



Asking LGBT Inclusive Intake Questions



Why is it important to ask intake questions inclusive of sexual orientation and gender identity?



Inclusive data Provides important information about WHO a person is.



Data informs important decisions in planning and delivery of services.

Demographic data helps tell the story of who we serve and where additional outreach and support may be needed.

For older LGBT people research shows a higher risk of health disparities and social isolation – yet LGBT folks have often remained invisible to the aging network.

Asking LGBT inclusive intake questions helps the aging network to know WHO they are serving.

Supporting California Aging Network Requirement to Collect SOGI Data

- Provided 2 training topics (webinar and recordings):

Supporting LGBT Older Adults

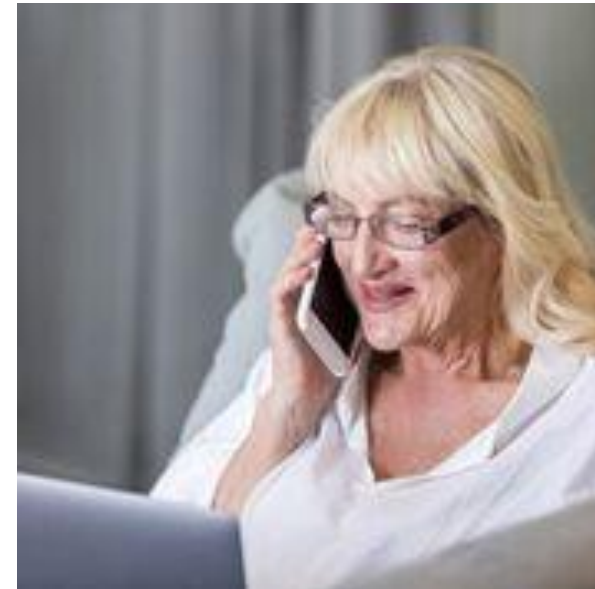
Asking LGBT Inclusive Intakes

- Over 5,000 training units recorded in 2018
- Developed additional education resources to support work of Aging Network



Greatest Social Need & LGBT Aging

- July 2012 – On July 10, 2012, the United States Department of Health and Human Services, Administration on Aging (AoA), issued new guidance on the definition of the term “greatest social need” in the Older Americans Act to include “individuals isolated due to sexual orientation or gender identity”



Resources from SAGE's National Resource Center on LGBT Aging

www.lgbtagingcenter.org

Inclusive Questions for Older Adults: A Practical Guide to Collecting Data on Sexual Orientation and Gender Identity

<https://www.lgbtagingcenter.org/resources/resource.cfm?r=601>

Strengthen Your State and Local Aging Plan: A Practical Guide for Expanding the Inclusion of LGBT Older Adults

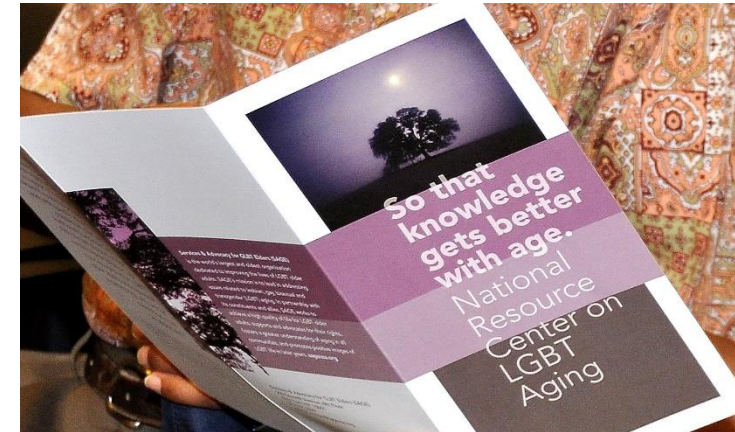
<https://www.lgbtagingcenter.org/resources/resource.cfm?r=865>

Questions about Sexual Orientation & Gender Identity

<https://www.lgbtagingcenter.org/resources/resource.cfm?r=956>

Role Play: Asking Questions About Sexual Orientation & Gender Identity

<https://www.lgbtagingcenter.org/resources/resource.cfm?r=949>



LA County WDACS/AAA's Lessons Learned from the SOGI Data Collection Process

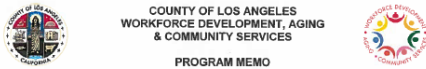
Rolling Out SOGI

California Department of Aging (CDA)'s Legislative Mandate

Assembly Bill 959 (AB 959), The Lesbian, Gay, Bisexual, and Transgender Disparities Reduction Act of 2015 (Chiu, Chapter 565, Statutes of 2015), requires CDA to begin collecting voluntary self-identified information about Sexual Orientation and Gender Identity (SOGI) no later than July 1, 2018. As a result, Area Agencies on Aging (AAAs) are required to update their Management Information System (MIS) in order to collect the required SOGI data and submit it to CDA as part of our regular data submission process.

Collaboration with SAGECare to get AAA service providers and APS staff trained

SOGI questions added to Universal In-take Form used by APS and AAA service providers



COUNTY OF LOS ANGELES
WORKFORCE DEVELOPMENT, AGING
& COMMUNITY SERVICES

PROGRAM MEMO

Number: AAA 18-03 Date: May 31, 2018

SUBJECT: SEXUAL ORIENTATION AND GENDER IDENTITY (SOGI) / LESBIAN, GAY, BISEXUAL, AND TRANSGENDER (LGBT) MANDATORY WEBINARS – AB 959

PURPOSE

The purpose of this Program Memo is to provide notification regarding the California Department of Aging (CDA) and Services & Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE) National Resource Center on the mandatory LGBT Aging Webinar Series, as related to Assembly Bill 959.

BACKGROUND

Assembly Bill 969 (AB 969), The Lesbian, Gay, Bisexual, and Transgender Disparities Reduction Act of 2015 (Chiu, Chapter 565, Statutes of 2015), requires CDA to begin collecting voluntary self-identified information about Sexual Orientation and Gender Identity (SOGI) no later than July 1, 2018. As a result, Area Agencies on Aging (AAAs) are required to update their Management Information System (MIS) in order to collect the required SOGI data and submit it to CDA as part of our regular data submission process.

SAGECare is providing training on LGBT aging issues to all AAA Service Providers. As a division of SAGE, SAGECare is part of the country's largest and oldest organization dedicated to improving the lives of LGBT older adults.

POLICY PROCEDURES

The County of Los Angeles Workforce Development, Aging and Community Services (WDACS) Area Agency on Aging (AAA) is engaged in a state-wide initiative to increase services and support to LGBT older adults. CDA is collaborating with SAGE's National Resource Center on LGBT aging and SAGECare Training and Credentialing Department to provide two (2) mandatory free webinars to California AAAs and Service Providers. The webinars support our efforts as we begin to collect data on the sexual orientation and gender identity of older adults accessing our programs. These webinars include the following:

WEBINAR #1 - SUPPORTING LGBT OLDER ADULTS

This webinar provides an introduction to the specific needs and experiences of LGBT older adults. Participants will learn the definition of terms such as Lesbian, Gay, Bisexual, Transgender, and others. After this introduction to useful terminology, participants will contextualize the lives of LGBT older adults through case studies and videos of real individuals, in order to understand why some LGBT older adults may choose not to come out. Finally, participants will be connected to local and national resources, and receive some best practices to integrate into their work. AAA Service Providers are required to register and access the recorded version of Webinar #1 for viewing via the link below:

Program Memo: AAA 18-03

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<https://www.lgbtinfocenter.org/training/california/>

WEBINAR #2 - ASKING INCLUSIVE INTAKE QUESTIONS

This training provides participants with the framing and tools to adjust current intake processes to reflect diversity in sexual orientation and gender identity. Participants are given a grounding in appropriate language around sexual orientation and gender identity for older adults. After this, they explore the current mindset and climate around intake procedures, and how those intake processes do not account for non-heterosexual individuals. Finally, participants are introduced to multiple ways in which to ask inclusive intake questions that take the various experiences around sexual orientation and gender identity into account. AAA Service Providers are required to register and access the recorded version of Webinar #2 for viewing via the link below:

<https://www.lgbtinfocenter.org/training/california/>

The link to these mandatory recorded webinars will be available for viewing only until Friday, June 15, 2018.

Upon completion of viewing the webinars, AAA Service Providers will have the opportunity to submit follow-up questions to SAGE regarding the webinar discussion and SAGE will post a question and answer page on the SAGE website for viewing based on the number of questions received. In addition to viewing the webinars, AAA Service Provider staff are required to access the web link on the slide at the end of each webinar to:

- Complete a post webinar survey;
- Download and print webinar attendance certificate for each employee within your agency that provides AAA services; and
- Scan and send all certificates by close of business on Monday, June 18, 2018 to AAAProgram@wdacs.lacounty.gov

Failure to complete these mandatory requirements could result in a monitoring or corrective action finding.

Questions regarding this Program Memo may be directed to Yulisa Gimeno at (213) 663-9586 or YGimeno@wdacs.lacounty.gov

Anna Avdalyan, Program Manager
Area Agency on Aging Division

SOGI data categories added to demographic questions on UIF

Agency Name: _____ Client Name: _____ Date: _____

UNIVERSAL INTAKE FORM

Funding Identifier:
 Title IIIB Title C1 Title C2 Title III E Title III E(G) Linkages

IDENTIFICATION	1a	Applicant Last Name		First Name		Middle Initial	GetCare ID #
	Date of Birth (D.O.B.)			Age		Social Security # (Optional)	
	Home Address (Number/Street)			City	State	Zip Code	
	Mailing Address (If different than home address)			City	State	Zip Code	
	Home Phone		Work Phone		Cell Phone		
Email Address							
DEMOGRAPHICS	1b	Rural Designation			Unincorporated City		
	<input type="checkbox"/> Rural <input type="checkbox"/> Urban <input type="checkbox"/> Declined to State			<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Declined to State			
	Sex at birth			Gender			
	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Declined to State			<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender Female to Male			
				<input type="checkbox"/> Transgender Male to Female <input type="checkbox"/> Genderqueer/ Gender <input type="checkbox"/> Non-binary <input type="checkbox"/> Not Listed <input type="checkbox"/> Declined to State			
Sexual Orientation							
<input type="checkbox"/> Straight/Heterosexual <input type="checkbox"/> Bisexual <input type="checkbox"/> Gay/Lesbian/Same Gender-Loving <input type="checkbox"/> Questioning/Unsure							
<input type="checkbox"/> Not Listed <input type="checkbox"/> Declined to State							
Veteran <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Declined to State			Spouse of Veteran <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Declined to State				
Race							
<input type="checkbox"/> White <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Black or African American							
<input type="checkbox"/> Chinese <input type="checkbox"/> Japanese <input type="checkbox"/> Filipino <input type="checkbox"/> Korean <input type="checkbox"/> Vietnamese <input type="checkbox"/> Asian Indian <input type="checkbox"/> Laotian <input type="checkbox"/> Cambodian							
<input type="checkbox"/> Other Asian <input type="checkbox"/> Guamanian <input type="checkbox"/> Hawaiian <input type="checkbox"/> Samoan <input type="checkbox"/> Other Pacific Islander <input type="checkbox"/> Other Race							
<input type="checkbox"/> Multiple Race <input type="checkbox"/> Declined to State							
Relationship Status							
<input type="checkbox"/> Single (Never Married) <input type="checkbox"/> Married <input type="checkbox"/> Domestic Partner <input type="checkbox"/> Separated <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed							
<input type="checkbox"/> Declined to State							

UIF (Revised 2018)

LA County AAA Memo to Service Providers RE: SOGI Data Collection & SAGECare Webinars

Trainings for Service Providers

Group viewings of SAGECare webinar with APS Information & Assistance staff and social workers with **facilitated discussion** lead by AAA/APS staff at LA County WDACS office

SAGECare webinars with AAA service providers at their respective offices

Lessons Learned

Group webinar viewing with face to face facilitated discussion created organic opportunity for APS I&A staff to share their experiences with LGBTQ clients, ask questions they wouldn't otherwise ask at a webinar, and share their personal connection with the LGBTQ community

Post-training feedback from APS social workers was eye-opening:

- Desired [more](#) training on LGBTQ issues because they didn't feel prepared enough to ask SOGI questions and were somewhat afraid to ask
- Needed help to [develop strategies](#) to deal with negative responses or non-response from clients/constituents

On-going technical assistance for service providers is vital to improve SOGI data reporting. It can help them tackle the challenges and build confidence in LGBTQ cultural competency.

The more LGBTQ culturally competent service providers are, the easier to ask SOGI questions and creates a safer environment for LGBTQ clients to disclose their identities.

More Lessons Learned

Review the data on a regular basis to catch possible errors and clarify the identity categories so that client responses are captured accurately

As data systems change, make sure SOGI data is being *captured consistently*

- New LA County WDACS/AAA internal database didn't include SOGI data even though SOGI questions are included in the Universal Intake Form (UIF)

Additional Cultural Competency Opportunities

Screenings of “Gen Silent” for LA County WDACS and AAA staff with facilitated discussion

Click on Tools to convert files PDF.

AGING & ADULT SERVICES BRANCH
AREA AGENCY ON AGING

CELEBRATES **PRIDE** MONTH

LGBT PRIDE MONTH

BY PRESENTING **GEN SILENT**

13 14 15 16

Show Times

June 18
12- 1 pm
June 20
12- 1 pm
Location
WDACS Collaboration Room

Show Times

June 25
12- 1 pm
June 27
12- 1 pm
Location
Aging Headquarters Wilshire Conference room

THE GENERATION THAT FOUGHT HARDEST TO COME OUT IS GOING BACK IN TO SURVIVE

The filmmaking is personal, heartbreaking, and the issues are real.
-Huffington Post

Please join us in watching this LGBT documentary about LGBT older adults
The movie is 63 minutes long therefore approval is required by your immediate supervisor if your lunch is 30 minutes
Questions may be directed to Yuisa Gimeno at ygimeno@wdacs.lacounty.gov

Encouraging LA County AAA Service Providers and WDACS Senior Centers to celebrate National Honor Our LGBT Elders Day

Los Angeles County Workforce Development, Aging and Community Services



May 16

NATIONAL HONOR OUR
LGBT ELDERS DAY

For Creating the Path & Leading the Way



Honor Our LGBT Elders Day

Build Your Own National Honor Our LGBT Elders Day Celebration
On May 16th, join others in Los Angeles County and around the nation in commemoration of *National Honor Our LGBT Elders Day*. Celebrate the past and present contributions of Lesbian, Gay, Bisexual, and Transgender (LGBT) seniors with your loved ones, older adult service providers and community. Need ideas? Download one of the toolkits that will help you get started. With event ideas, suggestions for potential partners, and ways to spread the word, you'll have everything you need to start planning your celebration. <http://www.lgbtelldersday.org/>

Please remember to:

- ✦ Honor Our LGBT Elders Day on May 16.
- ✦ Honor the rights and acceptance that LGBTQ individuals have today did not occur in a vacuum or happen by accident. Our LGBT elders worked hard to gain rights and social acceptance.
- ✦ Honor Our LGBT Elders Day is an opportunity for community centers, faith organizations, educational institutions and aging service providers to recognize the lives of LGBT older adults and honor their contributions to history.
- ✦ How to Observe - Use #HonorOurLGBT EldersDay to post on social media.
- ✦ History - Honor Our LGBT Elders Day was submitted by Nate Sweeney in 2015 and declared by the Registrar at National Day Calendar.

Information and Referral 1-800-510-2020

LOS ANGELES COUNTY
AREA AGENCY ON AGING
WORKFORCE DEVELOPMENT, AGING AND COMMUNITY SERVICES



Implementation of SOGI Questions in Sonoma County, California



"Empower, Support, Protect"

Human Services Department
COUNTY OF SONOMA



SONOMA COUNTY
AREA
AGENCY ON
AGING



Sonoma County Location and Demographics



- Located 1 hour north of SF
- Population of 500,000
- Cost of living less than most of Bay Area Counties
- 26% of population is 60 and older (projected to grow to 29% by 2030).
- *Santa Rosa is the largest city in Sonoma County and was ranked 2nd (after SF) for the most same sex couples in the US in 2015
- The Russian River area (Guerneville) has historically been a retirement destination for LGBT community

Pre-SOGI Elder LGBTQI Work in Sonoma County

- 2014-2019 LGBTQI projects funded by LGBTQI Giving Circle and Sonoma County AAA
- 2nd year of “Opening Doors for LGBTQI Seniors Coalition” in Sonoma County
- 2016-2019 LGBTQI Workgroup within Sonoma County Adult and Aging Services



Happy Pride Month!

Opening Doors
for
LGBTQI Older Adults

We Stand With You!

Opening Doors for LGBTQI Seniors Coalition

Alzheimer’s Association North Bay	Law Office of Naomi E. Metz
Catholic Charities	North Bay Vet Center
Diverse Senior Care	Petaluma People Services Center
Covia	Quest Family Therapy, Shawn V. Giammattei, Ph.D.
City of Santa Rosa Recreation and Parks	Sebastopol Area Senior Center
Jewish Family and Children’s Services	Sonoma County Area Agency on Aging
LGBTQ Connection Sonoma County	Vintage House Sonoma
LGBTQI Giving Circle of Community Foundation Sonoma County	West County Community Services
The Living Room	

This ad is paid for by the Sonoma County Human Services Department SonomaCounty.ca.gov/Human-Services




Pre-SOGI Elder LGBTQI Work in Sonoma County

Our agency values
DIVERSITY

Whatever your ethnicity, religion,
country of origin, language,
abilities, sexual orientation, or gender...

you are welcome here.



Produced and distributed by Spectrum LGBT Center, 30 North San Pedro Rd, Suite 150, San Rafael, CA 94903
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The screenshot shows the website for Sonoma County Area Agency on Aging. The main navigation bar includes 'HOME', 'SEARCH', 'CATEGORIES', 'MORE', and 'FOR AGENCIES'. A large banner features a rainbow graphic and the text '09 LESBIAN, GAY, BISEXUAL, TRANSGENDER (LGBT)'. Below the banner is a table of services.

AGENCY	PROGRAM	PHONE
Face To Face www.f2f.org	Care Services	707-544-1581
Family Caregiver Alliance www.caregiver.org/lgbt-caring-community-online-support-group	Support Group	415-434-3388
Kaiser http://share.kaiserpermanente.org/article/kaiser-permanente-wants-leader-lgbtq-health-care-quality-designation/	New Member Experience Department	707-393-3186
KBBF 89.1 www.thequeerlife.org	The Queer Life: News And Perspectives	707-545-8833
KBCR 91.1	Outcast Radio	707-544-1001

Additional text on the page includes '9A LGBT SUPPORT SERVICES', a 'Filter by Sub-category' dropdown, and a sidebar with a rainbow flag and the text 'Lesbian, Gay, Bisexual, Transgender (LGBT)'. A note states: 'Sonoma County Adult and Aging Services is committed to creating welcoming and knowledgeable services, programs, and systems for lesbian, gay, bisexual, and transgender (LGBT) people. The following facts are designed to increase awareness and facilitate conversations about acceptance, understanding, and full inclusion of LGBT.' A fact listed is: 'There are an estimated 47,000 people who identify as LGBT.'

Programs in Sonoma County Asking SOGI Questions

- In-Home Supportive Services (IHSS)
- Adult Protective Services (APS)
- OAA Title IIIB Case Management

Challenges in Asking SOGI Questions



Successes in Asking SOGI Questions

- Chris and Paul
- Jim



Lessons Learned in Sonoma County

- Important that the entire agency including Leadership is trained and supportive
- On-going staff development is vital
- Recommendation to form a peer group to provide support within agency around asking these questions
- Share experiences with community partners to further enhance best practices



**Interested in your agency earning SAGE's LGBT
aging credential? Find out more at:**

[sageusa.care](https://www.sageusa.care)



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