

## Seattle Human Services Department - LGBTQ Action Plan

### Goal 1: HSI Division regularly engages with the with the LGBTQ Community to inform policy and practice

Inform community of upcoming efforts to reform shelter system through a public rollout of the initiative

Engage with LGBTQ community to build deeper relationships

Develop a community engagement plan

Connect with staff at community agencies and shelters throughout improvement process to inform policy and program changes

Solicit feedback on LGBTQ experience of homeless shelters and other programing

Support LGBTQ by/for programs in their efforts to address homelessness and support community

Encourage hiring engagement/outreach in LGBTQ communities for positions in contracted agencies

Provide updates to community partners on progress of action plan

### Goal 2: HSD implements an LGBTQ equity assessment in partnership with community

Research facility certifications and other cultural competency tools in use in other cities

Identify budget to support community contract and/or participation in tool development

HSD contracts with a community agency or convenes workgroup to develop equity assessment tool

Develop policies to incorporate the use of tool in contract monitoring

Develop process to incorporate assessment into funding process through application questions and scoring

### Goal 3: LGBTQ cultural competency is a critical component in the next homeless investments competitive funding process

Identify LGBTQ persons experiencing homelessness as a priority population in homelessness funding processes

Prioritize funding for gender non-segregated programming, specifically shelters

Target outreach encouraging LGBTQ organizations to apply in funding processes

### Goal 4: Shelters are safe and affirming places for LGB, transgender and non-binary persons

Research local and national best practices to understand what is working in other communities, including the USICH toolkit

Work with community to determine which best practices should be implemented in our shelter programming

Develop plan for accommodating transgender/non-binary victims/survivors of domestic violence/sexual assault in homeless shelters

Develop plan to increase access and service quality for LGBTQ families in family homeless shelters

Develop plan to increase protections for LGBTQ persons experiencing homo/bi/trans phobia and discrimination in homeless shelters

Explore the feasibility of LGBTQ specific wings, floors or full shelters

Determine which shelters have or could have non-gender specific hygiene facilities

### Goal 5: HSI Division has data on LGBTQ persons experiencing homelessness to inform policy and practice

Conduct thorough review of available data in HMIS and CEA to determine what is currently collected and how it can be utilized

Work with community to determine what LGBTQ specific data and benchmarks are being used in other private and public sectors that could be applied to homelessness

Partner with King County PME and contracts team to align current data collection standards
Develop standard for data collection on gender, requiring contracted providers to use client self-report gender for all data reports
Work with stakeholders and HSI staff to determine data needs, potential benefits and concerns for collecting additional information on LGBTQ identity
Research cost if adding additional data fields is determined to be beneficial
Conduct focus groups to collect qualitative information about the experience of LGBTQ program participants
Determine if LGBTQ can be included as a demographic category in the 2020 PIT Count Survey
<b>Goal 6: HSI Division contract language identifies expectations related to the identification of gender</b>
Require programs to utilize self-identified gender for all participants
Develop contract language on the collection of identification, including not requiring gender self-identification to match identification documents
<b>Goal 7: HSD demographic data collection systems accommodate the new Washington gender X marker on identification</b>
Change any pertinent contract language in all HSD contracts
Ensure information is disseminated to programs
Work with King County to adopt changes to HMIS and data standards
Work with Bitfocus to build change into HMIS
<b>Goal 8: Providers are adequately trained on serving LGBTQ participants including gender identify, gender diversity and cultural humility</b>
Develop process for accounting for performance pay withholding as source of funding for technical assistance training
Conduct landscape assessment of available training opportunities and resources
Contract with Ingersoll to provide TA to shelter provider to inform training development
Write BIP in 2020 for technical assistance training if HSI performance pay is insufficient
Explore options to require training as a condition of funding
Incorporate best practices and learnings into learning circles and technical assistance activities
Sponsor regular trainings for providers
<b>Goal 9: HSI Division is monitoring programs to ensure appropriate response to LGBTQ persons experiencing homelessness</b>
Standardize review of grievances during monitoring
Engage program participants for feedback on their experiences and incorporate feedback into continuous program improvement plans
Review intake forms to ensure LGBTQ cultural competency, gender self-identification
Identify agency practice on the collection of ID and the procedure when ID doesn't match gender identity
Develop plan for enforcement when necessary
Utilize LGBTQ cultural competency tool
<b>Goal 10: HSD has a process to better address grievances prior to the stand-up of the new Ombuds Office</b>
Conduct landscape assessment of how grievances are addressed across HSD
Verify with agencies how grievance policy is currently provided to participants

Research grievance processes best practices from other organizations such as HIV/AIDS planning council
Develop contract language that distinguishes between grievances and discriminatory policy or practices that states expected program response
Develop process where community advocates can bring issues/concerns with programs to the attention of HSI
Facilitate increased connection between programs and community advocates to allow for sharing of issues/concerns
<b>Goal 11: Planning for the new Ombuds Office at the Regional Authority for homeless governance is fully informed by community concerns and recommendations</b>
Provide full copy of Ingersoll Recommendations to planning group for Ombuds office
Ensure HSI staff who are participating in LGBTQ service and access improvements can provide input to Ombuds planning process
Facilitate LGBTQ community participation in the planning of the Ombuds Office
Recommend that Ombuds Office is marketed not only to homeless serving programs but also other community programs that may serve LGBTQ communities, communities of color, and disabled communities.
Facilitate connections between Ombuds Office staff and communities that HSI has developed relationships with
<b>Goal 12: HSI Division has a partnership with SOCR to increase capacity to better serve the needs of the LGBTQ community</b>
Determine the availability of LGBTQ trainings to City employees supported by SOCR
Regularly provide LGBTQ commission updates on action plan progress and solicit feedback
Partner with the Gender Equity Specialist to participate in process
Request training for HSI staff and contracted agencies on understanding the difference between discrimination and grievances
Support program participants in pursuing discrimination claims as appropriate
<b>Goal 13: HSD has a more LGBTQ affirming culture</b>
Require staff to participate in LGBTQ cultural humility training
Model the use of gender pronouns in all HSD meetings
Encourage HSD to establish a gender-neutral restroom
Engage Change Team in a discussion on the intersectionality of race and LGBTQ oppression
Increase focus on oppression and discrimination of LGBTQ communities when discussing marginalized communities