



Creating a more welcoming community for LGBT older adults

AN LGBT CULTURAL COMPETENCY TRAINING PROGRAM

SAGECare is SAGE's training and consulting division that assists senior care agencies in creating fully LGBT-inclusive services.

- Our team has trained **more than 60,000 providers** across the country.
- Since launching in 2016, **more than 300 agencies** have earned SAGECare's respected credentials.



CLIENTS INCLUDE:

National organizations such as the AARP, Alzheimer's Association, Oscar Insurance, Seasons Hospice & Palliative Care, United Church Homes, and Watermark Retirement Communities.

Regional leaders such as Aldersgate (N.C.), Marquis Health—Coral Harbor (N.J.), and Visiting Nurse Service of New York.



i There will be approximately **7 million LGBT older adults** in the US by 2030.

ABOUT SAGE

SAGE, founded in 1978, is the oldest and largest organization dedicated to improving the lives of LGBT older adults.

SAGE is a national, 501(c)(3) nonprofit organization, headquartered in New York City.

SAGE has 30 local affiliates across 22 states, plus Puerto Rico and Washington, D.C., with national staff in Charlotte (N.C.), Chicago, D.C., Los Angeles, Melbourne (Fla.), Miami, St. Louis, and State College (Pa.).

SAGE works in three ways:

- Delivering direct services and consumer resources for LGBT older adults and their caregivers
- Advocating for public policies that address the needs of LGBT older people
- Providing training and consulting for aging providers and LGBT organizations

sage | Advocacy & Services for LGBT Elders

We refuse to be invisible

WHAT RESEARCH SAYS ABOUT LGBT OLDER ADULTS...



LGBT older adults are resilient yet at risk population

1/10

One out of 10 LGBT older adult participants have been denied healthcare or provided inferior care



Nearly one-half have a disability and nearly one-third report depression

15%

Fifteen percent fear receiving health services outside of the LGBT community

Age-Pride: The Aging and Health Report, Disparities and Resilience among Lesbian, Gay, Bisexual and Transgender Older Adults, Karen I. Fredriksen-Goldsen, et al., (2011).

THE EFFECTIVENESS OF SAGECARE TRAINING ON...

KNOWLEDGE

“...the trainings demonstrate improvements in provider knowledge of how to make an environment safe and welcoming for older adults who are LGBT.”

SKILLS

“Overall, survey respondents demonstrated the ability to identify and address bias against LGBT elders in their work.”

ATTITUDES

“After attending the trainings, participants were highly aware of implicit and explicit bias that impact the quality of care that LGBT elders receive. Compared to their responses before the trainings, respondents showed significant improvements in their attitudes toward LGBT elders.”

Cultural Competence Training Results, July 2017—June 2018, Austin Oswald, MA, Graduate Center of the City University of New York, and Nancy Giunta, PhD, Silberman School of Social Work at Hunter College.



A 2018 SURVEY BY AARP SHOWS HOW SAGECARE CAN HELP...



88% of respondents would be more comfortable if providers were specifically trained for LGBT patients.

SAGECare provides LGBT competency training and consulting on LGBT aging issues to senior service providers.



86% of respondents are more comfortable if they see explicit advertising promoting LGBT-friendly services.

SAGECare provides marketing ideas and materials once your company is trained and receives SAGECare's credential. Your company will be listed as SAGECare credentialed provider on our nationwide searchable website.



82% of respondents would be more comfortable to see LGBT-welcoming signs or symbols displayed on site/in offices, online or in communications.

SAGECare offers symbols and logos for your company to highlight your credential and other visual signals of LGBT inclusion.

HOW SAGECARE HAS CHANGED OUR CLIENTS' BUSINESS

“ United Church Homes first engaged the services of SAGE in 2012 from the Board to direct service staff in our nine senior living communities. In 2017, we re-engaged with SAGE through the SAGECare program for the entire organization, resulting in achieving the Silver, Gold and Platinum levels.

We have attracted staff to our organization, both individuals who identify as LGBTQ and allies who prefer to work in an inclusive environment.

Existing residents have appreciated and new residents have moved in because they want to be able to share openly about their children and grandchildren who are LGBTQ and know that these members of their families can come to visit them and be themselves.

Our LGBTQ residents are grateful to be affirmed in the midst of their community of care as they receive the respect and support from staff.

This continues to be a priority for our organization and we keep finding new opportunities to engage and work with the LGBTQ community as we seek to provide services to older adults in each of our community locations. We are grateful for the SAGE staff and their resources that we know will continue to help us move forward in this effort.”

REV. BETH LONG-HIGGINS

EXECUTIVE DIRECTOR, RUTH FROST PARKER CENTER FOR ABUNDANT AGING, UNITED CHURCH HOMES



“ SAGE Care training has taken us to a new and critically important level, ensuring that our staff is equipped to serve the city's 750,000 LGBT men, women and children—and our LGBT elders in particular—with compassionate, respectful and supportive care.

SAGE trainers have been extraordinarily adept at communicating the importance of cultural competence training as well as teaching vital skills to our staff of over 10,000 nurses, therapists, behavioral health professionals, social workers, home health aides and office staff.

SAGE training broke down many barriers, whittled away at stereotypes and very much won the hearts of thousands of our straight employees.”

RICHARD J. ROTHSTEIN

VICE PRESIDENT ENTERPRISE, COMMUNICATIONS, VISITING NURSE SERVICE OF NEW YORK

RESIDENT TESTIMONIAL

“(At this community) I was never asked how many children I have. So I was never asked why on earth someone like me doesn't have children. Or why I'm not married. Every time I hear those questions I feel sad, helpless and vulnerable... But no one (at this community) asked why. It took several months at home to realize—it must be a policy of (this community). It required insight and sensitivity by the people responsible for that policy. It allowed me to let down certain defenses and be cared for.”

AN LGBT RESIDENT LIVING IN A COMMUNITY TRAINED BY SAGE

TRAINEE TESTIMONIALS & LESSONS LEARNED FROM SAGECARE LGBT CULTURAL COMPETENCY TRAINING PROGRAM



I wanted to reach out to thank you so much for providing the SAGE training yesterday. **I wanted to acknowledge how wonderful the training was.** I think that you did an amazing job in the way that you spoke about the topics in a very delicate, informative manner. I know there was a question regarding what we could possibly talk about for 4 hours, but in all honesty I could have sat in the class for 8 or more hours.”



It was very interesting to see the timeline and how LGBT individuals were characterized—mental illness, etc. **It was a real eye opener as to why an individual of that generation would likely still be very secretive about their sexual orientation based on the historical facts presented.**”



Throughout the training, **we received clarification on appropriate words to use and not to use,** getting perspective from LGBT community regarding the approach to trusting and understanding more of the LGBT history.”

