

## NAPCA Cosponsors Gerontology Conference



Dr. Nancy Whitelaw, senior fellow at the National Council on Aging, gives the keynote address at the two-day gerontology conference.

NAPCA was one of 20 sponsors supporting the second annual Working Together for Elder Friendly Futures conference hosted by the University of Washington (UW). This conference brought over 200 researchers, practitioners, administrators, policy-makers, and educators to Seattle to discuss challenges and strategies to addressing the needs of an increasingly diverse elder population and creating an elder-friendly future.

Dr. Nancy Whitelaw, senior fellow at the National Council on Aging, and Dr. Cheryl Phillips, senior vice president for advocacy and public policy at LeadingAge, both gave keynotes. Dr. Whitelaw emphasized the importance of collaboration between network partners in building sustainable change, while Dr. Phillips discussed strategies for advocates to impact policy reform, the importance of data, and innovative service delivery models.

NAPCA President and CEO Christine Takada discussed the needs of Asian American and Pacific Islander

elders and NAPCA's unique programs and services on a panel titled, "Community Innovations for Underserved Populations."

Other panel speakers included Dr. Romelia Perez, medical director of Consejo Counseling & Referral Services, who discussed her work with limited English speaking Latino elders; Dr. Jordan Lewis, assistant professor, UW School of Social Work, who discussed his work with socially isolated Alaska native elders; and Dr. Mark Snowden, associate professor, UW Department of Psychiatry & Behavioral Science, Harborview Medical Center, who discussed his work with the PEARLS project in the Seattle/Tacoma area. Professor of social work at UW-Tacoma, Charles Emlet, moderated the panel.

A highlight of the conference included a tribute reception in honor of Denise Klein, outgoing CEO of Senior Services in Seattle.

## EXECUTIVE CORNER

Dear Friends of NAPCA,

As 2013 comes to a close, we again find ourselves in a dynamic time politically. The federal government, states, and their partners struggle with the complexities of implementing the Affordable Care Act. The House and Senate successfully reached a compromise, passing a two-year budget which if signed, will prevent the federal government from shutting down again. No less important is that the Congress reauthorize the Older Americans Act (OAA) at a level that reflects the high value society places on the health and dignity of vulnerable older adults.

Programs funded under the Older Americans Act address core needs, including health, nutrition, caregiver support, and workforce, yet funding is often threatened to the extreme. As the only AAPI provider of the Title V program funded under the OAA, NAPCA works with hundreds of partner agencies that provide housing, nutrition, employment assistance, caregiver support, and a myriad of other services to the 76 million Americans who are age 55 and older.

Please support the good work of many community organizations that provide elderly services in your area by encouraging your representatives in Congress to reauthorize the Older Americans Act.

Wishing you a safe and happy new year.



Christine Takada  
President and CEO



Left: U.S. Senator Bernie Sanders, Chairman of the Subcommittee on Primary Health and Aging, discusses the state of affairs impacting older adults before a convening of the National Sponsors (Title V providers) in Washington, DC. NAPCA is one of 15 national sponsors and the only AAPI provider. Right: Jim Seith, Senior Director for the National Council on Aging, addresses Title V National Grantees at a meeting in Washington, DC (Dec. 19, 2013).

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Shin Yu Pai  
EDITOR

Debbie Louie  
DESIGNER

Questions or Comments?  
(206) 624-1221 OR  
SHINYU@NAPCA.ORG

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WWW.NAPCA.ORG

## NAPCA Staff Present at Two National Conferences

Dr. Eun Jeong Lee, SCSEP national director, presented at the annual conference of the Gerontological Society of America with Dr. Yunju Nam, associate professor of the School of Social Work at University at Buffalo, and Dr. Jin Huang, assistant professor of the School of Social Work at St. Louis University, from Nov. 20-22, 2013 in New Orleans. They presented on the pilot study completed in Los Angeles and New York SCSEP projects on financial capacity and asset ownership among low-income AAPI seniors. The research team will present on the topic at the annual conference of Society of Social Work and Research in San Antonio in Jan. 2014.

Alula Jimenez Torres, healthy aging program manager, presented a poster at the American Public Health Association Annual Meeting & Exposition, from Nov. 2-6, 2013 in Boston. The poster highlighted NAPCA's implementation and evaluation of the Chronic Disease Self-Management Program in Cambodian, Chinese, Korean, and Samoan older adults. It was part of the Asian and Pacific Islander Caucus for Public Health's poster session, "Translating research to practice: Asian and/or Pacific Islander perspectives." The NAPCA report on the same topic can be found at [www.napca.org/chronic-disease-self-management-program/](http://www.napca.org/chronic-disease-self-management-program/).

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## APARN Trains Seniors to Beware of Fraud and Identity Theft

The Asian Pacific American Resource Network (APARN) held its annual event on Oct. 26, 2013 at the Asian Resource Center in Seattle. This year's topic was fraud and identity theft prevention. APARN is a partnership among several federal and state agencies and community-based organizations, including NAPCA.

Representatives from various state and federal agencies shared tips on how to identify, prevent, and fight fraud. Presenters and panelists included representatives from the Federal Trade Commission, Centers for Medicare and Medicaid Services, Office of the Insurance Commissioner, Office of the Attorney General, and Chinese Information and Service Center Crime Victims Unit. The presentations and panel discussion were in English with simultaneous interpretation in Mandarin, Cantonese, Korean, Vietnamese, and Hindi.

All of the presenters agreed that the best way to protect against becoming a victim of fraud or identity theft is to safeguard personal information, especially Social Security number, date of birth, personal identification numbers (PINs), Medicare and other account numbers. This information should never be given to strangers no matter who they say they are. Be especially wary of callers who claim urgency.

Protect information on computers by installing the latest anti-malware software and use strong passwords. Review your account records regularly for any discrepancies. Check your Medicare Summary Notices for any charges for equipment or procedures that you



A Chinese APARN volunteer translator, above, interprets a presentation for Cantonese-speaking event participants below. Photos by APARN member Jae Syung Lim.

never requested or received. Review your free annual credit report and immediately report any problems directly to the creditor.

Report any suspected fraud to the authorities. Contact Medicare at 1-800-MEDICARE or **1-800-633-4227**, the Federal Trade Commission at **1-877-438-4338**, or the Crime Victims Advocacy Network at **1-866-711-2826**.

## SCSEP National Training

NAPCA's annual SCSEP national training was held in Seattle from Sept. 11-13, 2013 at the Mayflower Park Hotel. Twenty-two project staff and directors from 10 project sites attended the training.

NAPCA's fiscal department provided information on topics that covered workers compensation, in-kind reporting, and payroll requirements. Boston Project Director Kun Chang spoke on how to achieve positive outcomes while managing SCSEP performance requirements. NAPCA's healthy aging program manager,



Dr. Eun Jeong Lee gives a presentation at the SCSEP national training.

Alula Jimenez Torres, gave updated information on the Health Insurance Marketplace to project staff. SCSEP National Director Dr. Eun Jeong Lee provided training for participants' Individual Employment Plan (IEP) and assessment and program management to serve diverse participants with different needs. SCSEP Data Specialist Tom Tran provided training on data validation and how to use the SCSEP Performance and Results QPR (SPARQ) System to improve program outcomes.

Project staff from sites around the country gave presentations on various best practices topics. Kelley Lau and Dan Nguyen from the Chinese Community Center of Houston discussed how to host training for SCSEP participants, while Bob Zhou from the Chinese American Service League (Chicago) presented on using computers to develop participants' IEP.

NAPCA invited Carol Salter, SCSEP national director at Easter Seals, to provide training on mature workers with disabilities. Carol explained guidelines that serve SCSEP participants with disabilities from enrollment to placement and shared her experiences and insights on working with disabled older adults.

As part of the training, executive directors of NAPCA's SCSEP partner organizations attended the annual awards dinner, where all 10 projects were recognized. The NAPCA SCSEP program achieved the second highest performance among 15 national grantees.

## NAPCA Board of Directors Welcomes Dr. Sylvia Yuen

NAPCA Chairman of the Board Patricia Saiki welcomed Dr. Sylvia Yuen, newest member to the NAPCA board of directors named at the Oct. 5 board meeting.

Dr. Yuen currently serves as special assistant to the president of the University of Hawaii (UH) for food security and safety. She formerly served as the interim dean of the university's College of Tropical Agriculture and Human Resources, the first woman to direct the college since its founding in 1907.

She established the UH Center on the Family, a research-driven center dedicated to enhancing

the well-being of Hawaii's families through interdisciplinary research, education, and community outreach. The center conducts applied and basic research on family issues, and generates and disseminates data and information that improves the quality of life for Hawaii's families and is useful to those who work with them, while increasing public awareness of the status and well-being of Hawaii's families, including their children and elders. Dr. Yuen's specialties include human and family development, with extensive experience in gerontology.

"Dr. Yuen's background and work in Hawaii shows a strong commitment to Asian American and Pacific Islander elders and to NAPCA," said Chair Saiki. "Dr. Yuen is a strong link to Hawaii with her aging background and she will be a great asset to the board."

## Get Your Free Flu Shot!

Flu season usually peaks in January or February. If you haven't already been vaccinated, you still have time!

A flu vaccine offers the best defense available to protect against the flu. If you have Medicare Part B, you can get the flu shot for free from any health care provider.

If you do not have health insurance and can't afford to pay for the flu shot vaccine, call the NAPCA Helpline to request a voucher for a free flu shot at Walgreens or

Duane Reade (limited supply available). These vouchers were made possible by a partnership between the Office of Minority Health and Walgreens.

### NAPCA HELPLINE

1-800-336-2722

English

1-800-582-4218

Cantonese &  
Mandarin

1-800-582-4259

Korean

1-800-582-4336

Vietnamese

NAPCA also partnered with Walgreens in September to offer free flu shots at Kawabe Memorial House in Seattle. Over 80 seniors were vaccinated.

Anyone can get the flu, but older adults are at greater risk for serious flu-related complications that can lead to



A Walgreens pharmacist administers the flu shot at a Seattle clinic.

hospitalization and even death. Each year, about nine out of 10 flu-related deaths and more than six out of 10 flu-related hospital stays in the United States occur in people 65 years and older.

For more information about the dangers of flu and the benefits of the flu vaccine, talk to your doctor or nurse, visit [www.cdc.gov/flu](http://www.cdc.gov/flu), or call the Centers for Disease Control and Prevention (CDC) at 1-800-CDC-INFO (800-232-4636).

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## Helpline Assists Seniors with Medicare Part D Open Enrollment

Fall is always a busy time of year for the NAPCA Helpline as staff help seniors review and enroll in prescription drug plans during the Medicare Part D Open Enrollment Period from Oct. 15 through Dec. 7, 2013. For many Medicare beneficiaries, this is the only time to enroll or switch prescription drug plans. Helpline staff assist seniors to review Medicare Part D plans and, if necessary, select and enroll in affordable plans that meet their individual needs.

Helpline staff also help seniors determine if they are eligible for the Low Income Subsidy (LIS), and if they are, help them apply for the benefit. LIS covers some of the costs associated with Medicare Part D prescription drug plans. People with LIS can also change their prescription drug plans outside of the Open Enrollment Period, so that they can find the most affordable plan to meet their changing needs.

This year, Helpline received over 1,500 calls during the eight-week period. Helpline assisted seniors to enroll in almost 200 prescription drug plans, and assisted many more individuals with reviewing their plans. Their work helps ensure that seniors are getting the most affordable prescription drug plan so that they can conserve limited resources and get the medications they need.

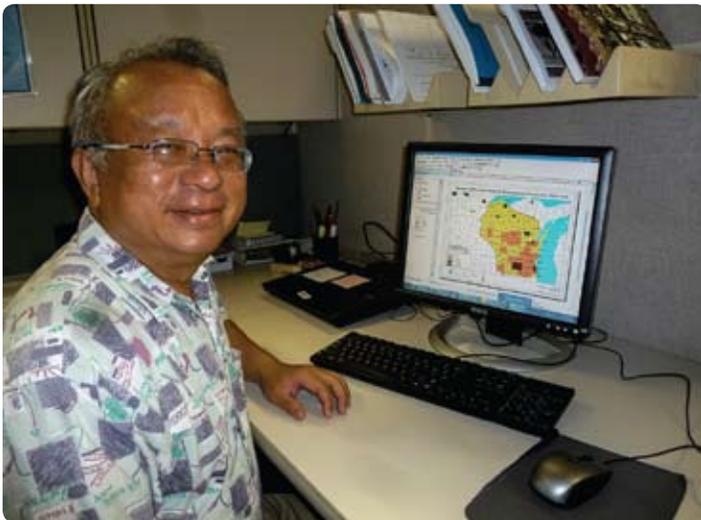
*The NAPCA Helpline is supported by the Walmart Foundation and the U.S. Department of Health and Human Services, Administration for Community Living, Administration on Aging.*



## SEE Program Enhances EPA's Funding

Dr. Shem Mong Chou joined NAPCA's Senior Environmental Employment (SEE) program in 2011 as an environmental scientist for the Environmental Protection Agency (EPA) Region 5 Land and Chemicals Division (LCD).

With a doctorate in physical chemistry, he was a principal and senior scientist at Goss Graphic Systems for 17 years. Early retirement allowed him to become a small business owner, but with his education and environmental consciousness, Dr. Chou became interested in the EPA's SEE program. He was soon hired



to assist LCD's tribal and waste program with meeting federal and tribal objectives.

In 2012, LCD's pesticides section had funding for a part-time SEE enrollee to assist with tribal pesticides. The EPA interviewed several candidates, including Dr. Chou, who had completed training from the Illinois Department of Agriculture Bureau of Environmental Programs and received pesticide licenses in five categories. EPA management creatively decided to combine their funding sources, and Dr. Chou became a full-time SEE enrollee who now also assists EPA staff with pesticide program activities in Region 5's Indian Country.

The EPA has two national programs affecting pesticide applicators that will need to be implemented at the regional level, and Dr. Chou's ability to handle the tribal and waste program and his strong computer skills allow him to now assist EPA staff with this regional effort, by evaluating needs and providing resources for tribes to establish or improve integrated pest management practices. Dr. Chou travels to tribal sites for both waste management and pesticides management purposes, which saves the EPA funding. NAPCA's SEE program was the tool to match the EPA's excellent funding solution with his knowledge and abilities.

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## NAPCA Publishes Six Reports

Last fall, NAPCA published a series of reports ranging from the needs of AAPI elders as identified by AAPI-serving community-based organizations to data briefs reflecting the demographics of AAPI older adults by subgroup and age (55+, 55-64, and 65+).

In the survey of AAPI-serving community-based organizations, the top five priority issues facing AAPI elders were identified as: health/medical care, economic security, housing, caregiving/long-term care, and food/nutrition. The top five key issues not being addressed adequately were identified as: social isolation, mental health, transportation, long-term care, and caregiving/in-home support. NAPCA is using results of this survey to strengthen existing partnerships and guide future plans for development to improve the coverage and service delivery for AAPI elders.

In response to recent reports using aggregated data, NAPCA issued reports on economic indicators of AAPI elders and the state of AAPI older workers. Data reveal that certain subgroups of AAPI elders are some of the most impoverished in the country, with poverty rates as high as 63 percent. Similarly, unemployment rates are as high as 12.4 percent among certain AAPI subgroups aged 55 years and older, compared to 5.4 percent among the total U.S. population (55+ years).

Lastly, three data briefs describe the growth and geographic distribution of AAPI elders, language proficiency, and nativity statistics by AAPI subgroup, factors which have tremendous impact on the needs and challenges facing AAPI older adults.

Reports are available at [www.napca.org/research-and-evaluation-2/](http://www.napca.org/research-and-evaluation-2/). For copies, email Karen Blacher, NAPCA research associate, at [Karen@napca.org](mailto:Karen@napca.org).



From left: Outgoing CFO Jack Buce, incoming CFO Donovan Lam, payroll supervisor Alice Teng, payroll assistant Grace Villanueva.

After 22 years of service to NAPCA, CFO **Jack Buce** will be entering a very active retirement with upcoming travel to Alaska and Malaysia. Jack will serve as founding president and CEO of Prison Voices Count, a 501(c)(3) established to help inmates gain confidence and communication skills through their involvement with Toastmasters International. We wish Jack the very best in his retirement.

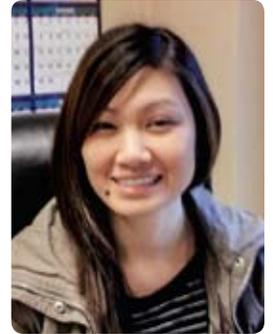
NAPCA Controller **Donavan Lam** will succeed Jack as CFO. Donovan was hired in 2007 in a program capacity and has since earned his MBA from Seattle University and his CPA. Don joined the fiscal team in 2012 when he began training as Jack's successor.

Payroll supervisor **Charles Rahn** is also retiring after over a decade of service. "Chuck" worked side-by-side with former accounts payable/ACES accountant Alice Teng, enabling Alice to step in as supervisor with ease. We wish Chuck a happy and healthy retirement and we welcome **Alice Teng** in her new role. Alice has been with NAPCA since 2010. As supervisor, Alice has identified improvements resulting in significant cost savings to NAPCA.

University of Washington graduate **Grace Villanueva** is the newest member of the NAPCA fiscal team as payroll assistant. Grace became familiar with NAPCA programs and services as a volunteer in the SCSEP project office. We welcome Grace in her new capacity.

While we are sad that longtime NAPCA family members will retire, we are grateful for the highly talented staff who remain as important members of our fiscal team.

**Annie Feng** is the new SCSEP national assistant working to support SCSEP headquarters. Annie graduated from the University of Washington with a Master of Social Work. Her internship experiences include providing direct services, counseling clients in need, and assisting non-English speaking families with language interpretation at various community-based organizations, including Asian Counseling and Referral Service and Interim Community Development Association. Annie is excited to be part of NAPCA and support low-income AAPI seniors to pursue economic self-sufficiency through the SCSEP program.



**Frank Park** is the new case manager for NAPCA's Los Angeles office. He graduated from the University of Southern California with a bachelor's degree and studied both political science and English. In his new position, Frank has the opportunity to serve low-income elderly by providing direct services. He has found this experience to be both rewarding and challenging and believes that his new work will assist him in clarifying long-term career goals.



**Alex II**, former SCSEP national coordinator, left NAPCA to pursue his new career as a community activist to support low-income community members and low-wage workers. Alex was a big help during the transition period when NAPCA received additional

SCSEP funding to serve mainstream populations. He supported SCSEP headquarters and local project sites to enhance program management and successfully completed annual data validation. We wish Alex the best in his new challenges and career.

