



Preventing Suicidal Behavior among Lesbian, Gay, Bisexual and Transgender Youth

Developing LGBT cultural competence

AGENCY ASSESSMENT

Depending on the mission and size of your agency, you may have to modify some of these. Think about the idea behind the issue, and explore whether there is an alternative way to address it.

INDIVIDUAL STAFF MEMBER

- Has knowledge of issues for LGBT people including victimization, difficulties accessing services, and ineffective providers
- Has awareness of heterosexism and discrimination against transgender people
- Models appreciation for all youth, condemns any discrimination, and plays advocacy role
- Gets support from other staff when exploring values and developing empathy
- Assesses and respects youth's decision about disclosing to others
- Explains confidentiality procedures to consumer and upholds them

AGENCY

- Has explicit policies prohibiting discrimination on the basis of gender identity and sexual orientation
- Provides information about LGBT suicide risk in staff awareness education
- Offers programming for all types of families, pre-teens, youth, out-of-school youth, and young adults
- Trains staff in LGBT culturally competent services and includes in supervision and performance review
- Provides confidentiality safeguards and reviews with consumers
- Establishes a welcoming environment through outreach, front desk, and service space that reflect support and inclusion
- Provides easily available, accurate information
- Provides intake and data forms that allow for range of sexual orientations and gender identities, and LGBT relationships and issues
- Offers LGBT-inclusive resources and services for referrals
- Includes library and media resources that provide information for and about LGBT people
- Supports organizations that support LGBT youth and their families such as PFLAG and Gay Straight Alliances
- Collects consumer feedback and has LGBT people represented in the process for grievances and complaints
- Reviews agency printed and media materials with LGBT people
- Advertises in media outlets that target LGBT people
- Supports staff who play an advocacy role
- Has LGBT youth, adults, and allies as staff, Board members, and volunteers
- Has unisex bathrooms