

LGBT HEALTH AND HUMAN SERVICES EVALUATION TOOLKIT

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Overview and Definitions

This Indicator Workbook is designed to provide you with a starting toolkit for evaluating some of the aspects of your program that may be difficult to measure. This workbook provides sample survey scales for indicators from four main categories defined in detail below: health, social support, self-efficacy, and cultural competency. In addition, we provide samples of survey “nuts and bolts”, the basic information you should include in any survey.

While it may be inconvenient to cite original sources on surveys themselves, we ask that you cite both this workbook and the original sources in any reports or published work. You should avoid changing the wording of surveys to maintain their validity. If the survey was developed for a different age group than your participants, make sure the survey is appropriate for that audience.

Category	Definition	Indicators
Risky Health Behaviors	Substance abuse & risky behaviors such as unprotected sex or suicide) and related mental health (depression)	Attitudes Toward Drug Use Substance Use Behavior Depression Suicidal Behavior Sexual Risk Behavior
Social Support & Social Isolation	Peer support & information exchange, sense of belonging, isolation	Sense of Community Social Support Social Isolation
Self-Esteem	Self-esteem and its two components, self-efficacy and self-acceptance, as they relate to coping with LGBTQ-related stress	Self-Esteem (Overall) Coping Self-Efficacy LGBTQ Identity Pride/Shame
Community Awareness of LGBT Existence & Diversity	Community awareness of LGBT existence and needs, definitions of LGBT words, attitudes toward LGBT people	Attitudes Toward LGBT People (Simple Attitude Measure) LGB Attitudes and Knowledge (5 Dimensions)
Access to Healthcare	Ability to access healthcare services, including LGBT-affirming services	LGBT Barriers to Care, including financial and housing problems Overall Healthcare Access
Survey “Nuts and Bolts”	Basic information you want to have in every survey	Permission Form Participant Tracking Dosage Demographics

Intellectual Property Information

When writing a report using these scales, please cite this workbook as well as the individual scale author.

Suggested citation for this workbook:

Frazer, M. Somjen, Roche, Cathy and Mirzayi, Chloe. (2011). LGBT Health and Human Services Evaluation Toolkit. Strength In Numbers Consulting Group for the AIDS Institute of the New York State Department of Health: Brooklyn, NY and Albany, NY.

Citations for individual scales can be found with the scoring information.

Risky Health Behaviors

Attitudes Toward Drug Use

1. How wrong do you think it is for someone your age to drink beer, wine or hard liquor (for example, vodka, whiskey or gin) regularly?

Very wrong Wrong A little bit wrong Not wrong at all

2. How wrong do you think it is for someone your age to smoke cigarettes?

Very wrong Wrong A little bit wrong Not wrong at all

3. How wrong do you think it is for someone your age to smoke marijuana?

Very wrong Wrong A little bit wrong Not wrong at all

4. How wrong do you think it is for someone your age to use LSD, cocaine, amphetamines or another illegal drug?

Very wrong Wrong A little bit wrong Not wrong at all

Substance Use Behavior

During the past 30 days, on how many days did you...

	0 days	1 or 2 days	3 to 5 days	6 to 9 days	10 or more days	Prefer Not To Answer
1. Smoke cigarettes?						
2. Have at least one drink of alcohol?						
3. Have 5 or more drinks of alcohol in a row, that is, within a couple of hours?						
4. Take prescription medicine without a doctor's prescription?						
5. Sniff things you find in your home, like glue or paint huffing?						
6. Smoke marijuana (pot or weed)?						
7. Use other drugs, like cocaine, crack, heroin, methamphetamines (meth), amphetamines, or ecstasy?						

Substance Use Behavior: Scoring Guide

Designed for use with youth.

Citation:

Adapted by Strength in Numbers Consulting Group from the Centers for Disease Control and Prevention's *2009 Youth Risk Behavior Survey*. Available at: www.cdc.gov/yrbss.

1. During the past 30 days, on how many days did you...

	0 days	1 or 2 days	3 to 5 days	6 to 9 days	10 or more days	Prefer Not To Answer
1. Smoke cigarettes?	1	2	3	4	5	P
2. Have at least one drink of alcohol?	1	2	3	4	5	P
3. Have 5 or more drinks of alcohol in a row, that is, within a couple of hours?	1	2	3	4	5	P
4. Take prescription medicine without a doctor's prescription?	1	2	3	4	5	P
5. Sniff things you find in your home, like glue or paint huffing?	1	2	3	4	5	P
6. Smoke marijuana (pot or weed)?	1	2	3	4	5	P
7. Use other drugs, like cocaine, crack, heroin, methamphetamines (meth), amphetamines, or ecstasy?	1	2	3	4	5	P

Scoring:

Add individual's score on each item. The Substance Use Behavior score is the total of the scores on each item. If an item was skipped, it can be pro-rated using that individual's average score. Higher scores indicate more substance use.

Depression

Over the last 2 weeks, how often have you been bothered by any of the following problems?

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things.	0	1	2	3
2. Feeling down, depressed, or hopeless.	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much.	0	1	2	3
4. Feeling tired or having little energy.	0	1	2	3
5. Poor appetite or overeating.	0	1	2	3
6. Feeling bad about yourself—or that you are a failure or have let yourself or your family down.	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television.	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite—being so fidgety or restless that you have been moving around a lot more than usual.	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself in some way.	0	1	2	3

Depression: Scoring Guide

Validated for ages 14-93.

Citation:

Kroenke, K., Spitzer, R., Williams, J. (2001). The PHQ-9: Validity of a brief depression severity measure. *Journal of Internal Medicine*, 16, 606-613.

PATIENT HEALTH QUESTIONNAIRE (PHQ-9)

Over the last 2 weeks, how often have you been bothered by any of the following problems?

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things.	0	1	2	3
2. Feeling down, depressed, or hopeless.	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much.	0	1	2	3
4. Feeling tired or having little energy.	0	1	2	3
5. Poor appetite or overeating.	0	1	2	3
6. Feeling bad about yourself—or that you are a failure or have let yourself or your family down.	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television.	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite—being so fidgety or restless that you have been moving around a lot more than usual.	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself in some way.	0	1	2	3

Scoring: add up all checked boxes on PHQ-9

Not at all = 0; Several days = 1; More than half the days = 2; Nearly every day = 3

Interpretation of Total Score:

1-4: Minimal depression

5-9: Mild depression

10-14: Moderate depression

15-19: Moderately severe depression

20-27: Severe depression

Suicidal Behavior

The next questions ask about sad feelings and attempted suicide. Sometimes people feel so depressed about the future that they may consider attempting suicide, that is, taking some action to end their own life.

	Yes	No	Prefer Not To Answer
1. During the past 3 months, did you ever feel so sad or hopeless almost every day for two weeks or more in a row that you stopped doing some usual activities?			
2. During the past 3 months, did you ever seriously consider attempting suicide?			
3. During the past 3 months, did you make a plan about how you would attempt suicide?			

Suicidal Behavior: Scoring Guide

Designed for youth.

Citation:

Adapted by Strength in Numbers Consulting Group from the Centers for Disease Control and Prevention's *2009 Youth Risk Behavior Survey*. Available at: www.cdc.gov/yrbss.

The next questions ask about sad feelings and attempted suicide. Sometimes people feel so depressed about the future that they may consider attempting suicide, that is, taking some action to end their own life.

	Yes	No	Prefer Not To Answer
1. During the past 3 months, did you ever feel so sad or hopeless almost every day for two weeks or more in a row that you stopped doing some usual activities?	1	0	P
2. During the past 3 months, did you ever seriously consider attempting suicide?	1	0	P
3. During the past 3 months, did you make a plan about how you would attempt suicide?	1	0	P

Scoring:

Add individual's score on each item. The Suicidal Behavior score is the total of the scores on each item. Higher scores indicate more suicidal behavior.

Sexual Risk Behavior

These questions are about protection used during sex. Some people are not having sex and some people are. People have sex in many different ways. These questions are for everyone.

These questions ask about your use of latex or other barriers that stop bodily fluids from being exchanged during sex. Barriers include male condoms, dental dams, and female condoms.

When you are either giving or receiving the following types of sex, how often do you or your partner use a latex or other barrier?

	I have never had this type of sex	I ALWAYS use a barrier	I SOMETIMES use a barrier	I NEVER use a barrier	Prefer Not To Answer
1. Oral sex					
2. Vaginal sex					
3. Anal sex					

Sexual Risk Behavior: Scoring Guide

Designed for youth, appropriate for youth and adults.

Citation:

Frazer, M. Somjen, Roche, Cathy and Mirzayi, Chloe. (2011). LGBT Health and Human Services Evaluation Toolkit. Strength In Numbers Consulting Group for the AIDS Institute of the New York State Department of Health: Brooklyn, NY and Albany, NY

These questions are about protection used during sex. Some people are not having sex and some people are. People have sex in many different ways. These questions are for everyone.

These questions ask about your use of latex or other barriers that stop bodily fluids from being exchanged during sex. Barriers include male condoms, dental dams, and female condoms.

When you are either giving or receiving the following types of sex, how often do you or your partner use a latex or other barrier?

	I have never had this type of sex	I ALWAYS use a barrier	I SOMETIMES use a barrier	I NEVER use a barrier	Prefer Not To Answer
1. Oral sex	0	1	2	3	P
2. Vaginal sex	0	1	2	3	P
3. Anal sex	0	1	2	3	P

Scoring:

The scores can be examined in two subscales. The Oral Sex Risk Behavior score is simply the number corresponding to the response. The Vaginal or Anal Sex Risk Behavior score is the sum of the individual's score on those two items. Higher scores indicate higher risk taking.

Social Support and Social Isolation

Sense of Community

These next questions ask about the LGBTQ community. "LGBTQ" refers to lesbian, gay, bisexual, transgender, queer, or questioning.

"The LGBTQ community" means different things to different people. Please name the LGBTQ community that is most important to you:

Please mark how much you agree or disagree with the following statements about the LGBTQ community you described above:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Prefer Not To Answer
1. I can get what I need in this community.						
2. This community helps me fulfill my needs.						
3. I feel like a member of this community.						
4. I belong in this community.						
5. I have a say about what goes on in my community.						
6. People in this community are good at influencing each another.						
7. I feel connected to this community.						
8. I have a good bond with others in this community.						

Sense of Community: Scoring Guide

This scale assesses sense of community in the LGBTQ community with respect to needs fulfillment, group membership, influence, and emotional connection. It is appropriate for use with youth and adults.

Citation:

Peterson, N. A., Speer, P., & McMillan, D. (2007). Validation of a brief sense of community scale: Confirmation of the principal theory of sense of community. *Journal of Community Psychology*, 36, 61-73.

These next questions ask about the LGBTQ community. "LGBTQ" refers to lesbian, gay, bisexual, transgender, queer, or questioning.

"The LGBTQ community" means different things to different people. Please name the LGBTQ community that is most important to you:

Please mark how much you agree or disagree with the following statements about the LGBTQ community you described above:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Prefer Not To Answer
1. I can get what I need in this community.	5	4	3	2	1	P
2. This community helps me fulfill my needs.	5	4	3	2	1	P
3. I feel like a member of this community.	5	4	3	2	1	P
4. I belong in this community.	5	4	3	2	1	P
5. I have a say about what goes on in my community.	5	4	3	2	1	P
6. People in this community are good at influencing each another.	5	4	3	2	1	P
7. I feel connected to this community.	5	4	3	2	1	P

8. I have a good bond with others in this community.	5	4	3	2	1	P

Scoring: Add individual's score on each item. The Sense of Community score is the total of the scores on each item. If an item was skipped, it can be pro-rated using that individual's average score. Higher scores indicate a higher sense of community.

Social Support

These questions ask about the people in your life.

1. These questions ask about the people in your life. How many people in your life can you talk to and depend on for help regarding important matters and health concerns?

2. Of the people you can talk to and depend on for help, how many of them identify as LGBTQ?

3. Of the people you can talk to and depend on for help, how many of them know about your LGBTQ identity?

Scoring: These questions assess different aspects of social support. They are separate and should not be added together but rather simply looked at individually. You can also look at the percentage of people who know about their LGBTQ identity or who identify as LGBTQ out of the total people they can talk to.

Social Support: Scoring Guide

Originally designed for youth.

Citation:

Wright, E. & Perry, B. (2006). Sexual identity distress, social support, and the health of gay, lesbian and bisexual youth. *Journal of Homosexuality*, 51, 81-110.

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Scoring: These questions assess different aspects of social support. They are separate and should not be added together but rather simply looked at individually. You can also look at the percentage of people who know about their LGBTQ identity or who identify as LGBTQ out of the total people they can talk to.

Social Isolation

These next questions are about how you feel about different aspects of your life. For each one, tell me how often you feel that way.

	Hardly Ever	Some of the Time	Often
1. How often do you feel that you lack companionship?	1	2	3
2. How often do you feel left out?	1	2	3
3. How often do you feel isolated from others?	1	2	3

Social Isolation: Scoring Guide

Three-Item Loneliness Scale

Designed for use with people ages 50 and up.

Citation:

Hughes, M., Waite, L., Hawkey, L., & Cacioppo, J. (2004). A Short scale for measuring loneliness in large surveys. *Research on Aging, 26*, (655-672).

These next questions are about how you feel about different aspects of your life. For each one, tell me how often you feel that way.

	Hardly Ever	Some of the Time	Often
1. How often do you feel that you lack companionship?	1	2	3
2. How often do you feel left out?	1	2	3
3. How often do you feel isolated from others?	1	2	3

To score, sum the items. Higher scores indicate more social isolation (e.g. more loneliness).

Self-Esteem

Self-Esteem (Overall)

Below is a list of statements dealing with your general feelings about yourself. Please mark how much you agree or disagree with each statement.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Prefer Not To Answer
1. I feel that I'm a person of worth, at least on an equal plane with others.					
2. I feel that I have a number of good qualities.					
3. All in all, I am inclined to feel that I am a failure.					
4. I am able to do things as well as most other people.					
5. I feel I do not have much to be proud of.					
6. I take a positive attitude toward myself.					
7. On the whole, I am satisfied with myself.					
8. I wish I could have more respect for myself.					
9. I certainly feel useless at times.					
10. At times I think I am no good at all.					

Self-Esteem: Scoring Guide

This widely used Rosenberg Self-Esteem Scale measures overall self-esteem. It was originally designed for youth 12-19.

Citation:

Rosenberg, M. (1965). *Society and the adolescent self-image*. Princeton, NJ: Princeton University Press.

Below is a list of statements dealing with your general feelings about yourself. Please mark how much you agree or disagree with each statement.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Prefer Not To Answer
1. I feel that I'm a person of worth, at least on an equal plane with others.	3	2	1	0	P
2. I feel that I have a number of good qualities.	3	2	1	0	P
3. All in all, I am inclined to feel that I am a failure.	0	1	2	3	P
4. I am able to do things as well as most other people.	3	2	1	0	P
5. I feel I do not have much to be proud of.	0	1	2	3	P
6. I take a positive attitude toward myself.	3	2	1	0	P
7. On the whole, I am satisfied with myself.	3	2	1	0	P
8. I wish I could have more respect for myself.	0	1	2	3	P
9. I certainly feel useless at times.	0	1	2	3	P
10. At times I think I am no good at all.	0	1	2	3	P

Scoring:

Add individual's score on each item. Their Self Esteem score is the total of the scores on each item. If an item was skipped, it can be pro-rated using that individual's average score.

The scale ranges from 0-30. Higher scores reflect better self-esteem. Scores between 15 and 25 are within normal range; scores below 15 suggest low self-esteem.

Coping Self-Efficacy

When things aren't going well for you, how confident are you that you can: (please circle)

	Moderately Certain Can Do											Prefer not to Answer
	Cannot do at all (0)										Certain Can do (10)	
1. Get emotional support from friends and family.	0	1	2	3	4	5	6	7	8	9	10	
2. Make new friends.	0	1	2	3	4	5	6	7	8	9	10	
3. Get friends to help you with the things you need.	0	1	2	3	4	5	6	7	8	9	10	
4. Sort out what can be changed, and what can not be changed.	0	1	2	3	4	5	6	7	8	9	10	
5. Find solutions to your most difficult problems.	0	1	2	3	4	5	6	7	8	9	10	
6. Break an upsetting problem down into smaller parts.	0	1	2	3	4	5	6	7	8	9	10	
7. Leave options open when things get stressful	0	1	2	3	4	5	6	7	8	9	10	
8. Make a plan of action and follow it when confronted with a problem.	0	1	2	3	4	5	6	7	8	9	10	
9. Think about one part of the problem at a time.	0	1	2	3	4	5	6	7	8	9	10	
10. Take your mind off unpleasant things.	0	1	2	3	4	5	6	7	8	9	10	
11. Keep from feeling sad.	0	1	2	3	4	5	6	7	8	9	10	
12. Stop yourself from being upset by unpleasant thoughts.	0	1	2	3	4	5	6	7	8	9	10	
13. Make unpleasant thoughts go away.	0	1	2	3	4	5	6	7	8	9	10	

Coping Self-Efficacy: Scoring Guide

Developed with HIV positive adult MSM, can be used with any group.

Citation:

Chesney, M., Neilands, T., Chambers, D., Taylor, J., Folkman, S. (2006). A validity and reliability study of the Coping Self-Efficacy Scale. *British Journal of Health Psychology*, 11, 421-437.

This scale measures the individual's confidence with respect to carrying out coping strategies, or the ability to cope with problems.

When things aren't going well for you, how confident are you that you can: (please circle)

Seven horizontal yellow bars for writing answers.

	Cannot do at all		Moderately Certain Can Do								Certain Can do		Prefer not to Answer
	(0)										(10)		
1. Get emotional support from friends and family.	0	1	2	3	4	5	6	7	8	9	10	P	
2. Make new friends.	0	1	2	3	4	5	6	7	8	9	10	P	
3. Get friends to help you with the things you need.	0	1	2	3	4	5	6	7	8	9	10	P	
4. Sort out what can be changed, and what can not be changed.	0	1	2	3	4	5	6	7	8	9	10	P	
5. Find solutions to your	0	1	2	3	4	5	6	7	8	9	10	P	

most difficult problems.												
6. Break an upsetting problem down into smaller parts.	0	1	2	3	4	5	6	7	8	9	10	P
7. Leave options open when things get stressful	0	1	2	3	4	5	6	7	8	9	10	P
8. Make a plan of action and follow it when confronted with a problem.	0	1	2	3	4	5	6	7	8	9	10	P
9. Think about one part of the problem at a time.	0	1	2	3	4	5	6	7	8	9	10	P
10. Take your mind off unpleasant things.	0	1	2	3	4	5	6	7	8	9	10	
11. Keep from feeling sad.	0	1	2	3	4	5	6	7	8	9	10	P
12. Stop yourself from being upset by unpleasant thoughts.	0	1	2	3	4	5	6	7	8	9	10	P
13. Make unpleasant thoughts go away.	0	1	2	3	4	5	6	7	8	9	10	P

Scoring:

Add individual's score on each item. The Coping Self-Efficacy score is the total of the scores on each item. If an item was skipped, it can be pro-rated using that individual's average score. Higher scores indicate better coping abilities.

LGBTQ Identity Pride/Shame

Please choose the response that fits how you feel about the sentences.

	Strongly Agree	Agree	Mixed Feelings	Disagree	Strongly Disagree	Don't Know	Prefer Not To Answer
1. I have a positive attitude about being LGBTQ.							
2. I feel uneasy around people who are very open in public about being LGBTQ.							
3. I often feel I am ashamed that I am LGBTQ.							
4. For the most part I enjoy being LGBTQ.							
5. I worry a lot about what others think about my being LGBTQ.							
6. I feel proud about being LGBTQ.							
7. I wish I weren't LGBTQ.							

LGBTQ Identity Pride/Shame: Scoring Guide

This scale assesses levels of pride versus distress and shame regarding LGBTQ identity. It is called the Sexual Identity Distress Scale. Originally designed for use with youth.

Citation:

Wright, E. & Perry, B. (2006). Sexual identity distress, social support, and the health of gay, lesbian and bisexual youth. *Journal of Homosexuality*, 51, 81-110.

Please choose the response that fits how you feel about the sentences.

	Strongly Agree	Agree	Mixed Feelings	Disagree	Strongly Disagree	Don't Know	Prefer Not To Answer
1. I have a positive attitude about being LGBTQ.	1	2	3	4	5	3	P
2. I feel uneasy around people who are very open in public about being LGBTQ.	5	4	3	2	1	3	P
3. I often feel I am ashamed that I am LGBTQ.	5	4	3	2	1	3	P
4. For the most part I enjoy being LGBTQ.	1	2	3	4	5	3	P
5. I worry a lot about what others think about my being LGBTQ.	5	4	3	2	1	3	P
6. I feel proud about being LGBTQ.	1	2	3	4	5	3	P
7. I wish I weren't LGBTQ.	5	4	3	2	1	3	P

Scoring:

Add individual's score on each item. Their LGBTQ Identity Distress score is the total of the scores on each item. If an item was skipped, it can be pro-rated using that individual's average score. The scale ranges from 7-35, with higher scores indicating more shame/distress and lower scores indicating more pride.

Community Awareness of LGBT Existence and Diversity

Attitudes Toward LGBT People (Simple Attitude Measure)

Put a check next to each statement with which you agree. Bracket the 2-3 consecutive statements that reflect your current range of thinking about lesbian, gay, bisexual, and transgender (LGBT) people.

___ 1. Homosexuality is unnatural and immoral. LGBT people are emotionally or psychologically ill.

___ 2. LGBT people should participate in reparative therapy or any other treatment available to help them change their sexual orientation.

___ 3. We should have compassion for LGBT people. They can't be blamed for how they were born.

___ 4. LGBT people didn't choose to be the way they are. If they could somehow become heterosexual, they would surely do so.

___ 5. Homosexuality is a phase that many people go through and most grow out of.

___ 6. LGBT people need our support and guidance as they wrestle with the many difficult issues associated with their lifestyle.

___ 7. I have no problem with LGBT people, but see no need for them to flaunt their sexual orientation publicly.

___ 8. What LGBT people do in the privacy of their own bedroom is their business.

___ 9. LGBT people deserve the same rights and privileges as everybody else.

___ 10. Homophobia is wrong. Society needs to take a stand against anti-LGBT bias.

___ 11. It takes strength and courage for LGBT people to be themselves in today's world.

___ 12. It is important for me to examine my own attitudes so that I can actively support the struggle for equality that LGBT people have undertaken.

___ 13. There is great value in our human diversity. LGBT people are an important part of that diversity.

___ 14. It is important for me to stand up to those who demonstrate homophobic attitudes.

___ 15. LGBT people are an indispensable part of our society. They have contributed much to our world and there is much to be learned from their experiences.

___ 16. I would be proud to be part of an LGBT organization, and to openly advocate for the full and equal inclusion of LGBT people at all levels of our society.

Attitudes Toward LGBT People: Scoring Guide

This scale is called the Attitudes Toward Difference Survey: The Riddle Scale. It was originally developed for adults.

Citation:

Adapted by GLSEN Lunchbox 2 from *Alone No More: Developing a School Support System for Gay, Lesbian and Bisexual Youth* by Dorothy Riddle, 1994. St. Paul: Minnesota State Department.

Find the numbers below that correspond to the bracketed range on the survey. Read the attitude and characteristics that encompass this range. According to the Attitudes Toward Difference Scale developed by psychologist Dorothy Riddle, this is where you stand with regard to (LGBT) people.

1-2 Repulsion: LGBT people are strange, sick, crazy and aversive.

3-4 Pity: LGBT people are somehow born that way and it is pitiful.

5-6 Tolerance: Life for LGBT people is hard; anti-gay attitudes just make things worse.

7-8 Acceptance: Homosexuality is a fact of life that should neither be punished nor celebrated.

9-10 Support: The rights of LGBT people should be protected and safeguarded.

11-12 Admiration: Being LGBT in our society takes strength.

13-14 Appreciation: There is value in diversity. Homophobic attitudes should be confronted.

15-16 Nurturance: LGBT people are an indispensable part of society.

Interpretation:

1-4: Your personal feelings may be preventing you from accepting and respecting LGBT people.

5-8: You are somewhat accepting, but may not be willing to actively work against anti-LGBT bias.

9-12: You are willing to provide support and work toward equal rights for LGBT people.

13-16: You are able to fully embrace LGBT people as equal and valuable members of the community.

LGB Attitudes and Knowledge (5 Dimensions)

	Very uncharacteristic of me and my views.				Very characteristic of me and my views.			
	1	2	3	4	5	6	7	
1. I try not to let my negative beliefs about homosexuality harm my relationships with LGB people.								
2. I feel qualified to educate others about how to be affirmative regarding LGB issues.								
3. I could educate others about the history and symbolism behind the pink triangle.								
4. I have close friends who are LGB.								
5. I have difficulty reconciling my religious views with my interest in being accepting of LGB people.								
6. I would be unsure what to do or say if I met someone who is openly lesbian, gay, or bisexual.								
7. Hearing about a hate crime against an LGB person would not bother me.								
8. I am knowledgeable about the significance of the Stonewall Riot to the Gay Liberation Movement.								
9. I think marriage should be legal for same-sex couples.								
10. I keep my religious views to myself in order to accept LGB people.								
11. I conceal my negative views toward LGB people when I am with someone who doesn't share my views.								
12. I sometimes think about being violent toward LGB people.								
13. Feeling attracted to another person of the same sex would not make me uncomfortable.								

14. I am familiar with the work of the National Gay and Lesbian Task Force.	1	2	3	4	5	6	7
15. I would display a symbol of gay pride (pink triangle, rainbow, etc.) to show my support of the LGB community.	1	2	3	4	5	6	7
16. It is important to teach children positive attitudes toward LGB people.	1	2	3	4	5	6	7
17. I conceal my positive attitudes toward LGB people when I am with someone who is homophobic.	1	2	3	4	5	6	7
18. I would feel self-conscious greeting a known LGB person in a public place.	1	2	3	4	5	6	7
19. I have had sexual fantasies about members of my same sex.	1	2	3	4	5	6	7
20. I am knowledgeable about the history and mission of the PFLAG organization.	1	2	3	4	5	6	7
21. I would attend a demonstration to promote LGB civil rights.	1	2	3	4	5	6	7
22. I have conflicting attitudes or beliefs about LGB people.	1	2	3	4	5	6	7
23. It is wrong for courts to make child custody decisions based on a parent's sexual orientation.	1	2	3	4	5	6	7
24. Hospitals should acknowledge same-sex partners equally to any other next of kin.	1	2	3	4	5	6	7
25. Health benefits should be available equally to same-sex partners as to any other couple.	1	2	3	4	5	6	7
26. I can accept LGB people even though I condemn their behavior.	1	2	3	4	5	6	7
27. It is important for me to avoid LGB individuals.	1	2	3	4	5	6	7
28. LGB people deserve the hatred they receive.	1	2	3	4	5	6	7

Attitudes and Knowledge: Scoring Guide

This scale, the LGB-KASH, measures attitudes and knowledge about the LGB community among heterosexuals. Developed for use with adults.

Citation:

Worthington, R., Dillon, F., & Becker-Schutte, A. (2005). Development, Reliability, and Validity of the Lesbian, Gay, and Bisexual Knowledge and Attitudes Scale for Heterosexuals (LGB-KASH). *Journal of Counseling Psychology, 52*, 104-118.

		Very uncharacteristic of me and my views.				Very characteristic of me and my views.			
R	1. I try not to let my negative beliefs about homosexuality harm my relationships with LGB people.	1	2	3	4	5	6	7	
K	2. I feel qualified to educate others about how to be affirmative regarding LGB issues.	1	2	3	4	5	6	7	
K	3. I could educate others about the history and symbolism behind the pink triangle.	1	2	3	4	5	6	7	
I	4. I have close friends who are LGB.	1	2	3	4	5	6	7	
R	5. I have difficulty reconciling my religious views with my interest in being accepting of LGB people.	1	2	3	4	5	6	7	
H	6. I would be unsure what to do or say if I met someone who is openly lesbian, gay, or bisexual.	1	2	3	4	5	6	7	
H	7. Hearing about a hate crime against an LGB person would not bother me.	1	2	3	4	5	6	7	
K	8. I am knowledgeable about the significance of the Stonewall Riot to the Gay Liberation Movement.	1	2	3	4	5	6	7	
L	9. I think marriage should be legal for same-sex couples.	1	2	3	4	5	6	7	
R	10. I keep my religious views to myself in order to accept LGB people.	1	2	3	4	5	6	7	
R	11. I conceal my negative views toward LGB people when I am with someone who doesn't share my views.	1	2	3	4	5	6	7	

H	12. I sometimes think about being violent toward LGB people.	1	2	3	4	5	6	7
I	13. Feeling attracted to another person of the same sex would not make me uncomfortable.	1	2	3	4	5	6	7
K	14. I am familiar with the work of the National Gay and Lesbian Task Force.	1	2	3	4	5	6	7
I	15. I would display a symbol of gay pride (pink triangle, rainbow, etc.) to show my support of the LGB community.	1	2	3	4	5	6	7
L	16. It is important to teach children positive attitudes toward LGB people.	1	2	3	4	5	6	7
R	17. I conceal my positive attitudes toward LGB people when I am with someone who is homophobic.	1	2	3	4	5	6	7
H	18. I would feel self-conscious greeting a known LGB person in a public place.	1	2	3	4	5	6	7
I	19. I have had sexual fantasies about members of my same sex.	1	2	3	4	5	6	7
K	20. I am knowledgeable about the history and mission of the PFLAG organization.	1	2	3	4	5	6	7
I	21. I would attend a demonstration to promote LGB civil rights.	1	2	3	4	5	6	7
R	22. I have conflicting attitudes or beliefs about LGB people.	1	2	3	4	5	6	7
L	23. It is wrong for courts to make child custody decisions based on a parent's sexual orientation.	1	2	3	4	5	6	7
L	24. Hospitals should acknowledge same-sex partners equally to any other next of kin.	1	2	3	4	5	6	7
L	25. Health benefits should be available equally to same-sex partners as to any other couple.	1	2	3	4	5	6	7
R	26. I can accept LGB people even though I condemn their behavior.	1	2	3	4	5	6	7

H	27. It is important for me to avoid LGB individuals.	1	2	3	4	5	6	7
H	28. LGB people deserve the hatred they receive.	1	2	3	4	5	6	7

This scale measures 5 different dimensions of LGB Attitudes and Knowledge, and they are each scored separately. To calculate the score for each dimension, add the scores from the items with the corresponding letter next to it.

H: Hate-- attitudes about avoidance, self-consciousness, hatred, and violence toward LGB individuals. Higher scores indicate more negative attitudes about LGB people.

K: Knowledge of LGB History, Symbols, and Community-- basic knowledge about the history, symbols, and organizations related to the LGB community. Higher scores indicate more knowledge about LGB community.

L: LGB Civil Rights-- beliefs about the civil rights of LGB individuals with respect to marriage, child rearing, health care, and insurance benefits. Higher scores indicate more support for LGB rights.

R: Religious Conflict-- conflictual beliefs and ambivalent homonegativity with respect to LGB individuals, often of a religious nature. Higher scores indicate more conflictual beliefs.

I: Internalized Affirmativeness-- personalized affirmativeness and a willingness to engage in proactive social activism. Higher scores indicate more LGB affirming attitudes.

Access to Healthcare

LGBT Barriers to Care (Including Financial and Housing)

Instructions: Please indicate to what extent each of the following circumstances makes it difficult for you to receive the care, services or opportunities you wish to obtain (circle one).

	No problem at all	Very slight problem	Somewhat of a problem	Major Problem
1. Long distances to medical facilities and personnel.	1	2	3	4
2. Medical personnel (e.g. physicians, nurses), who decline to provide direct care to LGBT people.	1	2	3	4
3. The lack of health care professionals who are adequately trained and competent in LGBT health care.	1	2	3	4
4. The lack of transportation to access the services I need.	1	2	3	4
5. The shortage of psychologists, social workers and mental health counselors who can help address mental health issues.	1	2	3	4
6. The lack of psychological support groups for LGBT people.	1	2	3	4
7. The level of knowledge about LGBT people among residents in the community.	1	2	3	4
8. Community residents' stigma against LGBT people.	1	2	3	4
9. The lack of employment opportunities for LGBT people.	1	2	3	4
10. The lack of supportive and understanding work environments for LGBT people.	1	2	3	4
11. My personal financial resources.	1	2	3	4
12. Lack of adequate and affordable housing.	1	2	3	4

LGBT Barriers to Care: Scoring Guide

The Barriers to Care Scale (BACS) can be used to measure barriers to health care and other services for LGBT people. It includes a subscale regarding human service needs. The scale was designed for adults.

Citation:

Adapted by Strength In Numbers Consulting Group from Heckman, T., Somlai, A., Peters, J., Walker, J., Otto-Salaj, L., Galdabini, C., & Kelly, J. (1998). Barriers to care among persons living with HIV/AIDS in urban and rural areas. *AIDS Care, 10*, 365-375.

Instructions: Please indicate to what extent each of the following circumstances makes it difficult for you to receive the care, services or opportunities you wish to obtain.

		No problem at all	Very slight problem	Somewhat of a problem	Major Problem
G	1. Long distances to medical facilities and personnel.	1	2	3	4
M	2. Medical personnel (e.g. physicians, nurses), who discriminate against LGBT people when providing direct care.	1	2	3	4
M	3. The lack of health care professionals who are adequately trained and competent in LGBT health care.	1	2	3	4
G	4. The lack of transportation to access the services I need.	1	2	3	4
M	5. The shortage of psychologists, social workers and mental health counselors who can help address mental health issues.	1	2	3	4
M	6. The lack of psychological support groups for LGBT people.	1	2	3	4
C	7. The level of knowledge about LGBT people among residents in the community.	1	2	3	4
C	8. Community residents' stigma against LGBT people.	1	2	3	4
P	9. The lack of employment opportunities for LGBT people.	1	2	3	4
P	10. The lack of supportive and understanding work environments for LGBT people.	1	2	3	4
P	11. My personal financial resources.	1	2	3	4
P	12. Lack of adequate and affordable housing.	1	2	3	4

This scale measures 4 different dimensions of Barriers to Care for LGBT people. You can calculate an overall score by summing the numbers on all 12 items. Higher scores indicate more barriers to care. You can also calculate scores for the 4 dimensions separately. To calculate the score for each dimension, add the scores from the items with the corresponding letter next to it.

G: Geography/distance
C: Community stigma

M: Medical and psychological
P: Personal resources

Overall Healthcare Access

Please circle your response.

1. What type of health insurance do you use to pay for your doctor or hospital bills? Is it insurance through:

- Your employer
- Someone else's employer
- A plan that you or someone else buys on your own
- Medicare
- Family Health Plus or Medicaid
- The military, CHAMPUS, tricare, or the VA
- COBRA
- Other (please specify):
- None
- Don't know/not sure

2. Were you without health insurance at any point during the last 12 months?

- Yes
- No
- Don't Know/Not Sure

3. How long have you been without any kind of health insurance coverage?

4. Have you seen your personal doctor or health care provider in the last 12

Months?

- Yes
- No
- Don't Know/Not Sure

5. Have you seen any doctor, nurse or other health professional in the last 12 months?

Yes

No

Don't Know/Not Sure

6. Was there a time in the past 12 months when you needed medical care but did NOT get it? Medical care includes doctor's visits, tests, procedures, prescription medication and hospitalizations.

Yes

No

Don't Know/Not Sure

7. Was there a time in the past 12 months when you needed to fill a prescription for medicine but did not get it?

Yes

No

Don't Know/Not Sure

8. Was there a time in the past 12 months when you needed dental care but did not get it?

Yes

No

Don't Know/Not Sure

9. How long ago was your most recent visit to a dental care provider?

In the past 12 months

1 to 2 years ago

More than 2 years ago

Overall Healthcare Access: Scoring Guide

Designed for adults.

Citation:

New York City Department of Health and Mental Hygiene. Epiquery: NYC Interactive Health Data System - Community Health Survey 2009. Viewed 5/1/11.
<http://nyc.gov/health/epiquery>

Scoring Instructions: There is no special scoring for healthcare access. Just interpret the responses directly.

Survey Nuts and Bolts

Permission Form

Program X Survey

We are evaluating Program X by asking people who come to the program to fill out this survey so that we can learn how the program is helping or changing those who attend. The information you give will help us improve the program. The questions ask about things like how you feel about yourself and about your health behavior. They also ask about your community and background.

This survey will take about X minutes. Please start it when you have enough time to finish the whole thing.

The answers you give will be kept private. Program X leaders and members will not see what you write.

Participating in the survey is voluntary, meaning that it is your choice to complete it or not. You can be in Program X whether or not you choose to participate.

If you are not comfortable answering a question, please mark “prefer not to answer.” If answering the questions reminds you of something upsetting and you would like to talk to someone about it, or if you just have questions about the survey, please tell the person giving you the survey or call Program X at: (XXX) XXX-XXXX. Someone qualified to help people when they are feeling upset will talk with you and make sure you get whatever help you need.

Thank you for your help!

Participant Tracking

You can use a birthdate as a personal code to track participants if you do not want to use names. Example:

Please enter your birthdate in all numbers in this order: Month, Date, and Year. The format is MMDDYYYY. So if your birthday is January 15, 1995, you would enter: 01151995.

Doseage

You can measure how much time the participant has spent in the group or program.

1. For how many months have you been coming to Program X?

_____ 1-3 weeks

_____ 1-3 months

_____ 4-6 months

_____ 7-12 months

_____ More than 12 months

_____ Prefer not to answer

2. In the past 30 days, how many Program X sessions have you attended?

_____ 0

_____ 1

_____ 2

_____ 3

_____ 4

_____ 5

_____ Prefer not to answer

3. In your whole life, about how much time have you been involved LGBTQ community groups, such as an LGBTQ community center?

_____ Never attended other LGBTQ meetings or events

_____ 1-3 weeks

_____ 1-3 months

_____ 4-6 months

_____ 7-12 months

_____ More than 12 months

_____ Prefer not to answer

Scoring: There is no special scoring for doseage. Just interpret it directly.

Demographics

These are common demographic questions. You can pick and choose which ones are relevant for your target population.

1. How old were you on your last birthday?

2. What is your race or ethnicity? Please check all those terms that apply to you.

_____ White or European American

_____ African American or Black

_____ Hispanic or Latino/Latina

_____ Asian or Pacific Islander

_____ Native American/American Indian/Alaskan Native

_____ Middle Eastern/Arab

_____ Prefer not to answer

Other (please specify)

3. What grade are you in?

_____ 9th grade

_____ 10th grade

_____ 11th grade

_____ 12th grade

_____ Ungraded or other grade

_____ Prefer not to answer

4. What was your approximate yearly household income last year?

_____ no income

_____ under \$10,000

_____ \$10,000 to <\$20,000

_____ \$20,000 to <\$30,000

_____ \$30,000 to <\$50,000

_____ \$50,000 to <\$70,000

_____ \$70,000+

5. How many people live in your household, including yourself?

6. What is your zip code?

7. Who are you usually attracted to?

_____ Mostly Men

_____ Mostly Women

_____ Men and Women

_____ Prefer Not To Answer

Other (please specify)

8. Below is a list of terms that people often use to describe their sexuality or sexual orientation. Please check all those terms that apply to you. *[in older populations you may want to add 'gay or homosexual']*

_____ Gay

_____ Lesbian

_____ Bisexual

_____ Straight/Heterosexual

_____ Pansexual

_____ Queer

_____ Questioning

_____ Prefer Not To Answer

If none of these terms apply to you, please tell us how you describe your sexuality or sexual orientation:

[There are two recommended ways to ask about gender identity; the two-part question is more complex but will be more inclusive of transgender people's experiences of self-identity in the gender to which they have transitioned. The second works well with transgender people who identify as transgender as well as the gender to which they have transitioned]

9a. What was the sex on your original birth certificate? Please check only one.

Male

Female

9b. How do you identify your current gender? Please check all that apply.

those terms that apply to you.

Male

Female

Transgender

Transgender Male-to-Female

Transgender Female-to-Male

Genderqueer

Prefer Not To Answer

If none of these terms apply to you, please tell us how you describe your gender:

ALTERNATIVE

9. Below is a list of terms that people often use to describe their gender. Please check all those terms that apply to you.

Male

Female

Transgender

Transgender Male-to-Female

_____ Transgender Female-to-Male

_____ Genderqueer

_____ Prefer Not To Answer

If none of these terms apply to you, please tell us how you describe your gender:

10. *[This question can help you determine which of your outreach strategies are most worthwhile. You can list your outreach strategies in the answer choices.]*

How did you hear about our program?

_____ Google search

_____ Friend

_____ Pride

_____ Health fair

_____ My doctor

Other (please specify):

Demographics: Scoring Guide

Citation:

Frazer, M. Somjen, Roche, Cathy and Mirzayi, Chloe. (2011). LGBT Health and Human Services Evaluation Toolkit. Strength In Numbers Consulting Group for the AIDS Institute of the New York State Department of Health: Brooklyn, NY and Albany, NY

Scoring: There is no special scoring for demographics. Just interpret the responses directly.