



NAPCA Helpline staff assists SCSEP participants with Medicare Part D enrollment.

NAPCA Staff Saves Seniors over \$6,000 in Premiums

On Nov. 14, 2014, NAPCA invited 18 Senior Community Service Employment Program (SCSEP) participants to join a workshop discussing Medicare Part D. Participants brought their Medicare cards and a list of their medications.

Medicare Part D is a prescription drug option offered through Medicare-approved private insurance companies. Seniors need Medicare Part D to help cover the cost of prescription drugs and to protect against higher costs in the future.

SCSEP staff understands that participants need to have good health and affordable medical plans in order to fully engage in the SCSEP program and to live more comfortably. For that reason, SCSEP partnered with NAPCA's

Helpline staff to provide a Medicare Part D counseling workshop for Medicare eligible participants, who must be at least 65 years old and have lived in the U.S. for at least five years.

During the workshop, SCSEP and Helpline staff assisted participants in filling out the "Plan Finder Tool for Medicare Part D" and "Screening Tool for the Medicare Low Income Subsidy" forms. Then, Helpline staff used the website, Plan Finder (www.medicare.gov), to compare participants' current Medicare plans and the Plan Finder's recommended plans. Many participants were already in good prescription drug plans while some needed to enroll in the Medicare Part D/Low Income Subsidy (LIS). Special Projects Manager Angelo Locsin and Seattle SCSEP Project Director Nelson Tang provided information on the importance of having Medicare Part D. They also answered participant questions about health, vision and dental coverage.

As a result of this workshop, NAPCA staff identified a savings of \$6,260 in participant premiums for the coming year.

NAPCA HELPLINE

1-800-336-2722
English

1-800-582-4218
Cantonese &
Mandarin

1-800-582-4259
Korean

1-800-582-4336
Vietnamese

EXECUTIVE CORNER

Dear Friends of NAPCA,

I hope you are enjoying the holiday season and that your new year is filled with family, friends, and loved ones of all ages. Since our last issue, we have been busy with a number of projects.

During Open Enrollment Period (Oct. 15 to Dec. 7, 2014), NAPCA Helpline staff assisted over 1,100 limited English speaking seniors by answering questions regarding Medicare, identifying the most appropriate and affordable coverage, and providing information regarding other benefit programs. Cost savings for our callers in 2014 have not been finalized yet. However, during this same period in 2013, NAPCA was able to help seniors save an average of \$1,900 per caller.

Since October, staff, friends, and partners of NAPCA have been preparing for a transition at the CEO level. After almost 10 years with NAPCA, I've decided to pursue other interests as soon as the board is able to identify and select a replacement for my position.

The incoming CEO joins NAPCA with the unique opportunity to build on a number of recent successes. During the past five years, NAPCA's budget has grown from \$14 million to \$17 million. It operates a new federal grant providing employment services to all older adults in addition to serving limited English speaking Asian American and Pacific Islander (AAPI) seniors. NAPCA has basic development tools in place and received its first bequest of over \$400,000. After receiving its largest nongovernmental grant of over \$1 million, NAPCA has issued 15 publications highlighting the impact of its programs, cost savings to NAPCA callers, economic indicators affecting AAPI elders, changing demographics of older adults, and more.

I have been honored to meet NAPCA founders who are also present day supporters and am pleased that our activities over the past five years are aligned with the goals and purpose they envisioned when the organization was established in 1979. Though the faces of staff may change, NAPCA will always strive to serve AAPI elders and the community in the most effective and impactful ways.

Thank you for your support of NAPCA and our work. I look forward to seeing many of you again.

Respectfully,



Christine Takada
President and CEO



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Debbie Louie
EDITOR & DESIGNER

1511 Third Avenue, Suite 914
Seattle, WA 98101-1626

206-624-1221
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NAPCA Partners with Walgreens Pharmacy for Flu Shots

On Sept. 10, 2014, NAPCA partnered with Walgreens pharmacy to provide free flu shots to SCSEP participants, their family members, and residents of Seattle's Kawabe Memorial House. Almost 100 seniors received flu shots during the event. NAPCA staff helped facilitate the process by assisting seniors in filling out health forms before they received their vaccinations.



SCSEP participants, their family members, and residents of Kawabe Memorial House line up to receive free flu shots.

The flu season begins as early as October. Every year, thousands of people become ill, hospitalized, or have severe complications from this potentially deadly illness. Seniors are among the highest risk groups due to the prevalence of chronic diseases that could lead to flu-related health complications.

According to the Centers for Disease Control and Prevention, 90 percent of deaths and 50 to 60 percent of seasonal flu-related hospitalizations occur in seniors 65 years and older. In regards to this data, NAPCA recognizes that many seniors who may not have Medicare or any other health insurance would likely not be able to afford the cost of a flu shot.

This free vaccination event was the second year of collaboration between NAPCA and Walgreens. As a result of this partnership, the National Influenza Vaccination Disparities Partnership highlighted NAPCA in their monthly newsletter at www.cdc.gov/flu/pdf/nivw/nivdp_newsletter_04-2014.pdf.

NAPCA anticipates continuing the partnership with Walgreens pharmacy to provide flu shots and other supportive services to SCSEP participants and Asian American and Pacific Islander seniors.

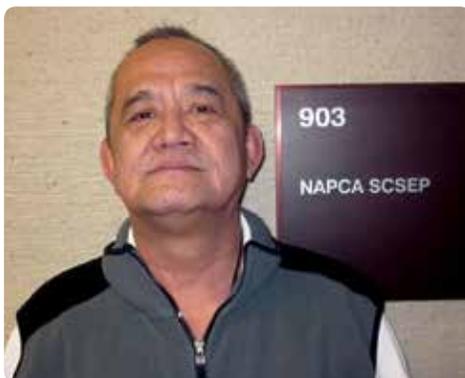
SCSEP PARTICIPANT PROFILE

Alejandro Nera

*Filipino, 60 years old
Bayview Retirement Community*

Alejandro Nera immigrated to the United States from the Philippines in 2006. He had worked at a metro transportation company and car wash service company in Manila. It was difficult for Alejandro to find work in the U.S. due to a lack of stable housing and he became homeless. He relied on a temporary assembly job without benefits for two years.

In Jan. 2012, Alejandro enrolled in and began SCSEP training at Bayview Manor in Seattle as a kitchen assistant. He acquired many skills, including food



preparation, customer service, cleaning, and assisting cooks and staff. He also obtained a food handler permit.

SCSEP staff referred Alejandro to a NAPCA host agency, International District Housing Alliance, which helps low-income people with housing. He was approved for low-income housing a few days later.

As described by his host agency supervisor, Alejandro is always pleasant, punctual, and has a good attitude. He continued to learn and improve his skills during training. In April 2014, Bayview Manor hired Alejandro as a part-time server.

SCSEP PARTICIPANT PROFILE

Wei Yang Liu

Chinese, 66 years old
Hua Xia Chinese School

Ms. Wei Yang Liu immigrated from Shanghai to Houston in 2004 to make a better life for herself and her husband. Her mother and sister were already in America. With very limited English and a background in teaching Chinese, she struggled to find long-term employment and worked temporarily as a caregiver, then later as a babysitter. During this time, a friend referred her to the Chinese Community Center (CCC), where she learned about the Senior Community Service Employment Program (SCSEP).

SCSEP provided a great opportunity for Ms. Liu to learn new skills by training at the Hua Xia Chinese School. Her stable income helped pay for her husband's growing medical bills.



Diagnosed with cancer, he was very sick and could not work, so her SCSEP wages were the family's only source of income. CCC staff helped Ms. Liu apply for senior housing, SNAP (Supplemental Nutrition Assistance Program), and a Gold Card (a Texas health assistance program that provides subsidized medical costs).

In 2013, as her husband's condition worsened, Ms. Liu continued to work through his illness, caring for him and working 20 hours a week at Hua Xia Chinese School. Later that year, they went back to China so he could pass away in his homeland.

When Ms. Liu returned to Houston, she continued to work hard knowing that her four-year durational limit with the SCSEP program was coming up. She enrolled in an English class specifically for SCSEP participants as well as an English class offered by CCC. Her host agency noticed her efforts and at

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NAPCA Presents at National Gerontology Conference

Dr. Eun Jeong Lee, NAPCA SCSEP national director, presented at the 67th annual conference of the Gerontological Society of America with Dr. Ga-Young Choi, assistant professor at the University of Northern Iowa, and Dr. Eun Koh, assistant professor at the University of Arkansas, from Nov. 5 to 9, 2014 in Washington, D.C.

Their presentation, "Elder Abuse in Asian American and Pacific Islander Communities," was based on a pilot study to examine AAPI older adults' life experiences on elder mistreatment experiences, perceptions, and help-seeking behaviors. Data was collected from NAPCA SCSEP participants in Los Angeles and Orange County, Calif.

The major findings from the study were:

- 40 percent of study participants experienced at least one type of elder mistreatment with emotional mistreatment being the most frequently reported type of mistreatment (26.7%), followed by financial (18.3%), physical (1.7%), and sexual (1.7%) mistreatment.
- Family was the top-rated choice in obtaining help in case of elder mistreatment among the study participants.

For more information about the study, please visit www.napca.org/wp-content/uploads/2014/06/SCSEP-elder-mistreatment-FINAL.pdf.

Over the Hill? No Way!

by GARY OLSON

Senior Environmental Employment Program Enrollee

I retired from Kodak in 2002. My wife and I have always loved the outdoors, especially camping and kayaking, so we relocated to the beautiful Pacific Northwest and couldn't imagine a more perfect spot (except for five months of clouds every year). The house we purchased along Thornton Creek in Seattle was unusual in that it had been owned by the artist Jacob Elshin. We spent our first years making improvements and looking after our two grandsons. I even got involved with coaching/managing my older grandson's little league baseball team.

After we got our house finished, I started looking for volunteer opportunities. Having recently learned about Craigslist, I saw an ad there that intrigued me. NAPCA was seeking a qualified senior 55+ to work on air quality issues on Indian reservations as part of the EPA-funded Senior Environmental Employment (SEE) Program.

Coming from back East, I had limited exposure to Indian reservations and I had no knowledge of government agency work. However, I did have a technical background and a strong desire to expand my horizons, learn, and contribute to the best of my ability. The idea of working with an underserved population and the environment attracted me.

I was soon handling air quality complaints from the 39 reservations in Idaho, Oregon, and Washington. I learned the rules of the Federal Air Rules for Reservations (FARR) enacted in 2005, and worked with tribal and nontribal members living on reservations to deal with their questions and complaints about violations of the FARR. My private sector experience proved very helpful in the public sector. EPA staff and fellow SEE enrollees were supportive and enjoyable to work with, which increased the positive experience.

After I got my feet wet and others discovered where I might be most helpful, my role expanded. Because FARR was a new program, education and outreach were critical. I took on several initiatives, including publishing a newsletter which was circulated to reservation residences, and developing outreach materials such as burn rule posters and magnets that reference the FARR outdoor burning rules and contact information.



Gary teaches students on an Indian reservation about air quality.

To effectively accomplish our goal of cleaner air, internal and external collaboration efforts are important, so many partnerships were promoted, including with EPA's solid waste group and with, for example, the Washington State Mint Growers Association to deal with air pollution issues.

I also took the lead for coordinating burn ban calls on reservations, became a credentialed inspector doing inspections for Title V companies located on reservations, and developed lesson plans that we have taken into tribal classrooms to teach and demonstrate about air quality with hands-on experiments.

Getting older is not "over the hill," it's "getting over the hill" to new horizons and opportunities to be productive, and to contribute to a better world for all.

SCSEP Participant Profile

Wei Yang Liu

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the end of her four years with the SCSEP program, they hired her to help out at the school part time.

Ms. Liu said because of her SCSEP training, she was able to strengthen her skills in data entry, typing in Chinese, using copy and fax machines, and registering students, which helped her become a strong asset for her host agency. She is grateful and happy that she had the opportunity to be a part of the SCSEP program at CCC and continues to come to CCC for assistance with her benefits and to attend English classes.

SEE ENROLLEE PROFILE

Cheng Ling

Dr. Cheng Ling holds a doctoral degree in electrical engineering and was an engineer in anti-submarine warfare and Federal Aviation Administration air traffic control automation.

He worked on U.S.

naval weapon systems performance and cost-effectiveness analyses at the Office of the Secretary of Defense, the Department of the Navy, and TRW

Systems Services Co. for over 30 years, until he retired from TRW in June 2000.

In 2001, Dr. Ling started with the NAPCA SEE Program as a computer specialist/physical science research associate to provide analytical support to Dr. Barry Nussbaum in the analytical products branch of the Environmental Analysis Division within the Office of Environmental Information of the U.S. Environmental Protection Agency (EPA).

He was responsible for conducting analysis, evaluation, and validation of the Toxics Release Inventory (TRI) software program. Because of his attention to detail, defects that were often overlooked were identified and corrected. TRI, which is accessible by the public, is a database that contains detailed information on

nearly 650 toxic chemicals that thousands of U.S. facilities manage through recycling, energy recovery, treatment, disposal, or other releases. Dr. Nussbaum has consistently commended Dr. Ling's dedication in research and analysis.

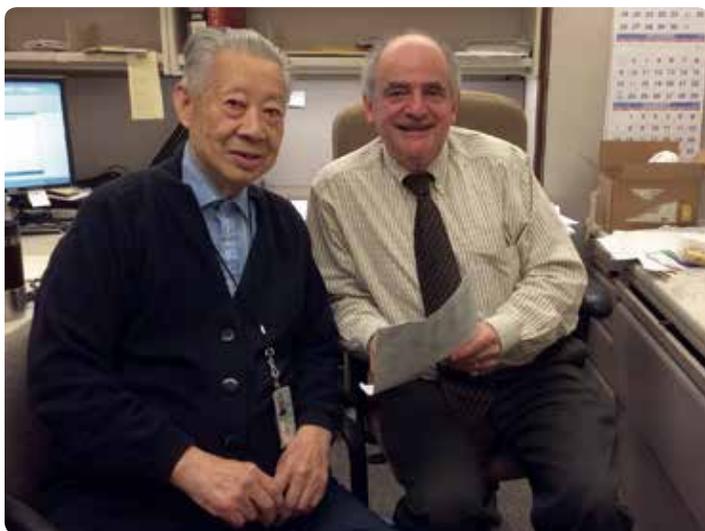
“...the SEE Program allows me to make some small and limited contribution in the control and prevention of toxic air pollution against human health. I am proud of my achievement!”

In 2007, Dr. Ling left the SEE Program to spend more time with his family. Dr. M.Y. Joshi, who was previously with the NAPCA SEE Program in Chicago, stepped in from 2008 to 2011, when he left to be with his family in Michigan. One day in Nov. 2011, Dr. Ling called Dr. Nussbaum and the NAPCA Washington, D.C. office expressing interest in returning to the SEE Program. After interviewing several other candidates, Dr. Nussbaum selected Dr. Ling again. He rejoined the SEE Program in Dec. 2011. Dr. Nussbaum frequently mentions that it was one of the best phone calls he received all year.

In his second stint at the EPA, Dr. Ling is performing analyses on a variety of interesting EPA topics, including sample surveys, risk estimation, and health effects. Dr. Nussbaum has said, “I continue to be very impressed with the thoroughness, logic, and insight that Cheng Ling brings to each task.”

Dr. Ling enjoys and is proud of his work at the EPA. “It is an unbelievable opportunity at my age that the SEE Program allows me to learn the latest software technology and to work with many younger EPA analysts who are friendly and willing to help. However, the most important point is that the SEE Program allows me to make some small and limited contribution in the control and prevention of toxic air pollution against human health. I am proud of my achievement!”

Dr. Ling immigrated from Hangchow, China and lives with his wife in Washington, D.C. They have a son who is a lawyer practicing in New York.



From left: Dr. Cheng Ling and Dr. Barry Nussbaum.

We are pleased to congratulate **Catherine Kamau** as she departs NAPCA for a fulltime position with a local senior services organization. Catherine came to NAPCA as a SCSEP participant in 2013 and was assigned to NAPCA's front office as an administrative assistant trainee. After performing well in her assignment, Catherine was hired on a part-time, temporary basis.



In her position, Catherine handled a variety of administrative tasks, welcomed visitors, and assisted staff. Her positive attitude and warm smile will be greatly missed. We wish Catherine the very best in her new position and we thank her for being a part of our family this past year.

Special Projects Manager **Angelo Locsin** bade farewell to NAPCA after almost 15 years with the organization. Angelo was hired in Jan. 2000 as a program assistant and served as special projects manager since 2003.

During his time with NAPCA, Angelo worked with outside consultants to manage NAPCA's IT needs, represented NAPCA in various community outreach efforts and coalition work, including the Asian Pacific American Resource Network (APARN), and worked closely with NAPCA Helpline staff. He ensured that staff and the public was informed of requirements for eligibility to various senior benefit programs and ensured that advice distributed through the "Ask NAPCA" column was informative and accurate. We thank Angelo for his years of commitment to AAPI seniors and we will miss him.



Research Associate **Karen Thurston** departed NAPCA in early October to accept a position in health communications with the country's largest, independent nonprofit organization focused on infectious disease discovery research. Karen joined NAPCA in Jan. 2013 to assist in research efforts through funding from The Atlantic Philanthropies. During her time with NAPCA, Karen was instrumental in facilitating the publication of 11 reports highlighting the conditions and challenges facing AAPI older adults. We wish Karen the very best in her new position.



Alula Jimenez Torres, NAPCA's first healthy aging program manager, recently accepted a position with a health care company in Seattle where she will manage behavioral change research grants. Alula joined NAPCA in 2009 to manage a grant from the U.S. Department of Health and Human Services Administration on Aging (AoA).

During her time with NAPCA, Alula established the Healthy Aging Resource Center, oversaw the implementation and evaluation of the chronic disease self-management program for Cambodian, Chinese, Korean, and Samoan elders, and helped support various health-related programs, including the NAPCA Helpline. Most recently, under a new AoA grant, Alula worked in collaboration with other national minority aging organizations as part of the National Aging Resource Center for Racial and Ethnic Minority Seniors and has presented on topics including cultural competence and service to diverse populations at national aging conferences. We will miss Alula and we wish her well in her future endeavors.



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NAPCA Welcomes New Los Angeles SCSEP Project Coordinator

Harris Lee comes to NAPCA with 14 years of nonprofit experience. He began as a care manager for elderly services at Chinatown Service Center (CSC), where he provided case management for the elderly and their care providers. After four years, he transferred to the agency's workforce development department, thus beginning a new career in the Workforce Investment Act program.



Initially a guidance counselor, Harris' role was to provide case management for job seekers as well as conduct weekly program orientations, monthly job clubs, and resume and interview workshops. After one year, he was promoted to a supervisory position to provide support to staff, deal with customer service complaints, ensure policy compliance, and perform day-to-day operation for the WorkSource Center.

Harris first built relations with NAPCA by enabling CSC to participate as a host agency to provide training opportunities and support for NAPCA participants. Now that he has joined NAPCA, he is excited to bring his previous case management and supervisory experiences to his new job. Harris is very grateful to be a part of the Los Angeles NAPCA team and is looking forward to working with the entire NAPCA staff.

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