Breaking Barriers: LGBTQIA+
Equal Access to Housing Services

A special thanks to our Presenting Sponsor:
Rashida Rattray-Reid, CT Fair Housing Center
Shannon Carter, DataHaven
Leigh Shields-Church, CT Department of Housing
Alexis Terry, New Haven Housing Fund

A special thanks to our Presenting Sponsor:
Equal Access to Shelter

Annual Training Institute
June 2024
On LGBTQIA+ Resident Wellbeing: Emerging Evidence from Greater Hartford

Shannon Carter, MPH
(they/them)
DataHaven
### Terminology

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sexual Orientation</td>
<td>Refers to the gender(s) that someone is romantically, sexually or emotionally attracted to.</td>
</tr>
<tr>
<td>Gender Identity</td>
<td>Refers to a person’s sense of gender. This is independent of the way they express their gender.</td>
</tr>
<tr>
<td>LGBTQIA+</td>
<td>Is an abbreviation for Lesbian, Gay, Bisexual, Transgender, Intersex, Asexual, and more.</td>
</tr>
<tr>
<td>Transgender</td>
<td>Is an umbrella term for people whose gender identity differs from their sex assigned at birth.</td>
</tr>
<tr>
<td>Non-binary</td>
<td>Is a term for people whose gender identity is not exclusively man or woman.</td>
</tr>
</tbody>
</table>
State of LGBTQIA+ Community in CT

- More CT residents are identifying as LGBTQIA+
  - 8% of adults in CT identify as not being straight (DCWS 2018)
- Pandemic is magnifying existing disparities
- Surge in anti-LGBTQIA+ animus
  - Nationwide and within CT
Data Sources

- United States Census Bureau
  Household Pulse Survey
- DataHaven Community Wellbeing Survey
- Commission on Human Rights and Opportunities
Findings
LGBTQ adults in CT are more likely to rent
Share of CT adults by sexual orientation and gender identity

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisgender Straight</td>
<td>23%</td>
<td>27%</td>
<td>26%</td>
</tr>
<tr>
<td>LGBTQ</td>
<td>36%</td>
<td>42%</td>
<td>41%</td>
</tr>
</tbody>
</table>

LGBTQ adults in CT are more likely to have trouble paying expenses
Share of CT adults by sexual orientation and gender identity who report that it has been "somewhat" or "very" difficult to pay for usual household expenses in the past week

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisgender Straight</td>
<td>25%</td>
<td>32%</td>
<td>34%</td>
</tr>
<tr>
<td>LGBTQ</td>
<td>39%</td>
<td>37%</td>
<td>45%</td>
</tr>
</tbody>
</table>

DataHaven Analysis of Census Bureau Household Pulse Survey
Black and Latine LGBTQ adults in CT are more likely to have trouble paying expenses

Share of LGBTQ adults in CT by race and ethnicity who report that it has been "somewhat" or "very" difficult to pay for usual household expenses in the past week, 2021-2023

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Latine White</td>
<td>34%</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>Non-Latine Black</td>
<td>55%</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>Latine (any race)</td>
<td>54%</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>Non-Latine Asian</td>
<td>42%</td>
<td>42%</td>
<td>42%</td>
</tr>
<tr>
<td>Other</td>
<td>42%</td>
<td>42%</td>
<td>42%</td>
</tr>
</tbody>
</table>

DataHaven Analysis of Census Bureau Household Pulse Survey

Disabled LGBTQ adults in CT are more likely to have trouble paying expenses

Share of LGBTQ adults in CT by disability status who report that it has been "somewhat" or "very" difficult to pay for usual household expenses in the past week

<table>
<thead>
<tr>
<th>Year</th>
<th>Non-disabled</th>
<th>Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>23%</td>
<td>56%</td>
</tr>
<tr>
<td>2022</td>
<td>35%</td>
<td>59%</td>
</tr>
<tr>
<td>2023</td>
<td>40%</td>
<td>59%</td>
</tr>
</tbody>
</table>

Disability is defined as having "a lot" of difficulty or inability to see, hear, remember, move, perform self-care, or understand.
Reports of discrimination based on gender identity have spiked in recent years

Total number of discrimination complaints by basis of discrimination, FY2001-2023

Source: CT Commission on Human Rights and Opportunities annual reports
Note: complaints based on gender identity are only available starting in FY2014
LGBTQ discrimination complaints occur most often regarding employment

Share of total discrimination complaints by dimension and basis of discrimination, FY2014-2023

Source: CT Commission on Human Rights and Opportunities annual reports
## LGBTQ adults are more likely to face discrimination

Share of Connecticut adults by sexual orientation and gender identity, 2018–2022

<table>
<thead>
<tr>
<th>Sexual Orientation/Gender Identity</th>
<th>Employment</th>
<th>Accessing health care</th>
<th>Dealing with police</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straight</td>
<td>26%</td>
<td>14%</td>
<td>11%</td>
</tr>
<tr>
<td>Lesbian or Gay</td>
<td>40%</td>
<td>33%</td>
<td>18%</td>
</tr>
<tr>
<td>Bisexual</td>
<td>44%</td>
<td>38%</td>
<td>13%</td>
</tr>
<tr>
<td>Something else</td>
<td>31%</td>
<td>25%</td>
<td>15%</td>
</tr>
<tr>
<td>Cisgender</td>
<td>27%</td>
<td>15%</td>
<td>11%</td>
</tr>
<tr>
<td>Transgender</td>
<td>41%</td>
<td>37%</td>
<td>27%</td>
</tr>
</tbody>
</table>

Source: DataHaven Community Wellbeing Survey
LGBTQ adults are more likely to experience housing insecurity
Share of Connecticut adults housing insecure in past year
By sexual orientation and gender identity, 2018–2022

<table>
<thead>
<tr>
<th>By sexual orientation</th>
<th>By gender identity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straight</td>
<td>8%</td>
</tr>
<tr>
<td>Queer</td>
<td>13%</td>
</tr>
<tr>
<td>Cisgender</td>
<td>9%</td>
</tr>
<tr>
<td>Transgender</td>
<td>22%</td>
</tr>
</tbody>
</table>

Source: DataHaven Community Wellbeing Survey

LGBTQ adults are more likely to feel unsupported in their communities
Share of Connecticut adults who report "rarely or never" getting social or emotional support
By sexual orientation and gender identity, 2018–2022

<table>
<thead>
<tr>
<th>By sexual orientation</th>
<th>By gender identity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straight</td>
<td>12%</td>
</tr>
<tr>
<td>Queer</td>
<td>17%</td>
</tr>
<tr>
<td>Cisgender</td>
<td>12%</td>
</tr>
<tr>
<td>Transgender</td>
<td>22%</td>
</tr>
</tbody>
</table>

Source: DataHaven Community Wellbeing Survey
Our Commitment to Ensure Equal Access

Leigh Shields-Church (she/her/hers)
CT Department of Housing
HUD Equal Access Final Rule

• On September 21, 2016, HUD published a final rule in the Federal Register entitled "Equal Access in Accordance with an Individual's Gender Identity in Community Planning and Development Programs." Through this final rule, HUD ensures equal access to individuals in accordance with their gender identity in programs and shelter funded under programs administered by HUD's Office of Community Planning and Development (CPD).

• This rule builds upon HUD's February 2012 final rule entitled "Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity" (2012 Equal Access Rule), which aimed to ensure that HUD's housing programs would be open to all eligible individuals and families regardless of sexual orientation, gender identity, or marital status.
History

• Since 2016, the CT Balance of State Continuum of Care’s Client Bill of Rights has identified that people have the right to access shelter based on the gender in which they identify.

• July 2020 - HUD Proposed Modification to the 2016 Equal Access Rule. These modifications were ultimately not finalized.
Advances & Next Steps

• Ongoing Training for all Shelter Staff
• Updates to the shelter monitoring tool
• Ensure that shelters have access to affirming signage
• Discrimination Hotline & Feedback Loop Created
• January 2024 - updates to contract language to ensure shelters have equal access policies

(Sample Policy Language)
Feedback Opportunities

If you feel you are not being treated fairly or with respect and dignity, contact GLAD at www.GLADAnswers.org or 800-455-GLAD.

For legal help with issues including housing, public benefits, and safety from violence, in greater Hartford call Greater Hartford Legal Aid at 860-541-5000. Throughout Connecticut call Statewide Legal Services at 1-800-453-3320 or visit www.ctlawhelp.org. Attorney Giovanna Shay is responsible for this message.
Everyone, of any gender identity or expression, has the right to be treated with respect and dignity when accessing shelter services.
Feedback Opportunities

<table>
<thead>
<tr>
<th>IF YOU ARE TRANSGENDER AND ACCESSING SHELTER SERVICES, CONNECTICUT LAW PROTECTS YOUR RIGHT TO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Access shelter services free of discrimination and harassment.</td>
</tr>
<tr>
<td>• Access shelter facilities on equal terms with others. That means transgender women should</td>
</tr>
<tr>
<td>have access to facilities on equal terms as other women and transgender men should have</td>
</tr>
<tr>
<td>access to shelter facilities on equal terms as other men.</td>
</tr>
<tr>
<td>• Use and be referred to by names and pronouns consistent with who you are.</td>
</tr>
<tr>
<td>• Keep your transgender status, sexual orientation, and medical history private. You should</td>
</tr>
<tr>
<td>also be free to share information about who you are without risk of retaliation, violence,</td>
</tr>
<tr>
<td>or harassment.</td>
</tr>
<tr>
<td>• Request accommodations for your safety and privacy.</td>
</tr>
</tbody>
</table>
Updated Emergency Shelter Contract Language

Emergency Shelters & Warming Centers

“Contractor shall train all staff with Client contact at a minimum in a) Emergency evacuation procedures; b) basic first aid procedures, including general first aid techniques and identification and management of crisis and emergency health situations, including mental health crises, suicide prevention, and overdose response; c) Non-violent crisis intervention techniques, including conflict resolution and de-escalation; d) Cultural sensitivity, inclusive of race, ethnicity, national origin, gender, and LGBTQIA2S+ anti-discrimination; e) Housing First in shelters and the low-barrier approach.”

________________________________________________________

“Contractor shall train all staff with Client contact at a minimum in: Non-violent crisis intervention techniques, including conflict resolution and de-escalation; Cultural sensitivity, inclusive of race, ethnicity, national origin, gender, and LGBTQIA2S+ anti-discrimination; Housing-focused case management including Housing First; Harm Reduction strategies and trauma-informed care.”
Updated Emergency Shelter Contract Language

Intake, Enrollment and Discharge

“Persons seeking admission shall be served in accordance with their self-reported gender identity. When a facility is gender-segregated, non-binary persons are permitted to determine the most appropriate placement for themselves.”

Staffing Requirements

“Contractor shall incorporate peer support into its staffing model, recruiting members of underserved or otherwise marginalized groups as staff, with an emphasis on Hispanic, Black, LGBTQIA2S+, trans or non-binary, and young people who have experienced homelessness in Connecticut.”
Client Bill of Rights

i. “Contractor shall provide Clients with an up-to-date handbook that clearly states rules, expectations, Bill of Rights (see https://www.ctbos.org/wp-content/uploads/Clt-Bill-Rgts-updated-2023v2.docx), available services, and a Client agreement upon entry.

ii. Contractor shall provide Clients with **equal treatment** under all shelter policies **regardless of** race, **gender, sexual orientation**, age, religion, national status, marital status or disability…….”
Fair Housing Law and Anti-Discrimination Policies

Rashida Rattray-Reid (she/her)
CT Fair Housing Center
Federal & State Fair Housing Laws

Fair housing refers to the sale/rental of housing free from discriminatory practices or policies.

To make sure everyone has equal access to housing; Congress passed the Fair Housing Act of 1968. It prohibits discrimination based on your membership in a protected class in all forms of housing transactions.
Federal & State Fair Housing Protections

Federal
• Race
• Color
• National Origin
• Sex
• Disability
• Religion
• Familial Status

State
• Ancestry
• Marital Status
• Age
• Sexual Orientation
• Lawful Source of Income
• Gender Identity & Expression
• Veteran Status
• Status as a Victim of Domestic Violence
Who Does The Fair Housing Act Apply To?

The Fair Housing Act applies to various people and entities involved in various stages of housing transactions including (but not limited to):

• Organizations offering rental assistance (including public housing)
• Agencies that do housing counseling (including placement)
• Sober houses
• Shelter and Transitional housing, among many others.
• Housing providers (with some limitations)
Forms of Discrimination

**Differential Treatment**
Treating people differently because of their membership in a protected class is illegal

**Disparate Impact**
Neutral rule that has a disparate impact (greater negative effect) on members of a protected class
What Does Housing Discrimination Look Like?

- Refusals to rent or sell.
- Misrepresenting the availability of housing.
- Discrimination in terms and conditions.
- Use of threats, intimidation, or coercion.
- Discriminatory advertising.
- Discrimination with a smile.
How Do We Report Housing Discrimination?

In response to complaints of housing discrimination, Connecticut Fair Housing Center may: -investigate; -offer advice and counseling about the relevant fair housing laws; and/or, -provide free legal representation to victims of housing discrimination.

Staff at the Center may investigate claims of housing discrimination to determine if there is evidence of a violation of the law. If the Center uncovers evidence of discrimination, the Center’s attorneys work to change that practice and obtain compensation for the victims.

Complaints of housing discrimination can often be resolved through advocacy and negotiation or with legal representation. If necessary, the Center’s attorneys bring legal enforcement actions at the Connecticut Commission on Human Rights and Opportunities, the Department of Housing and Urban Development, and in state and federal court.
Making Equal Access A Reality

Legal Compliance and Education
• Understand the Law
• Regular Trainings
• Clear Policies

Inclusive Practices
• People First Language
• Clear Access to Support Services
• Community Engagement

Creating a Welcoming Environment
• Inclusive Spaces
• Zero Tolerance for Harassment
• Diverse Staff

Monitoring and Accountability
• Regular Audits
• Feedback Mechanisms

Legal and Professional Support
• Legal Consultation
• Professional Development
Contact Us

Connecticut Fair Housing Website: www.ctfairhousing.org
Intake Line (860) 247-4400 (English/Spanish)
Toll Free Line (888) 247-4401 (Translators available)
COVID-19 Resources:
   www.ctfairhousing.org
Report online by visiting:
   www.ctfairhousing.org/report-housing-discrimination
Disability Reasonable Accommodation Letter Generator
   www.ctfairhousing.org/raletters/
Moving Forward Guide
   www.ctfairhousing.org/movingforward/
Here and Now: Implementation Rooted in Lived Experience

Alexis Terry (she/her)
New Haven Housing Fund
Thank you for attending this workshop!

A special thanks to our Presenting Sponsor: