

ANNUAL REPORT 2017



NATIONAL ASIAN PACIFIC  
CENTER ON AGING

# 2017 was Stellar!

This has been a banner year on multiple fronts. We developed resources and programming to:

- ✓ Prevent Asian American and Pacific Islander (AAPI) elder abuse and neglect
- ✓ Reduce the stress and the burden that AAPI family caregivers experience when caring for a loved one
- ✓ Connect over 1,600 mature workers with employment and training
- ✓ Build the capacity of mainstream aging organizations to be culturally and linguistically competent about dementia among AAPI families
- ✓ Save money on prescription drug costs.



We increased our organization's budget by 31% from the previous year. We led multiple civic engagement activities and refined our processes to be repeatable and rapid.

And we unveiled a new website with a fresh and modern look and feel. **We are pleased to highlight NAPCA's major accomplishments of 2017 in this annual report.**

## The Voice of AAPI Older Adults!

**2017 was a busy year**, working to ensure that the voices of AAPI older adults were heard! Our efforts focused on shining the spotlight on the importance and value of Title V of the Older Americans Act, otherwise known as the Senior Community Service Employment Program (SCSEP), within our communities.

As the only job training program focused exclusively on helping older Americans return to the workforce through temporary paid work experiences that often lead to unsubsidized employment, NAPCA knows firsthand the impact that SCSEP has on the diverse communities we serve.

As part of our SCSEP Success campaign, we collected and delivered to Congress over 755 comments in English, Chinese, Korean and Vietnamese from AAPI older adults in seven states.

The comments collected across the U.S. exemplified how SCSEP facilitates low-income unemployed adults aged 55 and older to "gain work experience and build self confidence in finding a job" (—Joseph in Newton, MA) and to "stay marketable in the workforce." (—Audrey in Chicago, IL)

We also submitted comments to the United States Special Committee on Aging on the opportunities and challenges facing older adults in the workforce and provided policy recommendations.

Working with our SCSEP partners, we hosted two community listening sessions for invited Congressional representatives in San Francisco, CA and Seattle, WA to allow older workers in SCSEP to share how the program improved their financial and emotional well-being.

Follow all of our civic engagement efforts at <http://napca.org/get-involved/civic-engagement/>



## IMPACT AREA: Healthy Aging



*Challenges faced by AAPI older adults to remain healthy are similar to the issues facing the aggregated older adult population throughout the United States. However, health disparities among AAPI older adults remains prevalent. Lacking culturally and linguistically competent resources, poor health literacy, unreliable enrollment platforms, immigration-related verification issues, funding challenges, and insufficient state policies contribute to inequitable health systems for AAPI older adults.*

## Helpline - Fostering Health Promotion and Economic Security

NAPCA's Helpline is an invaluable resource for low-income AAPI older adults, many of whom are immigrants with limited English proficiency. The Helpline fosters health promotion and economic security by helping AAPI older adults access senior benefits such as Medicare Part D and low-income subsidies, often resulting in a reduction of healthcare costs.



**IN 2017, OUR AWARD-WINNING MULTILINGUAL HELPLINE HANDLED OVER 3,000 CALLS AND SAVED CALLERS AN AVERAGE OF \$1,383 PER PERSON.**

## Promoting Heart Health

### Healthy Eating, Healthy Aging

NAPCA partnered with 19 AAPI-focused community-based organizations in 16 cities to educate limited English speaking AAPI seniors on healthy eating, heart health, and nutrition label reading in seven AAPI languages. As a result, participants ate more servings of fruits and vegetables, increased their awareness of sodium intake, and learned to read nutrition labels.

### Check, Change, Control

NAPCA evaluated the cultural relevance, acceptability, and usability of adapting a blood pressure management intervention to Chinese, Korean, and Vietnamese older adults with limited English proficiency. As a result, participants reduced their blood pressure and were connected to social support.



### The Asian and Pacific Islander Caucus for Public Health

of the American Public Health Association awarded NAPCA the **2017 Community Organization Recognition Award** for being dynamic and visionary in creating and leading the nation's public health practice locally, nationally, and globally by promoting health and quality of life in AAPI communities!



**IMPACT AREA: Protecting the Most Vulnerable**

*AAPI older adults are a diverse group that enjoys higher levels of educational attainment than the general population but also experience higher levels of poverty, health disparities, and economic, housing, and transportation insecurity. For example, 13.8% of older AAPIs reported an increase in confusion or memory loss, the 2nd highest of all ethnic groups. And there is a growing belief that the prevalence and severity of elder mistreatment within AAPI communities and immigrant populations are higher than previously suspected. We've focused our efforts on mitigating the negative impacts that elder abuse and Alzheimer's Disease and related dementias have on AAPI older adults, their families, and their communities.*

**Elder Abuse Prevention**

In observance of 2017 World Elder Abuse Awareness Day, NAPCA published an AAPI Financial Exploitation Series in partnership with the National Center on Elder Abuse (NCEA). Two fact sheets—1.) “Identifying Financial Exploitation” and 2.) “Planning to Protect Yourself from Financial Exploitation”—were developed in English, Chinese, Vietnamese, Korean, Tagalog, and Samoan. A “Guidelines for Professionals” was also developed to provide instructions and highlight best practices for professionals when working with AAPI older adults who may be a victim of, or vulnerable to, financial exploitation. NAPCA is expanding our partnership with NCEA, and also partnering with the Robert Chinn Foundation, to reduce exposure to, and the impacts associated with, psychological abuse and neglect among AAPIs, and to increase support for their family caregivers.

**Dementia Awareness**

NAPCA published two action briefs—for service providers and policymakers—highlighting findings from a research study to test culturally appropriate messages to improve early identification of dementia. Developed in partnership with the University of Washington - Healthy Brain Research Network, Alzheimer's Association, Washington State Department of Health, and Washington Dementia Action Collaborative, these action briefs explore why dementia is such an important issue for the AAPI community; identifies barriers to dementia detection, treatment, and support; and offers recommendations and resources to better reach AAPI older adults with dementia and their caregivers.



Wesley Lum, President and CEO, was named one of **Next Avenue's 2017 Influencers in Aging!** When asked about the one thing he could change about aging in America, Dr. Lum said “As gerontologist, I would reinvent ourselves to become savvy revenue generators, because in doing so, it will give us the freedom to lead, create, advocate, serve and to do the other amazing work that we are passionately driven to do.”



## IMPACT AREA: Mature Workers

*Through three mature worker employment programs – the Senior Community Service Employment Program, the Senior Environmental Employment Program, and the Agriculture Conservation Experienced Services Program – NAPCA harnesses the experiences and unique skill sets of mature AAPI workers through placement in community-based organizations and government agencies.*

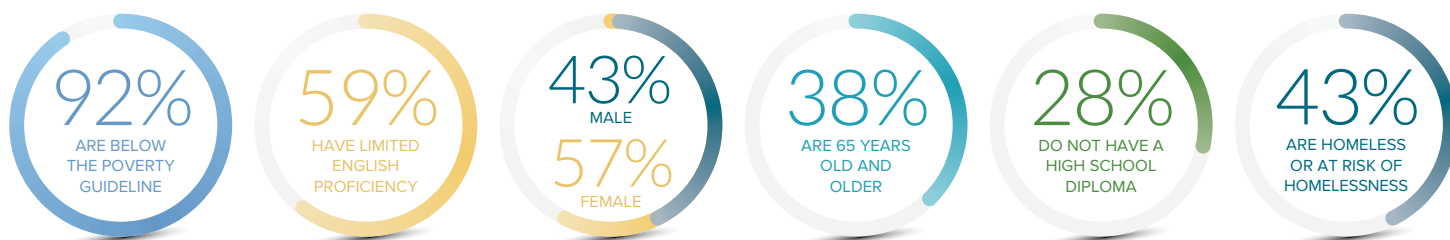
## Fostering Economic Security

Since 1989, NAPCA has fostered economic security among AAPI older workers through the Senior Community Service Employment Program (SCSEP). SCSEP assists low-income, unemployed adults aged 55 years and older by providing job training through temporary paid work experiences that lead to unsubsidized employment.

In the past year, NAPCA served over 1,600 older workers and partnered with 550 local nonprofits and/or government agencies, contributing \$1.33M of in-kind support back into the communities. NAPCA SCSEP participants performed 740,000 hours of community service, valued at over \$17.8M.



## SCSEP Participants Demographics





## SCSEP Success Story:

Ms. Fan Mei Tan came to the United States in 2010 at the age of 63 through the sponsorship of her brother. Prior to moving to Houston, she had worked successfully as an accountant in China. Now living in Houston, she faced many challenges: she was a senior, she spoke no English, and she had no job. She was relying on her brother for financial support as she tried to navigate the American system.

With her brother's help, she was able to move into a senior apartment complex and begin living independently. However, she was still unable to financially support herself. Her friends told her about a program at Chinese Community Center (CCC) that assisted seniors with job training. With some encouragement, Ms. Tan attended a SCSEP information session at CCC in January 2013. There she learned more about the program and was eager to enroll. By the following month, Ms. Tan was enrolled into SCSEP and started her first assignment as a clothes setter at a thrift shop.

After a year, Ms. Tan transferred to a different host agency, which is where she found her place. She began working as a library assistant at the Bao Shan Jing Library of the Chinese Civic Center. There she began to learn a multitude of skills: library management, computer, and customer service. At the completion of her training, she was hired by the Chinese Civic Center as a part-time librarian.

With the support of the SCSEP project staff, she was able to gain valuable, new skills that helped her attain a job to support herself. In addition, during her time with SCSEP, she became eligible for the Supplemental Nutrition Assistance Program and was able to get assistance from project staff with the application. Now as a librarian, she has learned more about the U.S. and has assimilated into American culture.



**“Employment is empowerment! NAPCA SCSEP has given me the opportunity to continue to work and has allowed me to have a purpose in my senior years.”**

—Current NAPCA SCSEP Participant in Los Angeles, CA



## IMPACT AREA: Mature Workers

## Caring for our Environment and Natural Resources

The protection of our air, land, and water is maintained and improved with the help of older workers who contribute to pollution, pesticides, radiation, and asbestos efforts through NAPCA's management of the Senior Environmental Employment (SEE) program, which is funded by the Environmental Protection Agency (EPA).

The U.S. Department of Agriculture's Natural Resources Conservation Service (NRCS) funds the Agriculture Conservation Experienced Services (ACES) program, and NAPCA is one of three grantee organizations that manage this program to bring educated, experienced, older workers back to the workforce for NRCS throughout the country.

Both programs allow enrollees to bring their varied and extensive experiences, education, strong work ethic, and interpersonal and managerial skills to the intergenerational workplaces of the EPA and NRCS. Our partners in these federal agencies tell us that they appreciate the expertise, skills, and independence of our SEE and ACES enrollees, as well as their wisdom, opinions, and practicality. In return, our enrollees enjoy finding solutions, working with new technology, interacting socially and technically, and having many opportunities for learning and contributing.

**IN THE PAST YEAR, SEE ENROLLEES IN  
11 STATES PROVIDED 339,207 HOURS OF  
SUPPORT TO PROTECT OUR ENVIRONMENT**

**ACES ENROLLEES IN 13 STATES HAVE GIVEN OVER  
32,786 HOURS TO MAINTAIN THE QUALITY OF  
OUR NATURAL RESOURCES**



### SEE Case Study:

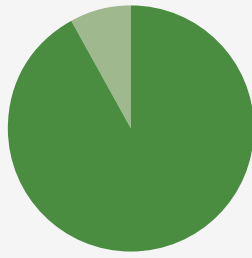
Jacob Chacko is a current SEE enrollee and has been working for the EPA Region 5 office in Chicago since June of 1998. He provides technical and operational assistance in the Self-Learning Information Center by coordinating employee computer training, and providing customer service and administrative support for the Region.

Jacob has over 20 years in the educational field having served as a physical education and math teacher, a principal for various government boarding schools, and a chief examiner of multiple standardized tests. He also served as a Board member of a community bank, and is currently an advisor of a government-sponsored trade mission. An active member of his church, Jacob led the construction of their place of worship in Illinois and actively contributes to many committee functions and tasks.

Jacob feels that working in the SEE program has provided him a great opportunity to use his expertise and to leave a legacy. "It has been great to work with friendly people and to learn something new every day, as life is always a learning process in itself."

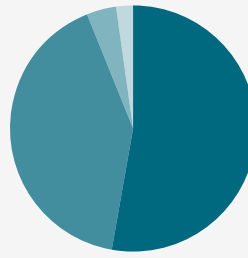
# Financial Summary - \$21.2 Million Budget

2017



## Expenses by Function

Programs	92%
Administration	8%



## Programs and Services

Employment Training Assistance	53%
Environmental Protection	41%
Agricultural Conservation	4%
Health Promotion & Education	2%



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## ACKNOWLEDGEMENTS

*We express our gratitude to all of our donors for your generosity and support to help us achieve our mission.*

# GIVING

NAPCA's culturally appropriate and specialized programs are as important today as when we were founded over 35 years ago. The cultural, economic, and linguistic barriers faced by AAPI older adults are overwhelming and often prevent access to resources for which many are qualified and eligible to receive. Please join us in working toward a more secure and vibrant future for all AAPI older adults by supporting NAPCA in our mission to preserve and promote the dignity, well-being, and quality of life of AAPIs as they age. **Please consider making a donation today at [www.napca.org/giving](http://www.napca.org/giving).**



