



# Building Partnerships: Equity Work with LGBTQ+ Older Adults

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December 9, 2021

Home & Community Based Services Conference

# Session Description

- For states wishing to better identify and address needs and ways government systems can work more collaboratively with an historically underserved population, this session will address through examples:
- State activities and how they can foster LGBTQ+ Older Adult community trust and partnerships
- Successes and challenges in developing relationships with LGBTQ+ community members and organizations

# Session Agenda

- Introductions
- Video: Aging as LGBT: Two Stories
- State Activities sharing:
  - Oregon
  - New York
  - Pennsylvania
- Panel Discussion

# Introductions

## Introductions

- New York- Greg Olsen, Director, New York State Office for the Aging
- Pennsylvania- Stephanie Cole, Special Assistant to the Secretary of Aging, Pennsylvania Department of Aging
- Oregon-
  - Deb McCuin- Program Analyst
  - Naomi Sacks-Policy AnalystOregon Department of Human Services, Office of Aging & People with Disabilities

# Video: Aging as LGBT: Two Stories



<https://youtu.be/lkPJxQorieo>



# Survey



**LGBTQ+**

Older Adult Report

September 2021

# Survey Goal & Purpose

“I am concerned about my future as I, and the people in my community, grow older. I worry about who will take care of us, and I wonder who I’ll be able to turn to for help as my body gets more feeble.”

- Goal: Understand the risks, needs and strengths of demographically diverse LGBTQ+ Oregonians aged 55 and older, including those not represented in previous studies
- Purpose: Produce publicly available findings to be used for advocacy, training, education, program and policy development and other purposes

# Survey Background

- Need and Request
- Oregon Department of Human Services, Office of Aging & People with Disabilities
- Advisory Committee



# Community Involvement

Community members and organizations were involved in:

- Making suggestions on survey advisory committee members
- Serving on Survey Advisory Committee
- Education and outreach to publicize the survey and encourage community members to participate
  - Community-based survey N= 1402 people aged 55+ who identify as LGBTQ+

# Community Involvement

- Communication about the results event
- Sharing the research report results
- Engaging in next steps
  - Prioritization
  - Advocacy: legislative, local governmental, foundations, other community organizations

# Survey Advisory Committee

Founded to:

- Advise APD and the Research Team from lived and professional experience
- Include diverse perspectives
- Building block for ongoing relationships and collaborative work

# Survey Advisory Committee

- Advised on:
  - survey population
  - survey content- questions, vocabulary
  - survey outreach- language, contacts, survey method (phone, online, spoken)
  - outreach strategies
  - presentation event and context of results
- A panel composed of Advisory Committee members participated in the presentation event

## Oregon Survey Community Partners

- AARP Oregon
- Aging Well Program of Cascade AIDS Project
- Alzheimer's Association
- EngAGE NW
- Governor's Commission on Senior Services
- HIV Alliance
- Metropolitan Community Church of Portland
- Oregon Home Care Commission
- Oregon LGBTQ+ Aging Coalition
- Quest Center for Integrative Health
- PRIDE Foundation
- SAGE Metro Portland

And Members of the Oregon LGBTQ  
Older Adult Survey Advisory Committee

# Next Steps

- Oregon Office of Aging & People with Disabilities (APD) steps:
  - Identify areas in which APD has oversight or responsibility
  - Develop action plans
  - Foster/build ongoing community partnerships and collaborations
  - Implement State Plan on Aging statewide focus on service equity
  - Raise awareness and align with other state and community driven initiatives
  - Convene prioritization meeting



# Example:

How can we work together??

<b>Community Group Goals</b>	<b>Survey Follow up</b>
<b>Elevate Community Voices</b>	<b>Share survey results Encourage advocacy Create advocacy opportunities</b>
<b>Receive feedback about health issues</b>	<b>Read survey report Participate in prioritization meeting</b>
<b>Share feedback, ideas &amp; data with other state agencies &amp; community organizations leadership</b>	<b>Share survey data Identify opportunities &amp; action steps across state agencies and community organizations to address survey gaps Advocate with other state agencies &amp; community organization leaders</b>
<b>Create opportunities for regional, systematic engagement and systems change</b>	<b>Partner with LGBTQ+ and Older Adult community members &amp; organizations to address survey gaps</b>

# Links

- [Survey Website](#)
- [Survey Report](#)
- [Survey Executive Summary](#)
- [Fact Sheet](#)
- [Oregon LGBTQ+ Older Adult Survey Results Presentation and Discussion](#)

# Oregon Contacts

## Oregon Department of Human Services, Office of Aging & People with Disabilities

- Deb McCuin, Program Analyst  
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- Naomi Sacks, Policy Analyst  
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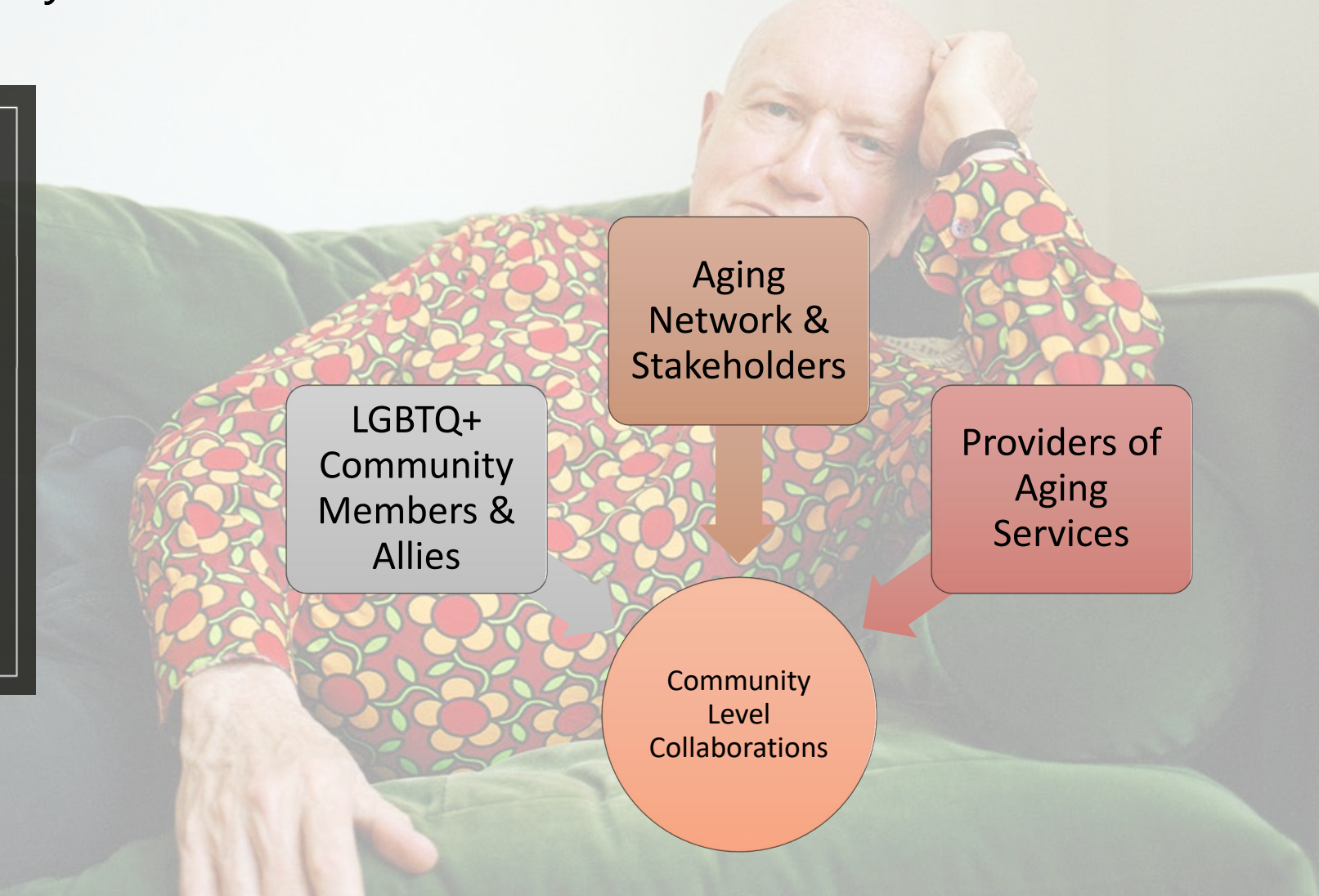
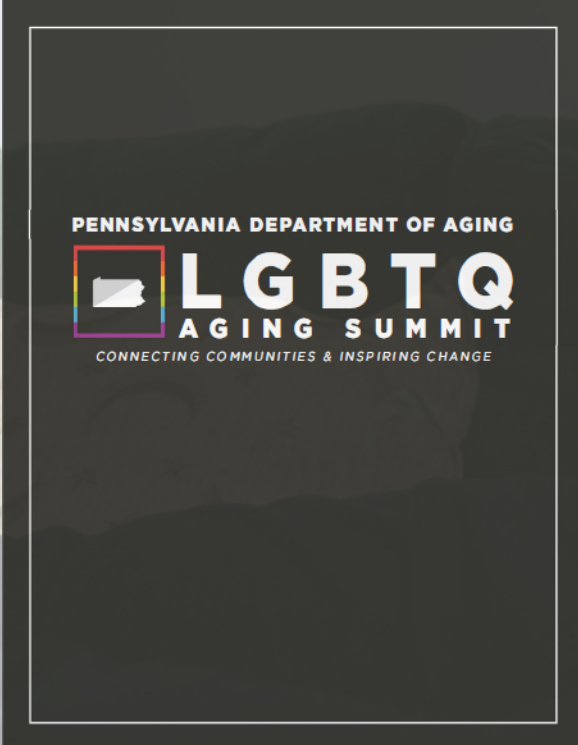
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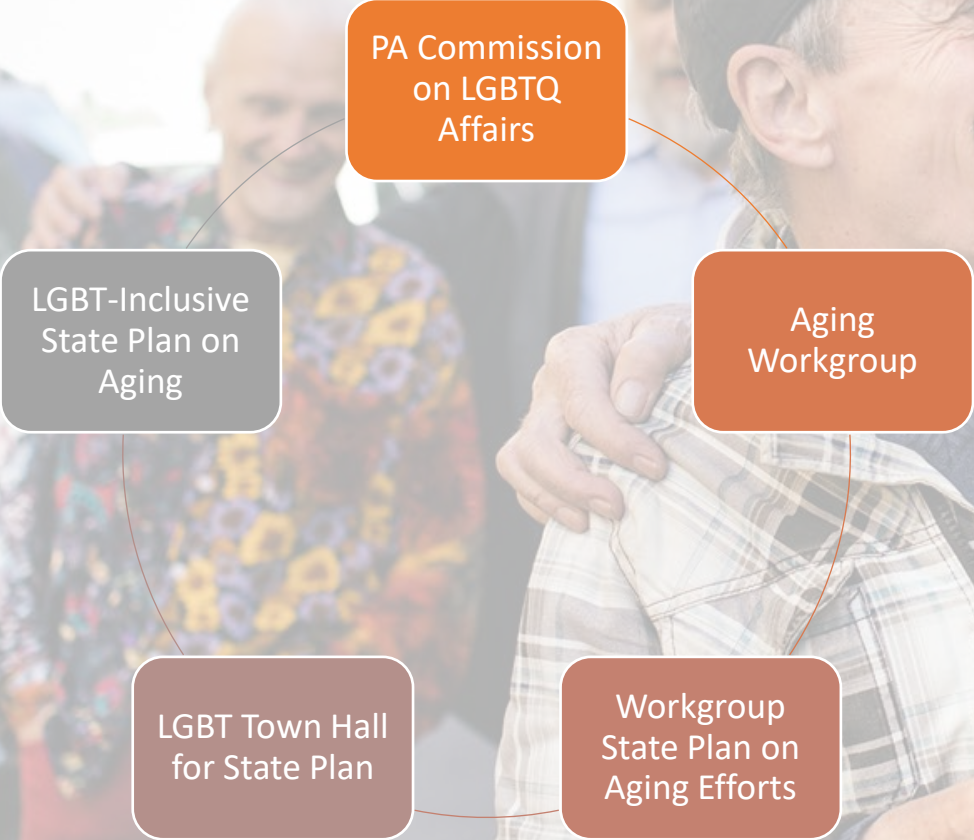
*Supporting LGBTQ Older Adults in Programs and Services*  
*Stephanie Cole, Special Assistant to the Secretary*

# Pennsylvania's Move from Education to Action





# Engaging Partners, Staying Close to the Issues



PA Commission  
on LGBTQ  
Affairs

LGBT-Inclusive  
State Plan on  
Aging

Aging  
Workgroup

LGBT Town Hall  
for State Plan

Workgroup  
State Plan on  
Aging Efforts



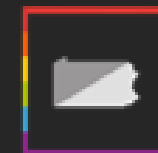


# Acting on Commitments, Continuing to Listen

LGBTQ Older  
Adults - OAA  
Community of  
Greatest Social  
Need

Ensure AAA  
Network  
Continued  
Training &  
Outreach

SOGI Data  
Collection

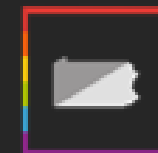


# Ensure Continued Dialogue & Planning

Build Out Easy  
Access to  
Resources

Ensure LGBTQ  
Representation  
on Councils and  
Workgroups

Planning for  
Future LGBTQ  
Aging  
Conference  
(Keep things  
moving!)

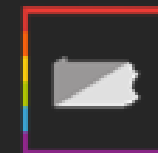




Thank You

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(All background images Microsoft Office 365 Stock Images, 2021)



**pennsylvania**  
DEPARTMENT OF AGING



# Increasing Access to Services for the LGBTQ Older Adult Population

**Greg Olsen**

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**Director, NYSOFA**

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# Core Home and Community Based Services Provided by the Network of Aging Professionals

## Coordinated with Local Network of Partners

- Home delivered meals (HDM)
- Congregate meals
- Nutrition counseling & education
- Senior center programming
- Health promotion and wellness
- Evidence Based Interventions – CDSMEs, fall prevention, etc.
- Volunteer opportunities
- Respite and caregiver supports
- Legal Services
- Home modifications, repairs
- Elder abuse prevention and mitigation
- NY Connects (ADRC) - LTSS I&A/R, options counseling, benefits and application assistance
- Health Insurance Information , Counseling and Assistance (HIICAP)
- Personal Care Level I and II (non-Medicaid)
- Case management
- Ancillary services such as PERS and assistive devices
- Social adult day services
- Transportation to needed medical appointments, community services and activities
- Long Term Care Ombudsman

# 2019-20 Network Infrastructure

- 59 county-based Area Agencies on Aging (also called offices for the aging)
- 1,176 contractors
- 777 senior centers
- 819 congregate meal sites
- 315 central kitchens
- 2,057 HDM routes
- 41 Highest Level EBIs implemented through AAAs, serving 35,651 older New Yorkers
- 904 HIICAP and LTCOP volunteers
- 384 HIICAP counseling sites
- Require all Case Managers and HIICAP/SHIP Counselors to be state certified



# COMPASS Comprehensive Assessment=

## Plan of Care

### Info gathered during Assessment

- Personal Information
- Living Arrangement
- Elder Abuse/Neglect
- Frail/Disabled
- Caregiving Status
- Housing Status
- Home Safety Checklist
- Energy Checklist
- Social Interaction/Isolation
- Neighborhood Safety
- Pets
- Self Evacuation ability
- Medical Treatment Emergency Accommodation
- Health Status, Medical Insurance
- Chronic Illness and or Disability

### Info gathered during Assessment

- Assistive Devices
- Health care visits – PCP, Dentist, Hospitalization, ER, Eye, Hearing
- PRI Score, UAS Assessment
- Legal Information – i.e. proxy, advance directives, MOLST
- Nutrition/NSI/BMI
- Psycho-Social Status – PHQ9, GAD7, CAGE-AID
- Loneliness/Isolation Scale
- Tech check
- Medication List
- Fall Risk Factors
- ADL/IADL History
- Services Receiving
- Informal Supports Status
- Income
- Veteran Status
- Benefits/Entitlements

# What We have Done

- Added gender questions to Comprehensive Assessment - COMPASS
- Added LGBTQ to targeting Criteria
- State Plan – worked with SAGE and others to address LGBTQ Access
- County Plans – How they will meet targeting
- NYSDOH – AIDS Institute – Sexual Health Guide
- ACUU and Targeted Training – SAGE, Gender Equity in NY
- Created Advisory Committee to Address Recommendations of AARP/SAGE – Disparities and Equity

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Recommendation	Current Status	Future Action	Stakeholders	Timeframe
<p>§ Require or encourage area agency advisory councils and/or long-term care councils to include racially diverse LGBT people.</p>	<p>NYSOFA has encouraged inclusion of LGBTQ community on local advisory councils.</p>	<p>NYSOFA will work with LGBT community to <u>to</u> identify individuals who would want to volunteer in this capacity.</p> <p>NYSOFA will send all county offices for the aging a memo, in partnership with AANYS to include racially diverse and LGBTQ individuals tot heir advisory councils</p>	<p>NYSOFA AARP SAGE AANYS Gender Equality New York, Inc (GENY)</p>	<p>September 2021 and ongoing</p>
<p>§ <b>LGBT cultural competency training for state-funded providers.</b> New York State should require all staff, subcontractors, subgrantees, and volunteers of state-funded aging services, long-term support services, home and community-based services, and housing services to receive a minimum level of training in LGBT cultural competency from organizations with expertise in LGBT aging.</p>	<p>NYSOFA has partnered with SAGE and others to provide culturally competent training for NYSOFA network and we continue to invite SAGE and others to provide training at annual Aging Concerns Unite Us Conference.</p>	<p>NYSOFA will expand cultural competency training for NYSOFA staff as well as the network of aging services providers and add these trainings to our web-based training library.</p> <p>Specific training for Transgender older adults will be created</p> <p>NYSOFA will work with CADER, Boston University to add training at no cost <u>tot</u> <u>heir</u> national training platform.</p>	<p>NYSOFA AARP SAGE AANYS Gender Equality New York, Inc (GENY) CADER</p>	<p>September 2021 and ongoing</p>

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§ Establish a standing Commission on LGBT Aging to identify challenges, share best practices, and develop expert recommendations	N/A	NYSOFA will work with the Association on Aging in NY, Sage, AARP, and Gender Equality New York, Inc (GENY)	NYSOFA AARP SAGE AANYS Gender Equality New York, Inc (GENY)	August 2021 first meeting
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on ways to improve the quality of life of 50-plus LGBT New Yorkers, with an emphasis on addressing the needs of the most marginalized community members.		to implement a workgroup that meets quarterly. The purpose is to provide cultural competency training and education, understand community challenges, share best practices, etc.	Other organizations recommended by LGBTQ community.	
§ Include additional measurable LGBT-specific goals, objectives, strategies, and metrics in State and Area Plans on Aging and develop these metrics using existing data, community needs assessments, and input from LGBT older people.	LGBTQ community were specifically asked for recommendations and feedback on NYSOFA's state plan	NYSOFA will work with the advisory committee we commit to establish and the AANYS to develop goals, objectives and metrics in the state and area plans to address the unique needs of the LGBTQ community.	NYSOFA AARP SAGE AANYS Gender Equality New York, Inc (GENY) LGBTQ Advisory Committee	2023-2024

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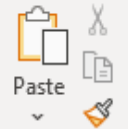





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<p>§ <b>Expand LGBT programming and targeted outreach to LGBT older people.</b> NYSOFA and its partners should expand LGBT-specific programming, including virtual programming, and ensure that existing programming is LGBT-competent; survey NYSOFA partners to assess current LGBT programming, partnership,</p>	<p>Community-driven</p>	<p>As part of other recommendations listed above, such as working with us on four year plan and local plans, doing quarterly stakeholder meeting to identify issues and best practices, renewed push for more inclusion of LGBTQ individuals on advisory committees, reiterating addressing issues with this population are state priorities, best proactive</p>	<p>NYSOFA AARP SAGE AANYS Gender Equality New York, Inc (GENY) Other organizations recommended by LGBTQ community.</p>	<p>Fall 2021</p>
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<p>and outreach; conduct targeted outreach (including digital outreach) so LGBT clients, caregivers, community leaders, and partners are aware of available programs and services; and require NY Connects and other state funded</p>		<p>programming can be shared with the counties as they have the flexibility to constrict or expand programming based on local priorities and have the flexibility in funding to address local needs, emerging issues and new priorities</p>		
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inclusive aging services and elder housing.				
§ Conduct regular assessments of the needs of older LGBT New Yorkers (through surveys, focus groups, informant interviews, and other tools) and ensure that LGBT older people are represented in broader community needs assessments.	N/A	This can be accomplished through mechanisms listed above and language can be added to the mandatory community assessments required for development of local 4-year plans	NYSOFA AARP SAGE AANYS Gender Equality New York, Inc (GENY) Other organizations recommended by LGBTQ community.	Advisory Committee Recommendations – 2021 and ongoing through state plan development



# Panel Questions

- A. What benefits does your state see in involving community members and partners in your work with LGBTQ+ Older Adults?
- B. What challenges have you experienced in understanding and building collaborative relationships with LGBTQ+ older adult community members and partners?
- C. How do you envision your state aging services system working for/with LGBTQ+ Older Adults in the future?

Thank you!