PURSUE EQUALITY

Resource Guide for Homeless Shelters Serving Transgender Guests

The City of Worcester's Human Rights Commission recommends the following resources to help homeless shelters create a welcoming and inclusive environment for transgender guests:

1. SELF-ASSESSMENT

Unsure of where to start? This interactive self-assessment for shelters is a great way to get a better understanding of what you can do to improve.

After going through a series of questions, a list will be generated showing you the top areas to focus on.

2. BEST PRACTICES

Whether you're looking for a jump start or trying to build out your action plan, these best practice resources provide a wealth of information to support your goals.

Shelter for All Genders

HUD Equal Access for Transgender People

3. TRAINING SCENARIOS

The need for training will be inevitable as you bring new awareness to your shelter. These training scenarios can be used to help frontline staff and management create a persistently inclusive environment.

4. EQUAL ACCESS DECISION TREE

The equal access decision tree is something that you can use to supplement training as well as keep staff and management informed about the best way to manage any situation.

ADDITIONAL RESOURCES

Reach out to the Office of Human Rights & Accessibility at
Worcester City Hall, 455 Main St, Worcester, MA 01608
Phone: (508) 799-8486| Fax: (508) 799-1218

Submit a question to HUD's Ask a Question (AAQ) Portal to request policy clarification or guidance.

LINK DETAILS

1. Self-Assessment for Shelters and Projects
https://www.hudexchange.info/resource/4952/equal-access-rule-project-selfassessment-tool/

2. Best Practices
Shelter for All Genders: Best Practices for Homeless Shelters, Services, and Programs in Massachusetts in Serving Transgender Adults and Gender Non-Conforming Guest
(masstpc.orghttps://www.masstpc.org/all_resources/shelter-for-all-genders-best-practices-pdf/)

HUD Equal Access for Transgender People
https://www.hudexchange.info/resources/documents/Equal-Access-for-TransgenderPeople-Supporting-Inclusive-Housing-and-Shelters.pdf

3. Training Scenarios
https://www.hudexchange.info/resources/documents/Equal-Access-ExpectationsTraining-Scenarios.pdf

4. Equal Access Decision Tree
https://www.hudexchange.info/resource/4953/equal-access-across-the-spectrum-ofservices/

RESOURCE GUIDE SOURCES

Massachusetts Transgender Political Coalition (2013). Shelter for All Genders: Best Practices for Homeless Shelters, Services, and Programs in Massachusetts in Serving Transgender Adults and Gender Non-conforming Guests. Retrieved from:
http://www.masstpc.org/wpcontent/uploads/2012/10/Shelter-for-all-Genders.pdf

US Department of Housing and Urban Development (2016). LGBT Homelessness. Retrieved
https://www.hudexchange.info/homelessness-assistance/resources-for-lgbt-homelessness/#resources-for-homeless-lgbtq-individuals-in-crisis

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