

# 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 & Disabilities at City Hall  
455 Main St, Worcester, MA 01608  
Phone: (508) 799-1152 | Fax: (508) 799-1208

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-self-assessment-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 Guests

<http://www.masstpc.org/wp-content/uploads/2012/10/Shelter-for-all-Genders.pdf>

HUD Equal Access for Transgender People

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

3. **Training Scenarios**

<https://www.hudexchange.info/resources/documents/Equal-Access-Expectations-Training-Scenarios.pdf>

4. **Equal Access Decision Tree**

<https://www.hudexchange.info/resource/4953/equal-access-across-the-spectrum-of-services/>

## 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/wp-content/uploads/2012/10/Shelter-for-all-Genders.pdf>

US Department of Housing and Urban Development (2016). LGBT Homelessness. Retrieved from: <https://www.hudexchange.info/homelessness-assistance/resources-for-lgbt-homelessness/>



**City of Worcester**  
**Human Rights Commission**  
Developed April 4th, 2016