

## EXECUTIVE SUMMARY

The San Francisco Board of Supervisors passed legislation creating an LGBT Aging Policy Task Force to meet for eighteen months to study issues affecting LGBT seniors and issue a report with recommendations. The Task Force's first meeting was in October 2012 and its last meeting was in March 2014. This report represents the findings of the many months of research conducted by that group, including the administration of a ground-breaking survey of a diverse sample of LGBT older adults in our community. The Task Force identified the following key areas of concern and associated solutions for the consideration of the Board of Supervisors.

### ***Data collection***

Problem 1: Lack of data on gender identity and sexual orientation among city agencies prevents understanding of service needs and utilization in the LGBT population.

Solution 1:

- Collect data on gender identity and sexual orientation whenever other voluntary demographic data is collected.

### ***Cultural competency***

Problem 2: Senior service providers do not have adequate cultural competence to appropriately serve LGBT seniors.

Solution 2: Require training to improve cultural competency of service providers in working effectively with LGBT older adults.

### ***Health and Social Services***

Problem 3: LGBT seniors lack information and enrollment support for social services, financial support, benefits counseling, legal advocacy, and health insurance access.

Solution 3: Develop and implement an information, referral, enrollment assistance, and case management referral program that provides a single place for LGBT seniors to receive information, referral, and enrollment assistance for a wide range of available social services and health care.

Problem 4: There are limited supportive services available to aid in the provision, coordination, and planning of care to address unique challenges facing LGBT older adults.



Solution 4: Develop and implement an LGBT senior case management and peer specialist program.

Problem 5: There are limited supportive services available to address the emotional, behavioral health, and social isolation challenges of LGBT seniors.

Solution 5: Develop and implement an LGBT senior peer counseling program and an LGBT peer support volunteer program.

Problem 6: LGBT older adults have unique barriers to accessing information about and services for Alzheimer's and dementia care.

Solution 6: Create an LGBT-targeted education and awareness campaign and increase availability of related support groups.

Problem 7: Some LGBT older adults struggle with low incomes and poor financial literacy.

Solution 7: Develop and implement financial literacy training services targeting LGBT older adults.

## ***Housing***

Problem 8: LGBT older adults are especially vulnerable to losing their residential housing as a result of evictions and physical barriers to aging in place, and the consequences of losing housing late in life is severe for most LGBT seniors.

Solution 8: Improve eviction prevention protections for LGBT seniors through rental and homeowner assistance, legal services, and increased restriction on evictions and increase resources for LGBT senior homeowners.

Problem 9: LGBT seniors need more access to affordable housing.

Solution 9: Increase availability of and access to affordable housing by including LGBT older adults in planning processes, prioritizing developments that target them, and providing LGBT-focused housing counseling and rental assistance.

Problem 10: Conditions in apartments and SROs where many LGBT seniors live are often unacceptable.

Solution 10: Improve conditions in apartments and SROs through improved DBI policies and enhanced work on habitability.

Problem 11: Many LGBT seniors feel unsafe and unwelcome in city shelters.



Solution 11: The city should address unsafe and unwelcoming treatment of LGBT senior in city shelters by providing targeted shelter services and implementing training at existing shelters.

### ***Legal Services***

Problem 12: LGBT seniors in long-term care facilities face systemic discrimination and abuse.

Solution 12: Improve legal protections and resources for LGBT seniors in long-term care facilities.

Problem 13: LGBT seniors face obstacles to and lack resources for drafting appropriate life-planning documents.

Solution 13: Promote LGBT life-planning legal clinics, referral protocols, and sample documents, and develop resources to aid LGBT seniors who wish to complete the planning process.



## LIST OF ACRONYMS

AAAs - Area Agencies on Aging	HOPE - Housing Opportunities Partnerships and Engagement
ADRCs - Aging and Disability Resource Centers	HUD – Housing and Urban Development Agency
AoA - Administration on Aging	IDAs - Individual Development Accounts
BMR - Below Market Rate	LGBT – Lesbian, Gay, Bisexual, Transgender
CASE - Coalition of Agencies Serving the Elderly	LGBTQQI – Lesbian, Gay, Bisexual, Transgender ,Queer, Questioning, Intersex
CCRC - Continuing Care Retirement Communities	MHSA - Mental Health Services Act
CHIS - California Health Interview Survey	MOHCD – San Francisco Mayor’s Office of Housing and Community Development
CHTF - Cultural Humility Task Force	MOWSF - Meals On Wheels of San Francisco
DAAS – San Francisco Department of Aging and Adult Services	N4a - National Association of Area Agencies on Aging
DBI – San Francisco Department of Building Inspections	NSCLC - National Senior Citizens Law Center
DOMA - Defense of Marriage Act	PEI - Prevention and Early Intervention
DPH – San Francisco Department of Public Health	SF EMA - San Francisco Eligible Metropolitan Area
EDC - Eviction Defense Collaborative	SRO – Single Room Occupancy Hotel
HIV/AIDS – Human immunodeficiency virus infection / acquired immunodeficiency syndrome	TLC - Transgender Law Center
HRC – San Francisco Human Rights Commission	UCSF – University of California, San Francisco
HSA – San Francisco Human Services Agency	USDA - US Department of Agriculture