



NAPCA Presents at National Conference on Aging



Fifteen staff from NAPCA SCSEP, SEE, and Healthy Aging programs participated in the annual Aging in America conference.

NAPCA staff presented at the 2015 Aging in America conference, hosted by the American Society on Aging, in Chicago from March 23 to 27. This conference was the first time that all local project directors of the NAPCA Senior Community Service Employment Program (SCSEP) and the Senior Environmental Employment (SEE) program attended and learned best practices to serve the senior population.

Dr. Eun Jeong Lee, SCSEP national director, with Miriam Suen, M.A., Los Angeles SCSEP project director, and Kun Chang, M.S.W., LCSW, Boston SCSEP project director, presented a workshop titled, "Best Practices to Serve Culturally and Ethnically Diverse Older Workers." They discussed how NAPCA operates the SCSEP to provide employment and training to people age 55 and older. Primarily focused on immigrants from Asian American and Pacific Islander (AAPI) populations, NAPCA SCSEP has expanded to include non-AAPI participants, which has presented challenges to their traditional recruitment and has enhanced their ability to successfully serve a more diverse population.

NAPCA teamed with the National Older Worker Career Center (NOWCC) to present a one-hour panel discussion titled, "The Voices of Older Workers in an Aging Workforce." Moderator Greg Merrill, NOWCC president and CEO, spoke about how much our workforce is changing and what it means to older workers.

Panelists, who are enrollees in the SEE program funded by the U.S. Environmental Protection Agency (EPA), included Jane Bolin (NOWCC SEE enrollee), Jack Tang, and Liang Chao "LC" Lin (NAPCA SEE enrollees), who all work at the EPA. Jane does inspections under the Emergency Planning and Community Right to Know Act (EPCRA), and database work for three chemical emergency preparedness and prevention programs: EPCRA, Clean Air Act Risk Management Program, and Oil Spill Prevention Control and Countermeasures. Jack is an enforcement specialist in the Superfund Emergency Response Branch, and LC does field representative support for the State and Tribal

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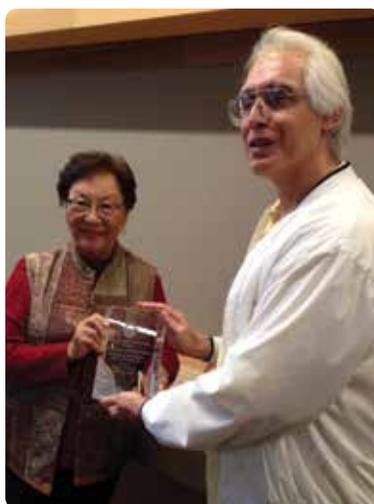
NAPCA Leadership Changes

The NAPCA board of directors convened in Seattle on March 14-15, 2015. At this meeting, the board honored outgoing Chairman Patricia Saiki for her outstanding leadership and dedicated service throughout the past four years of her chairmanship.

The board elected new officers David Cohen of Los Angeles – chairman; Pablo Wong of San Francisco – vice chairman; and Ruby Moy of Washington, D.C. – secretary.

The board passed a resolution and presented an award honoring outgoing President and CEO Christine Takada for her past five years of leadership. Ms. Takada will be stepping down after 10 years with the organization.

After a nationwide search, the board selected Dr. Wesley Lum as incoming president and CEO. Dr. Lum brings with him 20 years in the field of aging, health, social services, policy, and advocacy. Dr. Lum will step into his new role in April.



Top left photo: (from left) Ruby Moy, Pablo Wong, Patricia Saiki, David Cohen. Top right photo: Incoming chairman of the board David Cohen presents past Chairman Patricia Saiki with an award for her service and leadership. Bottom photo: (seated from left) Ruby Moy, Patricia Saiki, Christine Takada, David Cohen. (standing from left) John Duong, Dr. Sylvia Yuen, Bernarda Wong, Pablo Wong, Yvonne Tatsuno, David Kim, Debbie Ching, Anna Crosslin.

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NAPCA Cosponsors Senior Wellness Fairs



A fair attendee receives a glucose screening in Carson, Calif.

NAPCA and the American Heart Association (AHA) have partnered to host a series of senior wellness fairs in 2015 in southern California and Seattle. It is the third year that NAPCA and AHA have sponsored the fairs that focus on AAPI seniors and provide educational presentations on heart health and free health screenings.

On March 16, a very successful fair was held in Carson, Calif. at Carson Civic Center with over 200 participants attending. The event targeted Cambodian, Filipino, and Pacific Islander seniors. Partners included three community organizations, United Cambodian Community, the Erasto R. Batongmalaque Foundation, and Samoan Federation of America, Inc. During the event, Dr. Michael J. Wong presented on cardiovascular health and healthy eating on a budget. Presentations were provided through simultaneous interpretation

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SCSEP PARTICIPANT PROFILE

Thanh Tan Pham

60 years old

Vietnamese Community of Orange County (VNCOC) Asian Health Center

Mr. Thanh Tan Pham came to the United States in 2002 as an immigrant from Vietnam. A fisherman in his homeland, he changed his career in the U.S. and became a machine operator and worked until 2011, when he was laid off due to lack of work.

He was introduced by a friend to the NAPCA SCSEP in Orange County, Calif. in the beginning of 2013. He wanted to change his career from a machine operator to a community services worker after being unable to find a machine operator job for over one year. He was assigned to the Vietnamese Community of Orange County (VNCOC) Asian Health Center.

Mr. Pham says he learned a lot from the NAPCA SCSEP training, including improving his self-confidence. During the monthly job club meetings, he had a chance to learn how to introduce himself in English. Before, he only interacted with machinery at work, but now he has



learned how to deal with human clients face-to-face in English. The job club encouraged and inspired him to accept and conquer this challenge.

Due to his hard work at the host agency, he was hired last November as an office assistant. He said that without SCSEP training, he would not have had a chance to start a challenging and gratifying new career in community service.

STAFF VOICES PROFILE

Catherine Lei-Che

Catherine recently celebrated 10 years with NAPCA! An integral part of NAPCA, Catherine has been part of the Helpline since it was only a few months old, serving on a four-person team that provided assistance to callers with the Medicare Part D transitional program in 2004. Since then, Catherine has seen her team grow to seven staff, providing assistance to callers all across the country in their own language on beneficiary programs including Medicare Part D and Low Income Subsidies. The Helpline is all about teamwork, says Catherine, noting that they all help each other work together to ensure a smooth functioning of the Helpline and that each caller's questions are answered.

Catherine enjoys building relationships with the Helpline callers, particularly those who have called in repeatedly over the years. She likes helping callers



save money, gain peace of mind, and develop a better understanding of beneficiary services. Catherine is a great teacher and continually demonstrates kindness, patience, and understanding as she listens to each caller detail their unique situation and explains to them what services the Helpline can assist with or directs them to other appropriate agencies.

Before coming to Seattle, Catherine was a public health nurse in Macau, China and enjoyed her work in the community. She is married and has one son.

NAPCA Helps Seniors with Medicare Part D Open Enrollment

Oct. 15 to Dec. 7, 2014 marked the Annual Open Enrollment Period (AOEP) for Medicare Part D prescription drug plans. NAPCA's national, multilingual

Helpline was busy helping Medicare beneficiaries enroll in Part D plans for the first time or change their existing plans to a more suitable coverage plan. Items reviewed included medications covered, changes to the caller's medications, premiums, deductibles, and preferred pharmacies.

During the eight-week AOEP, the Helpline received over 1,100 calls and helped nearly 140 seniors enroll in Part D plans. A cost-savings analysis

of data collected during the AOEP is underway and will be published later this year. The AOEP is usually the only time seniors can enroll or make changes to a Part D plan, unless they qualify for a Special Enrollment Period.

The Helpline also assists qualified seniors to apply for the Low Income Subsidy (LIS), which provides qualified seniors with significant assistance in paying for Part D costs, such as premiums, deductibles, and co-pays. Individuals receiving LIS can change their prescription drug plan at any time if they experience an increase in their drug plan costs or find that their medications are not covered.

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

NAPCA HELPLINE

1-800-336-2722
English

1-800-582-4218
Cantonese &
Mandarin

1-800-582-4259
Korean

1-800-582-4336
Vietnamese



SEE ENROLLEE PROFILE

Larry Wu

Larry Wu is a Senior Environmental Employment (SEE) program enrollee who works at the Environmental Protection Agency (EPA) Region 5 Chicago Resource Management Division, Employee Resource Branch, as a facility management coordinator. He was born in 1947 in the small city of Pingtung, in the far south of Taiwan. He recalls life as a happy country boy running wild in this tropical city and never imagined that he would become a high school technical teacher in the architectural department, nor that he would be immigrating to the U.S. in 1979 at the age of 32.

For the next 25 years, Larry worked for the village of Palatine, Ill., a local municipality in the northwest suburbs of Chicago, in their community development department as an engineer. An early retirement package offered in 2004 was so attractive that he had to take it, which led to what he calls a wonderland of two years of



unprepared freedom, since at age 57, he was really not ready to retire.

At about that time, the NAPCA SEE program had an opening in the facility management team which matched Larry's background perfectly. The major duties are helping EPA take care of all facility service requests at the Metcalfe Federal Building and the nearby EPA lab. It was a big shift from being a suburban guy who rarely visited Chicago to becoming a daily commuter. The spectacular view of the high rise Chicago skyline from the 21st floor of the EPA building was breathtaking versus sitting on the second floor of a flat building in Palatine, not to mention that the number of coworkers increased from 300 locals to serving over 1,000 federal employees at EPA for all kinds of facility requests.

Larry has the most exciting and joyful time participating in the SEE annual holiday meeting, playing various roles in many skits and dancing away with his funny moves and letting loose to entertain the audience. He participates in the planning committee, listens to ideas, and entertains others and himself. He says these activities help him shift gears between the routine serious official work he does and having more fun, and

it is amazing to see the talents of other SEE enrollees that he works with! The photos taken each year always bring back such good memories for everyone. Last year's holiday party theme, "Staying Alive," demonstrated how mental exercise and activities, laughter, music, and dance can help everyone maintain mental and physical alertness, which leads to longevity.

According to Larry, "The NAPCA SEE program made dramatic changes to my life, not only from the work point of view, but it also enriched my daily routines and lifted up my spirit at this third stage, or silver time, of life when you owe yourself a story and a party!"

NAPCA Helpline Saves Senior Over \$7,150 in Prescription Drug Costs

Ms. Pham* first contacted the Vietnamese Helpline to enroll in Medicare Part D in 2010. NAPCA staff helped enroll her in an appropriate prescription drug plan that took effect in 2011. She called the Helpline once again in Nov. 2014 as her income had changed significantly. After reviewing her current plan and medications, which cost over \$7,450 per year, NAPCA staff helped her enroll in a new Part D plan that would cost \$1,200 per year, saving her \$6,250 in 2015.

Helpline staff also advised Ms. Pham that due to her recent change in income, she was eligible to apply for Low Income Subsidy (LIS). After her LIS was approved in Jan. 2015, her total yearly cost was lowered to \$270, reducing her out-of-pocket costs by \$930 for an overall savings of over \$7,150. Ms. Pham is thankful to NAPCA for their assistance to her over the years.

**Name was changed to protect the caller's identity*

ACES ENROLLEE PROFILE

Allan Connell is an enrollee in the Agriculture Conservation Experienced Services (ACES) program, which is funded by the USDA Natural Resources Conservation Service (NRCS). Here's his story:

I was employed by the USDA NRCS for 35 years. I started my career in Florida and worked in various locations throughout the state. I gained valuable experience working with farmers in the panhandle of Florida, where we concentrated on soil erosion control on soybean, corn, and peanut farms. I transferred to the East Coast, where the focus was developing more efficient irrigation systems for the citrus industry.

I transferred to Riverhead, N.Y. on the eastern end of Long Island in Sept. 1982 and spent the rest of my career here. NRCS provides conservation planning and design assistance for the installation of conservation

practices on farms to conserve water through more efficient irrigation techniques and control of soil erosion on cropland fields. We also work with farmers to develop comprehensive nutrient and pest management plans.

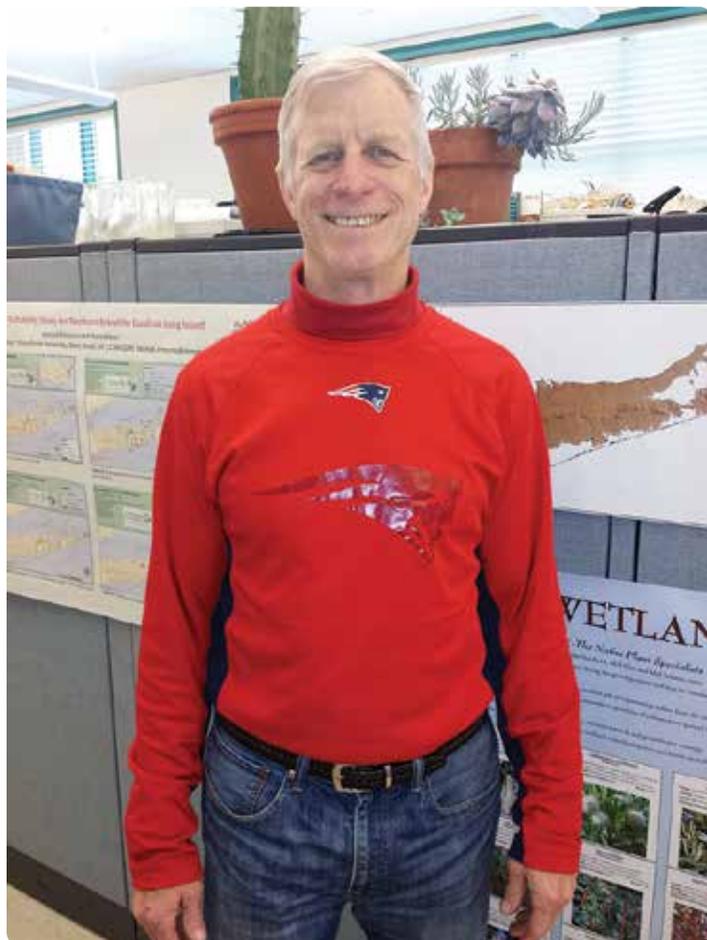
Funding for the installation of these conservation practices is provided through the federal Farm Bill. Farmers are able to apply for cost share assistance to help with the overall cost of applying conservation practices identified in the conservation plan. By providing taxpayer dollars to assist farmers, the general public benefits by protecting our soil and water and related resources for future generations.

I retired from NRCS in Jan. 2011 and was asked to come back to work as an ACES enrollee in November of that year. I am now working 16 hours per week providing technical support to the farm community. I concentrate on providing conservation planning assistance to farms and assisting with the implementation of the cost share program.

It has been a very rewarding experience for me coming back to my old job wearing a different hat. I was in charge of the field office for 29 years and now am being supervised by the employee who I trained and supervised during my time here. We have an excellent working relationship and complement each other's strengths and weaknesses. It is also helpful that I have a working knowledge of the farms and a great working relationship with most of the farm community.

I am now concentrating on the technical field work that I truly love, but did not get as much of a chance to do when I was in charge of the field office. This job has been truly a rewarding experience for me, keeping me engaged in the farm community and protecting the natural resources of this beautiful county.

When I am not working, I am concentrating on my golf game, which I took up when I retired. I also enjoy fishing in Peconic Bay for striped bass. I am very active and try to stay in good physical condition by biking and swimming.





Karuna Luthra joined NAPCA's Seattle office in Feb. 2015 as the program manager for the healthy aging program. Karuna comes to NAPCA with experience in global health policy advocacy, communications, research and grant

writing. Previously, Karuna spent two years working with Global Health Strategies in New Delhi, India. Prior to this, she worked with the Center for Health and Aging at the National Bureau of Asian Research in Seattle, where she led the center's publications team and helped organize the annual Pacific Health Summit.

Karuna has lived in India and Japan and enjoys working in cross-cultural contexts. Karuna is excited to be part of NAPCA and is looking forward to supporting the work of the healthy aging program.

NAPCA welcomes **Cindy Yu** as the Seattle office accounting specialist. Cindy joined NAPCA full time in February after participating in the SCSEP program since Nov. 2010. As a SCSEP participant, Cindy spent two years working at Seattle's Bayview Manor, a senior community center and retirement community. At Bayview, she supported human resources as an office assistant and enjoyed the diversity among her colleagues. She spent her last two years with SCSEP at NAPCA headquarters as an accounting assistant.



Previously, Cindy worked for many years as a pharmacy and chiropractic assistant after moving to Seattle from Hong Kong with her two daughters. Cindy appreciates how SCSEP provides a variety of learning and training experiences and is looking forward to continuing her work with NAPCA in her new role.

NAPCA Presents at National Conference on Aging

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Program Branch of the Water Division. All shared their experiences and perspectives on various trends, issues, and myths about older workers.

Dr. Lee also participated in a workshop with Randella Bluehouse of the National Indian Council on Aging, and Dr. Maria Hernandez-Peck of the National Association for Hispanic Elderly. Their presentation, "Working with Racial and Ethnic Minority Seniors," summarized the issues, trends, and barriers regarding accessing services, listed resources to assist minority seniors, analyzed the effectiveness of various methods to serving diverse populations, and discussed and defined what culturally appropriate services should look like. They compared what each organization has been doing and shared specific challenges faced and successes achieved.

It was a good opportunity for NAPCA project staff, who provide direct services to seniors, to share their



From left: SEE enrollees Jane Bolin, LC Lin, and Jack Tang discussed their experiences as older workers. Lois Kohashi-Sinclair, NAPCA SEE and ACES national director, introduced the panel.

experiences, connect with community aging partner organizations, and apply their learning from the conference to improve necessary supportive services for program participants.

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NAPCA Cosponsors Senior Wellness Fairs

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in Khmer and Samoan. After the presentations, health screenings were provided to attendees at no cost, including blood pressure, glucose, and stroke screening.

The second senior wellness fair on April 2 in Santa Ana, Calif. attracted over 150 participants at the Santa Ana Senior Center. Dr. Shaista Malik provided an educational presentation on cardiovascular health, and Ms. Mary Jean Christian presented on healthy eating on a low budget.

The senior wellness fairs not only provide free health screening to seniors, but also promote heart health through educational presentations. Upcoming senior wellness fairs will be in Seattle and Los Angeles. Please join the event nearest you to learn more about how to keep your heart healthy!

April 24, 2015

International District/Chinatown
Community Center
719 - 8th Avenue South, Seattle
(206) 322-5272
Nelson Tang, Seattle SCSEP office

May 14, 2015

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(213) 365-9005
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