



The Commonwealth of Massachusetts  
Executive Office of Elder Affairs  
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**Memorandum**

**To:** Colleagues Providing Services to Older Adults in the Commonwealth  
**From:** Secretary Elizabeth Chen  
**Subject:** UPDATE on Training on the Prevention and Elimination of Discrimination Based on Sexual Orientation and Gender Identity and Expression

**Date:** June 30, 2021

The Executive Office of Elder Affairs (EOEA) is committed to ensuring that all individuals receiving services are treated with respect and compassion regardless of race, creed, gender identity, or whom they love.

As explained in a memo on September 11, 2020 EOEA launched an online training course for providers to prevent and eliminate discrimination based on sexual orientation and gender identity and expression. The online video training contains important information, scenarios and brief quizzes that can be easily accessed at a computer or on a smartphone.

Per state law, Chapter 19A, Section 43, all providers who contract with or receive funding from EOEA, ASAPs, MassHealth OLTSS and those whose services are certified by EOEA must ensure that all current employees complete the training.

**Since the September notice, EOEA was able to resolve the IT system capacity constraints by partnering with the Center for Aging and Disability Education and Research at Boston University School of Social Work (BU CADER) to provide free access for all provider types (ASAPs, Day Programs, PCAs) to complete the training.** Course access will be available on the MA EOEA Portal, which is hosted and maintained by BU CADER. **All providers are required to**

**complete the training within 12 months of the release of this memorandum. All new employees hired must complete the training within 12 months of being hired.**

The link for the training is <https://www.bu.edu/phpbin/ssw-network/enroll/0aa23bf593aeae67324afd19ff1546edc93778be/> and the same link will be applicable for any new hires to complete the training. Once completed the training will provide the learner a certificate of completion which will need to be made available for compliance and record-keeping requirements.

If you already provide a training about caring for and supporting LGBTQ seniors and their families please contact Allison Staton at [Allison.M.Staton@mass.gov](mailto:Allison.M.Staton@mass.gov) to determine if the training is sufficient to meet the requirement.

This course is available without cost and we encourage all providers, whether or not enumerated in the law, to set aside time for employees to complete this training.