



Helpline staff Ya-I Sun and David Pan provide information and assistance at a street fair in Seattle's International District.

Time to Review Your Medicare Part D Plan

The Medicare Part D Open Enrollment Period begins on October 15 and continues to December 7. Medicare beneficiaries have the opportunity to enroll in a Medicare Part D plan for the first time, or if they already have Part D coverage, to change their plan. It is important for all Medicare Part D beneficiaries to review their plans each year.

If you don't know if you're eligible for Medicare, check out NAPCA's online screening tool to determine eligibility for Medicare and assistance programs that help pay the costs of Medicare. Visit www.napca.org/medicare-screener.

Most eligible seniors are able to sign up for Medicare during the first three months before the month of their 65th birthday and three months after the month of their 65th birthday. If they miss this period, however, they must wait until the General Enrollment Period from January 1 to March 31 to enroll in Parts A and B, and the Open Enrollment Period from October 15 to December 7 to sign up for Part D. Incidentally,

beneficiaries who don't sign up when they are first eligible may be assessed penalties.

The Open Enrollment Period for Part D is not only for first-time beneficiaries. It is also for those already with Part D coverage who wish to switch to a more suitable plan. Some reasons to switch plans are premiums or other costs have gone up, medication needs have changed, or a need to enroll or disenroll in a Medicare Advantage plan. It is important to review Part D plans every Open Enrollment Period to ensure that it's still the right plan.

NAPCA has established a national, toll-free Helpline in English, Cantonese, Mandarin, Korean, and Vietnamese to assist seniors in reviewing and, if necessary, choosing and enrolling in a Part D plan. Additionally, the NAPCA Helpline can assist qualified seniors with enrolling in the Low Income Subsidy (LIS), which provides significant assistance in paying for Part D costs such as premiums, deductibles, and copayments.

EXECUTIVE CORNER

Dear Friends of NAPCA,

September is an important month for NAPCA as we conclude a two-and-a-half-year capacity-building grant through which we strengthened our infrastructure while prioritizing research, policy, and sustainability. We are grateful to The Atlantic Philanthropies for their investment and we move forward with new knowledge, better tools, and stronger partners to advocate more effectively on behalf of Asian American and Pacific Islander (AAPI) elders.

Through this grant, NAPCA partnered with local community-based organizations (CBOs) to create language-accessible materials for Chinese, Korean, Vietnamese, Samoan, and Khmer speaking elders on topics such as Medicare benefits and accessing affordable prescription drugs. We evaluated the effectiveness of a chronic disease self-management intervention based on our implementation of the program in partnership with local CBOs and Samoan, Cambodian, Chinese, and Korean elders. We created informational videos, a Facebook page, launched a multilingual website and now, publish our quarterly newsletter in Chinese, Korean, and Vietnamese, in addition to English.

NAPCA will have issued nine publications focusing on topics such as changing AAPI older adult demographics, economic indicators impacting quality of life, AAPI older worker data, and a summary of a needs assessment of AAPI elder-serving CBOs. We intend to continue providing data so that policymakers, community members, and other stakeholders have the information they need to effectively advocate.

As an advocate, we are fighting to protect funding for AAPI-serving programs. We thank U.S. Senator Patty Murray and others for their leadership and the Senate Labor HHS Committee for recommending funding at the pre-sequestration level of \$447 million for the Community Service Employment for Older Americans (CSEOA) program, formerly the Senior Community Service Employment Program (SCSEP).

Through CSEOA, NAPCA anticipates serving over 1,100 limited and non-English speaking AAPI seniors, while providing 700,000 hours of community service through our CBO partners this year. We ask that you continue your support of programs serving AAPI seniors, and funding at this level so NAPCA and others can continue serving older workers.

We appreciate your continued support.



A handwritten signature in black ink that reads "Christine Takada".

Christine Takada
President and CEO

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Visit us on the web:
WWW.NAPCA.ORG



Check Out NAPCA's New Multilingual Website

Recently, NAPCA launched its first ever multilingual website that features the ability for visitors to seamlessly navigate in English, Chinese, Korean, and Vietnamese. The site is structured in a way that tailors resources and other information to older adults, family members and caregivers, service providers, and policymakers.

For the first time, Chinese, Korean, and Vietnamese older adults, family members, and service providers can access information and resources provided by NAPCA, in their own language. Any questions or follow up assistance can be directed to NAPCA Helpline staff, who have the ability to answer calls in Cantonese, Mandarin, Korean, and Vietnamese. The newly designed website provides descriptions of NAPCA services and advocacy efforts; resource information on seniors benefits, the Affordable Care Act, and other issues facing AAPI elders; and AAPI older adult demographic information.

• *continued on page 5*

Don't Delay, Get Your FREE Flu Shot Right Away

Flu season is right around the corner. The time to get the flu shot is now!

Why should I get a flu shot?

If you are 65 years or older, you should get your flu shot as soon as you can. The best way to prevent the flu is to get a flu vaccine. Everyone over six months old should be vaccinated. However, people over age 65 in particular are encouraged to get the flu shot because they are at a greater risk for serious flu-related complications. These can lead to hospitalizations or even death. Ninety percent of flu-related deaths and more than half of flu-related hospitalizations occur in people aged 65 and older (<http://www.flu.gov/at-risk/seniors/index.html>).

How much does it cost?

If you have Medicare Part B, the flu shot is free. You pay nothing if you go to a health care provider



that accepts Medicare. If you don't have insurance and can't afford to pay for a flu shot, there are programs

that offer the vaccine for free or help pay for the cost. Through the generous support of Walgreens, NAPCA will be hosting free flu shot clinics in Seattle and other cities. Call the NAPCA Helpline for more information.

For more information about the flu and the flu vaccine, visit www.flu.gov.

NAPCA HELPLINE

Cantonese & Mandarin	1-800-582-4218
Korean	1-800-582-4259
Vietnamese	1-800-582-4336
English	1-800-336-2722

SCSEP PARTICIPANT PROFILES



Mr. Sung Sin Park received the 2012 Employee of the Year Award at the Mature Workers Task Force celebration of older workers event presented by Philadelphia SCSEP Project Director Joseph Lee.

Sung Sin Park

*Korean, 79 years old
Jaisohn Center*

In 1986, Mr. Sung Sin Park immigrated from Korea to the United States. A former middle school teacher, Mr. Park volunteered assisting elders in his senior living community with reading and translating letters.

Mr. Park met a social worker from the Jaisohn Center that referred him to SCSEP. He applied and enrolled in 2009 and was trained as a social worker assistant and quickly acquired many skills. Through SCSEP training, Mr. Park learned how to help community members who need support services. He was hired by the Jaisohn Center as senior depression workshop educator.

Jixia Huang

*Chinese, 64 years old
Chinese American Service League*

Jixia Huang came to the U.S. from China in 2012 to reunite with her daughter. She worked on a family farm her entire life and had limited educational opportunities. Under these circumstances, she found it very difficult to find a job. Ms. Huang attempted to secure employment at



restaurants and grocery stores, and as a babysitter, without success.

She found out about SCSEP through a friend, applied, and quickly got matched into a training position at the Chinese American Service League (CASL) in September 2012. With an eagerness to learn, she excelled in her training position through hard work and was referred to attend CASL's In-Home Service training. After successfully completing the course, Ms. Huang was hired by CASL's In-Home Service program as a home care aide in February 2013.

Genoveva "Genie" Loteria

*Filipino, 64 years old
National Asian Pacific Center on Aging*

Genie arrived in the United States in 2009 from Manila, Philippines. She enrolled in and started SCSEP training in 2010. In 2011, she was transferred to the NAPCA office in Seattle as an office assistant trainee. Genie acquired training in Microsoft Office skills, filing/organizing documents, greeting



guests, data entry, and making contact with the host agency's supervisors and participants. She also took a refresher course in accounting at Green River Community College during her job training.

The SCSEP program congratulates Genie on her recent hire into NAPCA's fiscal department as our full-time accounting assistant as of July 2013.

NAPCA Staff Nabs Best Poster Award

Dr. Eun Jeong Lee, NAPCA SCSEP National Director, Dr. Yunju Nam of SUNY Buffalo, and Dr. Jin Huang of Saint Louis University were awarded best poster award at the 20th International Association of Gerontology and Geriatrics (IAGG) World Congress held in Seoul, Korea from June 23 to 27, 2013.

Dr. Nam represented the group's collaborative research at the conference with a presentation. Drs. Lee, Nam and Huang conducted a pilot survey study through NAPCA SCSEP participants to examine older Asian immigrants' retirement readiness by investigating their assets, financial knowledge, and understanding of social programs and benefits. The poster, entitled, "Long-term financial security among older low-income Asian immigrants in the United States," addressed the lack of long-term financial security among Asian immigrants in the U.S. and called for immediate attention to this matter.

NAPCA's New Multilingual Website

• continued from page 3

Service providers, advocates, and policymakers can download NAPCA publications, including reports on NAPCA's evaluation of the Chronic Disease Self-Management Program with Cambodian, Chinese, Korean, and Samoan elders or cost savings realized by limited-income AAPI callers to the NAPCA Helpline.

The goal of the new website is to provide language-accessible information to Asian-language-speaking older adults and the stakeholders who serve them. Family members, service providers, and caregivers can learn about NAPCA's services and resources for the AAPI older elders with whom they work. Older adults can find materials in their own language, including health information and applications for benefit programs.

The website increases NAPCA's ability to reach and serve limited English-speaking AAPI elders. NAPCA's other multilingual projects include the Voices newsletter (Chinese, Korean, Vietnamese), Medicare booklets (Chinese, Khmer, Korean, Samoan, Vietnamese), and the NAPCA Helpline (Mandarin, Cantonese, Korean, Vietnamese). Check out the new website at www.napca.org.

SEE Enrollees in Washington, DC, Honored by EPA

The Office of Information Collection (OIC) within the Office of Environmental Information relies on its Senior Environmental Employees (SEEs) to do everything from administrative duties to analysis for the Privacy Program, Freedom of Information Act, Exchange Network Grant, and other programs. SEEs are an important part of the life of OIC. Many have worked in OIC for years and have formed strong bonds and attachments both to their work and to their fellow SEE and federal employee colleagues.

Because of this important contribution and in honor of Administrative Professionals Day each year in April, OIC holds a brunch to honor its SEEs. This year marks the 14th year of this celebration. Employees in the office whip up everything from pancakes to soufflés and old-fashioned ham and biscuits and fixings to make a wonderful brunch where everyone can take a moment out of the morning to enjoy good food, fun and friendship and celebrate the past year's accomplishments.



Front row: Josephine Jones, Rheba Silverstein, Judy Burns-Gheitu, Romaine Peters. Back row: Linda Green, Jay Shorter, OIC Director Andy Battin, William Wrigley.

As part of the event, OIC Director Andy Battin handed out small gifts that all employees contributed to purchasing to recognize the SEEs for their work.



NAPCA Chairman of the Board Patricia Saiki welcomes **Sandra Hijikata**, newest member to the NAPCA board of directors named at the June 8 board meeting.

Ms. Hijikata, formerly of Seattle, is currently chief revenue officer and senior vice president for the March

of Dimes Foundation in New York. Ms. Hijikata brings a significant history of leadership at the American Heart Association, the largest health non-profit dedicated to cardiovascular and stroke, with annual operating revenues of \$709 million. Ms. Hijikata has a proven track record in revenue generation, major gifts, corporate gifts, administration, and operations.

Ms. Hijikata first began her relationship with NAPCA as a fundraising consultant to the organization. She authored NAPCA's strategic development plan, which encompasses a comprehensive work plan to diversify the organization's revenue.

"We are pleased to have a development professional like Sandra Hijikata join the board as we identified revenue diversification as a top priority in the organization's recently developed business plan funded by The Atlantic Philanthropies," said Chair Saiki.

In her new role as chief operating officer, **Shin Yu Pai** will report directly to NAPCA President and CEO Christine Takada. As COO, she will assist in long-term strategic planning that strengthens the infrastructure of the organization in alignment with goals set forth in NAPCA's business plan.

Ms. Pai joined NAPCA in January as the special projects coordinator and has worked to increase visibility of the organization through producing NAPCA's first annual report and a NAPCA-sponsored issue of the Asian Pacific American newspaper, *International Examiner*, while realigning NAPCA's marketing and communications to improve the institutional brand.

Seattle headquarters welcomes **Anne Falk** into the newly created position of development coordinator. Anne comes to NAPCA from her work in development with the Boys & Girls Clubs of Snohomish County,



where she was responsible for donation procurement, donor database management, and correspondence related to both annual and capital campaigns. From

1999 to 2003, Anne worked as a planner and coordinator for Pacific Intersect, Inc., a company providing services to corporate spaces and restaurants in Miyazaki, Japan.

As development coordinator for NAPCA, Anne will work closely with senior management and support the fundraising efforts of the board of directors to implement the organization's newly developed fundraising plan.

Changes in the Medicare Durable Medical Equipment Program and What It Means to You

Starting July 1, 2013, Medicare is scheduled to expand its competitive bidding program that provides quality medical equipment and services at lower prices to people with Medicare.

If you have Original Medicare and you live in or travel to one of the areas where the program is expanding and need medical equipment or supplies included in the program, you will usually

• *continued on back page*

NAPCA BIDS FAREWELL TO DEPARTING STAFF

We are sorry to see **Andreлина “Elna” Orbeta** retire from her position as administrative assistant and a member of NAPCA’s administrative team, supporting Cora McDonnell. Readers may have seen Elna profiled in the April 3, 2013 issue of the *International Examiner* newspaper.

Approaching 80, Elna has been an inspiration and role model for staff and visitors alike with her positive attitude and her dedication and commitment to helping seniors like herself. Elna’s access to reliable transportation has been a constant challenge, as she is dependent on public transportation to commute from her home in north Seattle to the NAPCA office in downtown. Now that the weather has



NAPCA congratulates Elna Orbeta on her recent retirement from the administrative team.

improved, we hope Elna has been enjoying her summer and will return to visit us at NAPCA as often as she can.

Sandy Lee, project coordinator of the Los Angeles SCSEP project, has resigned from her position at NAPCA to pursue a new career as a clinical social worker. Sandy came to NAPCA’s Los Angeles office in September 2012, when NAPCA was able to initiate a new SCSEP project office with an additional grant to serve all older adults.

Sandy helped enroll SCSEP participants and provided counseling for individual employment plans and assessment during her tenure. She leaves NAPCA to join the Los Angeles County-University Southern California Medical Center to assist cancer patients with various social service benefits. We wish the best of luck to Sandy in her new career and in her commitment to aid cancer patients.

Although brief in her stay, NAPCA would like to thank **Margeaux Kennedy** for her work as an accounting assistant for the past seven months. NAPCA would also like to acknowledge **Sandi Hogben** for her work as payroll assistant.

“Margeaux and Sandi have been solid members of the fiscal team,” said NAPCA Controller Donovan Lam. “We wish them the best of luck in their future endeavors.”

NAPCA bids farewell to Director of Research **Domin Chan**. Dr. Chan joined NAPCA in October 2011 to lead the effort of building a research, knowledge, and education agenda under the auspices of a capacity-building grant from The Atlantic Philanthropies. During her time with NAPCA, three reports were published highlighting the services and scope of the NAPCA Helpline, the cost-savings realized by Helpline callers, and an evaluation of the effectiveness of a chronic disease self-management intervention, based on our implementation of the program in partnership with local community-based organizations and Samoan, Cambodian, Chinese, and Korean elders.

Dr. Chan will return to private consulting and looks forward to spending more time with her one-year-old son.

Yes, I want to improve the quality of life of AAPI elders!

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- \$50 \$100 \$250 \$_____
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- Please do not acknowledge me on future donor lists.

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How Changes in the Medicare Durable Medical Equipment Program Affect You

• continued from page 6

need to get your items from a Medicare contract supplier unless your supplier chooses to become a grandfathered supplier.

If you are using medical equipment or supplies or think you will soon need to use them, find out if you are affected. Have your ZIP code handy and visit Medicare.gov/supplier or call **1-800-MEDICARE** or call **1-800-33NAPCA** to determine whether:

1. You live in or will travel to one of the areas where the program is expanding; and
2. The equipment or supply you need is among those affected by the expansion.

If you have questions about the program, visit Medicare.gov or call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Donate to NAPCA through the Combined Federal Campaign

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