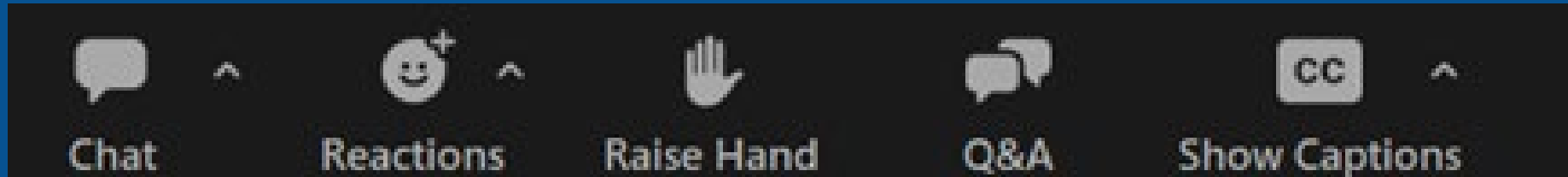


Welcome to the Engaging SMP/SHIP/MIPPA offices in LGBTQ+ Outreach and Services Webinar!

Access your menu options on the bottom of the screen (desktop) or tap the screen (tablet/smartphone).
If you don't see the menu, move your cursor (desktop) or tap the screen (tablet/smartphone).



- **Chat:** Watch for information and resources from the event hosts. Chat technical issues to all panelists.
- **Reactions:** Use the button to react to the presentation. Click the arrow to change reaction intensity or hide reactions shared by others.
- **Q&A:** During the Q&A session, send questions for panelists
- **Show Captions:** Show or hide subtitles or view a transcript in a separate Zoom window.

Engaging SMP/SHIP/MIPPA offices in LGBTQ+ Outreach and Services Webinar

December 21, 2023



SHIP

State Health Insurance
Assistance Program



SMP

Senior Medicare Patrol

Welcome!

SMP

- Senior Medicare Patrol grantees



Preventing Medicare Fraud

SHIP

- State Health Insurance Assistance Program grantees



Navigating Medicare

MIPPA

- Medicare Improvements for Patients and Providers Act grantees

Today's Speakers

Melissa Simpson

**Administration for Community
Living (ACL)**

Assistant Director,
Office of Healthcare
Information and Counseling
(OHIC)

Sherrill Wayland

**SAGE
National Resource Center on
LGBTQ+ Aging**

Senior Director of Special
Initiatives & Partnerships

Sadiya Abjani

**SAGE
National Resource Center on
LGBTQ+ Aging**

Director of Training and
Instruction Design for
SAGECare

Agenda

Welcome and Opening Comments

- Melissa Simpson, ACL

LGBTQ+ Technical Assistance & Training for the Aging Network

- Sherrill Wayland and Sadiya Abjani, SAGE

Q & A



Welcome and Opening Comments

Melissa Simpson, ACL

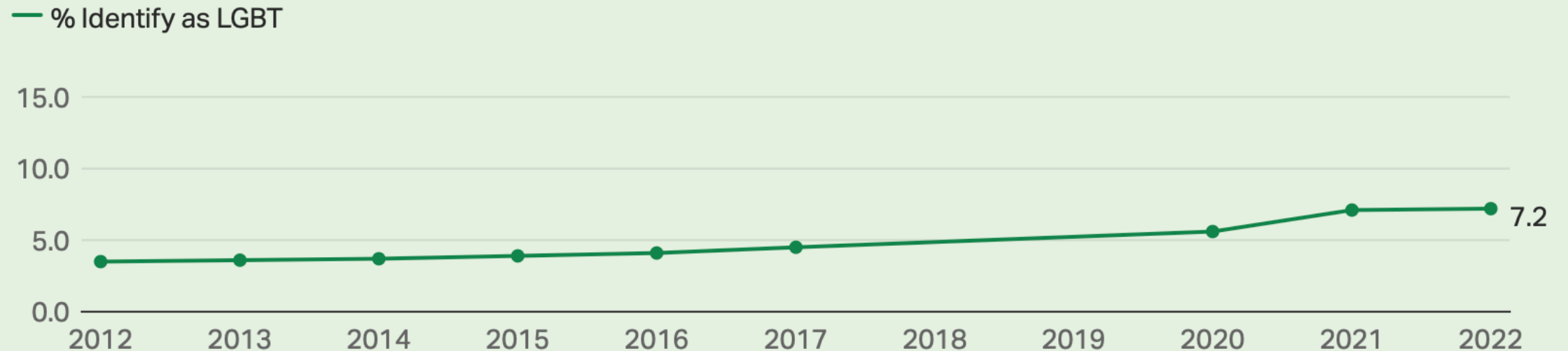
ACL Workgroup Volunteer Recruitment

- Three grantee workgroups in 2024
 1. Data System (SIRS and STARS),
 2. Risk and Program Management Policy Revisions (formerly VRPM), and
 3. Person-Centered Thinking.
- Commitment est. 22 hours for monthly/bi-monthly meetings
- Interested? Team members application deadline 1/15/24
 - the data system form A to ohic@acl.hhs.gov
 - risk/program policy form B to ohic@acl.hhs.gov
 - the person-centered thinking form at <https://forms.office.com/r/tRQRySgqc0>

Demography: Growing Numbers of LGBT People

Americans' Self-Identification as Lesbian, Gay, Bisexual, Transgender or Something Other Than Heterosexual, 2012-2022

Which of the following do you consider yourself to be? You can select as many as apply. Straight or heterosexual; Lesbian; Gay; Bisexual; Transgender



Demography: Generational Changes

	Generation Z	Millennials	Generation X	Baby boomers	Silent Generation
	%	%	%	%	%
Total LGBT	19.7	11.2	3.3	2.7	1.7
Lesbian	2.2	1.5	0.5	0.7	0.2
Gay	3.4	1.9	0.8	1.0	0.8
Bisexual	13.1	6.9	1.6	0.7	0.6
Transgender	1.9	1.0	0.3	0.2	<0.05
Other LGBT	1.5	0.2	0.1	0.2	0.2

Overview: Federal Advances

National Academies Consensus Studies drive and focus
LGBTQI+ Data Efforts Across Time

Interagency Working Group on Measuring Relationships in Federal Household Surveys (**MRFHS IWG**)

FCSM Measuring Sexual Orientation and Gender Identity Research Group (**SOGI RG**)

OMB Report: Recommendations on the Best Practices for the Collection of SOGI Data on Federal Statistical Surveys (January 2023)

2015–2016

2022 to present

2010–2014

2018 to present

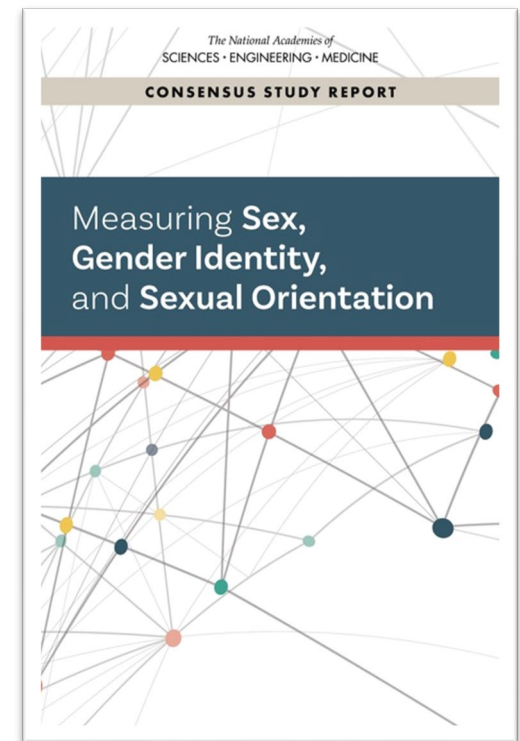
Nearly exclusive focus on developing and testing questions for large national surveys only

Interagency Working Group on Measuring Sexual Orientation and Gender Identity (**SOGI IWG**)

Interagency Working Group on **EO 14075** Federal Evidence Agenda on LGBTQI+ Equity (January 2023)

NASEM 2022 Report: Guiding Principles

- **Inclusiveness**
 - People deserve to count and be counted
- **Precision**
 - Use precise terminology that reflects the constructs of interest
- **Autonomy**
 - Respect individual identity and autonomy
- **Parsimony**
 - Collect only necessary data
- **Privacy**
 - Use data in a manner that benefits respondents and respects their privacy and confidentiality



ACL Demographic Data Collection

- Current variables include age range, race, income, assets, English primary
- March 9, 24 incorporating sexual orientation and gender identity to SIRS/STARS

Which of the following best represents how you think of yourself? [Select ONE]:

- Lesbian or gay
- Straight, that is, not gay or lesbian
- Bisexual
- I use a different term [free text]
- Don't know
- Prefer not to answer

What is your current gender [Select ONE]

- Female
- Male
- Transgender
- I use a different term: [free text]
- Don't know
- Prefer not to answer

Do you consider yourself to be transgender?

- Yes
- No
- Prefer not to answer

ACL Supports

- Dec. 2023
 - 12/19 and 12/20 Director call orientation to SOGI collection
 - 12/21/23 SMP, SHIP, MIPPA network webinar highlighting SAGE supports and SAGECares self-paced training and credentialing
 - Supporting LGBTQ+ Older Adults
 - Asking Inclusive Questions
- Feb. 6, 2024, SMP, SHIP, MIPPA network webinar introducing SOGI data collection
- Mar. 9, 2024, SOGI data collection live in STARS and SIRS

LGBTQ+ Technical Assistance & Training for the Aging Network


sage

Advocacy &
Services for
LGBTQ+ Elders

National Resource Center
on LGBTQ+ Aging

sagecare
LGBTQ+ Aging Cultural Competency





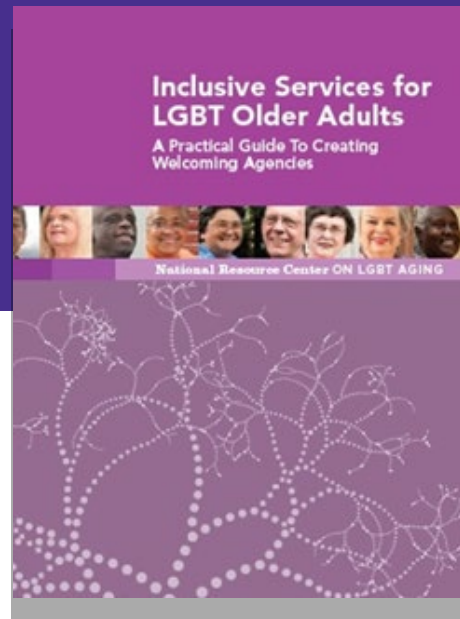
This project is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award. The contents are those of the author(s) and do not necessarily represent the official views of, nor are an endorsement, by ACL/HHS, or the U.S. Government.

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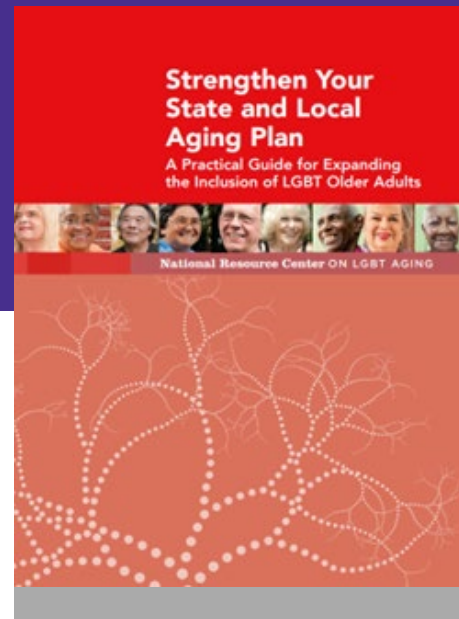


The National Resource Center (NRC) on LGBTQ+ Aging is the country's first and only technical assistance resource center focused on improving the quality of services and supports offered to older LGBTQ+ people, people aging with HIV, and family caregivers.

The NRC is beginning the 14th year of work funded by the federal, Health and Human Services, Administration for Community Living.



2012/2020



2016

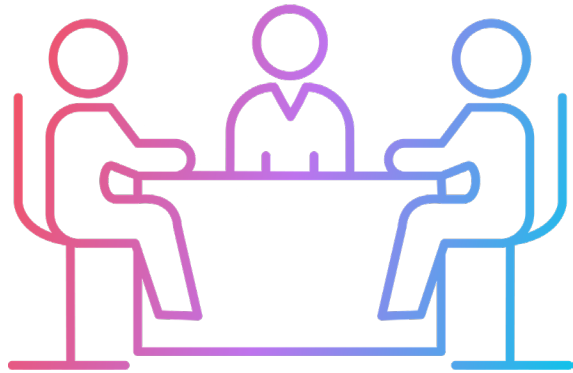


2023

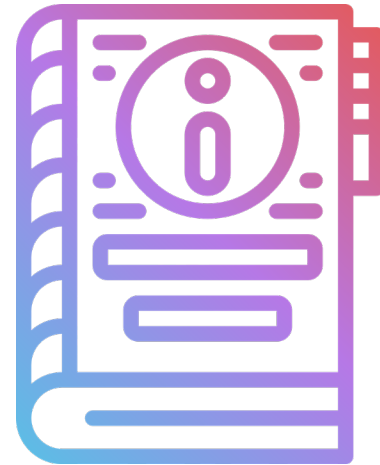


2013/2016/2023

Work over the years



100
national/regional
conferences reaching
nearly **7,200** people



5 best practice guides
150,000+ combined
downloads

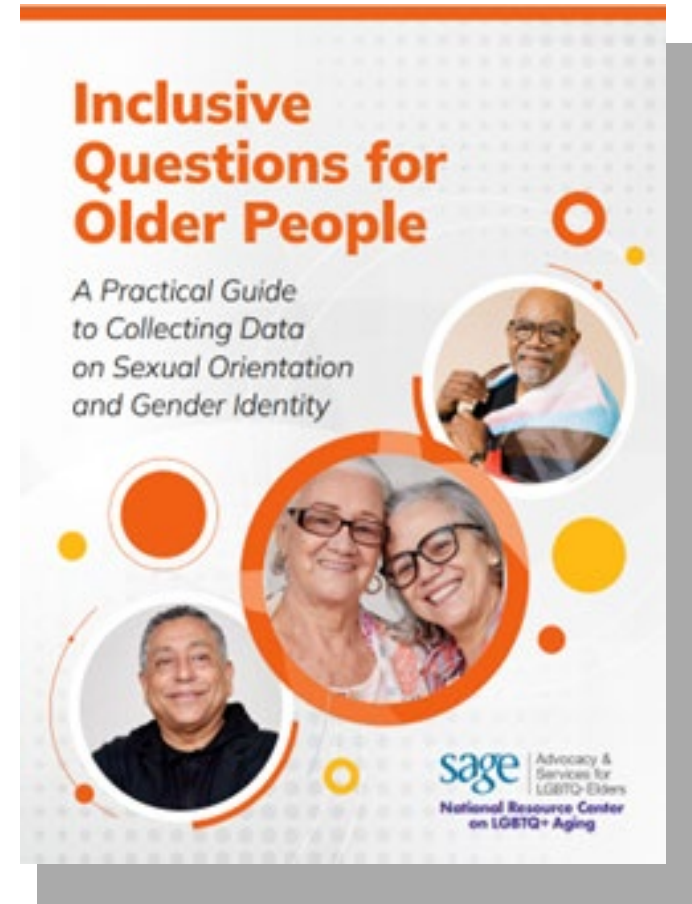


24,000+ employees at
830 ACL funded orgs
trained and
201 orgs credentialed

Free of Charge LGBTQ+ Cultural Competency Training



sage | Advocacy & Services for LGBTQ+ Elders
National Resource Center on LGBTQ+ Aging





We are the voice of LGBT older adults receiving care.

Annual in-person or web-based training credentials



www.sageusa.care

Goals:

- Highlight the unmet needs of LGBTQ+ older adults living in long-term care, as well as the importance of culturally competent services.
- Discuss why some LGBTQ+ older adults may go back into the closet when they move into a new community.
- Learn some best practices for providing LGBTQ+ culturally competent services.
- Introduce SAGECare's national training and credentialing program.

Intersectionality



Gender Identity

The gender you feel you are on the inside.


Sexual Orientation

Your primary physical, romantic, and/or emotional attraction to other people.

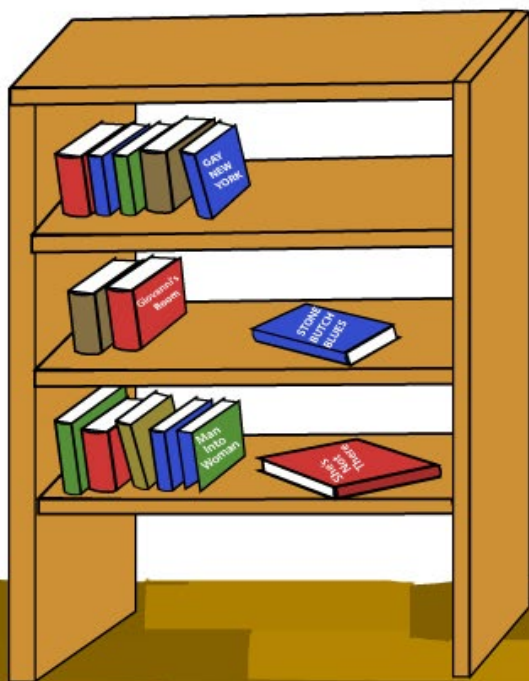


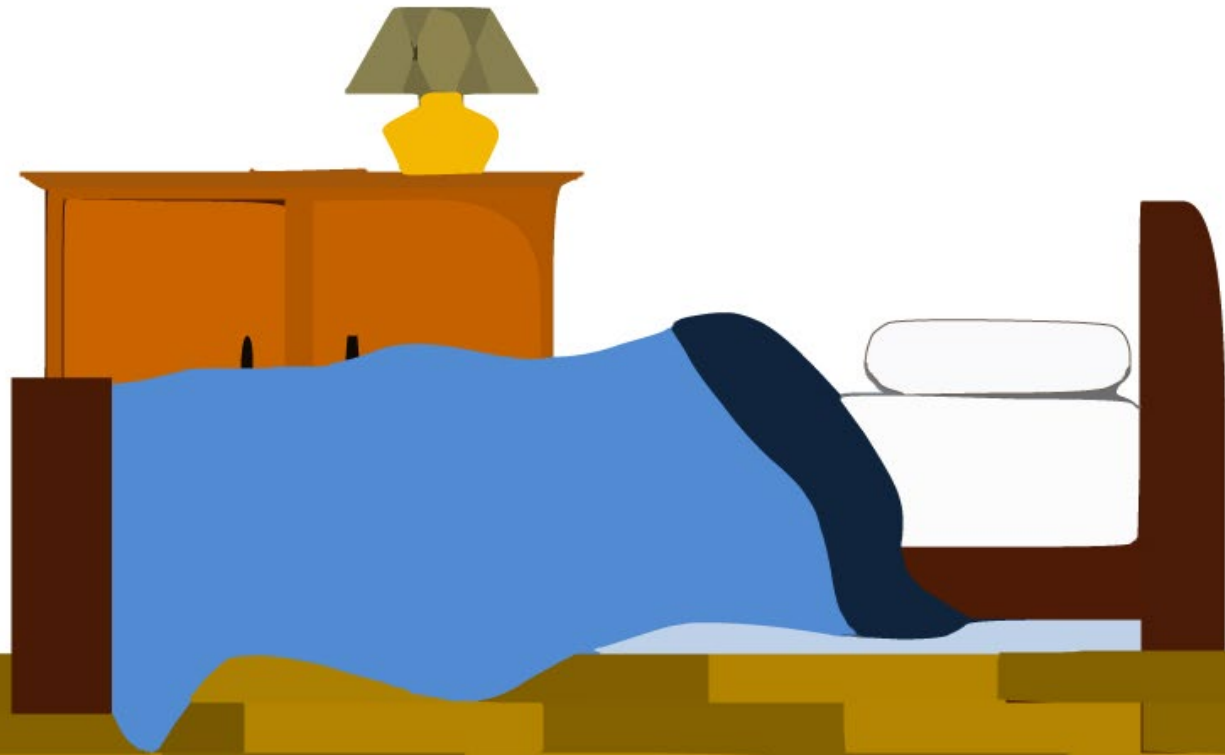
© SAGE 2020

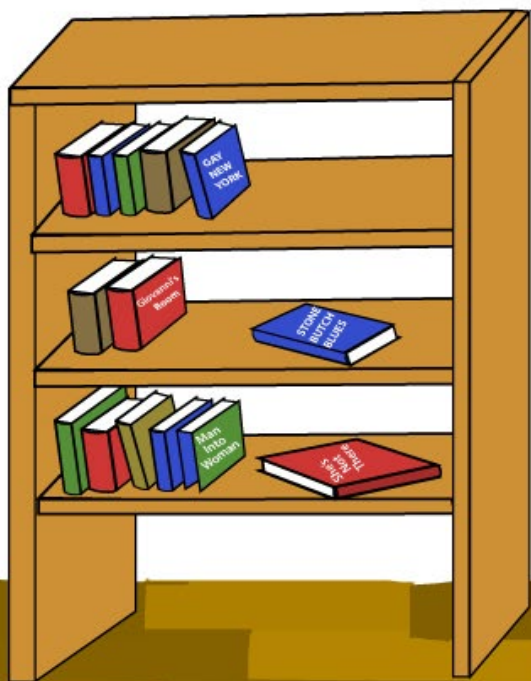
sagecare
LGBTQ+ Aging Cultural Competency

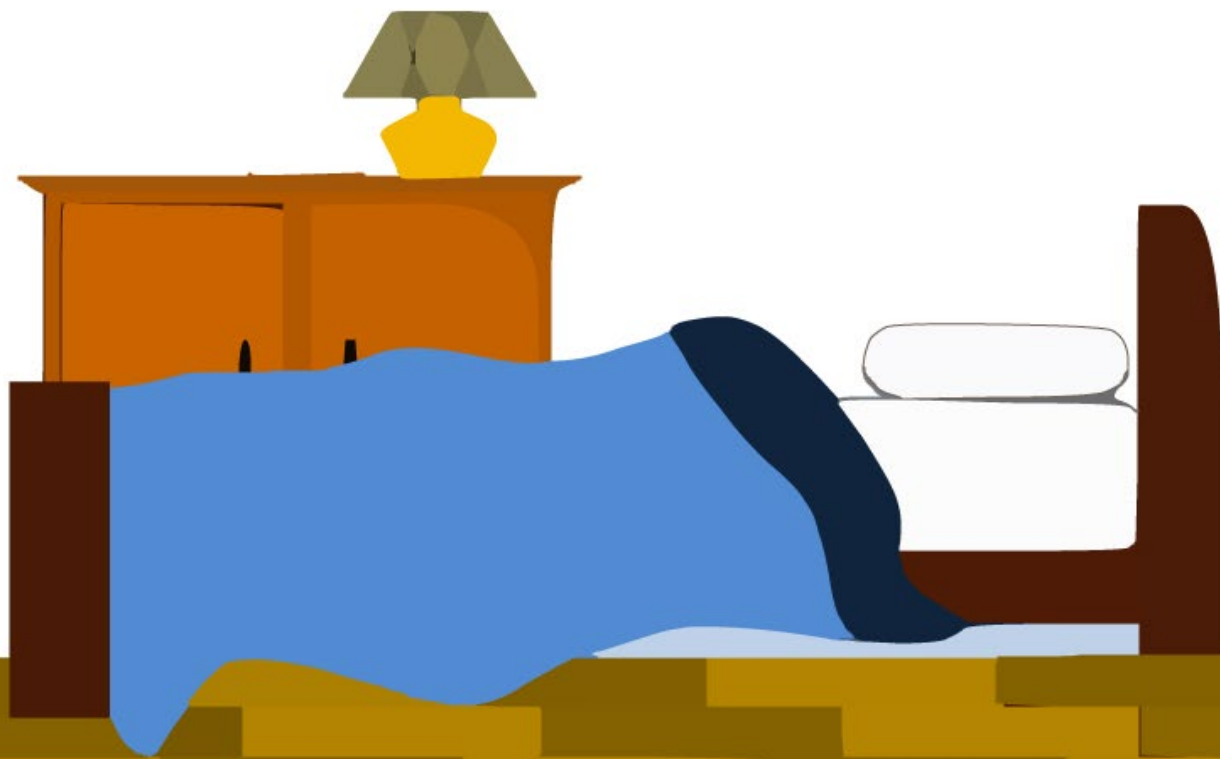


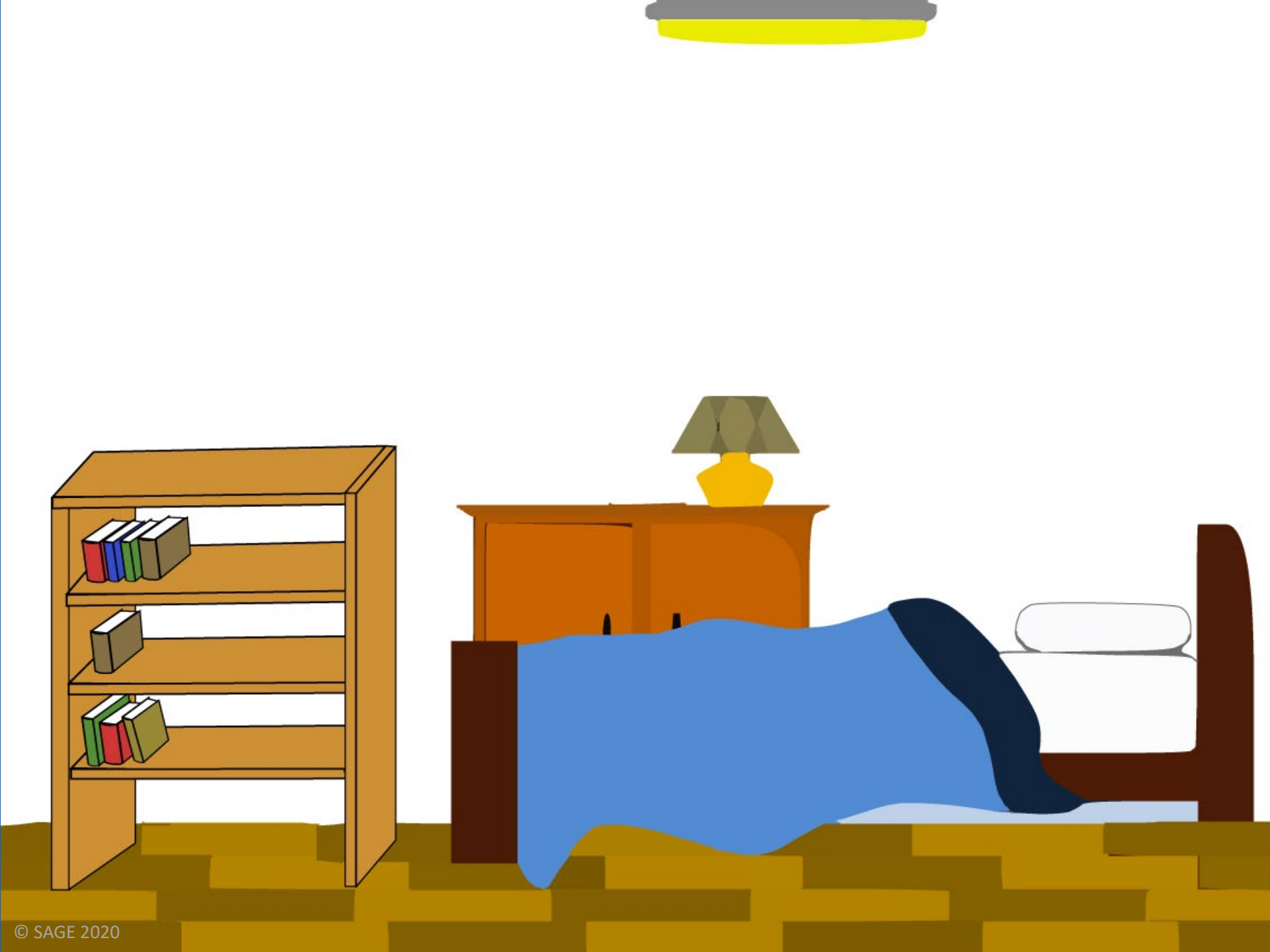
Why do I need to know if one of
our community members is
LGBT?







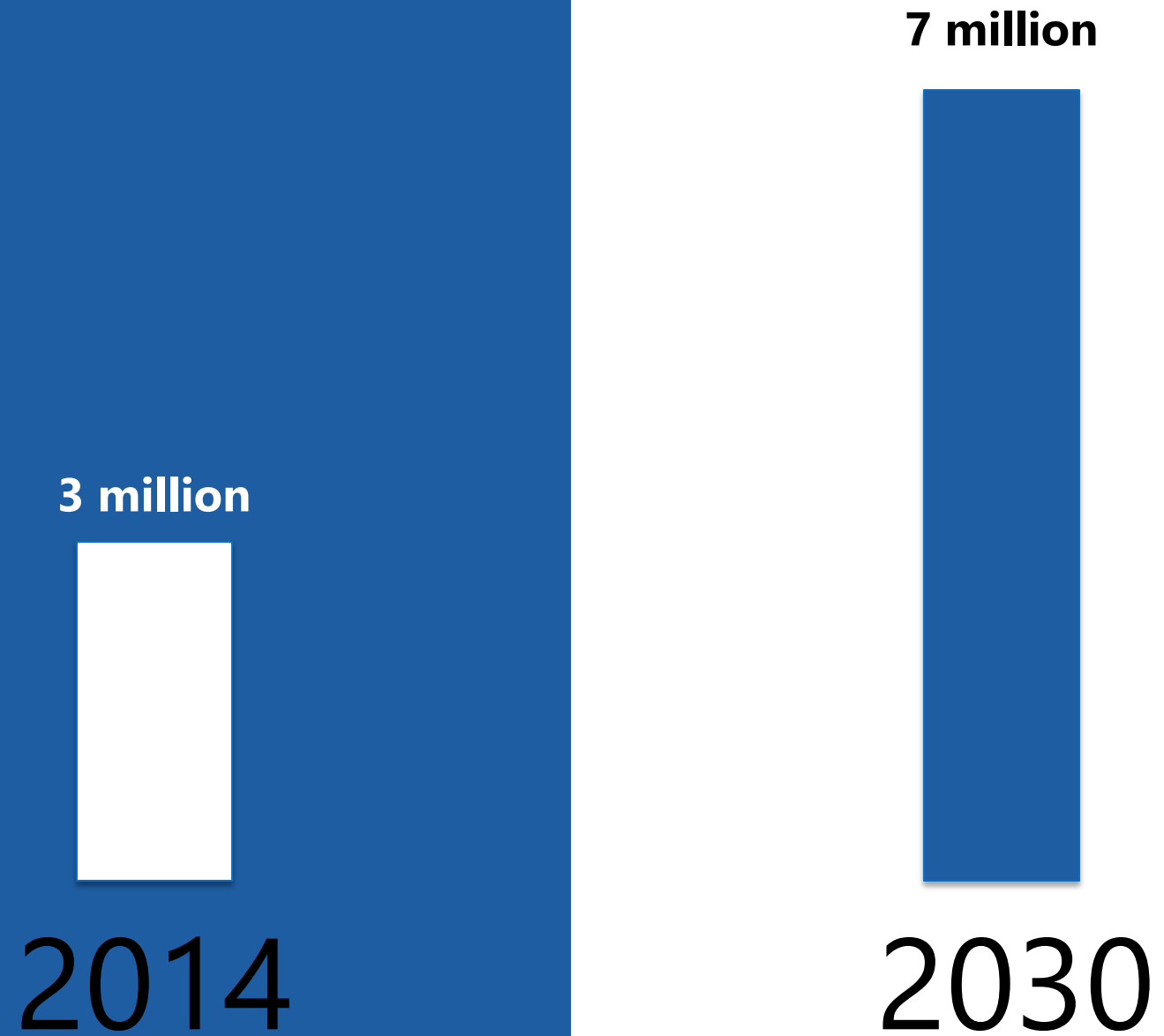




2014 - 3 million gay and
lesbian elders

Population of **Chicago** is 2.7
million





The Facts

40% of LGBT older adults say their healthcare providers **do not know** their sexual orientation.



“Health Disparities Among Lesbian, Gay, and Bisexual Older Adults: Results From a Population-Based Study”
Karen I. Fredriksen-Goldsen, PhD, Hyun-Jun Kim, PhD, Susan E. Barkan, PhD, Anna Muraco, PhD, and Charles P. Hoy-Ellis,
MSW

The Facts

More than eight in ten survey respondents say they would feel more comfortable with providers who are specifically **trained** in LGBT patient needs (88%), use **advertising** to highlight LGBT-friendly services (86%), have some staff members who are **LGBT themselves** (85%), or **display LGBT-welcoming signs or symbols** in facilities and online (82%)

Maintaining Dignity: A Survey of LGBT Adults Age 45 and Older by Angela Houghton, [AARP Research](#), March 2018

The Facts

1 in 4 transgender older adults reports **discrimination** when seeking housing.



Out and Visible: The Experiences and Attitudes of Lesbian, Gay, Bisexual and Transgender Older Adults, Ages 45-75. <http://www.sageusa.org/>

The Facts

Fifty-five percent of retired LGBT adults **retired sooner than they planned**, compared to 45% of heterosexuals; the most important **reason for doing so was ill-health** (39% of LGBT retirees compared to 32% of heterosexual retirees).



International survey conducted by the Aegon Center for Longevity and Retirement (which included respondents from the US)

<https://www.aegon.com/research/reports/annual/lgbt-retirement-readiness/>

Starting today

- Try not to assume that everyone is heterosexual or cisgender
- Expand your definition of family
- Use LGBTQ+ affirming language
- Listen carefully to concerns and desires

Over the next month

- Commit to inclusivity
- Understand legal protections and respect relationships
- Connect people to inclusive community resources



We are the voice of LGBT older adults receiving care.

- **Online, fully interactive training products**
- **Fill out form, receive login info for your staff**

Supporting Lesbian, Gay, Bisexual, and Transgender Older Adults

[COURSE MAP](#) | [RESOURCES](#) | [GLOSSARY](#) | [TRANSCRIPT](#) | [EXIT](#)



Video player controls including a volume icon, a pause icon, a progress bar, a refresh icon, and navigation buttons labeled "< BACK" and "NEXT >".



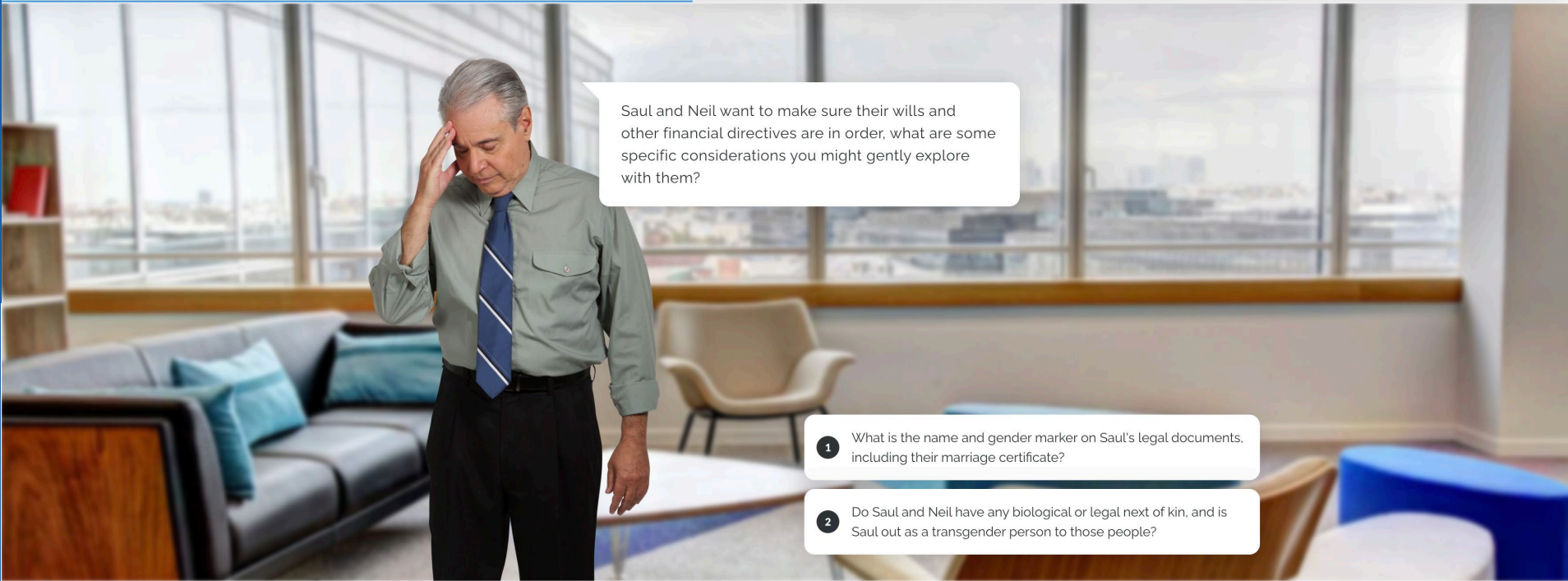
Using The Right Language

Let's explore some language.

Sexual
Orientation

Lesbian

Gay



Saul and Neil want to make sure their wills and other financial directives are in order, what are some specific considerations you might gently explore with them?

1 What is the name and gender marker on Saul's legal documents, including their marriage certificate?

2 Do Saul and Neil have any biological or legal next of kin, and is Saul out as a transgender person to those people?

🔒 Complete the content above before moving on.

SAGE Programs:

- SAGECents
- SAGECenters
- Friendly Visitors Program
- SAGETables
- SAGENet (Affiliate Program)



We are the voice of LGBT older adults receiving care.

- Management Training
- **Supporting LGBT Older Adults (English, Spanish, Mandarin)**
- **Asking Demographic Questions**
- Creating Inclusive Communities (Congregate Living) (English, Spanish, Mandarin)
- Embracing LGBT OA of Color
- Transgender Aging (English, Spanish, Mandarin)
- Respected and Whole
- HUD Equal Access/Housing Discrimination
- Caregiving
- In-Home Care
- Preventing Bullying
- HIV and Aging
- Alzheimer's and Other Dementias



We are the voice of LGBT older adults receiving care.

- **Watermark Retirement Communities**
- **Alzheimer's Association**
- **Visiting Nurse Services of New York**
- **The New Jewish Home**
- **United Church Homes**
- **Carter Burden**



Next Steps

- Program Director/Designee Completes SAGECare Organization Profile Form
- SAGECare will email contact person with Registration Instructions
- The Next SAGECare/NRC Training Cycle begins February 1 – December 15
- Once Training Account is Activated staff will have 45 days to complete selected training(s)



Thank you!



Sherrill Wayland (she/they)

Senior Director of Special Initiatives
& Partnerships



swayland@sageusa.org



www.lgbtagingcenter.org

sage


Advocacy &
Services for
LGBTQ+ Elders

**National Resource Center
on LGBTQ+ Aging**

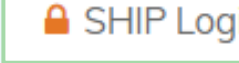
Webinar Resources in the Libraries

PowerPoint, Recording, and Related Resources

SMPs

- Step 1: Login at  www.smpresource.org (click the blue SMP Login padlock).
- Step 2: Search for keyword “LGBTQ+”.

SHIPs

- Step 1: Login at  www.shiphelp.org (click the orange SHIP Login padlock).
- Step 2: Go to the Resource Library and search for keyword “LGBTQ+”.

Questions?

Thank you for participating in today's webinar!

Today's presentation is available for download in Zoom chat.



If you have questions later,
SMPs, email: info@smpresource.org
SHIPs, email: info@shiptacenter.org

This project was supported, in part by grant numbers 90SATC0002 and 90MPRC0002 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.