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**PROGRAM MEMO**

TO: AREA AGENCIES ON AGING DIRECTORS	NO.: PM 08-07(P)
SUBJECT: Lesbian, Gay, Bisexual, and Transgender Older Adults Needs Assessment Guidance	DATE ISSUED: February 22, 2008
REVISED PM 00-12, Welfare and Institutions Code, Sections 9103 and 9103.1	EXPIRES: Until Superseded
REFERENCES:	SUPERSEDES:
PROGRAMS AFFECTED: <input type="checkbox"/> All <input checked="" type="checkbox"/> Title III-B <input checked="" type="checkbox"/> Title III-C1/C2 <input checked="" type="checkbox"/> Title III-D <input checked="" type="checkbox"/> Title III-E <input checked="" type="checkbox"/> Title V <input checked="" type="checkbox"/> CBSP <input type="checkbox"/> MSSP <input checked="" type="checkbox"/> Title VII <input type="checkbox"/> ADHC <input type="checkbox"/> Other: _____	
REASON FOR PROGRAM MEMO: <input checked="" type="checkbox"/> Change in Law or Regulation <input type="checkbox"/> Response to Inquiry <input type="checkbox"/> Other Specify: _____	
INQUIRIES SHOULD BE DIRECTED TO: Kathleen Hendrickson, Aging Program Analyst II, (916) 928-3327; e-mail khendrickson@aging.ca.gov	

The purpose of the Program Memo is to provide the Area Agencies on Aging (AAA) with information regarding Section 9103 of the Welfare and Institutions (W&I) Code which requires AAAs to "include the needs of lesbian, gay, bisexual, and transgender (LGBT) seniors in their needs assessment and area plans."

The legislative intent language in W&I Code, Section 9103, states in part: ". . . LGBT seniors often lack social and family support networks available to non-LGBT seniors. . . . LGBT seniors are denied many vital financial benefits provided to heterosexual married couples. . . . The number of people 65 years of age and older in California is estimated to double to 6.5 million by the year 2020, thereby increasing the number of LGBT seniors who are receiving inadequate services. . . . Ensuring that the needs of LGBT seniors as well as other underrepresented groups are adequately assessed during the planning and development of programs and services will increase access to the programs administered by the California Department of Aging and the area agencies on aging."



To ensure compliance with this mandate, AAAs should immediately begin to include LGBT seniors in the planning of programs and services and the development of the area plan.

Resources

The following resources may assist AAAs to include LGBT seniors in their planning needs assessment and processes:

Publications

Ski Hunter and Jane C. Hickerson, *Affirmative practice; Understanding and working with lesbian, gay, bisexual, and transgender persons*, Harrington Park Press, Hawthorn Press, 2003

<http://www.haworthpress.com/store/product.asp?sid=UWVFHGE7NH9A8KJ4DVTBB149J079F2MB&sku=4824&AuthType=4>

Surveys

Survey Design:

Designing Surveys that Count, Community Research Center at Keene College and Monadnock United Way, 2002

<http://www.keene.edu/crc/forms/designingsurveysthatcount.pdf>

Internet Survey Services:

Surveys using Internet services can be used as an anonymous method of soliciting input.

- Survey Monkey <http://www.surveymonkey.com/>
- Question Pro <http://www.questionpro.com/>
- Zoomerang <http://info.zoomerang.com/>
- Web Online Surveys <http://web-online-surveys.com/>
- Survey Gizmo <http://www.surveygizmo.com/>

Completed Surveys:

- Chicago Task Force on Lesbian, Gay, Bisexual, and Transgender (LGBT) Aging Survey – *LGBT Persons in Chicago: Growing Older*
http://www.centeronhalsted.org/programs/growing_older.pdf
- 2007 GLBT Census of Central Ohio
<http://glbtcount.com/>
- MetLife study, *Out and Aging: The MetLife Study of Gay and Lesbian Boomers*
<http://www.metlife.com/WPSAssets/15374435731164722885V1FOutandAging.pdf>

- Gay and Lesbian Association of Retiring Persons, Inc.
<http://www.gaylesbianretiring.org/id15.html>

Needs Assessment

Examples of Needs Assessments:

- Needs Assessment Surveys and Informal Conversations: Wingspan, Southern Arizona Gay, Lesbian, Bisexual, and Transgender Community Center. Wingspan Community Needs Assessment Report and Survey example.
http://www.wingspan.org/pdf/assessment_report.pdf
- Lesbian and Gay Aging issues Network (LGAIN) – An American Society on Aging Constituent Group
<http://www.asaging.org/networks/LGAIN/lgainlinks.cfm?category=NEEDASSESS>

Focus Groups:

Carter McNamara, MBA, PhD, *Basics of Conducting a Focus Group*, Authenticity Consulting, LLC.

<http://www.managementhelp.org/evaluatn/focusgrp.htm>

Key Informant Interviews:

UCLA Center for Health Policy Research Section 4:

Training to conduct a key informant interview.

http://www.healthpolicy.ucla.edu/HealthDATA/ttt_prog24.pdf

Other Information

Data Collection:

UCLA Center for Health Policy Research Rapid Assessment Methods: *Community Approaches to Data Collection*, June 2003

<http://www.healthpolicy.ucla.edu/healthdata/HDLISTserve062003.pdf>

Mapping:

UCLA Center for Health Policy Research, Mapping Community Needs.

<http://www.healthpolicy.ucla.edu/healthdata/HDLISTserve012002.pdf>



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