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

- 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 Analyst
  Oregon Department of Human Services, Office of Aging & People with Disabilities
Video: Aging as LGBT: Two Stories

https://youtu.be/lkPJxQorieo
Survey

OREGON

LGBTQ+

Older Adult Report

September 2021
Survey Goal & Purpose

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.

“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.”
Survey Background

- Need and Request
- Oregon Department of Human Services, Office of Aging & People with Disabilities
- Advisory Committee
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
• 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
<table>
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<th>Community Group Goals</th>
<th>Survey Follow up</th>
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| Elevate Community Voices | Share survey results  
Encourage advocacy  
Create advocacy opportunities |
| Receive feedback about health issues | Read survey report  
Participate in prioritization meeting |
| Share feedback, ideas & data with other state agencies & community organizations leadership | Share survey data  
Identify opportunities & action steps across state agencies and community organizations to address survey gaps  
Advocate with other state agencies & community organization leaders |
| Create opportunities for regional, systematic engagement and systems change | Partner with LGBTQ+ and Older Adult community members & organizations to address survey gaps |
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
  Debbie.McCuin@dhssoha.state.or.us

– Naomi Sacks, Policy Analyst
  Naomi.E.Sacks@dhssoha.state.or.us
Supporting LGBTQ Older Adults in Programs and Services
Stephanie Cole, Special Assistant to the Secretary
Pennsylvania’s Move from Education to Action

- LGBTQ+ Community Members & Allies
- Aging Network & Stakeholders
- Providers of Aging Services
- Community Level Collaborations
Engaging Partners, Staying Close to the Issues

- PA Commission on LGBTQ Affairs
- LGBT-Inclusive State Plan on Aging
- LGBT Town Hall for State Plan
- Aging Workgroup
- 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 LGBT Aging Conference (Keep things moving!)
Thank You

Stephanie Cole, MA
Special Assistant to the Secretary
Pennsylvania Department of Aging
stcole@pa.gov
717.772.0193
Increasing Access to Services for the LGBTQ Older Adult Population

Greg Olsen
Greg.Olsen@aging.ny.gov
Director, NYSOFA
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, Hearting
- 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 LGBQT to targeting Criteria
• State Plan – worked with SAGE and others to address LGBQT 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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<td>§ Require or encourage area agency advisory councils and/or long-term care councils to include racially diverse LGBT people.</td>
<td>NYSOFA has encouraged inclusion of LGBTQ community on local advisory councils.</td>
<td>NYSOFA will work with LGBTQ community to identify individuals who would want to volunteer in this capacity. NYSOFA will send all county offices for the aging a memo, in partnership with AANYS to include racially diverse and LGBT individuals to their advisory councils</td>
<td>NYSOFA AARP SAGE AANYS Gender Equality New York, Inc (GENY)</td>
<td>September 2021 and ongoing</td>
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<td>§ LGBT cultural competency training for state-funded providers. 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.</td>
<td>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.</td>
<td>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. Specific training for Transgender older adults will be created. NYSOFA will work with CADER, Boston University to add training at no cost to their national training platform.</td>
<td>NYSOFA AARP SAGE AANYS Gender Equality New York, Inc (GENY) CADER</td>
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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) |
| N/A | August 2021 first meeting |

§ 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.

| 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. |

| 2023-2024 |
§ Expand LGBT programming and targeted outreach to LGBT older people. 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, 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 programming can be shared with the counties as they have the flexibility to constrain or expand programming based on local priorities and have the flexibility in funding to address local needs, emerging issues and new priorities.

<p>| Community-driven | As part of other recommendations listed above, such as working with us on four year plan and local plans, doing quarterly stakeholder meetings to identify issues and best practices, renewed push for more inclusion of LGBT individuals on advisory committees, reiterating addressing issues with this population are state priorities, best proactive. | NYSOFA, AARP, SAGE, AANYS, Gender Equality New York, Inc (GENY), Other organizations recommended by LGBTQ community. | Fall 2021 |</p>
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<td>Research Finding 2</td>
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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!