



At NAPCA, our mission is to preserve and promote the dignity, well-being, and quality of life of Asian Americans and Pacific Islanders (AAPIs) as they age.

NAPCA has demonstrated success in operating large federal programs and launching smaller initiatives serving AAPI elders. We have experience in providing technical assistance to ensure the provision of high-quality, culturally competent, and

linguistically appropriate services and programs for AAPI elders across the country. We provide multilingual communications and assistance. With an emphasis on collecting data to be the voice of AAPI older adults, we have an unparalleled knowledge of the AAPI and aging landscapes and its relationships with different stakeholders (funders, service providers, legislators, and others) at the local, state, and national levels. Having built a strong foundation and a history of achievement, we are pleased to highlight NAPCA's major accomplishments of 2016 in this annual report.



### THE VOICE OF AAPI ELDERS: AAPI LISTENING SESSIONS

Since 1979, NAPCA has directly served tens of thousands of AAPI older adults and indirectly provided assistance to many more. Our extensive work in this area has allowed us to focus on their specific needs and characteristics. Most recently, we partnered with the White House Initiative on Asian Americans and Pacific Islanders and their regional networks to improve the quality of life and opportunities for AAPIs.

As a key part of that process, we co-convened **listening sessions** in New York, Boston, Chicago, Seattle, Los Angeles, and Honolulu with AAPI older adults to hear about the barriers and challenges they are facing as they age. From our 37 years of engagement, we have identified the unique needs of the groups we represent. The listening sessions, as part of the White House Initiative, allowed us to confirm with real data the emerging needs of AAPI elders, some unique to these groups and others consistent with the needs of other aging populations across the country.



## SCSEP CASE STUDY

Prior to immigrating to the United States, Ms. Hong Le received a bachelor's degree in international law in Vietnam. However, her experience and educational background did not translate to finding a sustainable job in the U.S. Despite actively looking for work after a layoff in March 2015, Ms. Lee was unsuccessful in finding a job. Fortunately, she enrolled in SCSEP and received a community service job training assignment as a program aide to improve her office skills and to provide program support.

Her supervisor assisted her with English communication during training at the Chinese Information and Service Center (CISC) in Seattle. In less than a year as a SCSEP participant, Ms. Le, who is 64, was hired by CISC because of her excellent performance, communication skills, and program support.

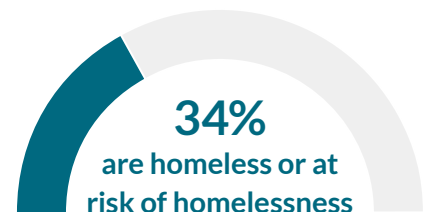
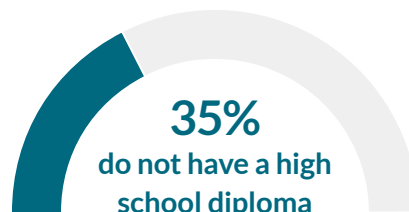
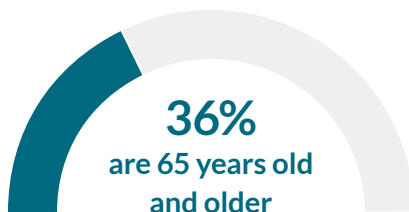
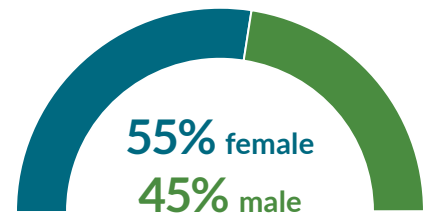
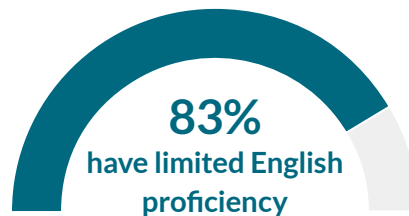
## FOSTERING ECONOMIC SECURITY

Since 1989, NAPCA has fostered economic security among AAPI older workers through the **Senior Community Service Employment Program (SCSEP)**. SCSEP assists low-income, unemployed adults aged 55 years and older by providing job training through temporary paid work experiences that lead to unsubsidized employment.

In program year 2015, NAPCA SCSEP served over 1,100 participants through 10 project sites nationwide. We partnered with over 440 nonprofit organizations that contributed over \$1.17 million of in-kind support back to their communities. Approximately 600,000 hours of community services were provided by NAPCA SCSEP participants at a value of over \$14 million.



### Demographics of SCSEP Participants





THE HELPLINE SAVED CALLERS

AN AVERAGE OF

**\$944**

PER PERSON

DURING THE 2016 OPEN ENROLLMENT PERIOD.

## HEALTH PROMOTION AND EDUCATION

### Helpline

**NAPCA's Helpline** is an invaluable resource for low-income AAPI older adults, many of whom are immigrants with limited English proficiency. The Helpline fosters health promotion and economic security by helping AAPI older adults access senior benefits such as Medicare Part D and low-income subsidies, often resulting in a reduction of healthcare costs.

### Healthy Eating, Healthy Aging

Funded by the Walmart Foundation, NAPCA has partnered with 19 AAPI-focused community-based organizations in 16 cities across the nation to deliver our Healthy Eating Healthy Aging program. In collaboration with the American Heart Association, our goal is to educate limited English speaking AAPI seniors 55 years and older on healthy eating, heart health, and nutrition label reading in seven AAPI languages.

## HELPLINE CASE STUDY

Mr. and Mrs. Lee\* contacted the Chinese Helpline during the 2015 open enrollment period after Mr. Lee got sick. Originally from Hong Kong, they now live in Maryland with their youngest son. When they enrolled in Medicare many years ago, they did not enroll in Part D. They also had not explored additional assistance through Medicare's limited income security (LIS) program. Consequently, Mr. Lee anticipated that his prescription drug costs would exponentially increase in 2016.

After working with the Helpline, both Mr. and Mrs. Lee enrolled in Part D and were approved for LIS. This led to complete coverage of Mr. Lee's prescription drug costs in 2016, a \$1,400 savings. Moreover, Mr. and Mrs. Lee no longer pay premiums, resulting in over \$500 of additional savings.

\* Name changed to protect caller's identity.



“Through the (Healthy Eating Healthy Aging) class, I was able to learn and engage in conversation with fellow participants about healthy eating. When I return home, I like to review the materials provided in class to help me continue learning. It made me more aware of the foods I eat. I have begun eating less salt and sugar, and eating more fruits and vegetables. I plan to pay attention to food labels by looking for fat, sugar, and salt content. I want to learn more about getting energy, because I'm tired sometimes, and how to maintain my weight.”

— Ms. Nop from United Cambodian Community, Long Beach, California

## STRENGTHENING SYSTEMS

Through data collection, research, and technical assistance, the evolution of NAPCA's National Resource Center on AAPI Aging has been paramount in building the capacity of systems that support AAPI older adults nationwide.

### Data

Aggregating data from a variety of sources, NAPCA produced a [video](#) to illustrate the challenges and inequities faced by AAPI older adults in the United States. Notably, the data revealed that although funding from the Older Americans Act (OAA) of 1965, as amended, served more than 2.7 million older adults through Title III, only 3.2 percent of these older adults were AAPI. Through Title V of the OAA, the AAPI older adult population is underserved by 57 percent. These findings led NAPCA to demand that the Administration for Community Living require states to increase multilingual language access, disaggregated data collection, and to strengthen service delivery to the AAPI community.

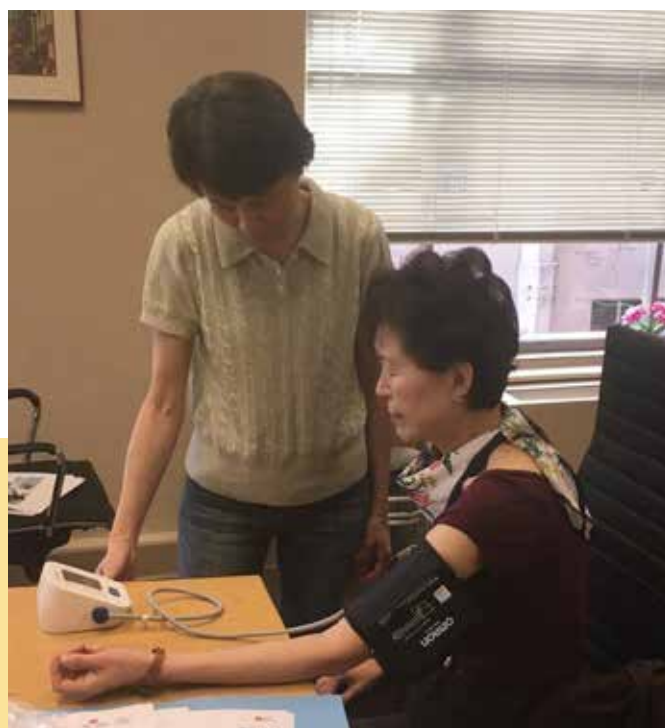
### Research and Training

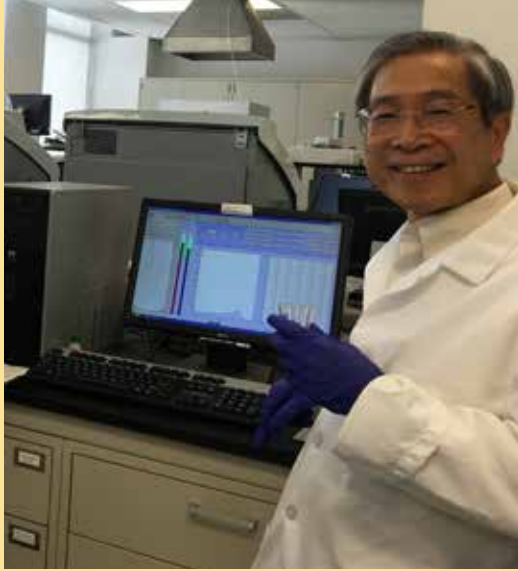
After conducting a national survey of aging network professionals, NAPCA found that service providers lacked awareness of the particular issues that AAPI seniors face. In response, this past year, NAPCA provided invaluable technical assistance to aging organizations and professionals across the country through webinars, the development of educational [resources](#), and individualized help to aging programs. For all webinar trainings, significant improvements from attendees were observed. Following the training, we found that participants were much more able to define and address issues faced by AAPI older adults.

### Applied Research and Publications

Disaggregated data collection is vital to strengthen the systems that support AAPI older adults throughout the nation. Through applied research projects, NAPCA is committed to contributing to a greater understanding of variations between AAPI subpopulations and educating mainstream aging organizations on the findings.

- In partnership with the Washington State Department of Health and the University of Washington Health Promotion Research Center, NAPCA conducted a public health messaging research project about brain health through focus groups with Chinese and Japanese adults.
- In partnership with the American Heart Association, NAPCA launched "Check. Change. Control." (CCC), a heart health pilot project being implemented with Vietnamese, Chinese, and Korean participants.
- NAPCA published a manuscript, "Aging in America: Asian Americans and Pacific Islanders in 2040," in *AAPI Nexus Journal: Policy, Practice, and Community*. The article summarizes the strategies to strengthen the economic and health security of AAPI older adults nationwide by 2040.





## CARING FOR OUR ENVIRONMENT AND NATURAL RESOURCES

The protection of our air, land, and water is maintained and improved with the help of older workers who contribute to pollution, pesticides, radiation, and asbestos efforts through NAPCA's management of the **Senior Environmental Employment** (SEE) program, which is funded by the Environmental Protection Agency (EPA).

The U.S. Department of Agriculture's Natural Resources Conservation Service (NRCS) funds the **Agriculture Conservation Experienced Services** (ACES) program, and NAPCA is one of three grantee organizations that manage this program to bring educated, experienced, older workers back to the workforce for NRCS throughout the country.

Both programs allow enrollees to bring their varied and extensive experiences, education, strong work ethic, and interpersonal and managerial skills to the intergenerational workplaces of the EPA and NRCS. Our partners in these federal agencies tell us that they appreciate the expertise, skills, and independence of our SEE and ACES enrollees, as well as their wisdom, opinions, and practicality. In return, our enrollees enjoy finding solutions, working with new technology, interacting socially and technically, and having many opportunities for learning and contributing.

### SEE PARTICIPANT PROFILE

Laurence C. Wong, a technician at the EPA's Chicago Regional Laboratory, has been a SEE program participant for seven years. Over the course of his life, Laurence taught and worked at universities and research labs, and was an executive director for a community charity organization. At the EPA, his contributions vary from diagnosing equipment inadequacies to analysing soil and sediment samples. Laurence finds reward by both knowing that he is appreciated for sharing the workload and improving efficiencies, but also appreciates the opportunity to share his life experiences with friends both young and old.



IN THE PAST YEAR,  
SEE ENROLLEES IN 12 STATES PROVIDED

**341,000**

HOURS OF SUPPORT TO PROTECT OUR ENVIRONMENT.  
ACES ENROLLEES IN EIGHT STATES HAVE GIVEN OVER

**28,000**

HOURS TO MAINTAIN THE QUALITY OF OUR NATURAL RESOURCES.



## ACKNOWLEDGEMENTS

We express our gratitude to all of our donors for your generosity and support to help us achieve our mission.

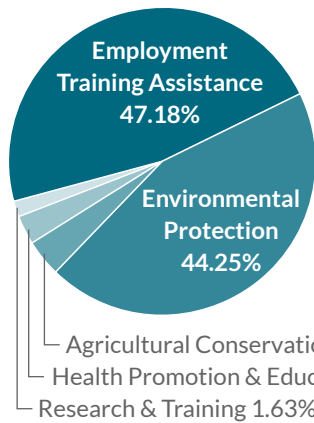
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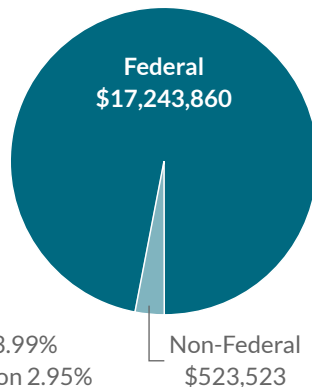
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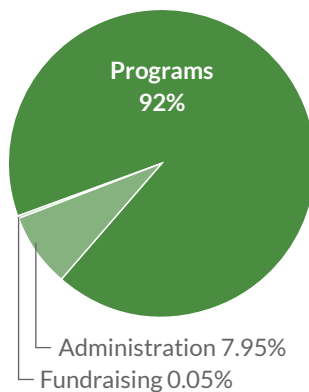
Revenue by Program



Revenue by Source



Expenses by Function



## GIVING

NAPCA's culturally appropriate and specialized programs are as important today as when we were founded over 35 years ago. The cultural, economic, and linguistic barriers faced by AAPI older adults are overwhelming and often prevent access to resources for which many are qualified and eligible to receive. Please join us in working toward a more secure and vibrant future for all AAPI older adults by supporting NAPCA in our mission to preserve and promote the dignity, well-being, and quality life of AAPIs as they age. Please consider making a donation today at [www.napca.org/giving](http://www.napca.org/giving).

