Organizational LGBTQ+ Climate Assessment

The Organizational LGBTQ+ Climate Assessment was created by the **University of Maryland Prevention Research Center** for administrators of mental and behavioral health organizations to assess the performance of their mental and behavioral health primary organization/practice in serving LGBTQ people.

This assessment works best when administrators identify a specific "primary organization/practice" that is the focus for change and growth. This may be a group of service providers who share one organizational administrative system or a solo practitioner. Throughout this assessment, "organization" refers to one administrative system or solo private practice.

This assessment takes 15-20 minutes to complete. To calculate domain total scores, add the score for all items under each domain. The higher the scores, the more welcoming and inclusive your organization is for LGBTQ+ and other diverse people.

For additional training resources and information, please visit the **UMD-PRC Resources Page** and consider participating in the **UMD-PRC Sexual and Gender Diversity Learning Community Certificate Program**.

Please indicate where on the scale you would rate <u>how completely your organization</u> addresses the following items:

- **0 = Not at all / Not applicable**
- **1 = Partially**
- **2 = Completely**

BUILT ENVIRONMENT

_____ 1. Facilities and offices are accessible by public transportation.
_____ 2. The organization has a plan to support access for people with all major disabilities (sight, hearing, mobility).
_____ 3. The organization waiting areas visually represent racially diverse people in artwork, magazines, and/or posters.
_____ 4. The organization waiting areas visually represents LGBTQ people in its artwork, magazines, and/or posters.
_____ 5. The organization does not use unnecessary surveillance equipment to monitor clients.
_____ 6. The reception area is configured to best ensure client privacy in completing documents and forms that may reveal personal information.
_____ 7. All gender restrooms with clear signage are available for staff & clients in all agency buildings.

_____ **BUILT ENVIRONMENT TOTAL** (ranges from 0-14)

HUMAN RESOURCES

_____ 1. Job announcements explicitly encourage LGBTQ candidates to apply.
_____ 2. Job candidates are screened for potential bias or training needs working with underserved communities, including LGBTQ people.
_____ 3. The organization's written anti-discrimination policies & protocols include protections based on sexual orientation, gender identity and expression.
_____ 4. The organization maintains written grievance procedures for complaints about discrimination.
_____ 5. Employee benefits are equitable for unmarried domestic partners and children in employee's care.
_____ 6. Employee benefits for family planning are equitable for LGBTQ employees.
_____ 7. Healthcare insurance policies include transgender related health care including therapy, medications, tests, and surgical procedures.
_____ 8. The organization has a written standard procedure for employee name changes on employment-related documents.
_____ 9. The organization has a written policy ensuring staff can use a non-legal name at work.

_____ **HUMAN RESOURCES TOTAL** (ranges from 0-18)

Please indicate where on the scale you would rate <u>how completely your organization</u> addresses the following items:

    0 = Not at all / Not applicable
    1 = Partially
    2 = Completely

WORKPLACE CLIMATE

_____ 1.   A person or committee is designated to lead workplace equity efforts.
_____ 2.   Workplace equity efforts explicitly incorporate LGBTQ equity in writing.
_____ 3.   Workplace equity efforts explicitly incorporate race/ethnicity equity in writing.
_____ 4.   Staff at all levels are able to participate in equity efforts (e.g., LGBTQ trainings, task forces, events, etc.) as part of their job description.
_____ 5.   Leadership participates in workplace equity efforts.
_____ 6.   Events and social activities (e.g., recreational, celebrations, fundraisers, etc.) engage and appeal to LGBTQ staff and volunteers at the organization.
_____ 7.   Invitations as well as actual events and social activities are inclusive of LGBTQ employees.
_____ 8.   There is an active effort to create a LGBTQ affinity group or network for employees, and if applicable, volunteers and board members.

_____   **WORKPLACE CLIMATE TOTAL** (ranges from 0-16)

PROFESSIONAL DEVELOPMENT

_____ 1.   There is an official written requirement for all new staff that includes comprehensive training on sexual and gender diversity and on barriers to LGBTQ+ persons feeling welcome and affirmed by the organization.
_____ 2.   Staff are encouraged through paid time off or other incentives to attend ongoing professional development opportunities (trainings, webinars, events) related to LGBTQ issues.
_____ 3.   A staff member or committee is designated to update LGBTQ resources, educational materials, and literature available to staff.
_____ 4.   The organization has processes in place to ensure that clients' use of non-legal names is respected in all reception and clinic face-to-face interactions and documents as appropriate.
_____ 5.   The organization has designated an LGBTQ expert or consultant (internal/external) available for staff consultation and advisement.
_____ 6.   The organization has put into place a thoughtful process for writing letters of support for legal documentation or gender-affirming medical care for transgender persons.

The organization prepares staff to talk to clients about:

_____ 7.   sexual orientation, sexual identity, or sexuality.
_____ 8.   diverse families or relationships structures.
_____ 9.   intimate partner violence and abuse.
_____ 10.   sexual violence and trauma.
_____ 11.   other forms of violence and trauma (family violence, police violence, hate violence, etc.).
_____ 12.   civil legal protections for LGBTQ people and survivors of violence.
_____ 13.   gender identity and expression.
_____ 14.   client desire for confidentiality regarding sexual orientation and gender identity.
_____ 15.   language and actions that may marginalize persons of minority race/ethnicity.
_____ 16.   language, use of pronouns, use of legal names, and actions that may marginalize LGBTQ+ persons.

_____   **PROFESSIONAL DEVELOPMENT TOTAL** (ranges from 0-32)

Please indicate where on the scale you would rate <u>how completely your organization</u> addresses the following items:

    0 = Not at all / Not applicable
    1 = Partially
    2 = Completely

INTAKE & REFERRAL

_____ 1.   The organization explicitly states on all public facing communications that LGBTQ people and their families are eligible for services and programs.

_____ 2.   The organization has a clear non-discrimination statement that includes sexual orientation and gender identity on its website and all printed materials, and the printed materials and organization website state that affirmative therapy is provided to LGBTQ clients.

_____ 3.   The organization collects in-take data that allows clients to specify their sexual orientation, gender identity, chosen name, and pronouns.

_____ 4.   The organization ensures confidentiality for LGBTQ clients in all billing, services, and programs.

_____ 5.   Programs that serve by gender (e.g., women-only, gay/bi men only, mom's group, etc.), affirm the client's gender identity, sexuality, and familial relationships.

_____ 6.   Services involving pre-marital therapy, parenthood, adoption, retirement, etc. address LGBTQ specific concerns and are LGBTQ inclusive.

_____ 7.   Information on LGBTQ-specific referrals is readily available to staff and clients, and staff make LGBTQ-specific referrals (internal and external), when appropriate.

_____   **INTAKE & REFERRAL TOTAL** (ranges from 0-14)

SERVICES & PROGRAMS

_____ 1.   Services and programs are reviewed annually and updated to reflect best practices in working with LGBTQ people.

_____ 2.   Services and programs are reviewed annually and updated to reflect best practices in working with persons from all racial and ethnic backgrounds.

_____ 3.   The organization maintains a client Bill of Rights that speaks specifically to LGBTQ access.

_____ 4.   Programs and services are currently serving diverse LGBTQ individuals and communities.

_____ 5.   The organization collects data to better understand the satisfaction of LGBTQ individuals in services and programs.

_____ 6.   The organization offers LGBTQ-specific services/programs.

_____ 7.   Health information and resources address LGB health.

_____ 8.   Health information and resources address transgender health.

_____ 9.   Health information and resources address STIs/HIV.

_____ 10.   The organization routinely utilizes participant feedback to improve services and programs, including from LGBTQ clients.

_____ 11.   Violence prevention programs address violence experienced by LGBTQ people.

For **support groups** and other **<u>group programs</u>**:

_____ 12.   facilitators make referrals to LGBTQ competent services.

_____ 13.   facilitators are equipped to respond to anti-LGBTQ bias among participants.

_____ 14.   curricula are analyzed for outcomes (positive/adverse) with LGBTQ participants.

_____   **SERVICES & PROGRAMS TOTAL** (ranges from 0-28)

Please indicate where on the scale you would rate <u>how completely your organization</u> addresses the following items:

    0 = Not at all / Not applicable
    1 = Partially
    2 = Completely

OUTREACH & COLLABORATION

_____ 1.   The organization intentionally develops relationships with LGBTQ competent providers and organizations.

_____ 2.   Partnerships are periodically evaluated for fidelity to their intended goals and outcomes for LGBTQ clients.

_____ 3.   LGBTQ people, families, and communities have equitable attendance at organization events and/or programs.

_____ 4.   The organization officially participates in LGBTQ community and cultural events.

_____ 5.   The organization participates in regional task forces or coalitions related to LGBTQ survivors of intimate partner violence, change efforts, and other forms of violence experienced by LGBTQ people.

_____ 6.   LGBTQ clients/participants have been referred to the organization due to the organization's LGBTQ competence.

_____ **OUTREACH & COLLABORATION TOTAL** (ranges from 0-12)

DEVELOPMENT & COMMUNICATION

_____ 1.   The organization intentionally recruits board/leadership members to reflect the diversity of the communities served, including LGBTQ board members.

_____ 2.   Board/leadership training/orientation includes information about the primary organization's/practice's equity and social justice efforts, including the organization's commitment to LGBTQ access.

_____ 3.   Leadership (Board of Directors and/or Executive Management) can communicate the organization's commitment to LGBTQ access.

_____ 4.   Leadership will advocate on behalf of LGBTQ communities in public forums.

_____ 5.   Development efforts showcase LGBTQ-related work (e.g., highlight services & programs, collaborations and partnerships, LGBTQ client or staff stories, etc.).

_____ 6.   LGBTQ content is included in the organization's communications (e.g., blogs, newsletter, etc.).

_____ 7.   The organization advertises with local LGBTQ-specific or LGBTQ-friendly media.

_____ 8.   The organization and board have made official statements supporting, or condemning, specific legislative efforts that affect the civil rights on LGBTQ individuals and couples.

_____ **DEVELOPMENT & COMMUNICATION TOTAL** (ranges from 0-16)

MISSION & VALUES

_____ 1.   Major policy and protocol decisions within the organization are analyzed for impact on LGBTQ access.

_____ 2.   The organization's continuing improvement practices, accreditation processes, or other forms of evaluation include equity indicators related to LGBTQ access.

_____ 3.   The organization seeks out recommendations and technical assistance from LGBTQ leaders, field experts, and organizations.

_____ **MISSION & VALUES TOTAL** (ranges from 0-6)

TOTAL ORGANIZATIONAL LGBTQ+ CLIMATE SCORE

Add all 9 domain totals from above (grand total ranges from 0 – 156) = _____

The higher your score, the more welcoming and inclusive your organization is for LGBTQ+ and other diverse people.

This assessment tool was modified from the Organizational Self-Assessment by Demonstrate LGBTQ Access.