

NYS LGBTQI+ Endorsement Pilot

The New York State Office for the Prevention of Domestic Violence is creating the LGBTQI+ Endorsement, which is a voluntary initiative for domestic violence programs across NYS. The Endorsement will provide an opportunity for local programs to be endorsed as LGBTQI+¹ affirming and inclusive in their services, policies and practices, and will establish a new commitment to providing trauma-informed and culturally responsive services. To obtain and retain a LGBTQI+ Endorsement, domestic violence programs will need to show adherence to a set of eight standards.

To ensure that the standards and the Endorsement Program are developed with the feedback and input of domestic violence programs, OPDV is launching **the NYS LGBTQI+ Endorsement Pilot, to run from April 2023 to March 2024**. Participants in the pilot program will work closely with OPDV to meet all of the draft standards and provide feedback on the standards and the process. At the completion of the pilot, participants may receive the LGBTQI+ endorsement, demonstrating the programs' ability to meet all of the identified program standards.

LGBTQI+ Endorsement Program Standards

1. Demonstrate an organizational commitment to LGBTQI+ inclusive and affirming programming
2. Employ LGBTQI+-affirming strategies with every program participant and colleague
3. Maintain policies and procedures that are in compliance with federal and state law¹, to ensure LGBTQI+ inclusion and affirmation
4. Create data collection processes and forms for staff and program participants that ensure LGBTQI+ inclusion and affirmation
5. Create a welcoming space for LGBTQI+ program participants and staff
6. Establish relationships with local LGBTQI+ organizations and resources
7. Increase and ensure diverse LGBTQI+ inclusion and representation among staff and board
8. Ensure staff and program participants receive training and technical assistance to support LGBTQI+ inclusion

¹ LGBTQI+: Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, and + (the plus sign holds space for the expanding and new understanding of different parts of the very diverse gender and sexual identities). The acronym that brings together many different gender and sexual identities that often face marginalization across society.

LGBTQI+ Endorsement Program Pilot

Overview

OPDV is committed to ensuring a statewide service delivery system that is responsive to the diverse needs of survivors. The purpose of this pilot program is to identify the most effective policies and practices to provide culturally responsive and trauma-informed services for LGBTQI+ survivors of gender-based violence. During the pilot, 5 domestic violence programs, licensed or approved by OCFS, will work closely with NYS OPDV to provide feedback on the final Endorsement program.

Participants in the LGBTQI+ Endorsement Pilot will, in partnership with OPDV:

- Provide feedback to OPDV on the overall experience and agency ability to adhere to program standards
- Attend quarterly meetings with the pilot cohort to:
 - Participate in technical assistance and training to build agency's skillset in providing comprehensive LGBTQI+ inclusive services and policies
 - Provide mutual support and share strategies in addressing barriers to inclusion

Application

To be accepted in the pilot, applicants will need to successfully submit the following using the link below:

1. Application (30 points)
2. LGBTQI+ Agency Self-Assessment Tool (50 points)
3. Documentation (20 points)

All documents can be found and completed here: <https://survey.alchemer.com/s3/7172968/NYS-LGBTQI-Endorsement-Pilot-Application>

Scoring

Programs selected will meet the following criteria:

- Only programs scoring at least 55 will be considered for the pilot.
- Amongst programs meeting the minimum score, OPDV will consider the following criteria to ensure the most diverse cohort for optimal learning and development:
 - Location –ensure multiple regions in New York state are represented, and to ensure rural, suburban and urban programs are represented to the extent possible;
 - Service type –ensure residential and non-residential domestic violence service providers are represented;
 - Program characteristics –ensure a range of program characteristics from small providers only providing domestic violence services in one county, dual domestic violence and sexual violence providers, and larger, multiservice organizations providing other social services in addition to domestic violence services.

Additionally, the answers to the following questions will be prioritized:

- Program's answer to question 1 reflects some demonstrated experience in institutionalizing LGBTQI+ inclusive practices.
- Program's answer to question 4 reflects an enthusiastic commitment to building capacity.

Given the goals expressed above, receiving the highest score is not a guarantee of acceptance into the pilot program.



NYS LGBTQI+ Endorsement Pilot Application

Application can be completed via the following link: <https://survey.alchemer.com/s3/7172968/NYS-LGBTQI-Endorsement-Pilot-Application>

Applicant Program Legal Name	
Site or Business Address	
Name of Contact Person	Title
Telephone Number of Contact Person	Email Address for Contact Person

1. Provide an example of your agency implementing LGBTQI+ strategies to move towards inclusion for domestic violence services to the LGBTQI+ community. *Please feel free to discuss agency collaborations in this section and testimonials (10)*
2. Describe how your agency stays up to date with information and issues related to the LGBTQI+ community (5)
3. Why is your program applying for the LGBTQI+ Pilot Endorsement? (5)
4. What areas is your agency looking to build capacity to be more LGBTQI+ inclusive? (10)



Documentation

Documentation can be uploaded via the pilot application link: <https://survey.alchemer.com/s3/7172968/NYS-LGBTQI-Endorsement-Pilot-Application>

Policy/Procedure/Written Material
<p>Client Bill of Rights and/or Handbook that contains policies/procedures on:</p> <ul style="list-style-type: none"> → Nondiscrimination in the provision of services → Confidentiality of SOGIE² information → Client’s right to self-identify → Conflict, grievance, and complaint procedures related to these LGBTQI+-affirming policies
<p>Employee handbook that contains policies/procedures on:</p> <ul style="list-style-type: none"> → Nondiscrimination, diversity, and anti-harassment in hiring, compensation, and provision of employee benefits → Nondiscrimination, anti-bullying, and anti-harassment in the work environment → Conflict and grievance procedures related to discrimination/harassment based on SOGIE
<p>Program Code of Conduct</p>
<p>Addressing harassment and discrimination related to SOGIE</p>
<p>Attestation Form printed and signed (found on page 9)</p>

Documentation can be uploaded via the pilot application link: <https://survey.alchemer.com/s3/7172968/NYS-LGBTQI-Endorsement-Pilot-Application>

² SOGIE: Sexual Orientation Gender Identity/Expression

LGBTQI+ Pilot Endorsement Agency Self-Assessment

Program Standard Scoring

Complete the following self-assessment using the scale ranging from 0-4 to evaluate the extent to which you agree the agency incorporates each practice into daily programming. Please evaluate the agency based on experience over the last 12 months. Agency self-assessment can be completed via the pilot application link: <https://survey.alchemer.com/s3/7172968/NYS-LGBTQI-Endorsement-Pilot-Application>

0	1	2	3	4
No Activity or Commitment	Commitment: Agency has made the decision to work towards implementation	Planning: Under development	Initial Implementation: Introduced to agency practice but adjustments are still being made	Full Implementation: Integrated into standard agency practice

Self-Assessment Score:

Add the total number of points and divide by 2, and refer below to the grading range:

0–12: Novice. Your organization may be unfamiliar with the recommended best practices around LGBTQI+ cultural competency. Your organization is just starting this work and has just started to think intentionally about culturally competent services.

13–24: Skilled Learner. Your organization may be developing an awareness of LGBTQI+ cultural competency and is attempting to implement some of the recommended best practices. Your organization is trying to think intentionally about culturally competent services, and you may have a few committed staff doing this work. But overall, the organization may be facing internal or external barriers to doing the work, including but not limited to time, funding, staffing shortages, a lack of commitment from the organizational leadership, or a lack of integration to the organizational strategic planning and budgeting.

25–36: Competent Practitioner. Your organization is working on improving LGBTQI+ cultural competency at your agency and has implemented a sizable amount of recommended best practices, but still strives to reduce barriers and improve services for these marginalized survivors. Your organization may be facing internal or external barriers to going further and implementing more involved or difficult-to-execute recommendations.

37-50: Best Practices Your organization is following many or most of the frequently recommended best practices around LGBTQI+ cultural competency. There’s always room for improvement, but it’s clear you are committed to this work and have thought intentionally about culturally competent services and are actively working to reduce barriers for LGBTQI+.

LGBTQI+ Pilot Endorsement Agency Self-Assessment

Program Standard 1: Demonstrate an organizational commitment to LGBTQI+ inclusive and affirming programming

Question	Score
Mission, vision, and values statements explicitly include and affirm LGBTQI+ people.	
Strategies for increasing accessibility for LGBTQI+ BIPOC ³ survivors integrated into programs and services on an ongoing basis	
Organization and/or program names are inclusive and not exclusive, e.g. Survivor Service Center vs. Women and Children’s Center; <i>Please note that we recognize that larger agencies may not have control over this and looking to see agencies understanding of the importance of inclusive language</i>	
TOTAL	

Program Standard 2: Employ LGBTQI+-affirming strategies with every program participant and colleague

Question	Score
Every stage of program engagement, from outreach and intervention to prevention and communications, should be LGBTQI+ inclusive and affirming.	
Providing accessible programming for and with LGBTQI+ individuals, including mixed gender support groups, and other LGBTQI+ specific programming.	
Preserving confidentiality around LGBTQI+ identities and experiences, clearly stating if or when that confidentiality is waived, including mandated reporting cases ²	
TOTAL	

Program Standard 3: Maintain policies and procedures that are in compliance with federal and state law, to ensure LGBTQI+ inclusion and affirmation

Question	Score
Prohibiting expressions of bias and discrimination, providing clarity around what this means and looks like for all involved in the process.	
Identifying ways in which conflict resolution is handled, with specific focus on microaggressions and tokenizing, which can occur as part of the process.	
Policies are reviewed on an annual basis to monitor the intentional inclusion of LGBTQI+ BIPOC communities	
Offering health and life insurance benefits with same-sex partner benefits, medical benefits to support the needs of trans employees, and paid family leave (as opposed to just maternity leave).	
TOTAL	

³ BIPOC: Black Indigenous and People of Color

Program Standard 4: Create data collection processes and forms for staff and program participants that ensure LGBTQI+ inclusion and affirmation

Question	Score
Explicitly gathering information around LGBTQI+ identities and experiences, including clear options for those reporting to decline to answer and/or to self-identify.	
Facilitating an ongoing analysis of gaps and needs, and reporting on LGBTQI+ participant and staff experiences to improve LGBTQI+ inclusivity and affirmation in programs and workplace environment.	
TOTAL	

Program Standard 5: Create a welcoming space for LGBTQI+ program participants and staff

Question	Score
Art and décor are specifically inclusive and affirm the range of sexual orientation and gender identity, as well as race, class, immigration status, ability, and more, communicating that all are welcome here.	
Your waiting area or public areas has your non-discrimination policy posted	
Resource areas contain materials such as books, magazines, and videos that reflect the lives and experiences of LGBTQI+ BIPOC survivors	
Restrooms, changing rooms, and other traditionally gendered spaces are inclusive and accessible across gender identity and sexual orientation, minimally including that staff and participants can use whatever restroom they choose without challenge best practice is making all restrooms accessible across gender identity and expression.	
The utilization of a workplace inclusion panel (WIP) that includes LGBTQI+ and allied people, people of color, veterans, and people of varied abilities and that meets regularly to leverage each unique populations’ networks and skills to accomplish goals related to innovation in service provision, recruitment and retention of staff, and outreach to and retention of clients	
Client records are LGBTQI+-affirming and reflect, at minimum, correct pronouns and name in use, as identified by the client. For clients who come out, transition, and/or otherwise change their name and/or pronouns after admission, records are updated.	
TOTAL	

Program Standard 6: Establish relationships with local LGBTQI+ organizations and resources

Question	Score
Formalizing partnerships with memoranda of understanding or other agreement explicitly outlining: <ul style="list-style-type: none"> i. expedited referral processes, ii. mutual training and technical assistance; domestic violence organizations support LGBTQI+ culturally specific organizations to improve and enhance their responses to gender-based and LGBTQI+ culturally specific organizations support domestic violence organizations to improve and enhance their response to LGBTQI+ survivors and co-workers, building a community first approach. 	
TOTAL	



Program Standard 7: Increase and ensure diverse LGBTQI+ inclusion and representation among staff and board

Question	Score
Policies are reviewed on an annual basis to monitor the intentional inclusion of LGBTQI+ BIPOC communities	
Review on an annual basis recruiting strategies to attract diverse LGBTQI+ candidates for staff positions	
TOTAL	

Program Standard 8: Ensure staff and program participants receive training and technical assistance to support LGBTQI+ inclusion

Question	Score
Requiring ongoing training for all staff around LGBTQI+ identities, experiences, history, and in best practices to build LGBTQI+ inclusion and affirmation in programs and in the workplace, prioritizing all staff who work directly with survivors and the community, including security staff, and overnight staff at shelters.	
Offering (and strongly encouraging participation in) training for program participants around the organization’s commitment to LGBTQI+ inclusion and affirmation.	
Accessible mechanisms to appropriately share LGBTQI+-related policies and relevant trainings to employees at all levels.	
TOTAL	



Attestation

Please complete and upload the following attestation. The attestation can be uploaded in the Documentation portion of the survey: <https://survey.alchemer.com/s3/7172968/NYS-LGBTQI-Endorsement-Pilot-Application>

Approval of the applicant’s application for participation in the LGBTQI+ Endorsement Pilot shall be based upon acceptance of this Attestation following a review of the applicant’s application, Self-Assessment and attached policies, procedures, and other materials.

Agency Name: _____

Statement of Compliance and Signature (Executive Director)	
I, _____, hereby attest that (1) the items on this Attestation form are true, accurate and complete to the best of my knowledge. I understand that any falsification, omission or concealment of material fact may result in revocation of LGBTQI+ Endorsement pilot participation. I also attest that (2) the Applicant is committed to taking action to actively participate in the LGBTQI+ Endorsement Pilot program.	
Executive Director Signature	Date

Please complete and upload the following attestation. The attestation can be uploaded in the Documentation portion of the survey: <https://survey.alchemer.com/s3/7172968/NYS-LGBTQI-Endorsement-Pilot-Application>