



LGBTQ Awareness Training: Bias and Inclusion

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Welcome



Introductions



Presenters



Participants



Goal



The goal is to give providers and employees the necessary tools to better understand the unique issues and needs of LGBTQ+ clients and co-workers. We will examine current practices, suggest adopting new practices, as well as educate on issues that impact the community.

The LGBTQ (Lesbian, Gay, Bisexual Transgender, Queer/Questioning) community is not a single entity, just like other communities, there are many different viewpoints, beliefs, and truths. My story of who I am is different, yet shares a certain commonality with most every other LGBTQ person you will meet.

Ice Breaker



Raise your hand if you:

- 🌈 know someone who self identifies as LGBTQ
- 🌈 work with someone who is self-identified as LGBTQ
- 🌈 have a friend who self identifies as LGBTQ
- 🌈 have a family member who self identifies as LGBTQ
- 🌈 For safety reasons, we won't ask if you identify within the spectrum of the LGBTQ Community, but we will ask you to think about how it might feel to be sitting here with a secret that you can't share.

Participant's Bill of Rights



I have the right to:

- 🌈 My own voice
- 🌈 See others as, and be seen as, an equal
- 🌈 Ask any question, without judgment
- 🌈 Be free from verbal attacks
- 🌈 Be uncomfortable
- 🌈 Other Suggestions from Participants
- 🌈 The presenters will dictate the flow and move on from points that cannot be agreed upon and are better served by a separate discussion

Identification



How do you know if someone is part of the LGBTQ Rainbow of people?



They will tell you



It is not our place to give them a label or make assumptions.






You may have thoughts about who you think they are, but you don't tell them, they tell you.

Terminology




Gender: The set of meanings assigned by a culture or society to someone's perceived biological sex. Gender is not static and can shift over time. Gender has at least three parts:

-  **Physical Markers** - genitalia, chromosomes, etc.
-  **Role/Expression** – Aspects of behavior and outward presentation that may communicate gender to others.
-  **Gender Identity** – An individual's internal view of their gender.

Terminology – Cont.

- **Sexual Orientation:** The culturally-defined set of meanings through which people describe their sexual attractions. Sexual orientation is not static and can shift over time. Sexual orientation has at least three parts:
 - **Attraction** – Ones own feelings about which gender(s) one feels drawn to.
 - **Behavior** – What one does sexually and/or with whom.
 - **Sexual Identity** – The language and terms one uses to refer to their sexual orientation.






Terminology – Cont.

 **Transgender:** A term used broadly that refers primarily to individuals who identify differently from the sex assigned at birth or a term used by people for whom the sex they were assigned at birth is an incomplete or incorrect description of themselves. The term “genderqueer” has the same basic meaning but is used somewhat more loosely.

 Transman FTM

 Transwoman MTF

Terminology –Cont.

-  **Gay:** Most frequently used by male-identified people who experience attraction primarily or exclusively for other male- identified people.
-  **Lesbian:** Most frequently used by female-identified people who experience attraction primarily or exclusively for other female-identified people.
-  **Bisexual:** A term used to indicate attraction or potential for attraction to more than one gender.
-  **Pansexual:** A term used to indicate attraction or potential for attraction to any gender, preferred by some over “bisexual” because it does not imply the existence of only two genders.
-  **Heterosexual/Straight:** A term used to indicate attraction primarily or exclusively for people of the “opposite” sex..

What to Call Me



Names & Gender Pronouns

- 🌈 “How would you like to be identified as?”
- 🌈 “Is there another name you’d like me to use?”
- 🌈 “What gender pronoun are you most comfortable using?”
 - Avoid using gender pronouns when you don’t know what a person is comfortable with, but if you make a mistake, a polite and sincere apology should fix that.

Gender Pronouns

-----Getting to Know Gender-Neutral Pronouns! -----

Traditional Masculine	He laughed	I called him	His eyes gleam	That is his	He likes himself
Traditional Feminine	She laughed	I called her	Her eyes gleam	That is hers	She likes herself
Gender Neutral (Singular They)	They laughed	I called them	Their eyes gleam	That is theirs	They like themselves
Gender Neutral (Ze)	Ze laughed (pronounced: "zee" as in the letter 'z')	I called hir (pronounced: "here")	Hir eyes gleam (pronounced: "here")	That is hirs (pronounced: "here's")	Ze likes hirself (pronounced: "here- self")

Gender Non-Conforming

- 🌈 Someone who does not conform to traditional gender roles or stereotypes
- 🌈 Traditional roles and expectation vary based on different cultural and societal ideals.
- 🌈 Individuals may be perceived as having a different gender than their outward appearances (behavior, clothing, hairstyle, body language, voice).

Transgender: Language

Derogatory - The following terms are generally considered to be offensive to trans people.

🌈 Sex change

🌈 Sex swap

🌈 Tranny

🌈 Transgenders

🌈 Pre-op

🌈 Post-op

🌈 Shemale

🌈 HeShe

🌈 Transsexual (when used as a noun, e.g., 'a transsexual')

🌈 Transgender (when used as a noun, e.g., 'a transgender')

🌈 Gender-bender (specifically when used in relation to a transitioning person as opposed to an individual who plays with their gender presentation)

🌈 Hermaphrodite (this term is widely held to be offensive – the term now in use is 'intersex people')

Transgender: Language




Inaccurate Usage

- 🌈 Transgendered – not a synonym for transgender (similar to ‘woman-ed’ or ‘Catholic-ed’)
- 🌈 Transsexuality – the correct medical term, where appropriate, is ‘transsexualism’
- 🌈 Gender identity confusion
- 🌈 Born a man
- 🌈 Born a woman
- 🌈 Trapped in the wrong body (Some trans people find this phrase apt, many others feel it over- simplifies a more nuanced experience)

It's Not A Race!



What is coming out?

 Coming out is the process of self identification, personal and public. There are numerous stages to coming out:

 Coming out to

 oneself

 Family

 Friends

 Co-workers

 Community

Understanding Desire: Support for “Coming Out”

- 🌈 Can happen at any age regarding sexual orientation or gender identity
- 🌈 Ask a client or friend who is coming out if they have family and community supports
- 🌈 Be understanding of the fact that various safety concerns exist when someone is coming out (personal safety, threats of job loss, loss of residence, loss of family)
- 🌈 Resources:
 - 🌈 Youthresource.com
 - 🌈 PFLAG.org
 - 🌈 HRC.org



LGBTQ Issues By The Numbers

- 🌈 40% of all homeless youth identify as LGBT (defined by 12-24 years old)*
 - 🌈 There is a recidivism rate of 40% for youth, so 1 in 4 homeless youth will be homeless again.
- 🌈 71% of homeless LGBTQ+ individuals, do not become homeless until after they turn 18.
- 🌈 58% of all LGBTQ people are sexually assaulted on the streets (Compared to 45% heterosexual)
- 🌈 43% of clients served by drop-in centers identified as LGBT
- 🌈 30% of street outreach clients identified as LGBT
- 🌈 30% of clients utilizing housing programs identified as LGBT

*The Williams Institute






LGBTQ Facts

- 🌈 One out of four, to one out of three same-sex relationships experience domestic violence.
- 🌈 Gay and lesbian victims of domestic violence are also reluctant to seek help out of a heightened fear that society will perceive same-sex relationships as inherently dysfunctional.
- 🌈 Gay, lesbian, bisexual and transgender youth are more than twice as likely to experiment with drugs and alcohol.
- 🌈 Gay teens in U.S. schools are often subjected to such intense bullying that they're unable to receive an adequate education. LGBT youth identified bullying problems as the second most important problem in their lives, after non-accepting families, compared to non-LGBT youth identifying classes/exams/grades.
- 🌈 With each instance of verbal or physical harassment, the risk of self-harm among LGBT youth is 2 ½ times more likely.
- 🌈 An estimated 1.5 million adults age 65+ are lesbian, gay or bisexual (LGB). There is little information on older transgender adults.
- 🌈 LGBT people report lower rates of health insurance coverage. Because many LGBT elders fear discrimination by doctors and facilities that provide preventive and non-emergency care, they are more likely to delay getting the necessary care and prescriptions.

Transgender Issues By The Numbers






Homelessness*

-  Nearly one-quarter (23%) of respondents experienced some form of housing discrimination in the past year, such as being evicted from their home or denied a home or apartment because of being transgender.
-  Nearly one-third (30%) of respondents have experienced homelessness at some point in their lives.
-  In the past year, one in eight (12%) respondents experienced homelessness because of being transgender.
-  More than one-quarter (26%) of those who experienced homelessness in the past year avoided staying in a shelter because they feared being mistreated as a transgender person. Those who did stay in a shelter reported high levels of mistreatment: seven out of ten (70%) respondents who stayed in a shelter in the past year reported some form of mistreatment, including being harassed, sexually or physically assaulted, or kicked out because of being transgender.
-  Respondents were nearly four times less likely to own a home (16%) compared to the U.S. population (63%)



Transgender Health Care

-  19 % were refused care due to being transgender, with higher numbers among people of color.
-  28% had been harassed in a medical setting.
-  50% said they had to teach their medical providers about transgender care.

* National Transgender Discrimination Survey by the National Center for Transgender Equality.

LGBTQ Facts - Diversity

- 🌈 An estimated 2 million children are being raised by same sex couples
 - 🌈 Same sex couples tend to be more diverse than heterosexual couples
 - 🌈 41% same sex couples identify as ethnically diverse
 - 🌈 LGBT families of color tend to live in poverty.
 - 🌈 32% of children living in LGBT families of color are living in poverty
 - 🌈 21% of children living in same sex families of color are living in poverty
 - 🌈 7% of children living in white same sex families are living in poverty
 - 🌈 LGBT families of color tend to report more discrimination.
 - 🌈 LGBT families of color report greater multigenerational support than white LGBT families
 - 🌈 LGBT families of color are more invisible in the media and are not as connected to the LGBT community

LGBTQ and the Law

- 🌈 NY recognized Same Sex marriage in 2011, while the Supreme Court ruled that prohibiting Same Sex Marriage was unconstitutional in 2015- requiring that all 50 states issue marriage licenses to same-sex couples.
- 🌈 NY Passed SONDA in 2003 which “prohibits the discrimination on the basis of actual or perceived sexual orientation in employment, housing, public accommodations, education, credit and the exercise of civil rights”
- 🌈 In 2019 GENDA was passed and protects against discrimination passed on gender expression or identity
- 🌈 There are no federal laws outlawing discrimination on the basis of sexual orientation or gender expression/identity.
- 🌈 Many laws vary state by state.

LGBTQ and the Law Cont.

- 🌈 In New York State, since 2014 genital reconstruction surgery is not required to change or get a new birth certificate.
- 🌈 New York State has recently enacted laws that ban conversion therapy and consider gender expression and identity are protected classes, thus prohibiting discrimination against transgender and gender non-conforming individuals.
- 🌈 There is currently no federal law banning conversion therapy.

2025 Update -Federal

- 🌈 In 2025, there has been a significant increase in the number of laws and bills proposed at both the state and federal levels that are considered anti-LGBTQ+, with a particular focus on targeting the rights of transgender people.
- 🌈 Record Number of Bills: As of late 2025, over 990 anti-transgender bills have been introduced across 49 states. In 2023 it was 500.
 - 🌈 Of those, over 120 have been passed into law.
- 🌈 Federal Laws and Executive Actions
- 🌈 A major shift has occurred with a presidential executive order issued in January 2025. This order has set the tone for federal policy and has been followed by other actions, including:
 - 🌈 Redefining Sex and Gender: The executive order defines sex based on a biological binary (male and female) and directs federal agencies to remove terms like "sexual orientation" and "gender identity" from official documents and communications.
 - 🌈 Restrictions on Federal IDs: Following the executive order, the administration has asked the Supreme Court to allow it to enforce a new policy for passports that would require the sex designation to be based on the sex assigned at birth, effectively removing the "X" gender marker option.
 - 🌈 Military Ban: A ban on transgender people serving in the military has been put into effect.
 - 🌈 Healthcare and Funding: The executive order halted federal funding for gender-affirming care for individuals under 19, and there are efforts to eliminate coverage for transgender healthcare in Medicare and Medicaid. The Supreme Court has also ruled in *United States v. Skrmetti* that bans on gender-affirming care for minors are constitutional.

2025 Update - States

- 🌈 State legislatures are where the majority of anti-LGBTQ+ bills are being debated and passed.
- 🌈 These laws and bills fall into several key categories:
- 🌈 Healthcare Bans: A significant number of states have passed laws to prohibit gender-affirming care for minors. Some of these bills also include provisions that could lead to felony charges for medical providers who offer such care.
- 🌈 Education and Schools:
 - 🌈 Sports Bans: Over one-third of U.S. states have passed laws banning transgender students from participating in sports that align with their gender identity.
- 🌈 Public Accommodations and Identity:
- 🌈 Bathroom Bans: Bills restricting transgender people's access to public facilities like restrooms and locker rooms are being proposed and passed in multiple states. Some of these laws are broad, covering a variety of public spaces, while others are more narrowly focused on schools or correctional facilities.
- 🌈 Redefining "Sex": Several states have passed laws that legally define "sex" based on reproductive anatomy, chromosomes, or hormones, which can exclude transgender and intersex people from state non-discrimination protections. There are also efforts to prevent transgender people from updating their birth certificates and other official identification documents to reflect their gender identity.

2025 Update - States

- 🌈 Curriculum Restriction Bills:
- 🌈 These laws, often known as "Don't Say Gay" bills, restrict the teaching and discussion of sexual orientation in schools. While they also impact gender identity, they directly target the visibility of gay, lesbian, and bisexual people in educational settings.
- 🌈 "Religious Exemption" Bills: These laws, also known as Religious Freedom Restoration Acts (RFRA), allow individuals and businesses to refuse services to LGBTQ+ people based on religious beliefs. This includes medical providers. While these have been around for some time, they continue to be proposed and passed, creating a patchwork of protections and vulnerabilities.
- 🌈 Drag Bans: A new wave of legislation has targeted drag performances, which are often a key part of gay and lesbian culture. These laws, which have been passed in states like Montana and Tennessee (though some have been legally challenged), aim to restrict where and when drag can be performed, often under the guise of "protecting minors."
- 🌈 Criminalization: A small number of states are exploring legislation that would criminalize being transgender in certain contexts, such as using a different name or pronoun at work or with the government ("gender identity fraud").
- 🌈 Removal of Anti-Discrimination Laws Protecting LGBTQ community
- 🌈 Seeks to repeal housing protection laws.

Executive Order on Homelessness

- 🌈 Key provisions and wording
- 🌈 The order's stated purpose is to address "Endemic vagrancy, disorderly behavior, sudden confrontations, and violent attacks" in American cities. To achieve this, the order:
- 🌈 Links homelessness with crime: The order's preamble attributes issues of public disorder to unhoused individuals, linking vagrancy and drug use with unsafe streets.
- 🌈 Redirects funding: It prioritizes federal grants for states and municipalities that enforce prohibitions on "urban camping and loitering" and "urban squatting," and track sex offenders. Federal resources are directed toward programs that focus on substance abuse and institutionalization rather than housing.
- 🌈 Ends "Housing First" support: The order instructs the Department of Housing and Urban Development (HUD) to withdraw support for the "Housing First" model, which provides housing without preconditions like sobriety or treatment. Instead, it mandates that recipients of homelessness assistance participate in mental health or substance abuse treatment.
- 🌈 Promotes institutionalization: The Attorney General is directed to ensure that involuntary incarceration and institutionalization are legally available options for communities. This applies to those "who are a risk to themselves or others" due to serious mental illness or addiction.
- 🌈 Targets harm reduction: It ends federal funding for harm reduction programs, which addiction experts say are essential for preventing overdoses and disease.
- 🌈 Increased disparities: The National Alliance to End Homelessness warned that the order will disproportionately harm vulnerable groups, including people with disabilities, LGBTQ+ youth, and people of color.

HMIS No longer collects data on Gender or orientation.

Why do we need to collect data about the LGBTQ+ Community?

- 🌈 To raise visibility
- 🌈 Increase identification
- 🌈 Clear up misinformation
- 🌈 To be able to offer support
- 🌈 To target treatment and Services

If you ask the members of The LGBTQ
Community who we are, you are not
insulting us, or labeling us:

You're validating us!



What is Homophobia?

- 🌈 Discrimination based on one's orientation or gender expression/ Real or perceived
- 🌈 Harassment, bullying, name calling, teasing, jokes
- 🌈 Treating the relationships of LGBTQ folks as less valid or different from opposite sex partners
- 🌈 Creating a hostile or unfriendly environment where LGBTQ people can not safely come out in.

How can an agency or individuals battle homophobia in the workplace?



Become an ally

- 🌈 For many becoming an ally is not comfortable for fear of being thought to be part of the community...
 - 🌈 Imagine how hard it is for members of the community to come out.



Talk to the HR, supervisors. Place Safe zone stickers in your workspace.

- 🌈 How can you address it amongst your peers?
 - 🌈 Don't let remarks slide.
 - 🌈 Address unfairness of any type you see.
 - 🌈 Have it placed in the code of conduct
- 🌈 How can you address it with clients?
 - 🌈 Address things when they happen.
 - 🌈 Don't laugh or participate.

Not sure if it's offensive?

- 🌈 Imagine the comment with a different word based on one's ethnicity or cultural background.
- 🌈 Does it sound bad now?
- 🌈 i.e. instead of That's so gay, how about, that's so (insert ethnicity or other identifying descriptor)

Communicating with Co-Workers and Clients

- 🌈 Mirror their language: how do they identify their sexual orientation and partners? Their gender?
- 🌈 Use gender neutral terms and pronouns when referring to partners, unless you are sure
 - 🌈 “Do you have a partner or spouse? Are you currently in a relationship? What do you call your partner?”
- 🌈 Use the pronoun that matches the person’s gender identity
- 🌈 If you slip up, apologize and ask the person what term is preferred

The Client Environment



- 🌈 Create intake forms that include the full range of sexual and gender identity and expression
- 🌈 Ensure confidentiality on forms
- 🌈 Train **all** staff to be respectful of LGBTQ clients, and to use clients' preferred names and pronouns
- 🌈 Post non-discrimination policy inclusive of sexual orientation and gender identity
- 🌈 Display images that reflect LGBTQ lives (e.g., posters with same-sex couples, rainbow flags, trans symbol)
- 🌈 Provide educational brochures on LGBTQ health topics
- 🌈 Offer unisex bathrooms



What is an Ally?

- 🌈 Straight people who don't permit bullying or discrimination around them based on sexual or gender identity.
- 🌈 Who can be an ally? Anyone. All you need is to be a person who speaks out against bias or intolerance.



The Staff Environment

- 🌈 Offer Diversity training to staff and update regularly
- 🌈 Gender Neutral Bathrooms for staff
- 🌈 Include "gender identity or expression" or "gender identity" among the list of protected categories in your non-discrimination and anti-harassment policies.
- 🌈 Institute protocols for gender transitions that clearly delineate responsibilities and expectations of transitioning employees, their supervisors, colleagues and other staff.
- 🌈 Change a transitioning employee's name and gender in all personnel and administrative records, including internal and external personnel directories, e-mail address and business cards.
- 🌈 Dress codes should be modified to avoid gender stereotypes and should apply consistently to all employees. Transgender employees may dress consistently in accordance with their full-time gender presentation.
- 🌈 Medically necessary treatments and procedures, such as those defined by the World Professional Association for Transgender Health's Standards of Care for Gender Identity Disorders, should be included in employer-provided healthcare and short-term disability coverage.

One day, a girl met a girl...



Questions????

