

**Thank You For Being A Friend:
Mental Health and Peer Supports
for Older Adults**

Thank You For Being a Friend: Mental Health and Peer Supports for Older Adults



Agenda



NCI-AD Introduction

State Resources and Perspectives

... Tennessee

... Michigan

National Resources and Perspectives

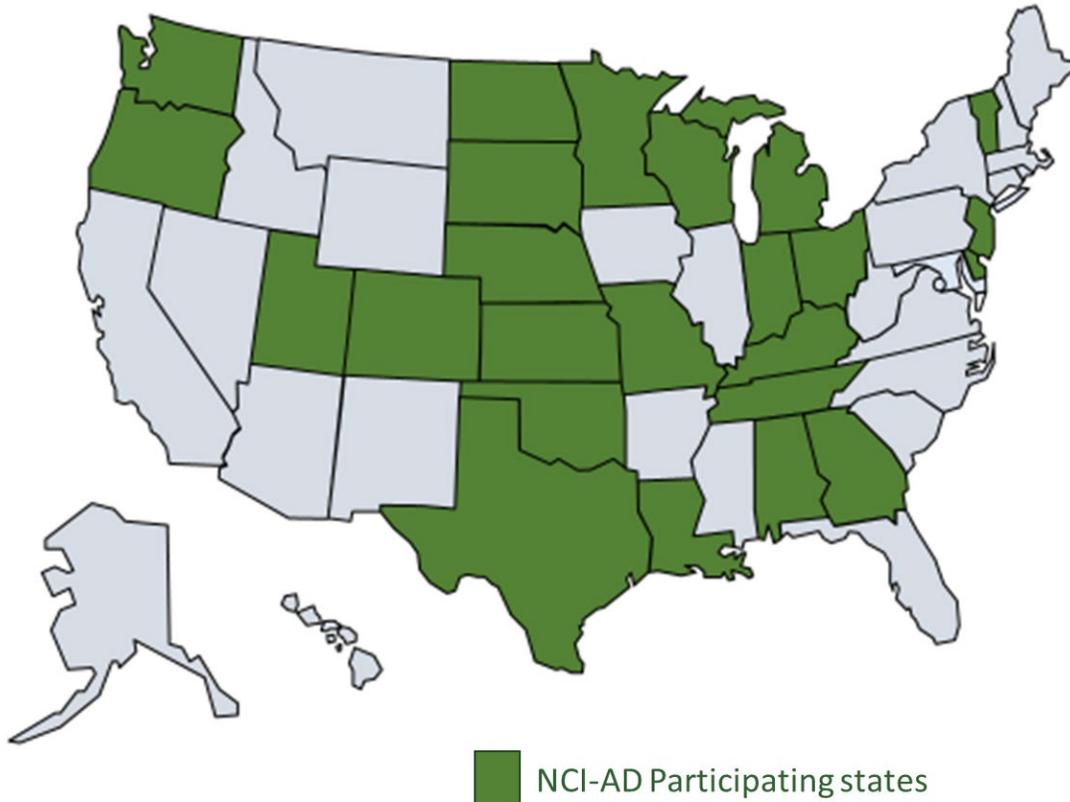
... SAGE

... Human Rights Campaign Foundation

NCI-AD Data and Close



About NCI-AD



Established

- 2015

Participating states

- 23

Population addressed

- Older adults and people with physical disabilities
 - Receiving LTSS
 - OAA programs

States design samples that compare programs, populations, providers

Covers multiple domains

- AD domains and indicators: <https://nci-ad.org/resources/the-survey/>

Two surveys

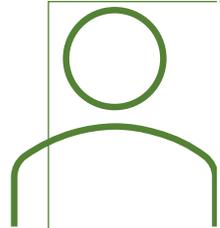
- Adult Consumer Survey
- Staff Stability-AD (currently in pilot phase)

Data Spotlight: Older Adults and Mental Health

<https://nci-ad.org/resources/data-spotlight/>

1:4 older adults (65+) self-reported a mental health diagnosis

Those with a mental health diagnosis, compared to those without were:



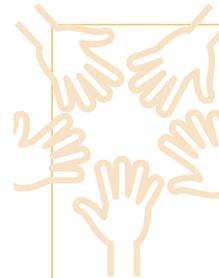
4 times for likely to often feel sad or lonely



Had poorer community access and relationship outcomes, and were more likely to want to work or volunteer

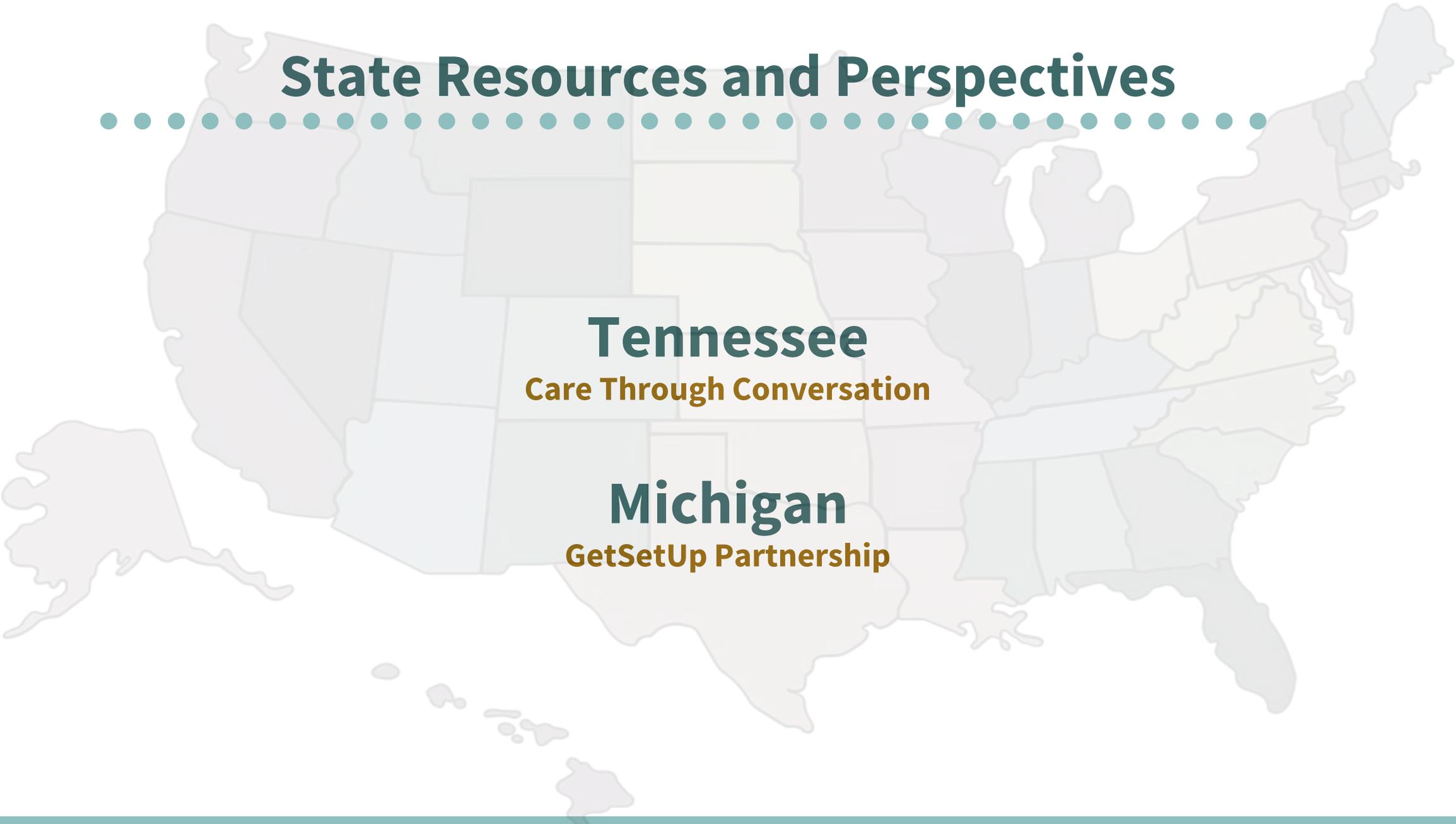


More likely to live in a group setting, and less likely to like where they live



Had poorer staffing outcomes

State Resources and Perspectives



Tennessee

Care Through Conversation

Michigan

GetSetUp Partnership



Background

- Tennessee's State Unit on Aging
- Last day in office was 03/16/2020
- Immediately noticed social isolation
- Started Care through Conversation, as a crisis response program

Program Purpose

- Provide support to all older adults and caregivers across the state, during the COVID-19 crisis
- Promote social connectedness and positive interaction with Tennessee's older adults and caregivers
- Engage older adults in conversation and assess their needs, including but not limited to access to meals, groceries or essentials, and medications.

Staff Involvement

- Collaborative effort, no full-time staff
- Identified primary staff
 - TN Dementia Services Coordinator
 - Director of Volunteer Engagement
 - I&A Coordinator
 - ADRC Hire
- Staff Contingency Plan
 - Identified additional staff that could step in, as needed

Volunteers

- **Recruitment:**
 - Recruit using social media, existing volunteer networks, organizational partnerships
- **Requirements:**
 - Background checks (Adult Abuse, Sex Offender, Felony Offender, Drug Offender)
 - Confidentiality Agreement
- **Training:**
 - Online Training created using AIRS standards
 - Optional training opportunities are ongoing
 - Dementia specific webinars
 - QPR (Question, Persuade, Refer) Suicide Prevention Training

Participant Registration

- Registration available through online form and via phone
 - <https://www.tn.gov/aging/our-programs/care-through-conversation.html>
- Open to ALL older adults and caregivers in TN
- Basic Questionnaire
- Initial contact calls
 - Provided by TCAD staff
 - Confirms participation
 - Shares volunteer name and contact information



NUMBER OF
CALLS RECORDED



NUMBER OF VOLUNTEERS

107



NUMBER OF VOLUNTEER HOURS



Removal

- **Participant Removal**
 - Participant requests via volunteer or TCAD staff
 - No Contact
 - Complaint – violate Terms and Conditions
- **Volunteer Removal**
 - Requested by volunteer or participant
 - Complaint – violate Terms and Conditions

Quality Assurance

- Not subject to any formal monitoring as no funding is tied to this program
- Built in quality assurance at the onset in partnership with TCAD's monitoring team
- Participant Survey results:
 - 100% would refer this program to a family member or friend
 - 95% agree or strongly agree that they feel comfortable and enjoy the time talking with volunteer (other 5% Neutral)
 - 88% agree or strongly agree that the weekly calls have provided a sense of comfort and enabled them to remain socially engaged (other 12% Neutral)

Community Guide

- Released **Community Companion Guide**
- On ADvancing States Website
- Shared in the Pastor Resource Book and sent through the Governor's Office of Faith Based and Community Initiatives

Tennessee
Care through Conversation



Changes Over Time



- Focus on data and sustainability
- Language Update
 - From “social isolation” to “social connectedness”
- Offered additional volunteer training opportunities
 - Dementia webinars
 - QPR (Question, Persuade, Refer) Suicide Prevention Training

Volunteer Stories

Thank you for the opportunity to meet and travel a piece of life's journey with someone I'd probably never encounter otherwise. – West TN

Feels good to be able to connect with him every week as he often expresses how he has no one to talk to he said I make his day. Every time he says that it makes me feel like I'm making a difference. – East TN

I told her about the success of the recipe she gave me for greens with smoked turkey wings. I told her I made the lemon meringue pie, but I missed something in the ingredients because it didn't do so well. She told me not to get discouraged and try it again. So, along with the new recipe for meatloaf she gave me today, I will be attempting the Lemon Meringue Pie again! My heart just bubbles over with joy to knowing that I can give them a sense of purpose through our conversations. –

Middle TN

Participant Comments

Female (69) Upper Cumberland Region: "Volunteer is very nice and helpful. She makes me feel supported and I like it when she calls it makes my day."

Female (74) GNRC Region: "My volunteer is nice as she calls quite often. She listens to my many woes. I appreciate her very much."

Male (82) NW Region: "I enjoy talking to her we have a good time talking to each other. I thank you for this service its helpful since I'm alone especially being blind."

Female (79) SW Region: "She is a nice lady and it's nice to have somebody to talk to."



Tennessee Commission on Aging and Disability
Andrew Jackson Building, 9th Floor
502 Deaderick St., Nashville, TN 37243

Sidney Schuttrow, Director of Volunteer Engagement
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www.tn.gov/aging
<https://www.facebook.com/TNAging>



Michigan & GetSetUp Partner to Provide Free Live Online Classes for Older Adults



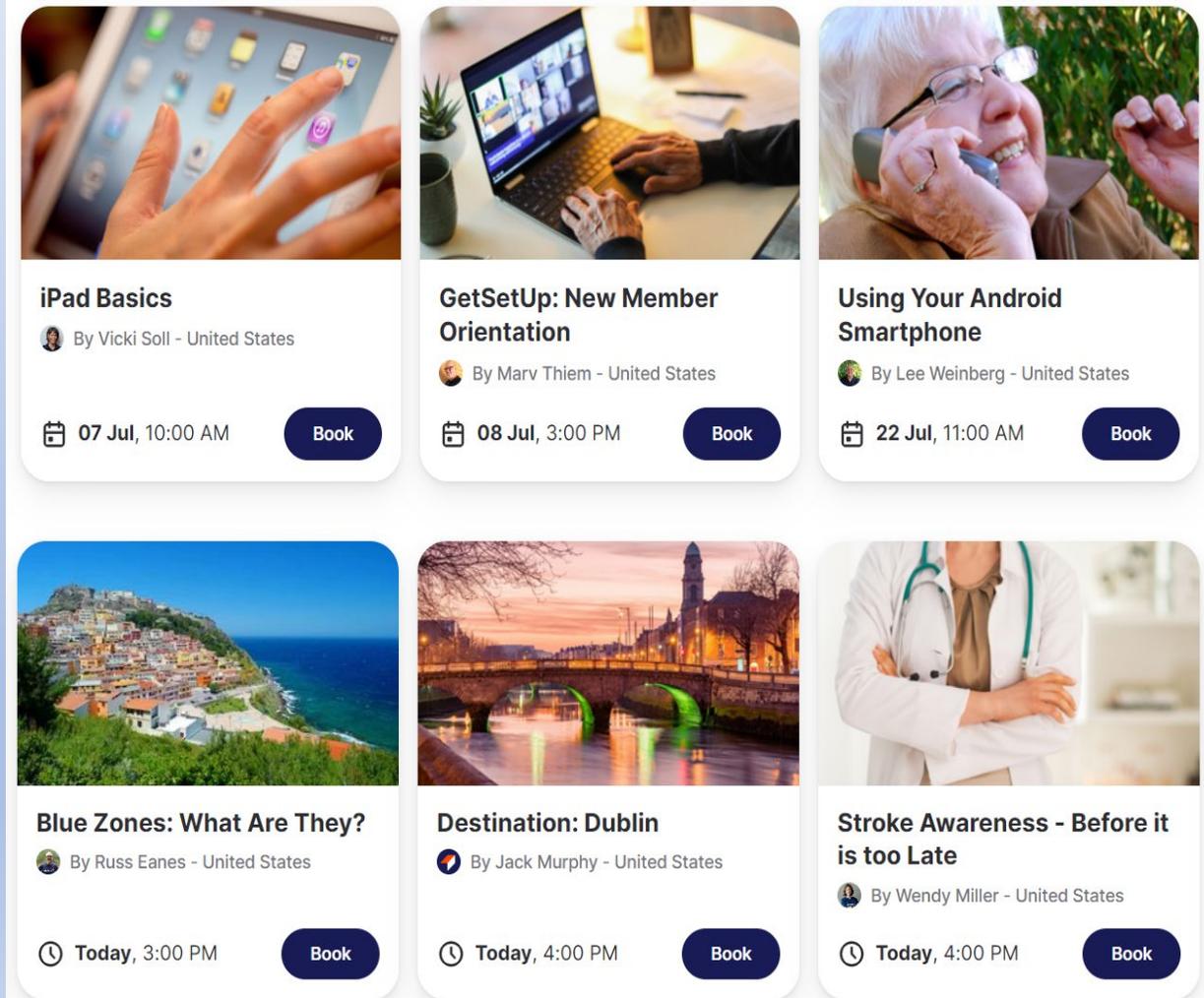
Addressing Social Isolation Challenges

- Senior centers, community centers closed.
- Some traditional programming moved online.
- How do we help older adults connect with others to reduce social isolation?
- How do we help older adults use available technology* to access services?
- Is there a platform designed for older adults to help teach others in a way that is meaningful and helpful?

*separate initiatives to address broadband, software/hardware access

GetSetUp is a Social Learning Platform and Virtual Community for Older Adults

- Founders wanted a safe place for their family members to learn, socialize, and connect
- Interactive Format:
 - Older adults teaching older adults
 - Users learn by doing, not watching
 - Focus on engagement...always!
- Hosted in 4+ languages and growing
 - English, Spanish, Mandarin, Hindi



The image displays a grid of six course cards from the GetSetUp platform. Each card includes a representative image, a title, the instructor's name and location, a date and time, and a 'Book' button.

- iPad Basics**
By Vicki Soll - United States
07 Jul, 10:00 AM
- GetSetUp: New Member Orientation**
By Marv Thiem - United States
08 Jul, 3:00 PM
- Using Your Android Smartphone**
By Lee Weinberg - United States
22 Jul, 11:00 AM
- Blue Zones: What Are They?**
By Russ Eanes - United States
Today, 3:00 PM
- Destination: Dublin**
By Jack Murphy - United States
Today, 4:00 PM
- Stroke Awareness - Before it is too Late**
By Wendy Miller - United States
Today, 4:00 PM



GetSetUp At A Glance

4M+ Older Adult Learners

24/7 Online Class Access

160 Countries Represented

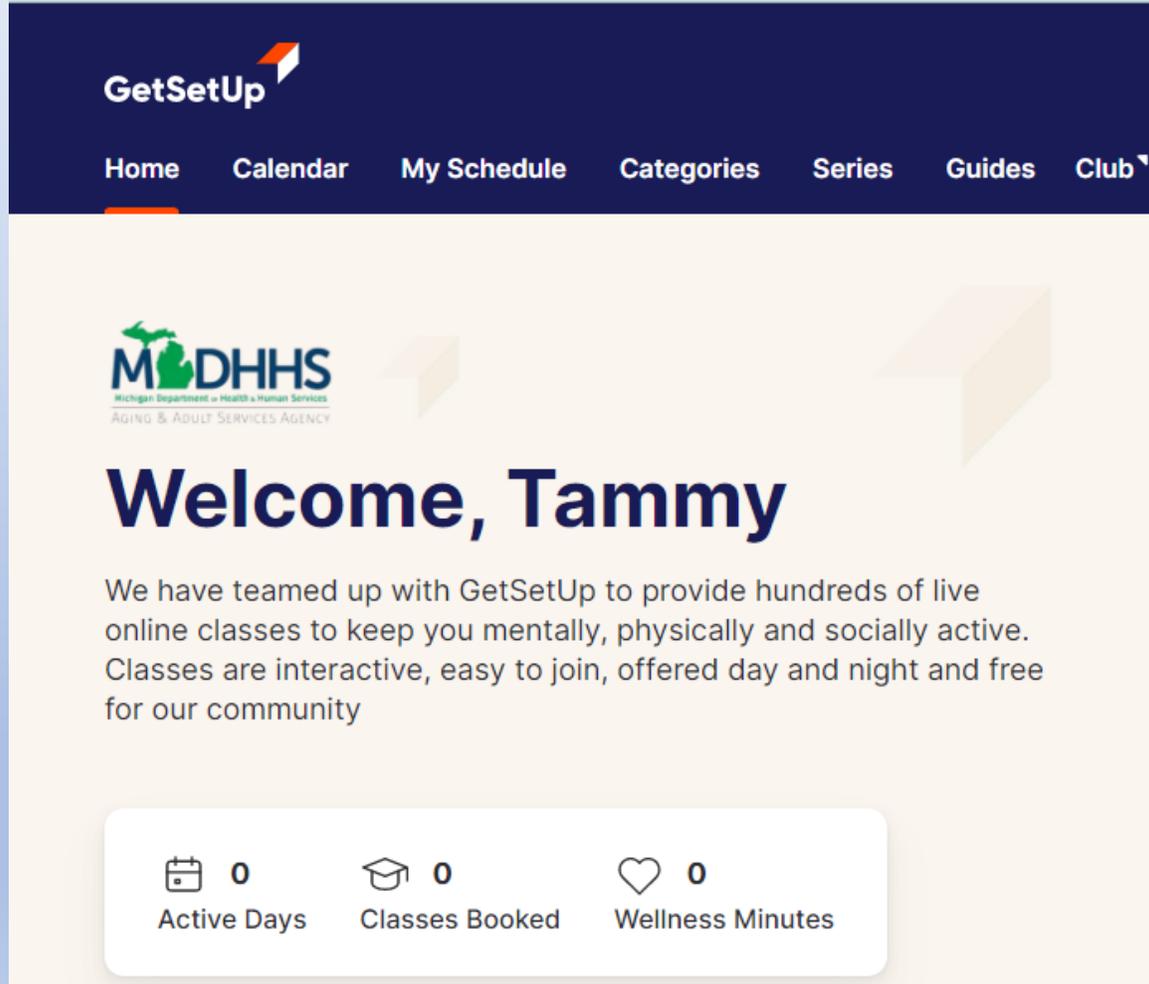
4,000+ Live Classes Catalog

Seasonal Offerings

Interest Groups/Clubs

Image of Deb Livingston,
domain expert Guide for
Cooking/Food & Nutrition

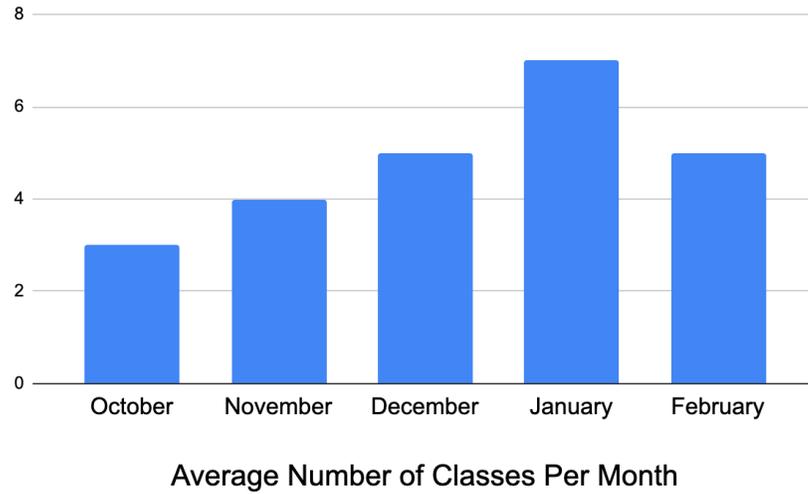
Partnership with Michigan



The screenshot shows the GetSetUp website interface. At the top, there is a dark blue navigation bar with the GetSetUp logo and menu items: Home, Calendar, My Schedule, Categories, Series, Guides, and Club. Below the navigation bar, the Michigan Department of Health & Human Services (MDHHS) logo is displayed, along with the text "AGING & ADULT SERVICES AGENCY". The main heading reads "Welcome, Tammy". Below this, a paragraph states: "We have teamed up with GetSetUp to provide hundreds of live online classes to keep you mentally, physically and socially active. Classes are interactive, easy to join, offered day and night and free for our community". At the bottom, there is a white box containing three statistics: "Active Days" with a calendar icon and the number 0, "Classes Booked" with a graduation cap icon and the number 0, and "Wellness Minutes" with a heart icon and the number 0.

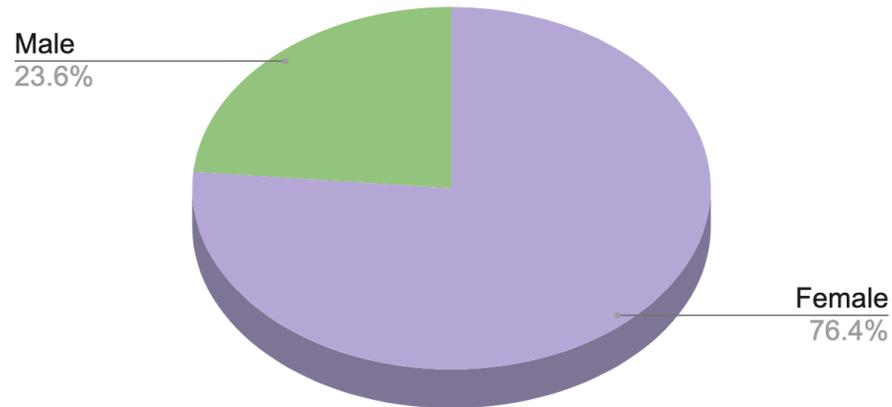
- Launched in October 2020
- Classes available at no cost to residents
- Customized options available
- Engagement (through June 2022)
 - 202,474 Learners participating in classes
 - 267,160 Total attendances
 - 1.4M+ Reached in targeted campaigns
 - 42% Course catalog utilized

Early Learner Insights, March 2021

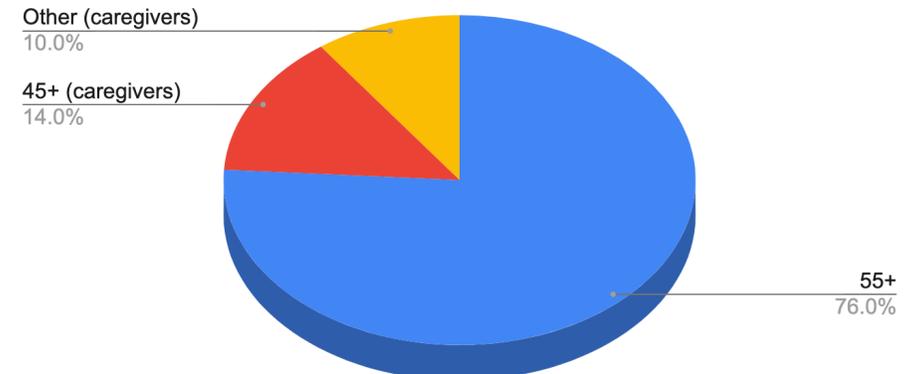


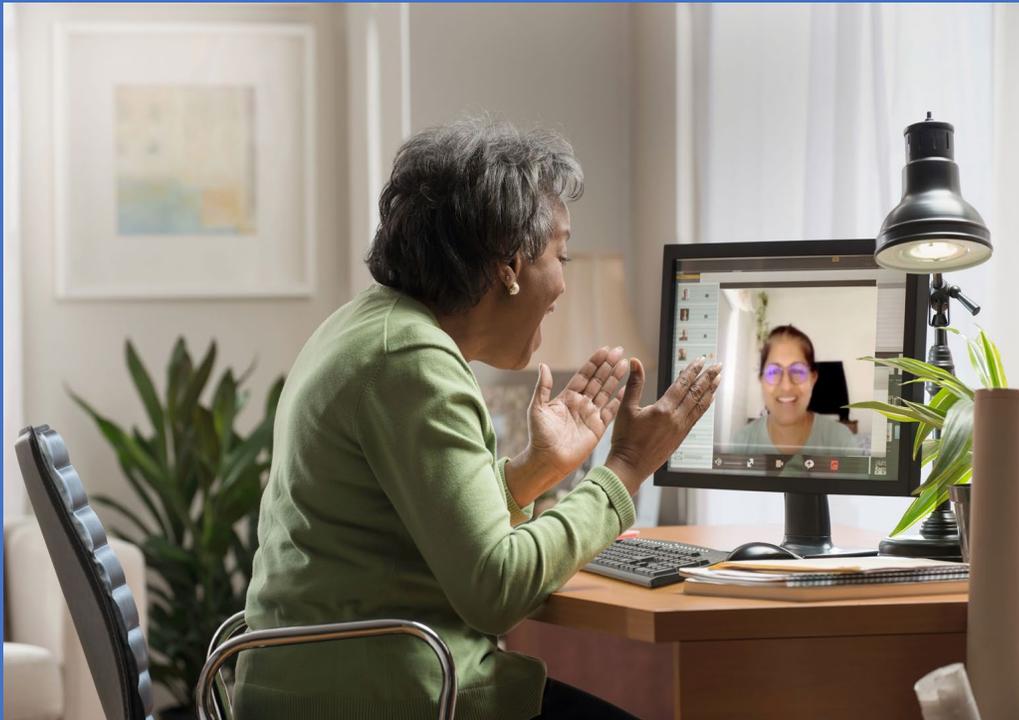
Operating System	Percentage
iOS	52.83%
Android	22.03%
Windows	15.36%
Macintosh	8.89%
Chrome OS	0.81%
Linux	0.08%
Tizen	0.01%

Browser Type	Percentage
Safari (in app)	37.92%
Safari	21.40%
Chrome	16.27%
Android Webview	15.80%
Edge	4.39%
Firefox	1.73%
Samsung Internet	1.06%
Mozilla Compatible	0.58%
Amazon Silk	0.47%
Internet Explorer	0.31%



Age Breakdown





[Get Moving with Chair Yoga](#)

[Morning Fitness Core Training Seated](#)

[Get Started with Zoom for Beginners](#)

[Tips & Tricks to Navigating GetSetUp's New Look](#)

[Learn Line Dancing \(The Hustle\)](#)

[Google Photos \(Basics\)](#)

[Get Moving with Qigong](#)

[Social Hour - Meditating Together](#)

[Zoom Virtual Backgrounds for Beginners](#)

[Virtual Visits Museums & Tours You Can Enjoy Online](#)

[Heart Healthy Cooking](#)

[Get Started With Gmail](#)

[Telehealth - How to have a Virtual Visit with your Doctor](#)

[Conquering Negative Thinking](#)

[Basic Nutrition - What You Need to Understand](#)

[Social Hour - Dementia Caregivers Unite](#)

[The Power of Gratitude](#)

[Doodling to Destress](#)

[How a Smartphone Can Help Simplify Your Life](#)

[Write or Record Family History or Life Story Using Online Tools](#)

Top Classes for Michiganders in June 2022

- Morning Fitness – Core Training (seated)
- Declutter to Free Space in Your Home & Lifestyle
- Indoor Walking Workout
- Slow Traveling in Italy: A Walk on the Way of St. Francis
- Morning Fitness – Strength Training (seated)
- Blue Zones Cooking: Ikaria, Greece
- Apple Notes for iPhones
- Virtual Help Desk



Getting Started

GetSetUp: New Member Orientation

Encouraged starter class for learners, but staff as well to familiarize themselves with an in-class environment.



Marlene - Detroit, MI

GetSetUp Learner, 104 classes taken

“I love the opportunities that GetSetUp provides for us. Classes are free [thanks to the Michigan Department of Health & Human Services partnership] and that makes it more manageable for everyone.”

GetSetUp



www.getsetup.io

www.getsetupfriend.com

Access the Marketing Toolkit [Here](#)

For Help Contact GetSetUp:

1-888-559-1614

help@getsetup.io

Contact Information

Tammy Lemmer, LemmerT1@michigan.gov
State Assistant Administrator

Kayla Smith, SmithK138@michigan.gov
Health Promotion and Wellness Coordinator

Bureau of Aging, Community Living, and Supports
Behavioral and Physical Health and Aging Services Administration



A light gray map of the United States is shown in the background. A horizontal dotted teal line runs across the middle of the map. The text 'National Resources and Perspectives' is centered above the line, 'SAGE' is centered below the line, and 'Human Rights Campaign Foundation' is centered further below the line.

National Resources and Perspectives

SAGE

Human Rights Campaign Foundation

August 2022 HCBS Conference



Aaron Tax (he/him)

Managing Director of Government Affairs & Policy Advocacy, SAGE

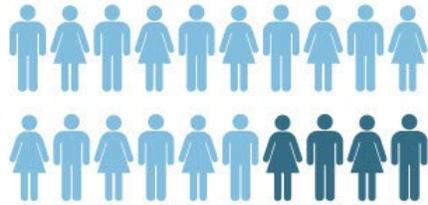
WHO ARE LGBT ELDERS?

2.7 MILLION LGBT ADULTS AGED 50 AND OLDER

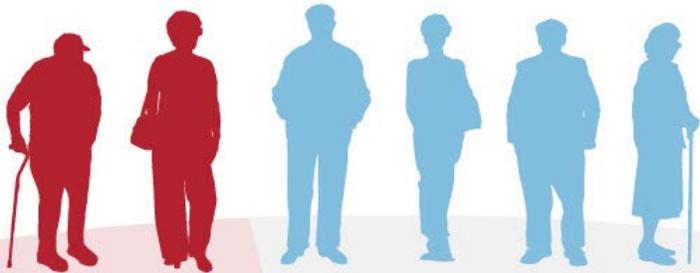
1.1 MILLION ARE 65 AND OLDER



APPROXIMATELY **ONE IN FIVE** (20%) LGBT OLDER ADULTS ARE PEOPLE OF COLOR



ONE-THIRD OF LGBT OLDER ADULTS LIVE AT OR BELOW 200% OF THE FEDERAL POVERTY LEVEL



INCLUDING..

40% OF LGBT ADULTS 80 AND OLDER

40% OF AFRICAN AMERICAN LGBT OLDER ADULTS

40% OF HISPANIC LGBT OLDER ADULTS

47% OF BISEXUAL OLDER MEN

48% OF BISEXUAL OLDER WOMEN

48% OF TRANSGENDER OLDER ADULTS



A lifetime of discrimination, especially in housing and employment, and a long term lack of legal and social recognition combine to create deep economic insecurity for LGBT elders



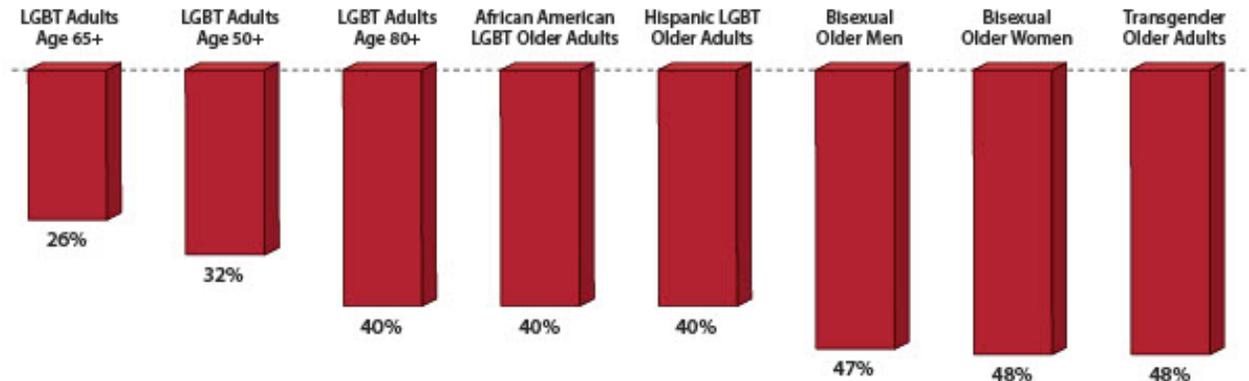
A reliance on chosen family, due to family rejection and legalized discrimination, creates social isolation and vulnerability for LGBT elders



Long-term discrimination, combined with lack of competent, inclusive health care, leads to specific mental and physical health disparities.

Figure 6: LGBT Older Adults are More Likely to Live In Poverty

% of Older Adults Who Live at or Below 200% of the Federal Poverty Level, by Population



Source: Charles A. Emler, "Social Economic, and Health Disparities Among LGBT Older Adults," *Generations: Journal of the American Society on Aging* 40, no. 2 (2016).

A FEW FACTS ON LGBT AGING

- Nearly half of respondents in a study on LGBT elders in long term care experienced mistreatment in a care facility from residents and staff.
- LGBT elders have experienced a lifetime of employment discrimination; 51% of transgender women reported not being hired because of their perceived gender identity in a recent study
- Half of older same-sex couples experience discrimination while applying for housing
- At least 15% of LGBT Americans report postponing or avoiding medical treatment due to discrimination (this includes nearly 3 in 10 transgender individuals).
 - For LGBT older adults, who have to seek medical care more often, this is particularly grave.
- The cumulative impact of long term discrimination is that LGBT older adults are at an increased risk for poverty
- 1 in 3 of LGBT older adults live at or below the federal poverty line; nearly 50% of transgender older adults live at or below the federal poverty line



Aging Services/Supports and LGBTQ+ Older People



These factors make it all the more important that the aging network conduct the necessary outreach to LGBTQ older adults.

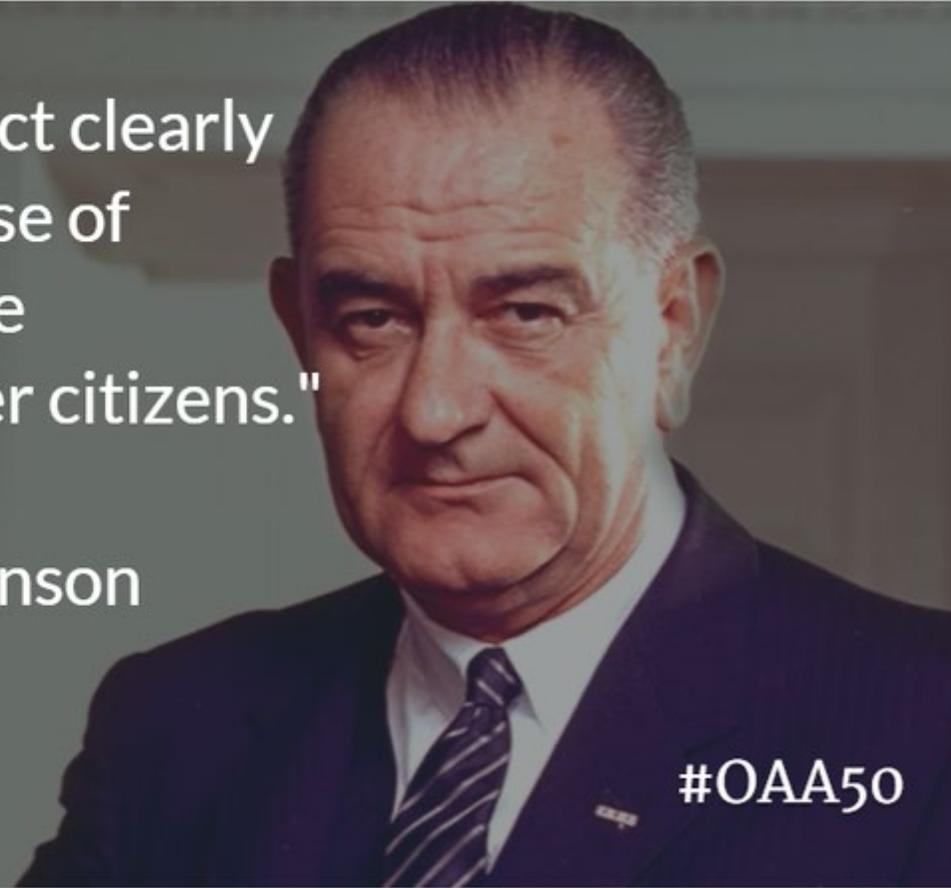
- 90% of adults aged 65 and older say they hope to stay in their homes as long as possible.
- Considering nearly half of respondents in a study on LGBT elders in long term care experienced mistreatment from residents and staff, aging in place is key for LGBT older folks
- Though LGBT elder networks of support are strong, they are likely to be similar in age and not in the physical or mental condition to care for one another, nor do they have the legal recognition to be adequate caregivers.
- For fear of discrimination, LGBT older adults are significantly less likely than other older adults to reach out to...
 - Senior centers
 - Meal programs
 - Medical treatment
 - Mental healthcare
 - And other essential aging services and programs
- When they do reach out, programming for older adults in general can feel isolating for LGBT elders, who are unsure if they are in a safe space to come out, resulting in concealing their identity--highlighting the need for culturally competent care in the aging network

OLDER AMERICANS ACT

"The Older Americans Act clearly affirms our Nation's sense of responsibility toward the well-being of all our older citizens."

President Lyndon B. Johnson
July 14, 1965

#OAA50



2020 Reauthorization



Updated Older Americans Act Language & New ACL Guidance on LGBTQ+ & HIV Inclusion

What do the new OAA language and the ACL guidance say?

The 2020 reauthorization of the OAA requires the aging network to:

1. Engage in outreach to **LGBTQ+** older people
2. **Collect data** on their needs
3. Collect data on whether **you** are meeting those needs

This language is found in **§3026 Area Plans** and **§3027 State Plans**.

§3027 states:

(30) The plan shall contain an assurance that the State shall prepare and submit to the Assistant Secretary annual reports that describe —

(A) data collected to determine the services that are needed by older individuals whose needs were the focus of all centers funded under subchapter IV in fiscal year 2019;

(B) data collected to determine the effectiveness of the programs, policies, and services provided by area agencies on aging in assisting such individuals; and

(C) outreach efforts and other activities carried out to satisfy the assurances described in paragraphs (18) and (19) of section 3026(a) of this title.

Updated Older Americans Act Language & New ACL Guidance on LGBTQ+ & HIV Inclusion

What do the new OAA language and the ACL guidance say?

The Administration for Community Living's August 5, 2021 **Guidance for Developing State Plans on Aging** details how and why ACL believes that LGBTQ+ older people and people living with HIV are the greatest social need populations.

This guidance applies to all state plans set to take effect on or after October 1, 2022. ACL states:

"As you develop your State Plans, ACL encourages states and AAAs to take a broad approach to ensuring services are reaching older adults in greatest social need in line with recent Executive Orders by President Biden. These populations include: individuals who are Black, Latino, and Indigenous and Native American persons, Asian Americans and Pacific Islanders, and other persons of color, members of religious minorities, lesbian, gay, bisexual, transgender, and queer (LGBTQ+) persons, persons with disabilities, and persons who live in rural areas."

"To the extent possible, states should describe how greatest economic and social need are determined, the number and percentage of such individuals in the state and the data sources used for this determination, and the number and percentage of such individuals receiving OAA services."

"State Plans must include measurable objectives that address State Plan requirements within each topic area below that is applicable to your state..."

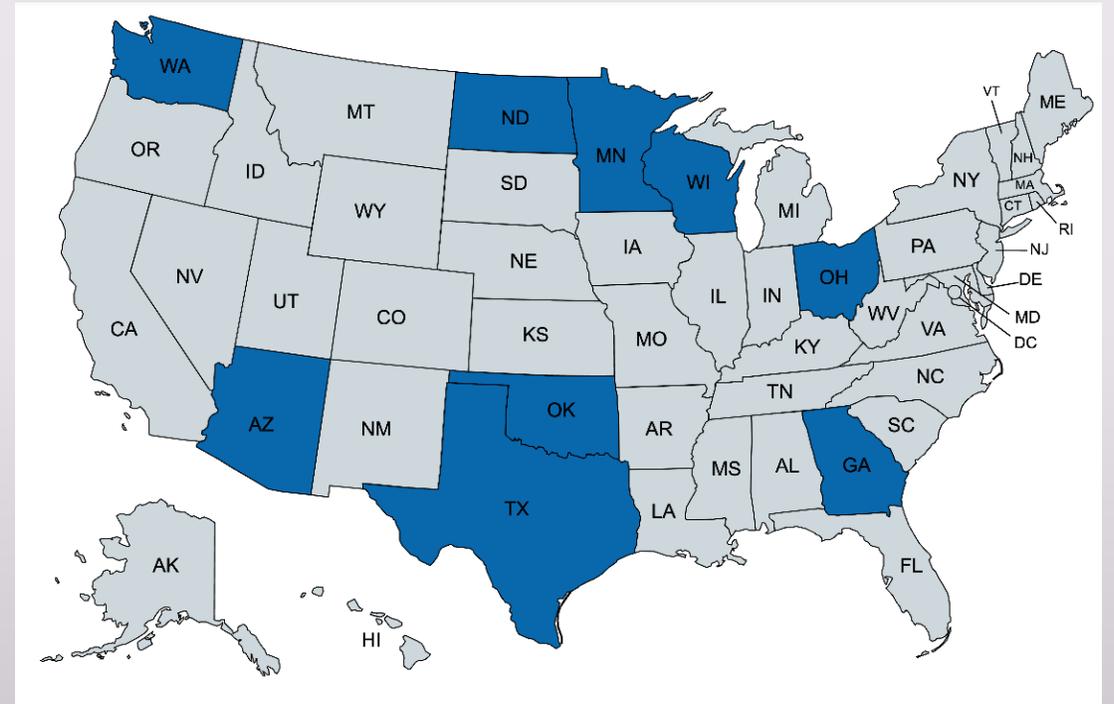
IMPLEMENTATION OF THE NEW LANGUAGE IN THE STATES

What are we doing in these states?

- Acting as a resource for State Units on Aging to make their plans more inclusive.
- Convening/connecting members of the Aging Network with AIDS service organizations and LGBTQ+ organizations.
- Helping state groups submit comments on draft State Plans on Aging

In 2022, SAGE is specifically working in these target states:

- Arizona
- Minnesota
- Oklahoma
- Ohio
- Wisconsin
- North Dakota
- Texas
- Georgia
- Washington



Resources

- www.sageusa.org
- <https://www.lgbtagingcenter.org/>
- Contact info:
- atax@sageusa.org

Benchmarks of LGBTQ+ Inclusion: The Long-Term Care Equality Index

Dan Stewart, MSG (he/him)
Human Rights Campaign Foundation

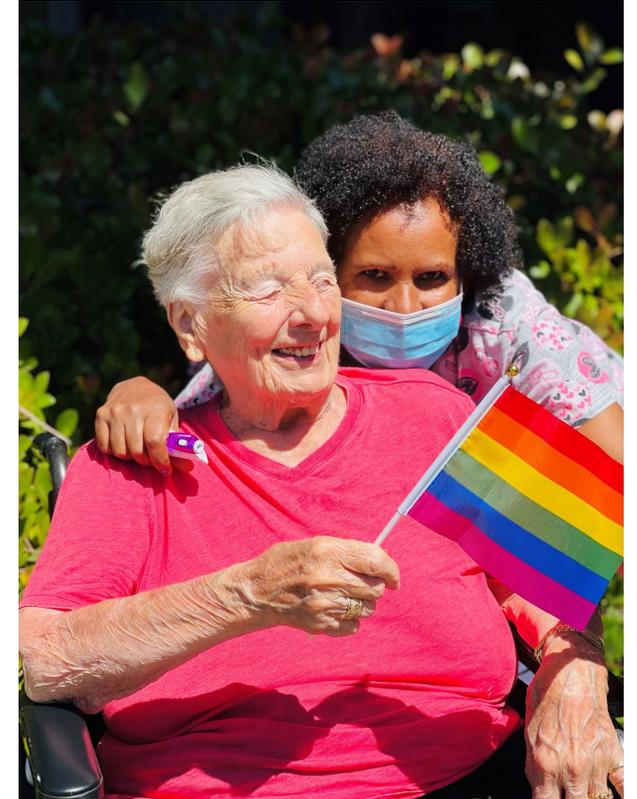
LGBTQ+ Older Adults Need Support

- **2x as likely** to live alone
- **3x less** likely to have children
- **Greater** health disparities
- **Less likely** to access care



LONG-TERM CARE EQUALITY INDEX

Designed to both **assess** a community's current services, and **assist them in adopting policies and procedures** that promote **LGBTQ+ culturally competent care**



Who can Participate?

Senior Living Communities including:

- Life Plan Communities/CCRCs
- Skilled Nursing Communities
- Assisted Living Communities
- Independent Living Communities
- Affordable Senior Housing
- Free-Standing Hospice Facilities



Benefits

- Provide a welcoming environment
- Public recognition as a leader in LGBTQ-welcoming care
- Access to best practices
- Access to quality education and resources
- Improve ability to develop LGBTQ-inclusive marketing
- Technical assistance with meeting state and federal regulatory requirements



LEI Criteria

1. Foundational:
Non-Discrimination and Staff
Training

2. Resident Services and
Support

LGBTQ+ Inclusion

3. Employee Benefits and
Policies

4. Resident and Community
Engagement

Is it in place? How is it communicated?

Criteria 1. Non-Discrimination and Staff Training



Resident Non-Discrimination Policy

has “sexual orientation” & “gender identity”

Equal Visitation Policy

includes “visitor of choice” language

Employment Non-Discrimination Policy

includes “sexual orientation” & “gender identity”

LGBTQ+ Aging Executive Briefing

For any Tier Recognition - Must have all 4 best practices in place

The LEI: Nuts and Bolts

- Biennial online survey
- Tools and resources are free
- Participants will be nationally recognized
- Searchable database for consumers
- Can achieve 3 Tiers of Recognition
 - LGBTQ+ Long-Term Care Equality Builder
 - LGBTQ+ Long-Term Care Top Performer
 - LGBTQ+ Long-Term Care Leader





sage | Advocacy &
Services for
LGBTQ+ Elders
We refuse to be invisible®

LONG-TERM CARE EQUALITY INDEX

The LEI Survey Opens
Aug. - Nov. 2022

Learn more at www.thelei.org



Dan Stewart, MSG (he/him)

Associate Director, The Aging Equality Project,
Human Rights Campaign Foundation

Email me @ Dan.Stewart@hrc.org

Call me @ 202-860-7364

Learn more about the Long-Term Care Equality Index

www.TheLEI.org

Data can help identify and track areas for change ...

Individual characteristics of people receiving services
(this allows us to begin to see disparity)

Where people live
Gender
Race/Ethnicity
Disability

The nature of their experiences with services

Interaction with staff and case managers
Self-direction
Choice and Control

The context of their lives

Involvement with family and friends
Access to community involvement
Safety

Health and well-being

Utilization of health services
Ability to manage chronic conditions
Mental healthcare

For this analysis...

Data are from 2018-19

Only includes people 65 and older

- Total 6,639 respondents

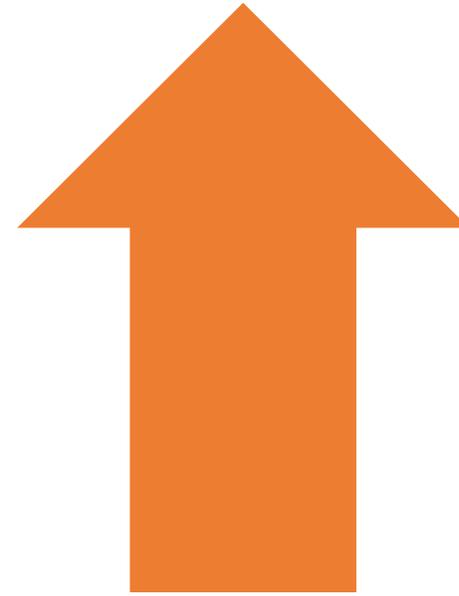
Comparison groups are based on question:

- **Do you have a chronic psychiatric or a mental health diagnosis, such as bipolar disorder, schizophrenia, or major depressive disorder?**
 - Yes (MH Dx N= 1,644)
 - No (MH Dx N= 4,995)

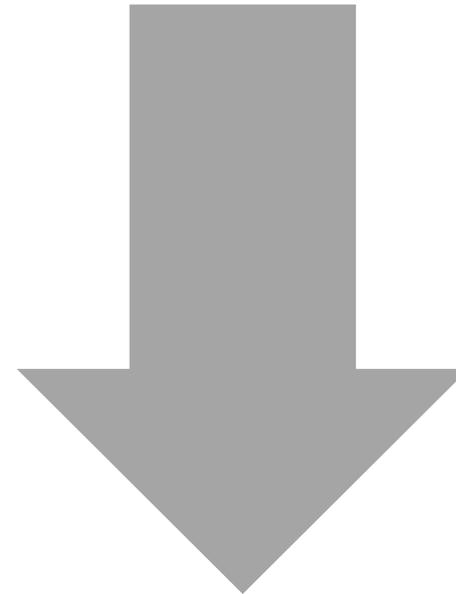
Note, this question is self-reported

Findings between groups are significant at .01 unless otherwise noted

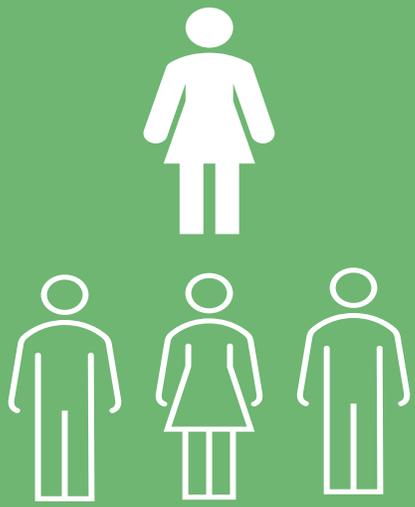




A higher proportion
**of White
respondents**
reported having a
mental health
diagnosis.

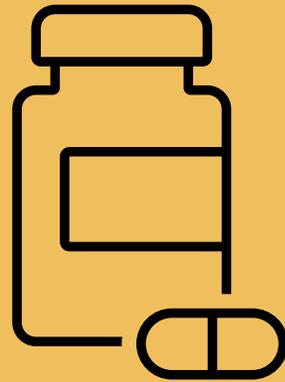


While a **lower
proportion of Black
respondents**
reported a
diagnosis.



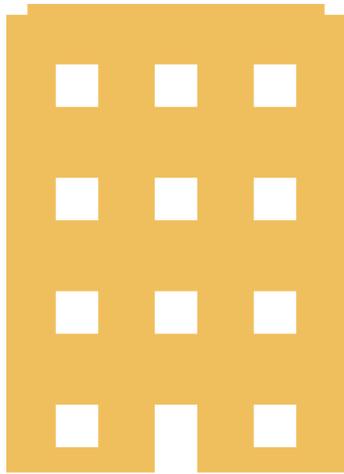
1 in 4
respondents with a mental
health diagnosis reported
they often feel sad or
depressed...

84% who reported a mental
health diagnosis took
medication to help them feel
less sad or depressed



Those who reported a mental
health diagnosis were also
more likely to have **someone**
to talk to when they feel sad
or depressed (81% v 56%)

And those who reported a mental health diagnosis ...



More likely live in a group setting



Less likely to like where they live
(78% v 85%)



More likely to want to live somewhere else
(36% v 26%)



Those who reported a mental health diagnosis were less likely than those without to report that they have full access to the community, including...

- Having transportation when they want to go out to do something for fun
- Being as active in the community as would like to be
- Getting to do things outside of home as much as they want

A photograph of three elderly people embracing each other outdoors. On the left, a woman with short, curly white hair is smiling broadly, wearing a light blue sweater and a pink scarf. In the center, another woman with curly white hair is seen from the back, wearing a white cable-knit sweater. On the right, a man with white hair is seen from the back, wearing a light blue sweater. They are all embracing each other. The background is a bright, hazy sky, suggesting a sunset or sunrise. The overall mood is warm and supportive.

While similar percentages of people with and without a mental health diagnosis work and/or volunteer, those who reported a diagnosis were more likely to report they want to do these activities



Fewer people who reported a mental health diagnosis report that they...

Had friends or family (they do not live with) who are involved in their life

Were able to see their friends or family (they do not live with) as much as they want



Those with a mental health diagnosis were less likely to report that...

- They feel safe around paid support staff and
- That staff always treat them with respect





Those with a mental health diagnosis were more likely to report that staff change too often

Two-thirds of people with a mental health diagnosis reported that the services and supports they receive meet all of their needs and goals compared to three-quarters of those without a diagnosis (67% v 76%)



A group of diverse people are sitting around a table in a meeting. In the center, an older man with glasses and a mustache is gesturing while talking to a younger man with a beard. To the left, a woman is holding a blue folder with a site plan. To the right, a woman is holding a coffee cup. The background shows other people in a bright, modern setting. The text 'Wrap up' is overlaid in a large, dark green font, flanked by two horizontal dotted lines.

Wrap up

Contact Us!

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Thank you



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