Cross-Sector Collaboration to Facilitate LGBT Culturally Competent Real Estate Services

November 13, 2018
Presented by

Jeff Berger
Realtor & Founder, National Association of Gay & Lesbian Real Estate Professionals
@NAGLREP

Elise Colomer-Cheadle
Director of Institutional Partnerships, SAGE
@sageusa

Nii-Quartelai Quartey, Ed.D.
Senior Advisor & National LGBT Liaison, AARP – Multicultural Leadership
@drniiquartelai
Changing the conversation on LGBT aging – nationwide.

Nii-Quartelai Quartey, Ed.D.
Senior Advisor & National LGBT Liaison
AARP – Multicultural Leadership
@drniiiquartelai
“What we do, we do for all.”

- Ethel Percy Andrus, founder of AARP
Top Take-A-Ways to Maintain the Dignity of LGBT Older adults as they age.
Maintaining Dignity
Understanding & Responding to the Needs of Older LGBT Americans

How Optimistic?

50% of older LGBT adults are just somewhat optimistic that problems they face today will be solved in the next 20 to 30 years.

76% are concerned about having adequate family and/or social supports to rely on as they age.

Older LGBT adults live in communities of all sizes, but access to LGBT services varies.

- Big Cities: 29%
- Towns: 26%
- Suburbs: 25%
- Rural Areas: 21%

Access to LGBT resources:
- Big Cities: 95%
- Towns: 48%
- Suburbs: 40%
- Rural Areas: 22%

Access to LGBT senior resources:
- Big Cities: 84%
- Towns: 57%
- Suburbs: 22%
- Rural Areas: 10%
Black & Latino LGBT adults have compound discrimination concerns about the quality of their healthcare as they age.

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Sexual Orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>42%</td>
</tr>
<tr>
<td>Latino</td>
<td>27%</td>
</tr>
<tr>
<td>White</td>
<td>3%</td>
</tr>
</tbody>
</table>

88% of LGBT adults are concerned that they will have to hide their identity in order to have access to suitable housing as they age.

LGBT Concerns About Long Term Care

- 67% neglect
- 61% limited access to services
- 60% verbal or physical harassment
- 52% will be forced to hide/deny identity

LGBT Adults Want Welcoming Long-Term Care Services Designed for Them

- 88% want LGBT trained providers
- 86% want advertising for LGBT friendly services
- 85% want providers that are also LGBT
- 82% want LGBT signs displayed onsite

Contact: Angela Houghton, AARP Research, ahoughton@aarp.org
DETAILED FINDINGS:

AARP Membership and Opinion
AARP MEMBERSHIP

Are you or your spouse/partner currently a member of AARP?

<table>
<thead>
<tr>
<th>All LGBT</th>
<th>Yes 50%</th>
<th>No 48%</th>
<th>Not sure 2%</th>
</tr>
</thead>
</table>

**YES to AARP Membership by Group**

<table>
<thead>
<tr>
<th>Lesbian Women</th>
<th>Gay Men</th>
<th>Bisexual Men &amp; Women</th>
<th>Gender Expansive</th>
<th>45-54</th>
<th>55-64</th>
<th>65-74</th>
<th>75+</th>
<th>Very LGBT-Friendly</th>
<th>Somewhat LGBT-Friendly</th>
<th>Not LGBT-Friendly</th>
</tr>
</thead>
<tbody>
<tr>
<td>58%</td>
<td>50%</td>
<td>34%</td>
<td>34%</td>
<td>23%</td>
<td>55%</td>
<td>74%</td>
<td>72%</td>
<td>57%</td>
<td>47%</td>
<td>49%</td>
</tr>
</tbody>
</table>

**Gender / Identity**

<table>
<thead>
<tr>
<th>State</th>
<th>Community</th>
<th>Relationship</th>
<th>Race / Ethnicity</th>
</tr>
</thead>
<tbody>
<tr>
<td>52%</td>
<td>49%</td>
<td>48%</td>
<td>48%</td>
</tr>
<tr>
<td>51%</td>
<td>54%</td>
<td>43%</td>
<td>57%</td>
</tr>
<tr>
<td>60%</td>
<td>54%</td>
<td>42%</td>
<td>47%</td>
</tr>
<tr>
<td>39%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Base: See bases on other slides as there are too many to mention on this slide.
AARP is a non-profit member organization for people age 50 and older. Its mission is to empower people to choose how they live as they age.

What is your general opinion of AARP?

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Favorable</td>
<td>29%</td>
</tr>
<tr>
<td>Somewhat Favorable</td>
<td>33%</td>
</tr>
<tr>
<td>Neither Favorable</td>
<td>21%</td>
</tr>
<tr>
<td>Somewhat Unfavorable</td>
<td>7%</td>
</tr>
<tr>
<td>Not sure</td>
<td>4%</td>
</tr>
<tr>
<td>Not familiar</td>
<td>3%</td>
</tr>
<tr>
<td>Not familiar with AARP</td>
<td>3%</td>
</tr>
</tbody>
</table>

Total: 62%

What is your opinion of AARP with regard to its work and support for LGBT older adults and their loved ones?

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Favorable</td>
<td>10%</td>
</tr>
<tr>
<td>Somewhat Favorable</td>
<td>14%</td>
</tr>
<tr>
<td>Neither Favorable or Unfavorable</td>
<td>20%</td>
</tr>
<tr>
<td>Somewhat Unfavorable</td>
<td>4%</td>
</tr>
<tr>
<td>Very Unfavorable</td>
<td>3%</td>
</tr>
<tr>
<td>Not familiar with what AARP does for LGBT older adults</td>
<td>43%</td>
</tr>
<tr>
<td>Not sure</td>
<td>6%</td>
</tr>
</tbody>
</table>

Total: 69%

AARP has a positive reputation within the LGBT community, but more work is needed in communicating its LGBT advocacy work.

Base: See bases on other slides as there are too many to mention on this slide.
@AARP: “Our commitment can be measured by what we say—and what we do.”

LGBT Spotlight

Asian Parents & their LGBT Children

Let’s encourage API parents to offer their LGBTQ child a lifeline, support their coming out, and keep the family strong.

Survey: Maintaining Dignity

LGBT adults age are concerned about having support as they age and want specific LGBT services.

The Livability Index

The Index scores communities across the U.S. for the features and amenities that impact your life the most.
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
CORNERSTONES OF SUCCESSFUL AGING

- Economic Security
- Social Connections
- Health and Well-being

KEY CHALLENGES FOR LGBT OLDER ADULTS

- A lifetime of discrimination and lack of legal and social recognition
- A reliance on chosen family
- A lack of competent inclusive healthcare
Changing the conversation on LGBT aging – nationwide.

Nii-Quartelai Quartey, Ed.D.
Senior Advisor & National LGBT Liaison
AARP – Multicultural Leadership
@drniiquartelai

National LGBT Housing Initiative
OUR STATS

427,650  ≥  328

Total Trained  SAGECare Credentialed Providers  States with SAGECare Providers

NAGLREP  AARP®  sage
• 90 percent of adults over the age of 65 report that they would prefer to stay in their current residence as they age.

• One-third of American households are home to one or more residents 60 years of age or older.

• By 2030, it is expected that 10 states will have more Medicare-eligible seniors than school-aged children. (United States of Aging Survey, 2015)
The **AARP** Network of Age-Friendly Communities

and work within

**The 8 Domains of Livability**

help communities become great for people of all ages
• AARP
• The Center for Black Equity
• Centerlink
• Interpride
• Heritage of Pride, NYC Pride
Respect and Social Inclusion
Communication and Information
Civic Participation
Social Participation
Outdoor Spaces and Structures
Transportation
What is NAGLREP?
NAGLREP Members ARE The Demographic

- 71% NAGLREP’S 2,100 members are over the age of 45
- 64% of NAGLREP members have 6+ years of real estate experience
- Highly skilled in LGBT Cultural Competence
Serving Older Americans

- NAGLREP’S 2,100 members are engaged with older clients
- 38% of clients are age 45+
- 20% of clients are downsizing
Spreading the Message

- 18,000 Senior Real Estate Specialists
- Intensive course certifies Realtors to work with 50+ community
  - Housing for Older Persons Act
  - Awareness of pensions, 401K, IRAs
- One of NAR’s most recognized programs
- Now exposed to LGBT needs and concerns; “cultural competency”
Spreading the Message

• Working with aging LGBTs requires thought and skills
• They grew up in different era and potentially did not benefit from changing societal acceptances
• Many enter later age without familial and financial security
• 78% of NAGLREP members report that being LGBT friendly is more important to them than experience
Resources related to LGBT Older Adults and Housing

Maintaining Dignity – AARP
aarp.org/research/topics/life/info-2018/maintaining-dignity-lgbt.html

Understanding the Affordable Housing Development Process – SAGE.sageusa.org/resource-posts/understanding-the-affordable-housing-development-process-a-primer-for-lgbt-aging-providers/

Homeowner Survey – NAGLREP
naglrep.com/about/lgbt-survey/