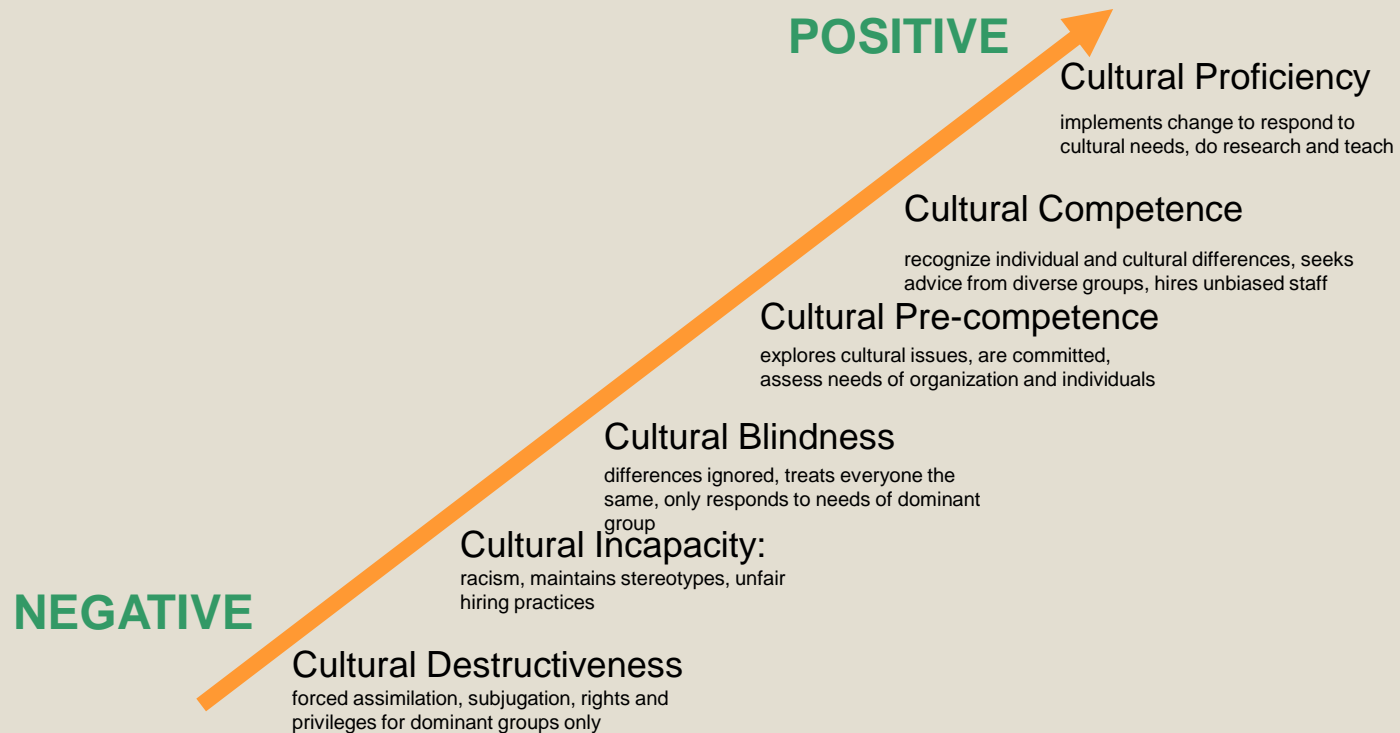
Diversity Is:

- Including different ideas, backgrounds and opinions in making decisions and plans
- Including a range of perspectives in seeking solutions
- Respecting and learning about and from those who are different than us



How do we get there?

Begin with Cultural Competence – Where are you on the continuum?



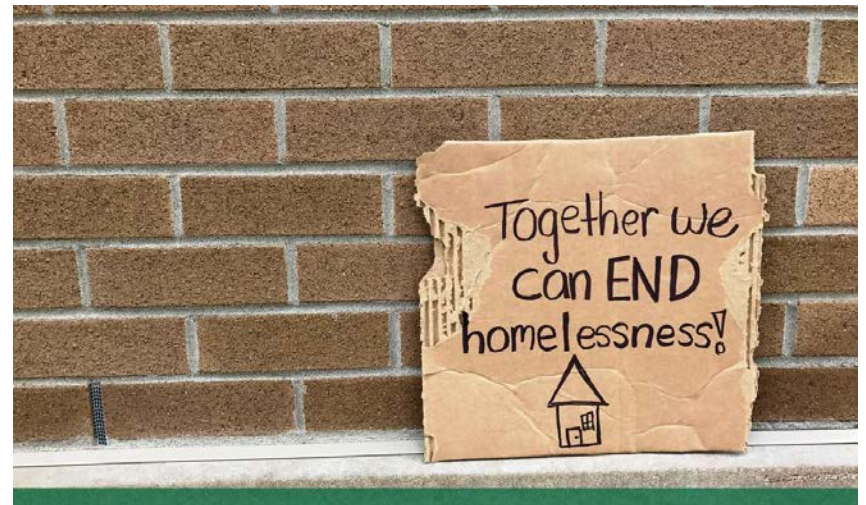
Diversity Self-Assessment Debrief

- Find a partner you have not worked with before
- Share what was it like to take a self assessment diversity survey
- Share what you learned and what the implication for you as a manager might be



Diversity Self-Assessment

- Rate yourself from 1 to 5 on each question
- Total your score
- Read about your rating

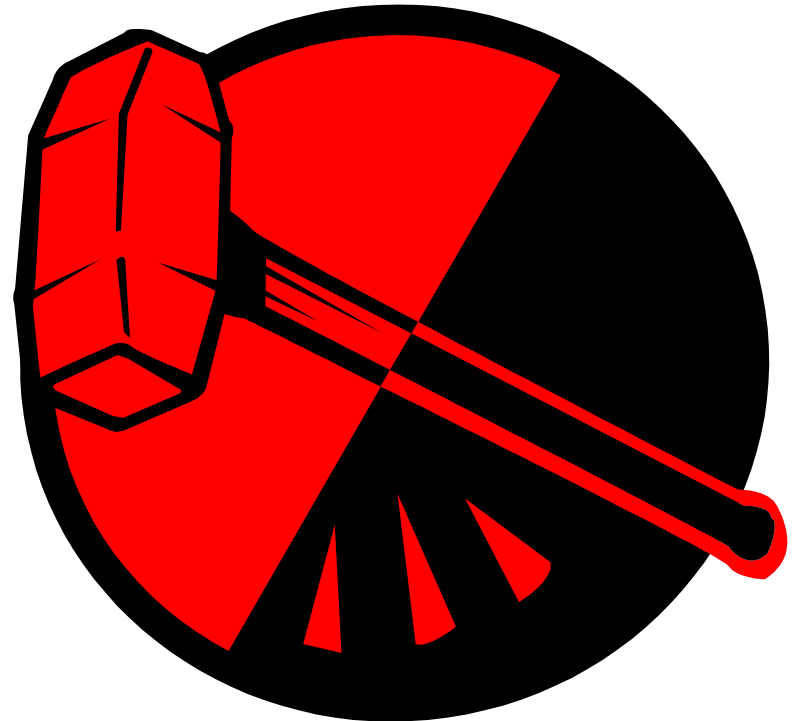


Stereotypes

- We are all born innocent.
- We all have records that have been transmitted to us.
- We can only change something after we become aware of it.
- It is our responsibility to change records we don't agree with once we become aware of them.

How To Break A Record

- Develop Self-Awareness
- Re-examine the record
- Add new information or experiences



Breaking Stereotypes

Confronting misinformation we have learned about people from other groups move us forward together.



Stereotypes

- What groups within your community are there stereotypes about?



Workshop Goals

As a manager, to examine diversity on 3 levels:

- ❑ Self Awareness: learn how our own identity and experience impact our leadership and our stereotypes.
- ❑ Other Awareness: learn how we can be allies to our co-workers and to those who we serve.
- ❑ Agency Awareness: make sure our programs, policies, and procedures are accessible to all and do not discriminate.



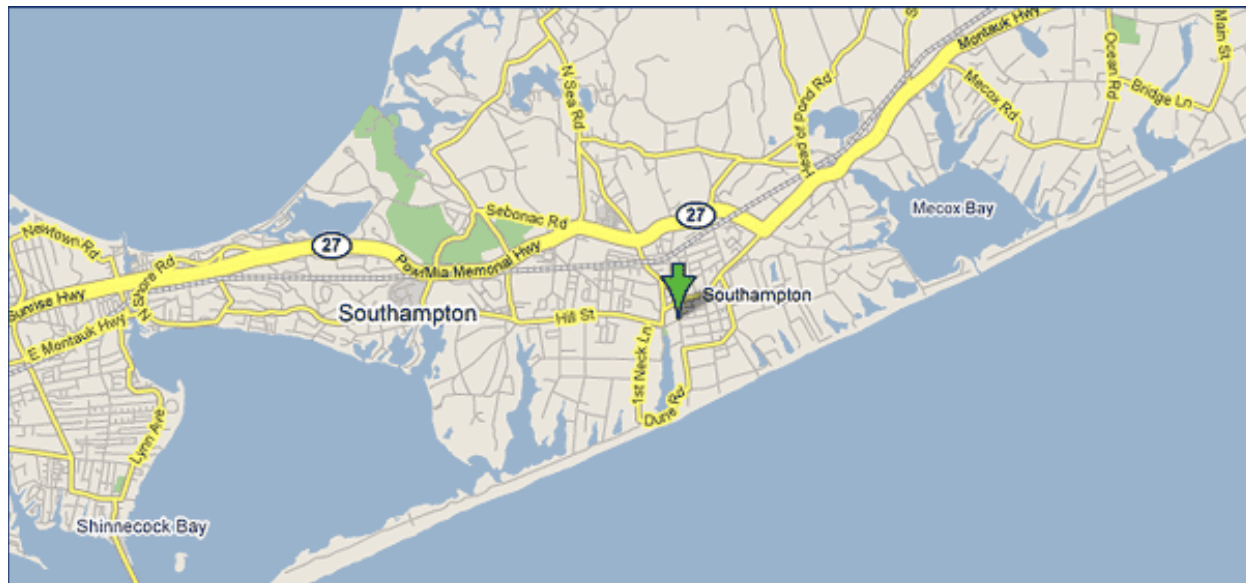


Leadership Pairs

- What is going well with equity and inclusion initiatives to encourage diversity within the CoC?
- What is an equity and inclusion issue you think needs to be discussed to provide even better services?
- As a CoC Member/Board Member what is a goal you would like to set for the CoC to set after this session to support diversity within the CoC?

Diversity Leadership Goal

Based upon today's session and/or previous work, set an Equity and Inclusion Leadership goal



Questions & Answers

- What is going well with equity and inclusion initiatives encourage diversity within the CoC?
 - Can you explain the current initiatives?
 - How are you as a CoC Member/Board Member supporting these initiatives?
- As a CoC Member/Board Member what is a goal you would like to set for the CoC after this session to support diversity within the CoC?
 - How do you target to increase diversity among Boards?

Closing and Recap

Workshop Recap

1. Equal Access Rules

- a. Reviewed HUD's Equal Access and Gender Identity Rules
- b. Discussed importance of rules in counteracting sexism, gender bias, and homophobia
- c. Reviewed best practices in implementing Equal Access Rules

2. Racial Equity in Homeless Service Provision

- a. Reviewed current examples of disparity in homeless services
- b. Discussed why as CoC Members we should be concerned about lack of diversity
- c. Discussed ways to increase racial diversity within CoC Membership and Boards to encourage system change

Reviewing Workshop Objectives

1. **The ability to promote and implement the Equal Access Rule** in order to confront and counteract sexism, gender bias, and homophobia in the homeless services system.
2. **A concrete path and next steps to increase racial diversity** within the CoC Membership and Board in an effort to create system level change.

Equal Access Rules: Next Steps

Promoting Racial Diversity within CoC Membership and Boards: Next Steps

Thank you!
