

--- Strategic Plan ---

This strategic plan addresses each of the needs, barriers, and practices themes identified through interviews with local LGBT+ older adults and finalized through focus groups with the same. It contains 10 action items with 30 implementation steps necessary for meeting immediate (I), short term (S), and long term (L) goals. This plan should be revisited annually.

#	Action Item	Implementation Steps
I1	Begin seeking funding for a staffer to manage the implementation of the strategic plan and mechanisms for regular LGBT+ community input	<ol style="list-style-type: none"> 1. Identify any project support among existing funders 2. Consider local foundations or organizations who might support the project 3. Utilize tools such as Grants.gov or Pivot to identify potential other funding sources
I2	Conduct a diversity audit of the office’s staff policies, print, and online resources for representation of LGBT+ older adults so that there is a baseline understanding of how that representation currently stands	<ol style="list-style-type: none"> 1. The consultant will seek print/digital resources to conduct the audit on such as the senior directory, employee handbook, website, etc. 2. The audit will be conducted using an existing resource developed around the time of the “We Serve All Seniors” project 3. Share and discuss results with Office on Aging
I3	Develop a LGBT+ Task Force of staff, LGBT+ older adults, and community partners to consider creation of first SAGE Partner affiliation in the region to better serve LGBT+ older adults	<ol style="list-style-type: none"> 1. The consultant and Office on Aging Director develop a list of potential participants 2. Finalize meeting materials and invite participants to initial meeting 3. Work through SAGE processes with task force
S1	Examine reporting systems to understand how to identify LGBT+ clients for the sake of meeting and reporting OAA service requirements	<ol style="list-style-type: none"> 1. Identify relevant reporting systems which capture LGBT+ identities and services received 2. Review report of findings 3. Determine how to best capture LGBT+ participant data and stories moving forward
S2	Placement of messages and visuals of general and LGBT+ inclusion in internal and external print materials (such as Senior Directory), online presence, and physical locations such as the LT Ross Building and the O’Connor Center	<ol style="list-style-type: none"> 1. Maintain “We Serve All Seniors” materials in print and online Senior Directory 2. Develop and finalize inclusion statement which can be added to office information sources 3. Establish what kind of inclusion visuals could be added to the Office’s physical spaces

S3	Facilitate LGBT+ older adult cultural competency training for Office on Aging staff and community providers such as long term care facilities, personal care services, doctors' offices, mental health professionals, and public library staff	<ol style="list-style-type: none"> 1. Determine if existing training resources such as SAGECare meets local training needs and are affordable 2. Create or implement existing training to meet local needs 3. Train OOA staff and offer training to community providers
L1	Create and implement a dialogic communication plan for sharing information on needs and resources between the Office on Aging, other service providers, and LGBT+ older adults	<ol style="list-style-type: none"> 1. Work with local SAGE task force to develop a communication plan for reaching the community's LGBT+ older adults 2. Implement the plan by attending LGBT+ events and sharing information sources with diverse audiences 3. Seek regular feedback from LGBT+ older adults in order to continually improve communication of services
L2	Create a fact card about LGBT+ older adults that can be distributed to community providers such as long term care facilities, personal care services, doctors' offices, mental health professionals, and public library staff	<ol style="list-style-type: none"> 1. Develop fact card through SAGE task force 2. Disseminate the card as part of communication plan 3. Regularly review how the card is designed, funded, and distributed in order to ensure its maximum impact
L3	Create a LGBT+ information and social group through the O'Connor Center	<ol style="list-style-type: none"> 1. Develop social group through SAGE task force 2. Maintain regular meetings with speakers and topics of value to LGBT+ older adults 3. Consider major event for May 16, which is National Honor Our LGBT Elders Day
L4	Create or adapt an evaluation that can be used to understand the level of LGBT+ affirmation of providers such as long term care facilities, personal care services, doctors' offices, mental health professionals, and public library staff	<ol style="list-style-type: none"> 1. Determine if an existing tool such as the Long-Term Care Equality Index can be used to evaluate resources for LGBT+ friendliness 2. Work with SAGE task force to adapt or create evaluation tool to meet community need 3. Regularly evaluate the usefulness of the tool in order to ensure it remains relevant to local LGBT+ older adults and their caregivers