

# Accessible ED Treatment Scorecard



Marginalized populations deserve affirming eating disorder care. These questions focus on the bare minimum of what is needed to create an accessible and gender-affirming treatment environment. While answers may vary depending on location, we believe the admissions process is the most critical as the first point of contact when seeking treatment. These answers were largely provided by admissions representatives. We encourage people seeking treatment to reach out to treatment centers individually for more comprehensive information around their policies and practices.

**This document scores the largest eating disorder treatment programs in the United States on the following accessibility criteria:**

- TRANS CARE TRAINING/15 pts:** Yes if the facility makes training on transgender-affirming care mandatory for its staff at least once per year AND at onboarding
- HAES APPROACH/15 pts:** Yes if the facility uses the Health At Every Size approach.
- NEUTRAL BATHROOMS/15 pts:** Yes if the facility has gender-absent restrooms.
- ROOMING POLICY/15 pts:** Yes if the facility's rooming preference prioritizes the safety of transgender people.
- ACCESSIBILITY/15 pts:** Yes if the facility is wheelchair accessible, has ASL services available, and has a stimming space available.
- STAFF IDENTITIES/15 pts:** Yes if the facility has staff that identifies as BIPOC, disabled, trans, and/or fat.
- INSURANCE & SCHOLARSHIPS/10 pts:** Yes if the facility accepts public insurance, offers sliding scale, or offers scholarships.
- FINAL GRADE:** 0 through 100

*This reference was last updated on November 15th, 2022. If accessing as a PDF, see [fedupcollective.org](https://fedupcollective.org) to check for the most recent version.*

FACILITY NAME	FINAL GRADE	TRANS TRAINING	HAES APPROACH	NEUTRAL BATHROOM	ROOMING POLICY	ACCESSIBILITY	STAFF IDENTITIES	PUBLIC INSURANCE AND/OR SCHOLARSHIPS	ADDITIONAL NOTES
Alsana	85	Yes	Yes	Yes	Yes	Some	Yes	Scholarships and sliding scale-yes; public insurance-no	Facilities with varying wheelchair access and provided when possible. ASL access. No stimming space.
Balance NYC	70	Some	Yes	Yes	N/A	Some	Some	Some scholarship + Project Heal	<i>"Not very experienced with autistic people." Does not accept insurance.</i> No ASL, no info on chair access, yes to stimming.
Carolina House	70	Yes	Yes	Yes	Yes	No	No	Scholarships Available	Did not provide info for any explicit steps they take, no info on stimming space or staff identities provided.
Center for Change	82.5	Yes	Yes	Yes	Yes	Some	Some	Medicaid depending on state; Project Heal partner	Known to have BIPOC and disabled staff, have never had a client who needed ASL but able to provide translators
Center for Discovery	82.5	Yes	Yes	Some	Yes	Yes	Yes	No public insurance, limited scholarships.	Currently, adult residential facilities treat "female-identifying and non-binary identifying" clients; there are no requirements for social or medical transition. Only certain spaces are wheelchair accessible.
Eating Recovery Center	92.5	Yes	Yes	Some	Yes	Yes	Yes	Managed Medicaid Organizations (MC) on the West Coast. Project HEAL partner..	At the start of the assessment process, we ask every patient what their gender & pronouns are and make all on the treatment team aware. It is our priority to avoid retraumatizing patients and making sure everything from their door name tag to their ERC records include their identified name and gender. We will always help patients find expert outpatient providers if they need the support, and we offer a free LGBTQ+ virtual support group.
EDCare	80	Yes	No	Yes	Yes	Some	Yes	Accepts Medicaid	No info provided about HAES-informed approach; BIPOC, QTBIPOC, fat staff. No ASL services.
Equip Health	100	Yes	Yes	N/A	N/A	Yes	Yes	Project Heal partner & sliding-scale spots	Currently treating through age 24 with plans to expand. Virtually held treatment that utilizes FBT.
Laureate Eating Disorders Program	62.5	Some	Yes	No	Yes	Some	Yes	No clear answer provided.	<i>Bottom/top surgery; insurance must recognize they are female; legal documents must say female.</i> Weekly relationship cultural theory group. "One faculty in each age-based program whose population focus are queer folks." Have single or double rooms, and mostly based on client preference. So, it is the same rules for trans folks. No ASL.
McCallum Place	60	Yes	No	No	N/A	Yes	Yes	No clear answer provided.	Non-binary/gender awareness in language-use in treatment and body image sessions/sexuality group. Frequent training provided by trans people.
Melrose Center	62.5	Some	Yes	No	Unclear	Yes	Yes	Medicare & Medicaid for OP, Patient special needs fund for living expenses.	Diversity training, pronoun "preference", language education. Special clinic within system lead by a lesbian doctor. Annual diversity training as an organization. Didactic and interactive role play.
Monte Nido & Affiliates	95	Yes	Yes	Yes	Yes	Yes	Yes	Some scholarship options	Changed language around gender in paperwork to make it more inclusive (pronouns), changed casual greetings to include more inclusive language (e.g., y'all, everybody, etc.). If there are any issues with staff not being gender-inclusive, they need to be communicated to the Clinical Director, who will then decide the course of action - typically additional training. Extensive (2-week) staff training by partnering with LGBTQIA+ communities in the local area when they are hired initially. Ongoing presentations for staff every month. Learning education modules online must be completed by the staff. Webinars about gender-affirmative care nationally across all Monte Nido locations. Masks available that have a see-through mouth opening for people who need to read lips or need to read facial expressions for communication

									purposes. Arduous admission process.
FACILITY NAME	FINAL GRADE	TRANS TRAINING	HAES APPROACH	NEUTRAL BATHROOM	ROOMING POLICY	ACCESSIBILITY	STAFF IDENTITIES	PUBLIC INSURANCE AND/OR SCHOLARSHIPS	ADDITIONAL NOTES
Princeton Center for Eating Disorders	72.5	No	Yes	Yes	Yes	Yes	Some	Medicare, Medicaid depending on state. No scholarships.	Almost all clients have their own room assignment.
Reasons	87.5	Yes	Yes	Yes	Yes	Some	Yes	Accepts some Medicare, in-state Medicaid, TriCare. Some SCAs are possible. No scholarships.	PHP and IOP are virtual and for CA residents only. Not sure on ASL interpretation or stimming/decompression policies. .
Renfrew	65	Yes	No	No	Yes	Yes	Yes	Scholarships for need.	Counselors obtain CEUs in LGBTQIA training
River Oaks	45	No	No	Yes	Yes	Some	No	Medicare, some Medicaid	ASL is limited to certain hours.
Rosewood Center for Eating Disorders	55	Yes	No	No	Unclear	Some	Yes	Limited scholarships based on need.	"Staff are trained in competencies in PD and encouraged to receive CEUs". Currently owned by Monte Nido. Has chair access, no answer to other accessibility questions. Says they have BIPOC & LGBTQ staff.
The Body Image Therapy Center	32.5	No	No	Yes	No	Some	Yes	Unknown	Some chair access, no ASL, does have stimming space.
The Emily Program	95	Yes	Yes	Yes	Yes	Yes	Yes	Medicare and Medicaid within Minnesota.	Same parent company as Veritas as of 2020. We recommend reading the answers Veritas supplied below. Did not give detailed answers about accessibility.
The Lotus Collaborative	97.5	Yes	Yes	Yes	N/A	Some	Yes	If referred by Kaiser, covered. One scholarship per year with Project Heal. Offers sliding scale scholarship funds.	From inquiry to assessment we ask open ended questions and we have to fill in the blank paperwork for self-identification. We have set up the EHR so the only thing that shows up for the client is name and pronouns. All signage is gender inclusive, including restrooms. Mirrors are covered. Yes, we have staff that identify as nonbinary and genderqueer, as people of color, neurodivergent, queer and fat. Nobody identifies as disabled or QTBIPOC that has been disclosed. Some chair access, ASL & Spanish by request, has stimming space.
Timberline Knolls	2.5	No	No	No	No	Some	No	Private insurance only.	"Cannot be an adolescent boy who says they are female". Leaning more to present as female. Accommodate those who identify as female. Did not specify accessibility answers aside from "ramp provided."
Veritas Collaborative	20	No	No	Yes	Unclear	Unclear	No	Possible SCA with Medicaid	No answer to "What specific practices do you or your organization have in place to support LGBTQIA+ folks?" All staff are required to provide training to all staff members. This is done a few times a year. "
Walden Behavioral Health Rainbow Road IOP	100	Yes	Yes	N/A	N/A	Yes	Yes	All commercial, Medicaid, part of Project HEAL healer circle and work with families case by case.	Recently acquired by Monte Nido.