

Long-Term Care Equality Index 2023

EXECUTIVE SUMMARY

Promoting Equitable and
Inclusive Long-Term Care and
Senior Housing Communities
for Lesbian, Gay, Bisexual, Transgender
& Queer Residents and their Families





The HRC Foundation and SAGE continue to work toward the lived reality of every LGBTQ+ person being able to grow old with dignity and to access the care they need without discrimination or bias. This year, 200 long-term care communities participated in our Long-Term Care Equality Index. This is a huge step towards achieving equity and inclusion for every one of our LGBTQ+ older adults, without exception. Still, our critical work continues, and we look forward to seeing expanded participation in this crucial work in years to come.

Kelley Robinson

President, Human Rights Campaign Foundation

Executive Summary

The Long-Term Care Equality Index 2023 represents the first validated survey on LGBTQ+ inclusion in long-term care and senior housing communities. The Human Rights Campaign Foundation and SAGE are excited to present this report on the **200 communities from 34 states** that actively participated in the LEI 2023 survey.

All 200 participating communities deserve to be commended for their commitment to LGBTQ+ inclusion and their efforts to adopt the policies and practices that will make their LGBTQ+ residents, visitors and employees feel safe and welcomed. Foremost among these policies and practices are the foundational non-discrimination policies found in Criteria 1 of the LEI, which calls for an LGBTQ+ inclusive Resident Non-Discrimination, Equal Visitation, and LGBTQ+ inclusive Employment Non-Discrimination Policy.

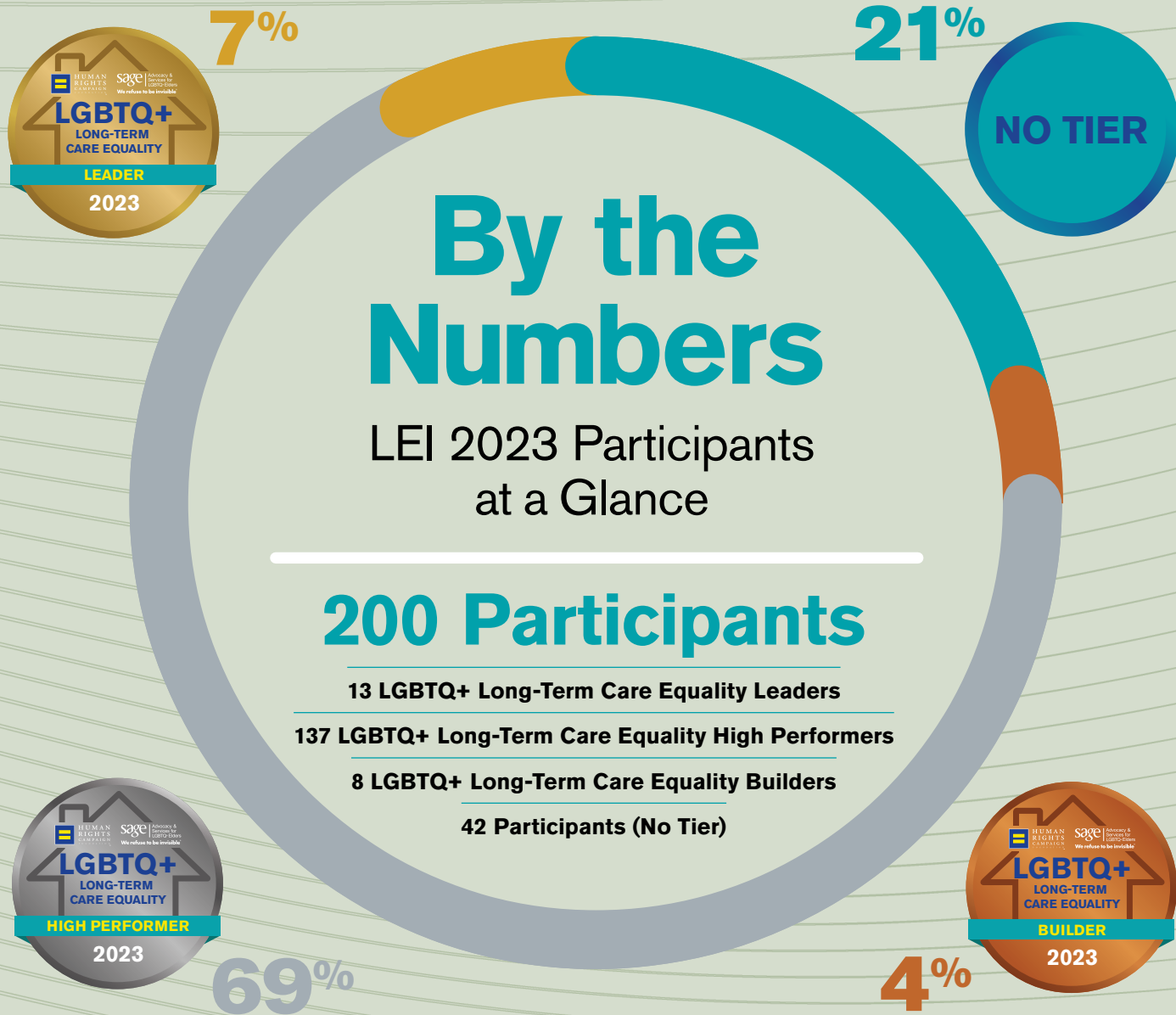
Ninety percent of the communities that participated in the LEI 2023 demonstrated that they have updated their resident and employee non-discrimination policies to include protections based on both sexual orien-

tation and gender identity. This stands in sharp contrast to what we found when we researched these policies in long-term care communities for our [LEI 2021 report](#). In that report, only 18% of the communities we researched that published an enumerated resident non-discrimination policy included both "sexual orientation" and "gender identity" in the policy and only 36% had an enumerated employee non-discrimination policy that included these terms.

Beyond the foundational policies found in Criteria 1, LEI 2023 participants demonstrated that they are also making progress in the remaining criteria sections which include Resident Services and Support, Employee Benefits and Policies, and Resident and Community Engagement. In fact, **75% of partici-**

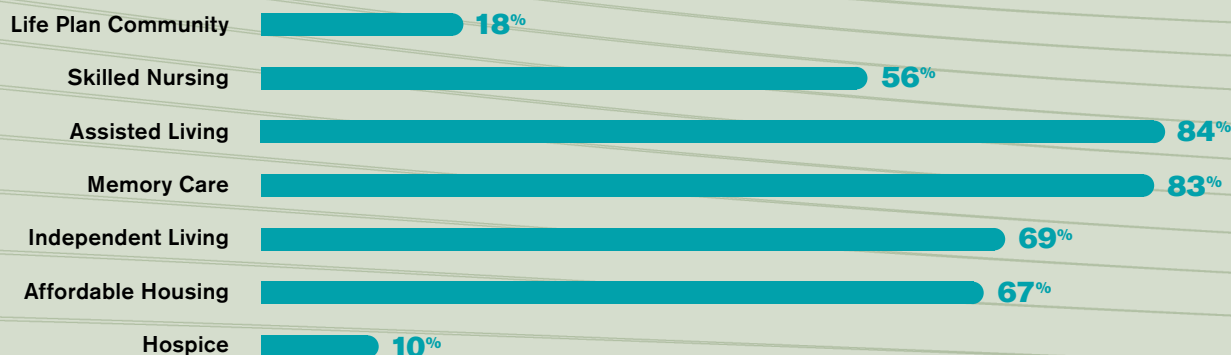
pating communities earned either the High Performer or Leader designation indicating that they are going beyond the basics and have adopted at least some of the policies and practices outlined in each criteria section.

While we celebrate these 200 communities and the progress that they have made on LGBTQ+ inclusion, we know that this is just the beginning. We encourage long-term care and senior housing communities to use this unique and invaluable resource to enhance LGBTQ+ care and signal their commitment to LGBTQ+ equity and inclusion. The HRC Foundation and SAGE look forward to welcoming them to the LEI in future years — and helping them extend a warm welcome to LGBTQ+ older people.



23,000+ Residents / 17,000+ Employees

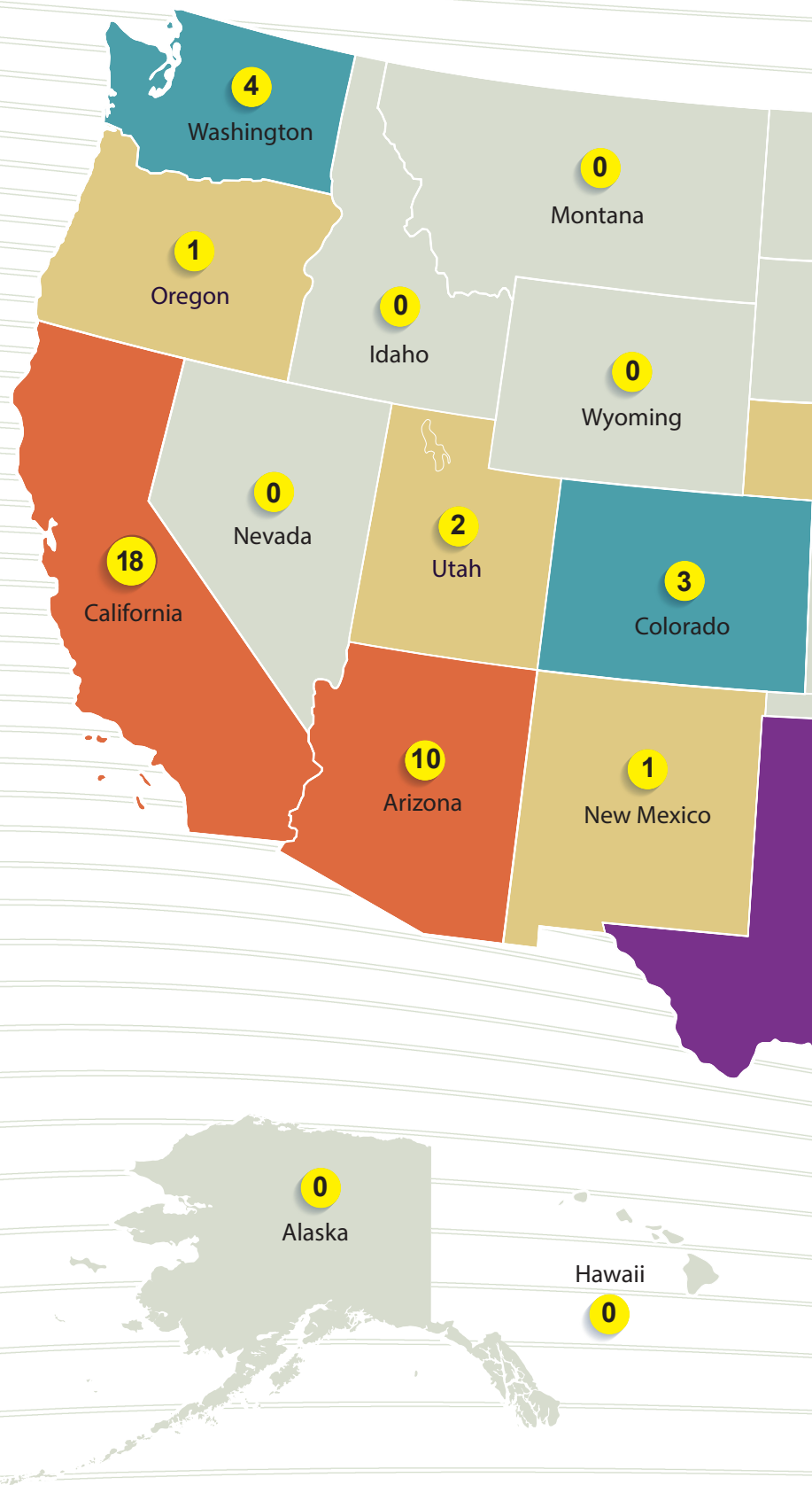
Number of Communities by Level of Care

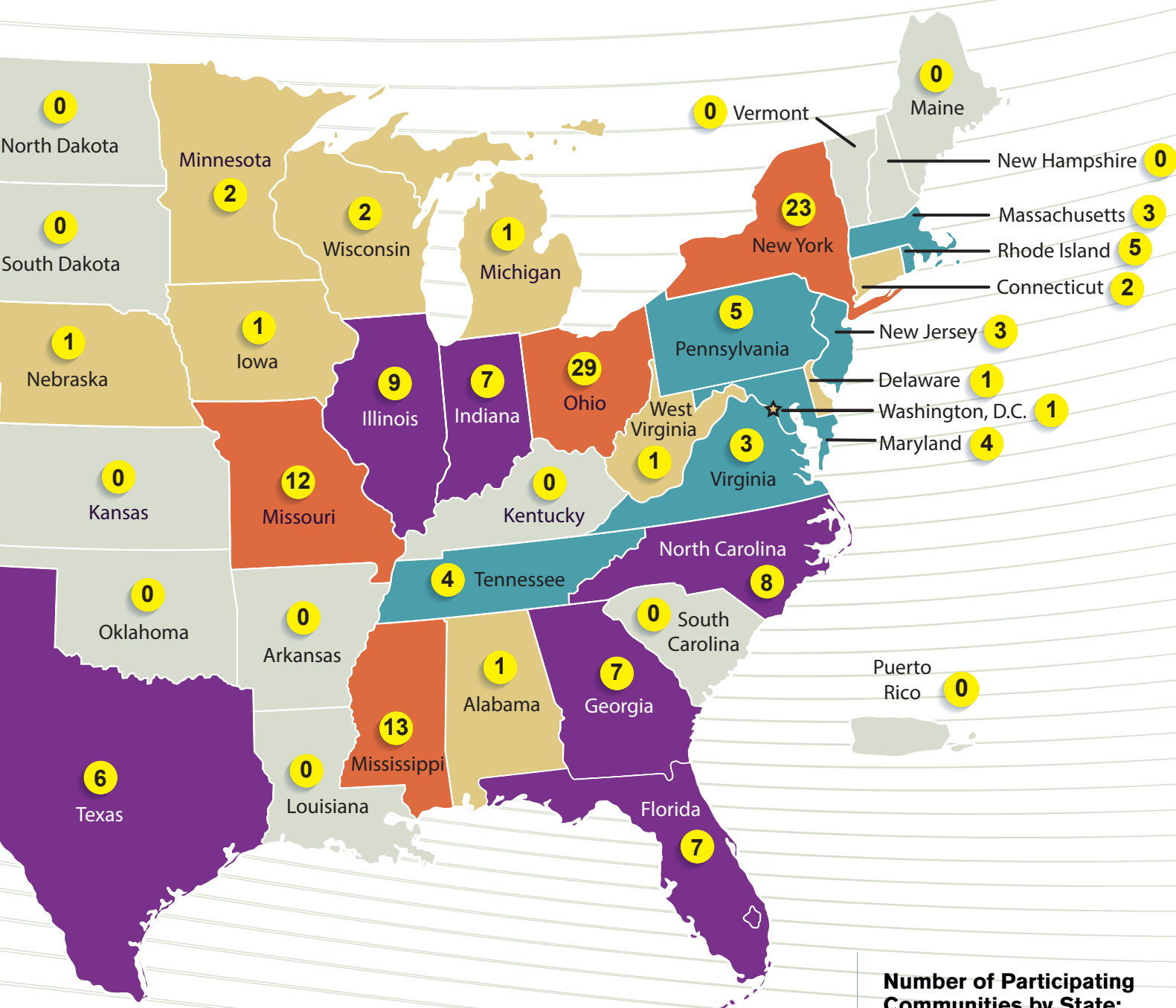




Number of LEI 2023 Participants by State

In its first year, the Long-Term Care Equality Index includes **200 communities from 34 states** that actively participated in the LEI 2023 survey. These communities include a range of residential senior housing options ranging from independent living and affordable housing options to communities with increased levels of care such as assisted living, skilled nursing, and memory care communities. To learn more about each of these communities and how they fared in the LEI, please visit the LEI search tool at: hrc.org/lei/search.





Number of Participating Communities by State:

- 1-2 communities
- 3-5 communities
- 6-9 communities
- 10 or more communities

Key Findings

On the following pages you will find data points for some of the key findings from the LEI 2023.



Non-Discrimination and Staff Training

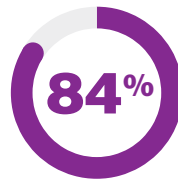


90% of LEI communities documented that they include both “sexual orientation” and “gender identity” in their resident non-discrimination policy.

18% of the communities we researched for our 2021 report that published an enumerated resident non-discrimination policy included both “sexual orientation” and “gender identity” in the policy.



of the LEI communities for which this question was applicable documented that they have written equal visitation policies in place.



of LEI communities met the training requirement by having 80% or more of key executives either complete the LEI Executive Briefing training module or training provided by SAGECare as part of their platinum-level SAGECare credential.



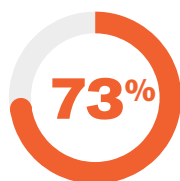
90% of LEI communities documented that they include both “sexual orientation” and “gender identity” in their employment non-discrimination policy.

36% of the communities we researched for our 2021 report that published an enumerated employment non-discrimination policy included both “sexual orientation” and “gender identity” in the policy.

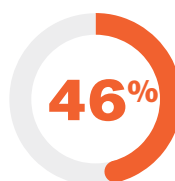


Resident Services and Support

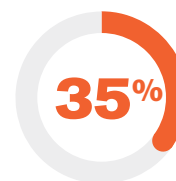
The LEI communities demonstrated progress towards numerous policies and practices that promote and support the inclusion of LGBTQ+ residents



have a rooming policy that is inclusive of same-sex couples.

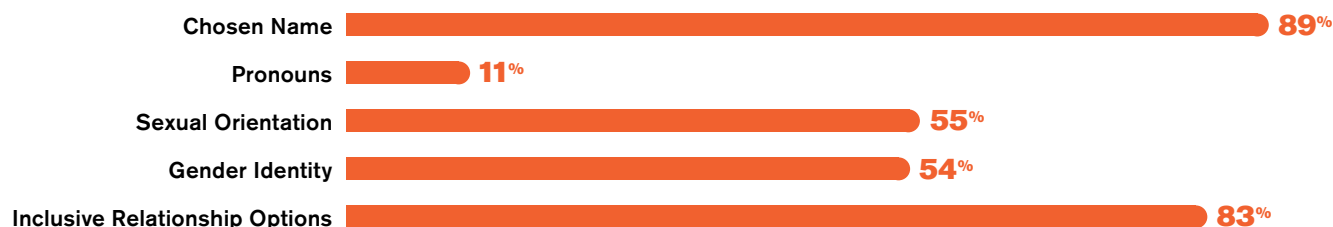


celebrate an LGBTQ+ day of significance with residents.



have an LGBTQ+ inclusive sexual expression policy.

Percentage of LEI communities that provide inclusive intake forms that collect the following



Employee Benefits and Policies



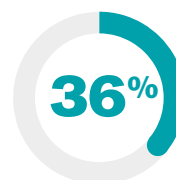
offer medical and comprehensive health benefits for domestic partners of benefits-eligible employees.



offer bereavement leave that allows employees to take time off following the death of a same-sex domestic partner or their immediate family.



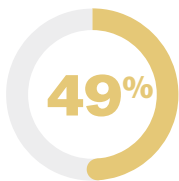
offer transgender-inclusive healthcare benefits.



have written gender transition guidelines.



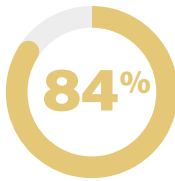
Resident and Community Engagement



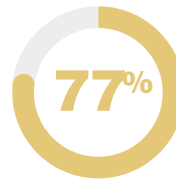
work with external LGBTQ+ organizations or community members to assess and address LGBTQ+ needs or concerns.



connect residents to LGBTQ+ community organizations.



took part in or supported one or more LGBTQ+ related events or initiatives in their service area.



engaged in LGBTQ+ inclusive marketing or advertising.

Why the LEI? To help LGBTQ+ residents find LGBTQ+ friendly long-term care.

The Long-Term Care Equality Index (LEI) is the first national benchmarking tool for LGBTQ+ inclusion in senior housing and long-term care communities. With free resources, technical assistance and a biennial survey, the LEI helps communities implement, strengthen, and innovate their LGBTQ+ inclusion efforts. In addition to being a valuable tool for providers, the LEI is used by LGBTQ+ older people and their loved ones to find communities that provide equitable and inclusive care. The list of LGBTQ+ Long-Term Care Equality Leaders and High Performers is published in the LEI report and the findings for each participating community are available on our website.

To search the LEI, go to: hrc.org/lei/search

Why Participate?

- ✓ Learn best practices for LGBTQ+ equity and inclusion
- ✓ Obtain access to quality training, education, and resource
- ✓ Gain assistance with meeting state and federal regulatory requirements, including the new CMS Phase III Requirements of Participation
- ✓ Improve ability to develop culturally appropriate marketing for future clients, staff, and funders
- ✓ Achieve public recognition as a leading provider of LGBTQ+ welcoming services

How to Participate

The LEI is intended for **skilled nursing communities, assisted living communities, independent living communities, life plan/continuing care retirement communities, memory care communities, free-standing hospice communities, and affordable senior housing communities.** Senior living organizations with multiple locations are eligible to participate. Leadership at interested communities can register at thelei.org/commitment-to-caring-pledge

The Survey period for the LEI 2025 will open in Summer 2024.

Contact us: lei@hrc.org



“One of the biggest concerns facing older LGBTQ+ people is their future – especially when finding welcoming and inclusive places to live and receive care in their later years. Today, 200 long-term care communities nationwide demonstrate their commitment to LGBTQ+ elders with their pledge to the LEI. The LEI is a powerful tool that helps ensure that LGBTQ+ elders get the respectful care they deserve as they age. This is essential for all LGBTQ+ older people, but the need is especially acute for LGBTQ+ elders of color, transgender older people, and LGBTQ+ elders living in rural areas, who often face even greater challenges. SAGE is proud to work with the Human Rights Campaign Foundation on this vital initiative so that LGBTQ+ elders can age with the dignity and respect they deserve.”

Michael Adams

Chief Executive Officer, SAGE