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

SOGI data categories added to demographic questions on UIF
Trainings for Service Providers

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

SAGECare webinars with AAA service providers at their respective offices
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
Encouraging LA County AAA Service Providers and WDACS Senior Centers to celebrate National Honor Our LGBT Elders Day
Implementation of SOGI Questions in Sonoma County, California
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
Pre-SOGI Elder LGBTQI Work in Sonoma County
Programs in Sonoma County Asking SOGI Questions

• In-Home Supportive Services (IHSS)
• Adult Protective Services (APS)
• OAA Title IIIIB 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
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