## Encouraging

- A staff person accepting the name and gender given by the potential client.
- The staff person uses the pronoun 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.
- The staff does not ask about the client’s sex assigned at birth during the intake process.
- A staff person at a project that segregates services based on gender accepts the client whose gender expression does not fit the stereotypical gender expression.

## Discouraging

- A staff person rejecting the client’s name or gender based on assumptions of the person’s name or sex-at-birth.
- Using incorrect pronouns after the client has given their preference.
- Asking probing questions not necessary for engaging the individual. The individual may feel unwelcome and choose to leave before outreach/engagement is complete.
- A staff person promotes non-discrimination by ensuring all clients understand that verbal and physical bullying are not allowed.
- A staff person ignores unreasonable requests for accommodation in bed assignments based on a client’s health and safety concerns.

## Supporting Equal Access Across the Full Spectrum of Services

**Outreach/Engagement**

- When referring a client to a single-sex or sex segregated project, the staff person offers to assist the client to ensure they are able to access services for which they are eligible. If the project rejects the client based on gender expression, the staff person reports the violation to the CoC while continuing to work with the client.

**Assessment**

- Making the connection to the referred project and only sharing information that the client has approved.
- Listening to and respecting the client’s assessment of what feels safe to them when determining the referral options.
- Providing a confidential area to describe services that the client may want to access to ensure the client’s confidentiality.

**Referral**

- A staff person accepts and uses the client’s preferred name and gender pronouns regardless of institutional documents or sex assigned at birth. This allows the client to feel more comfortable and complete the assessment process.
- Upon complaint, staff correct and engage clients’ misperceptions that gender expression creates a safety risk.
- A staff person provides confidential support to allow clients to discuss issues related to harassment or other concerns connected to their current gender expression within the project.

**Enrollment**

- A staff person quickly resolves conflicts severe enough to warrant the expulsion of a harassing client.
- Staff model appropriate respect and coach clients that express verbal and non-verbal disrespect.
- Staff provide confidential support to allow clients to discuss issues related to harassment or other concerns connected to their current gender expression within the project.

**Unit/Bed Assignment**

- A staff person reassigns a transgender client in a way that makes them “more comfortable” based on the staff person’s perceptions.
- 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.

**Ongoing Service Provision**

- A staff person does not take a transgender client’s safety concerns seriously and fails to address them.
- A staff person recognizes a transgender client’s need for safe housing and interventions arranged to provide privacy.
- A staff person does not allow the client’s right to access all services for which they are eligible.
- A staff person does not make referrals to projects that the staff thinks will accept the client due to inappropriate perceived barriers.

The agency does not have bathrooms and showers arranged to provide privacy.