EQUITY CHECKUP:
Practical Tips for Meeting the Needs of Diverse Older Patients and Family Caregivers

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January 26, 2022
TODAY’S AGENDA

• Overview of NYAM and Diverse Elders Coalition
• Demographics of Diverse Older Adults
• Practical Tips for Meeting the Needs of Diverse Older Patients
• Stories from Diverse Family Caregivers
• Resources
WHO WE ARE
VISION
Everyone has the opportunity to live a healthy life

MISSION
Drive progress towards improved health through attaining health equity
NYAM works to improve the health and well-being of current and future aging populations. Our goals are to:

• Increase social, physical, and economic participation
• Improve perceptions of well-being, quality of life, and autonomy
• Maximize functional ability and minimize activity limitations
• Deliver better care and services

We aim to achieve these goals through:

• Convening for policy and practice change
• Promoting data-driven planning and policy
• Providing strategic assistance for policy implementation
• Contributing to the evidence base for healthy aging interventions
The Older Adults’ Equity Collaborative (OAEC), funded by the federal Administration for Community Living (ACL) convenes national nonprofits committed to aging and minority populations.
The Diverse Elders Coalition (DEC) advocates for policies and programs that improve aging in our communities as racially and ethnically diverse people; American Indians and Alaska Natives; and LGBTQ+ (lesbian, gay, bisexual, transgender, queer and questioning, and additional identities) communities.
1 of 5 older adults is a person of color or American Indian/Alaska Native

3 of 8 LGBT adults are age 65+

In NYC, 49% of adults age 65+ identify as Black, Latino, or Asian
In the next 10 years…

20% of the US population will be age 65+

30% of older Americans will identify as diverse or underrepresented
DEMOGRAPHICS OF ADULTS 65+ IN THE U.S.

• 78% of LGBT older adults go back in the closet when entering a long-term care facility

• By 2060, 20% of all older Americans will be Latino

• There are 100 languages spoken among the older Asian American Pacific Islander population

• 35% of African-American older adults are responsible for raising grandchildren

• There are 570,000 Native Americans age 65+, concentrated in OK, AZ, CA, NM, NC, and TX
PRACTICAL TIPS FOR MEETING THE NEEDS OF DIVERSE OLDER PATIENTS
Identify and include an expanded definition of family caregivers

- Expand the definition of “family” to include friends, neighbors, and others outside of the traditional family structure
- Ensure questions about caregivers/emergency contacts can be identified as a family member or friend

Collect information on SOGI (sexual orientation and gender identity) to better understand the needs of your patients

- Include questions on SOGI
- Reflect the words people use to describe their own identities and relationships
- Click here to access “Focus on Forms and Policy: Creating an Inclusive Environment for LGBT Patients”
# INCLUSIVE INTAKE FORMS

**Preferred Pronoun:**
- [ ] He
- [ ] She
- [ ] They
- [ ] Ze
- [ ] A pronoun not listed
- [ ] No pronoun preference

We require the following information for the purposes of helping our staff use the most respectful language when addressing you, understanding our population better, and fulfilling our grant reporting requirements. The options for some of these questions were provided by our funders. Please help us serve you better by selecting the best answers to these questions. Thank You.

**Preferred Spoken/Written Language:**
- [ ] English
- [ ] Spanish
- [ ] American Sign Language
- [ ] Other: ____________

Language interpretation services needed?
- [ ] No
- [ ] Yes, language: ____________

**Sexual Orientation**
- [ ] Lesbian
- [ ] Gay
- [ ] Straight
- [ ] Bisexual
- [ ] Something Else
- [ ] Queer
- [ ] Decline to Answer

**Gender Identity:**
- [ ] Male/Male
- [ ] Female/Woman
- [ ] TransMale/TransMan
- [ ] TransFemale/TransWoman
- [ ] Genderqueer/Gender nonconforming
- [ ] Something Else
- [ ] Decline to Answer

**Race:** *Select all that apply*  
- [ ] American Indian/Alaska Native
- [ ] Black and/or African American
- [ ] White/Caucasian
- [ ] Asian Indian
- [ ] Chinese
- [ ] Korean
- [ ] Filipino
- [ ] Vietnamese
- [ ] Japanese
- [ ] Other
- [ ] Native Hawaiian/Pacific Islander
- [ ] Native Hawaiian
- [ ] Guamanian or Chamorro
- [ ] Samoan
- [ ] Other Pacific Islander
- [ ] Decline to Answer

**Ethnicity:**
- [ ] Non-Hispanic/Latino
- [ ] Dominican
- [ ] Cuban
- [ ] Mexican, Chicano/a
- [ ] Puerto Rican
- [ ] Other Hispanic/Latino
- [ ] Decline to Answer

**Veteran?**
- [ ] Yes
- [ ] No

**Migrant Worker?**
- [ ] Yes
- [ ] No

**How did you first learn of Callen-Lorde?**
- [ ] Friend/Patient
- [ ] Referral
- [ ] Health Fair/Presentation
- [ ] Callen-Lorde Website/Internet
- [ ] Callen-Lorde Brochure/Ad
- [ ] Facebook/Social Media
- [ ] TV/Radio/Print Media

**Housing Status:**
- [ ] Stable Housing
- [ ] Homeless
- [ ] Decline to answer
- [ ] If homeless, select which best applies:
- [ ] Street
- [ ] Homeless Shelter
- [ ] Transitional
- [ ] Doubling Up (not paying rent)

**Sex Assigned at Birth:**
- [ ] Male
- [ ] Intersex
- [ ] Female
- [ ] Decline to Answer

**Do you have a non Callen-Lorde primary care provider that you want to continue to see?**
- [ ] Yes
- [ ] No

Source: 
15
COMMUNITY-BASED ORGANIZATIONS

• Develop and leverage partnerships with CBOs to make referrals and connect with local professionals who can provide culturally-appropriate insight on programming and materials.

The National Resource Center on LGBT Aging has compiled a state-by-state listing non-profit resources so you can find assistance in your community.

Are you an LGBT-friendly service provider?
Non-profit organizations providing LGBT welcoming services can apply to be listed as a resource by completing the following application form.

NAPCA Helpline

NYC Guide to CBOs for Immigrants

SAGE LGBT-friendly Service Providers
EDUCATIONAL MATERIALS

- Do your materials include images that reflect your patient populations?
- Are your materials written in the languages that your patient populations speak?
EDUCATIONAL MATERIALS

Are your materials written at a 6th grade or lower reading level?

Click here for resource on how to use the readability scale in Microsoft Word.
STORIES FROM DIVERSE FAMILY CAREGIVERS
CAREGIVING EXPERIENCE: MELANIE

Melanie is a member of the Millie Lacs Band of Ojibwe in the Minnesota region. Previously, she cared for her mother, who had dementia and related health conditions, and her sister, who was diagnosed with terminal cancer. Currently, she cares for her brother, who has an undiagnosed immunosuppressant disease.

Melanie has experienced similarities and differences in her caregiving roles. For her mother and sister, she has cared for them with the rest of her family at home, helping them out of bed, getting them food, and providing other basic needs. She found the experiences both stressful and heartbreaking to see someone she loves so ill and unable to help them. She often found herself confronted with guilt that she wasn’t doing enough or when she had to travel away from home for work. She also feels guilt when caregiving takes away from her time with her grandkids.

Melanie’s brother lives in their tribe’s assisted living unit, but Melanie and her family do not utilize the staff, instead doing all tasks themselves, because of concern over the Covid-19 pandemic. Melanie and her sister even do specialized medical tasks for their brother like administering meds through a stomach tube, a process Melanie was taught by her sister, and not by any official training, especially due to the fact that the staff at the unit is not trained for this task. While Melanie felt that caring for her mother was her responsibility and not a caregiving role, she definitely feels like a caregiver for her brother.

As an Anishinabe, Melanie feels there is an unspoken law to care for others in your community, especially family members. She has started petitioning her reservation to provide more support for long-term care that families can’t manage on their own. For Melanie, all governments, from local to federal, need to pass legislation that pays caregivers, provides Paid Family Leave, and gets them support. Those making legislation also need to realize every community’s cultural needs are different, and they cannot all be relegated to one box. These laws should be flexible so communities can care for their own people the way they see fit.
Watch the [YouTube clip](#) from 31:30 – 36:18 (or the entire webinar on Family Caregiving in Diverse Communities!)
## Experiences of Diverse Family Caregivers in the Pandemic

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<thead>
<tr>
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<th>Mental Health &amp; Social Isolation</th>
<th>Financial Strain</th>
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<tbody>
<tr>
<td><strong>Top Challenges</strong></td>
<td><strong>58%</strong> Anxiety</td>
<td><strong>35%</strong> Financial strain¹</td>
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<tr>
<td></td>
<td><strong>56%</strong> Increased isolation</td>
<td></td>
</tr>
<tr>
<td><strong>Top Concerns</strong></td>
<td><strong>56%</strong> “Taking care of myself”</td>
<td><strong>54%</strong> “Preparing for the future financially”</td>
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<tr>
<td></td>
<td><strong>43%</strong> Emotional support</td>
<td><strong>43%</strong> Financial help</td>
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¹ Indicated as a concern but not quantified in percentage.
PROTECTIVE FACTORS
Diverse family caregivers also reported experiencing some positive outcomes from the COVID-19 pandemic, demonstrating resilience and community interdependence:

55% Spent more time with family
48% Decreased commute times
44% Learned or used new technology
RESOURCES
RESOURCES FROM MEMBER ORGANIZATIONS

OAEC Resource Library

Diverse Elders Coalition

American Indian Health Disparities
Learn about health disparities in Native communities.

Culturally Competent Healthcare
Learn about the importance of culturally competent care in Native communities.

American Indian Demographics
View demographic information about Native communities based on the U.S. Census.

Citywide Behavioral Health Coalition for Black Elders

Diabetes Education
Diabetes among Native Americans is three times higher than the national average.

A Practical Guide to Creating Welcoming Agencies

A Practical Guide to Collecting Data on Sexual Orientation and Gender Identity

Strengthen Your State and Local Aging Plan
OAEC RESOURCE LIBRARY

ALZHEIMER'S / DEMENTIA
- National Plan to Address Alzheimer's Disease: 2021 Update
  Show All Articles (5)

CAREGIVING
- Family Caregiving in Diverse Communities: ADDRESSING THE NEEDS OF DIVERSE FAMILY CAREGIVERS FOR OLDER ADULTS
  Show All Articles (8)

COVID-19 GUIDANCE
- Staying Safe in a Pandemic: Holiday Edition
  Show All Articles (10)

CULTURAL COMPETENCY
- How To Be An Ally To Transgender Older Adults
  Show All Articles (7)

DISABILITY
- Person-Centered Services and LGBT People with Disabilities
  Show All Articles (3)

EMERGENCY PLANNING
- Resilient Communities: Empowering Older Adults in Disasters and Daily Life
  Show All Articles (4)

OAEC Resource Library
ADDITIONAL CAREGIVING RESOURCES

Click here for toolkit

Click here for report
QUESTIONS/COMMENTS?

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