

SCSEP National Training 2014



Twenty-two SCSEP project staff attended the annual training from Sept. 16 to 18 in Seattle.

NAPCA's annual SCSEP national training was held on Sept. 16-18, 2014 at the Crowne Plaza Hotel in Seattle. Twenty-two project staff from the 10 project sites and NAPCA headquarters staff attended the training along with six executive directors who came for the executive director meeting and awards luncheon celebration.

The training began with greetings by NAPCA President and CEO Christine Takada. Seattle Project Director Nelson Tang and Orange County Project Director Norman Lee shared their experiences on OJE (On-the-Job Employment), exploring how best to approach OJE, and the success and challenges that each encountered working with participants and employers.

Dr. Yunju Nam, associate professor from the School of Social Work, University at Buffalo, and Dr. Eun Jeong Lee, NAPCA SCSEP national director, presented on how to increase financial well-being for Asian older workers. Their findings were based on their pilot study research that sampled a number of SCSEP participants on levels of financial literacy, management, and asset ownership.

NAPCA also invited Hueiling Chan, MSW, a case manager and clinical director from Chinese Information and Service Center, to speak about her experiences and practices in professional counseling. Her presentation provided valuable suggestions and insight on how to improve communication and interact effectively with participants.

SCSEP Data Specialist Tom Tran and SCSEP National Assistant Annie Feng provided training on data validation and reported on the results from last program year's findings, with discussion on the strengths and recommendations on areas of improvement.

Project directors also gathered to share various topics on best practices. Kun Chang from Boston discussed opportunities and challenges serving diverse SCSEP participants. Helen Jang from New York provided a case study on worker's compensation. Joseph Lee from San Francisco shared his work on increasing collaboration with One-Stop Career Centers, and Miriam Suen from

• *continued on page 5*

EXECUTIVE CORNER

Dear Friends of NAPCA,

We recently concluded an annual training and awards luncheon in Seattle for 30 representatives of NAPCA Senior Community Service Employment Program (SCSEP) project sites and partner agencies from across the country. This annual gathering is an important training opportunity for over 20 project staff and also a time to celebrate the good work of our subcontractors and staff.

Although we anticipated a loss in revenue in fiscal year 2014, we were able to increase our services through an additional grant received from the U.S. Department of Labor, expanding services in Boston, New York, Chicago, and Los Angeles and serving over 1,200 limited-income elders in 10 project sites.

The annual training is an important time for me to meet and learn from the executive directors of NAPCA partner agencies: Greater Boston Golden Age Center, Korean Community Services of New York, Philip Jaisohn Memorial Center (Philadelphia), Chinese American Service League (Chicago), Chinese Community Center of Houston, Self-Help for the Elderly (San Francisco), and Asian American Senior Citizens Service Center (Orange County).

I am grateful for the dedication and commitment of our subcontractors and all partner agencies who are working with NAPCA to improve and expand our services to all Asian American and Pacific Islander seniors.

Looking forward to strengthening these collaborations in the future.



Christine Takada
President and CEO



President and CEO Christine Takada and CFO Donavan Lam (back of room) meet with executive directors of NAPCA's partner agencies during the 2014 SCSEP annual training. Clockwise from right: Fannie Ma, Angela Wang, Ruth Moy, Anni Chung, Chi-Mei Lin, Kwang Kim, Esther Wong.

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Visit us on the web:
WWW.NAPCA.ORG

NAPCA Helpline Reaches Out

This summer, NAPCA Helpline staff conducted outreach at community events and with residents of a housing unit.

Helpline staff manned a booth last May at the Seattle Center during “A Glimpse of China,” a Chinese culture and arts festival, where seniors and their families learned more about NAPCA’s programs and services. In mid-July, Helpline staff were at Dragon Fest, a two-day street fair in Seattle’s Chinatown-International District. Several hundred Chinese, Korean, and Vietnamese festival attendees stopped by the NAPCA booth and learned about Medicare, Social Security benefits, and our SCSEP program.

In addition, Helpline staff Rita Lei and David Pan met with the Chinese residents of senior housing in Chinatown-International District

and answered their questions about Medicare, working one-on-one with some to resolve their specific issues.

Outreach activities such as these not only inform the community of NAPCA’s services and generate calls to the Helpline, but also help maintain a connection between NAPCA and the community we serve like no other activity can.



Helpline staff David Pan provides information and assistance at a Seattle street fair.

Review Your Part D Plan during Open Enrollment Period

Once again, the Open Enrollment Period for Medicare Part D is upon us. From Oct. 15 to Dec. 7, Medicare beneficiaries have the opportunity to enroll in a Medicare Part D plan for the first time or if they already have one, to change their plan for a better one.

NAPCA HELPLINE

1-800-336-2722
English

1-800-582-4218
Cantonese &
Mandarin

1-800-582-4259
Korean

1-800-582-4336
Vietnamese

Typically, seniors will enroll in a Medicare Part D plan along with Part A and Part B during their Initial Enrollment Period, which runs three months before through three months after the month of their 65th birthday. If they miss this period, however, they must wait until the General Enrollment Period from Jan. 1 to March 31 of each year to enroll in Parts A and B, and the Open Enrollment Period to sign up for Part D.

Beneficiaries who don't sign up when they are first eligible may be penalized, which would result in an increase in their monthly premiums.

Some of the main reasons beneficiaries may want to switch are their current plan's premium or other costs have gone up, their medication needs have changed, or they wish to enroll or disenroll in a Medicare Advantage plan. It is important to review your Part D plan every Open Enrollment Period to ensure that your plan still works for you.

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.

SEE ENROLLEE PROFILE

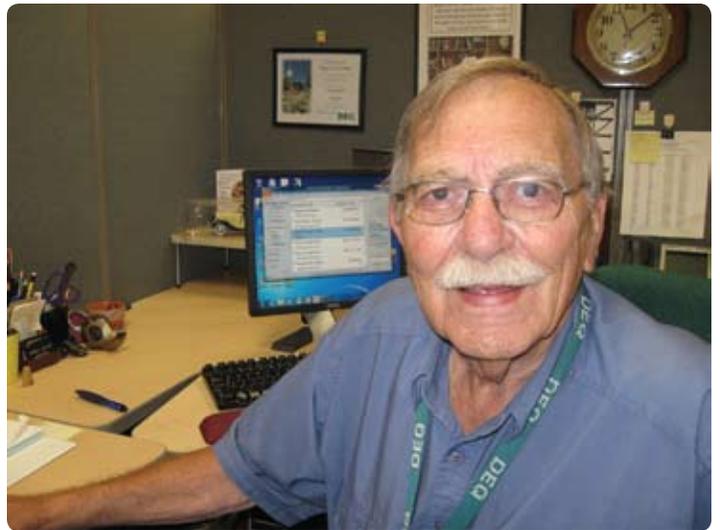
Gordon Small

Gordon Small is always surprised to think that he has been an enrollee in the Senior Environmental Employment (SEE) program in Region 5, working at the Michigan Department of Environmental Quality (MI DEQ), for 20 years! Every day has been exciting and enjoyable, mostly because he associates with professional and dedicated engineers, toxicologists, geologists, and other environmental experts.

He attended Michigan State University for two years and majored in criminal justice. After two years, Gordon opted to fulfill his patriotic duty by enlisting in the army and serving in England in the early 1950s as an operational and intelligence analyst. He then worked for a major automotive manufacturer as an insurance clerk and quickly climbed his way up to supervisor of the insurance, retirement and salaried payroll, where he assisted pre-retirement employees.

Five years later, Gordon was recruited by a Fortune 100 pharmaceutical company as a personnel manager in human resources, where he worked with management and the union to integrate their workforce and develop an affirmative action plan. While there, he was also on the city council and served as the mayor for four years.

After 27 years, Gordon accepted a buyout option, but being rather lonesome and with time on his hands, he performed salary reviews at a local General Motors plant for a temporary employment agency, did a few other interesting jobs, and joined the NAPCA SEE program just by chance. At MI DEQ, Gordon works



“Each and every day has been an enjoyment and I feel grateful that NAPCA and MI DEQ have allowed me to make a little contribution in the after-retirement workforce.”

in the manifest section, receiving manifests for hazardous and non-hazardous materials from generators, transporters, and disposal facilities, which must be incorporated in the state’s permanent records.

Recently, the hazardous waste section surprised him with a celebration (or maybe a “roast”) for his 20 years of service, which he greatly appreciated.

“Each and every day has been an enjoyment and I feel grateful that NAPCA and MI DEQ have allowed me to make a little contribution in the after-retirement workforce,” Gordon said. “I look forward to continuing my work life as long as my health is good and I can make some beneficial contribution to our environmental issues. I feel truly blessed each day.”

Outside of work, Gordon enjoys fishing, antique toy collecting, and Japanese gardening.

Get a flu shot, not the flu

Flu season is here. Seniors are at much greater risk of developing medical problems if they get the flu.

Medicare Part B beneficiaries can get a flu shot at no cost from their doctor, pharmacy, or clinic. Protect yourself with a **free** flu shot!

Spouses Have a Major Benefit

by KIRK LARSON

Social Security Western Washington Public Affairs Specialist

Social Security benefits are an important financial asset for married couples and individuals. This is especially true when looking at the power of SSA spouse's benefits. In cases where one spouse may have earned significantly more than the other, or a spouse stayed home to do the work of raising children and has a shorter work history, SSA spouse's benefits can help increase monthly payouts.

Regardless of your situation, Social Security will look at all possibilities to make sure both spouses receive the maximum benefit possible. Even if you have not paid Social Security taxes, it's likely you'll be eligible to receive benefits on your spouse's record. If you did work and pay into Social Security, we will check eligibility based on your work record and your spouse's to see which amount is higher.

You can apply for spouse's benefits the same way that you apply for benefits on your own record. You can apply for reduced benefits as early as age 62, or for 100 percent of your retirement benefits at your "full retirement age." You can find your full retirement age, based on your birth year, at www.socialsecurity.gov/pubs/ageincrease.htm.

The benefit amount you can receive as a spouse, if you have reached your full retirement age, can be as much as one-half of your spouse's full benefit. If you opt for

early retirement, your benefit may be as little as a third of your spouse's full benefit amount.

If your spouse has already reached full retirement age but continues to work, your spouse can apply for retirement benefits and request to have the payments suspended until as late as age 70. This would allow the worker to earn delayed retirement credits that will mean higher payments later, but would allow you to receive your spouse's benefit.

You can also apply for spouse's benefits based on the earnings record of an ex-spouse or deceased spouse if you were married for at least 10 years. Spouses can consider a number of options and variables. We make it easier to navigate them. A good place to start is by visiting our benefits planner at www.socialsecurity.gov/planners. Take note of the "Benefits As A Spouse" section. There are some filing options that can really maximize your Social Security payments.

If you are ready to apply for benefits, the fastest, easiest, and most convenient way is to apply online at www.socialsecurity.gov/applyonline. Whether you receive benefits on a spouse's record or your own, rest assured we will make sure you get the highest benefit we can pay you. Learn more at www.socialsecurity.gov.

SSA Update: SSA will continue to provide Benefit Verification Letters at field offices until further notice. This updates a previous announcement by SSA that field offices will stop providing letters in October.



SCSEP project staff share best practices during a working group session of the annual training.

SCSEP National Training 2014

• continued from cover

Los Angeles presented on how to increase participant confidence and self-esteem, a factor that is very applicable to the success of finding employment.

This year's training focused on discussion to enhance supportive services through developing partnerships to meet the needs of participants. The three-day training allowed project directors to gather suggestions and input on how to improve practices. The awards luncheon was held at O'Asian Kitchen and Lounge, where all the SCSEP staff and executive directors celebrated NAPCA's outstanding performances.

STAFF VOICES PROFILE



Susan Collado

Susan came to NAPCA as an accountant in January 1996. Eighteen years later, her dedication and hard work are still evident every day. Susan manages and reconciles NAPCA's cash transactions, a critical role that she has performed exceptionally, especially when it comes to following federal standards and regulations.

Always with a smile on her face, Susan's outgoing personality is highly contagious and a pleasure to be around. Her constant willingness to assist and cooperate with coworkers illustrates her dedication to NAPCA's success.

"Susan's knowledge and enthusiastic approach to improving NAPCA is inspiring to the entire fiscal team," said NAPCA CFO Donovan Lam. After many years of service, Susan is still relentless in helping NAPCA's accounting department operate more efficiently. She has never shied away from exploring new processes if it means achieving better results.

Susan's commitment in doing the best job possible is a reflection of her wonderful nature and her desire to see everyone succeed. She is a devoted mother of three and spends her spare time with her family. We are very lucky to have Susan as a part of our team.

NAPCA Releases Three New Publications

NAPCA recently issued a report about its Senior Environmental Employment (SEE) program. The report discusses the difficulty of finding a job for those 55 years and older, and how NAPCA helps this vulnerable population. NAPCA's SEE program, administered by the U.S. Environmental Protection Agency, provides an opportunity for retired and unemployed Americans age 55 and older to remain engaged in the workforce.

Dr. Eun Jeong Lee, national director of NAPCA's Senior Community Service Employment Program (SCSEP), recently published two executive summaries of research

studies about low-income Asian elders. One study investigated the status of financial well-being among low-income older Asian adults in NAPCA's SCSEP. This study found that the study participants had very low levels of financial literacy and asset ownership. The second study examined Asian American and Pacific Islander (AAPI) older adults' life experiences, focusing on their elder mistreatment experiences, perceptions, and help-seeking behaviors. The data showed that about 40 percent of AAPI seniors in NAPCA's SCSEP experienced at least one type of elder mistreatment.

STAFF NEWS

Jung Kim is the new SCSEP case manager for NAPCA's Los Angeles office. Born in Seoul, she moved to Los Angeles at age six and lived with her grandmother, mother, aunt, and cousin. Her grandmother's illness during Jung's junior year at the University of Southern California prompted her to change her major to gerontology. She eventually earned a teaching



credential and taught for several years in public schools, including two years at an elementary school in Seoul.

"As I learned about the continuum of care first hand through my grandmother's experiences," Jung said, "my Asian upbringing and values became more relevant. I feel

that all my experiences have prepared me well to be a case manager for the SCSEP program."

After 14 years of service and dedication, we are sad to announce the departure of Accounting Manager **Maxie Yamada**.



Maxie was instrumental in the day-to-day operations of NAPCA's accounting department.

We want to wish her the very best in her future goals and endeavors. We know that she will tackle this new chapter in her life with the same dedication and passion she displayed during her years with NAPCA.

"Maxie has always been a solid contributor to NAPCA's accounting team," said NAPCA CFO Donovan Lam. "Working with her has been an honor and a privilege. We will surely miss her."

SCSEP PARTICIPANT PROFILE

Willie Jones

*African American, 63 years old
The Brown Elephant Resale Shop*

Willie Jones came to the Senior Community Service Employment Program (SCSEP) in 2010 after having gone through some tough and challenging moments in his life. A United Airlines flight attendant for several years, he was suddenly out of work and had few options for fulfilling employment.

He was assigned to the Brown Elephant Resale Shop in Chicago for training. The Brown Elephant sells donated items with proceeds going directly to help the uninsured and underinsured patients and clients of the Howard Brown Health Center, one of the nation's largest lesbian, gay, bisexual and transgender (LGBT) organizations.



Mr. Jones displayed a willingness to work and learn new skills, so the store manager taught him the art of salesmanship, how to interact with customers, and how to assess the quality of furniture, clothing, and household goods. His professional aptitude earned him a job offer, but Mr. Jones wanted to consider all of his options before committing to the store. He eventually accepted a

position at the Brown Elephant last January.

With assistance from NAPCA, Mr. Jones developed his computer and job search skills while bolstering his confidence and optimism. He realized the value of SCSEP and noted the adage, "If I can help one person." He said, "NAPCA surely helped this one. Keep up the good work, NAPCA!"

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

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SCSEP PARTICIPANT PROFILE

Shiyuan Yu

*Chinese, 61 years old
Chinese Progress Association*



Before immigrating to the United States 14 years ago, Mr. Shiyuan Yu was a small business owner in Guangxi, China. Until he discovered the Senior Community Service Employment Program (SCSEP) in Chicago, he found it extremely difficult to find suitable work due to his limited English proficiency and few marketable skills.

Mr. Yu was assigned to Chinese Progress Association (CPA) as an office assistant. Through practice and training, he greatly improved his English and computer skills. He also learned about workers' rights. He had some negative experiences in his previous jobs and was unaware that many new immigrants faced similar situations.

In March 2014, CPA hired Mr. Yu because of his good work and passion for workers' rights. He enjoys helping fellow immigrants raise their voices in the workplace and protecting affordable housing. Thanks to SCSEP's support, Mr. Yu has strengthened his work skills and regained his passion for helping others. He truly appreciates the learning and training opportunities that SCSEP provides.

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