

APPENDIX E

CULTURAL COMPETENCY AGENCY CHECKLIST FOR GAY, LESBIAN, BISEXUAL, AND TRANSGENDERED CLIENTS

The following checklist can help you assess whether your organization's existing policies and procedures meet provisions for quality services to Gay, Lesbian, Bisexual, and Transgendered Clients. This may also assist your agency in developing standards for equitable care GLBT clients. Check all that apply.

Does your organization:

- Actively recruit gay, lesbian, bisexual, and transgender employees in its hiring practices, including advertising employment opportunities in GLBT publications.
- Have written policies regarding diversity, non-discrimination, and sexual harassment that explicitly include gay, lesbian, bisexual, and transgender employees.
- Support and encourage visibility of gay, lesbian, bisexual, and transgender employees.
- Have formal procedures for addressing employee complaints of discrimination or harassment based on sexual orientation or gender identity.
- Work to ensure that gay, lesbian, bisexual, and transgender employees of all ages have the same benefits and compensation as all other employees, including family benefits.
- Train personnel about GLBT-related benefits issues.
- Have written policies explicitly prohibiting discrimination based on sexual orientation and gender identity in the provision of services.
- Have written procedures for clients to file and resolve complaints regarding discrimination based on sexual orientation or gender identity.
- Use inclusive intake and assessment forms and procedures that are culturally appropriate for gay, lesbian, bisexual, and transgender clients.
- Train intake and assessment staff to assure that they provide medically and culturally appropriate care and referrals within and outside the agency.
- Provide ongoing diversity, harassment, and anti-discrimination training for staff around GLBT issues as they pertain to the agency's services.
- Provide comprehensive training so that all direct care staff can identify and address basic GLBT health issues within the scope of their expertise.
- Identify staff with special expertise in and sensitivity to GLBT issues.
- Have a comprehensive list of resources and relationships with other agencies to facilitate appropriate referrals for GLBT health and social services within and outside the agency.
- Include and address sexual orientation and gender identity in all case management and treatment plans when it is necessary and appropriate to client care.

Source: The Gay, Lesbian, Bisexual and Transgender Health Access Project of the Massachusetts Department of Public Health has published *Community Standards of Practice for Provision of Quality Health Care Services for Gay, Lesbian, Bisexual, and Transgendered Clients*.