

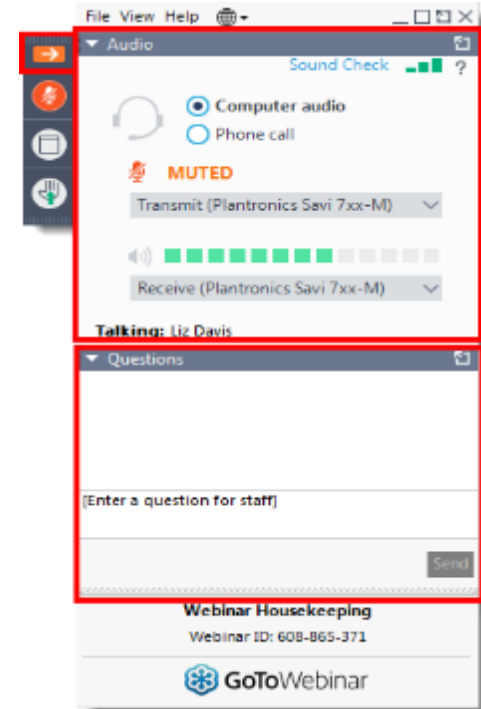
Serving Asian American and Pacific Islander Older Adults: Programs and Practices to Help AAPI Older Adults Stay Engaged

May 26, 2021



Webinar Instructions

- **Audio options**
 - Use your computer speakers or dial in to the conference call
- **“Questions” box**
 - Q&A session will be at the **end** of the presentation, but feel free to submit your questions at any time during the presentation. Click on the dropdown arrow icon “▼” to pop out the questions box where you can type and submit your questions.
- **Webinar recording will be available**



engAGED

- National effort to increase social engagement among older adults, people with disabilities and their caregivers
- Administered by the National Association of Area Agencies on Aging (n4a)
- 17 Project Advisory Committee members:
www.engagingolderadults.org/partnerships
- Funded by the U.S. Administration on Aging, which is part of the Administration for Community Living

Presenters



Danee Prasert

Project Manager, National Asian Pacific
Center on Aging

Donna M. Shecrallah

Area Agency on Aging Planner/Intake,
Outreach and Referral Manager, South Shore
Elder Services



Jason Baker

Executive Director, Bilingual International
Assistant Services



NATIONAL ASIAN PACIFIC
CENTER ON AGING

Danee Prasert, Project Manager

danee@napca.org; (213) 617-8553



NAPCA serves the nation:

- Offices located in major U.S. cities: Los Angeles, Seattle, Chicago, and Washington D.C.
- Workforce development programs serving African American, Latino, white, and AAPI older adults in 16 states
- National Multilingual Helpline serves all 50 states

SEATTLE (HEADQUARTERS)

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NATIONAL ASIAN PACIFIC
CENTER ON AGING

**NAPCA envisions a society in which
all Asian Americans and Pacific
Islanders (AAPIs) age with dignity
and well-being.**



NATIONAL ASIAN PACIFIC
CENTER ON AGING

NAPCA's Helpline



(1) Access reliable information on prevention, symptoms, and guidance for COVID-19



(2) Receive guided meditation



(3) Leave us a short story of what you're experiencing in the pandemic



(4) Reach a live operator M-F in 8 different languages including English, Vietnamese, Korean, Cantonese, Mandarin, Tagalog



3,114

CALLS TO HELPLINE

In response to COVID-19, NAPCA launched its free 1-800 Multilingual Helpline for elder adults and caregivers in March 2020. From March to December, the Helpline received over 3,100 calls from 10+ states. NAPCA's Helpline counselors provide in-language support for COVID-19 vaccine and COVID-19 emergency resources, Social Security, Medicare, general public benefits and more. NAPCA's Helpline was created by GENWIT and hosted by NHC News.



COMPASS

COVID - 19 Effects On the Mental & Physical Health
of Asian Americans & Pacific Islanders Survey Study



NAPCA
AARP
Real Possibilities



Supporting Communities of Color During the COVID-19 Crisis

Lyft is committed to being a critical lifeline for communities in need and helping overcome long standing barriers to access. As the world grapples with the COVID-19 crisis, we are partnering with leading national organizations to support communities of color that have been particularly hard hit by the COVID-19 pandemic.



CARE

CARE addresses the gap and reduces disparities in research participation among Asian Americans and Pacific Islanders (AAPI) through the creation of a research registry of AAPIs who are interested in participating in research. The research health topics will vary and are diverse such as Alzheimer's disease and related dementias, aging, caregiver-related research, and other health topics across the lifespan for AAPIs.

CARE is led by Principal Investigator Dr. Van Ta Park at University of California, San Francisco. NAPCA serves as a community partner (with President and CEO Joon Bang serving as Co-Investigator), alongside other academic institutions and organizations.

CARE is funded by the National Institutes of Health.



Website:

<https://careregistry.ucsf.edu/>

Facebook: <https://www.facebook.com/CareResearch>

Twitter: @care_registry





SENIOR ENVIRONMENTAL EMPLOYMENT (SEE) PROGRAM

193 SENIORS PLACED WITH EPA

- 69% female/ 31% male
- 85% 65 years old and older
- 15% 55-64 years old
- 56% Minority
- 6% Veterans (eligible spouse of Veteran – not tracked)

400 older adults engaged in environmental protection efforts in past 5 years

4 partnerships with federal + state government agencies

22+ YEARS relationship with U.S. Environmental Protection Agency



SCSEP

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

3816 older adults trained since 2018 who are ready to join the workforce, nationwide

1687 older adults placed into employment since 2007

1256 nonprofit + government agency partners

30+ YEARS relationship with U.S. Department of Labor

CURRENTLY SERVING 944 SENIORS 55+

- 27% 65 years old and older
- 47% Asian American and Pacific Islanders
- 61% female/39% male
- total 82% Minority older workers
- 92% below federal poverty guideline
- 67% currently homeless or at risk of homelessness
- 50% limited English proficiency
- 20% less than High School diploma or equivalent
- 16% participants with disabilities
- 6% veterans (or eligible spouse of veteran)





Best Practice #1: Cultural Competency

Value AAPI Diversity:

- Foster a multicultural and age-diverse work environment.
- Be inclusive (i.e. in-language handouts, translations)

Institutionalize AAPI Cultural Knowledge

- Identify opportunities for staff to learn about AAPI cultures (i.e. regular cultural competency trainings).





Best Practices #2: Acknowledge Aging Challenges

Understanding Differences

- Cultural Beliefs
- Acculturation, Assimilation
- Social Justice Issues

Recognizing Needs

- Overall Stability (i.e. Finance, Income, Housing, Food)
- Health (i.e. physical capabilities, chronic illnesses)
- Learning Styles





Best Practices #3: Relationship Building

Build Trust

- Respect Lived – In Experiences
- Be PATIENT
- Ask, don't assume
- Pay attention to bias and stereotypes
- Reach out despite differences

Meaningful interactions

- Phone calls, greeting cards, face to face interactions





Best Practices #4: Be Resourceful

- Build Connections
- Create a System of Referrals
- Continue Increasing Cultural and Aging Competency
- Time Management
- Follow Through

You Do not Have to Know or Do Everything to Be a Good
and Effective Service Provider!



Asian Outreach: Approaches to Successful Engagement of the Asian Community

Presented by:

Donna M. Shecrallah

Area Agency on Aging Planner/
Intake, Outreach and Referral Manager

Who we are.

South Shore Elder Services provides support and services to help elders and the younger disabled remain independent by coordinating resources, advocacy, and caregiver support.

- Advocacy for Nursing Home Residents
- Asian Outreach
- Caregiver Support
- Case Management
- Educational Seminars
- Elder Protective Services
- Health Insurance and Prescription Counseling
- Homecare Services
- Information & Referrals
- Legal Services
- Meals on Wheels
- Money Management
- Nursing Home Screening
- Nutrition Counseling
- Respite
- Senior Dining Centers
- Volunteer Opportunities



SSES is funded in part by the Executive Office of Elder Affairs.

SSES is an equal opportunity employer.

MAIN	781-848-3910
FAX	781-843-8279
ASIAN INFO LINE	781-930-0304
HAITIAN INFO LINE	781-930-0303
TDD LINE	781-356-1992
1-800-AGE-INFO	800-243-4636
MASSOPTIONS	844-422-6277
ELDER ABUSE	800-922-2275

Online: sselder.org

Twitter: [@SouthShoreElder](https://twitter.com/SouthShoreElder)

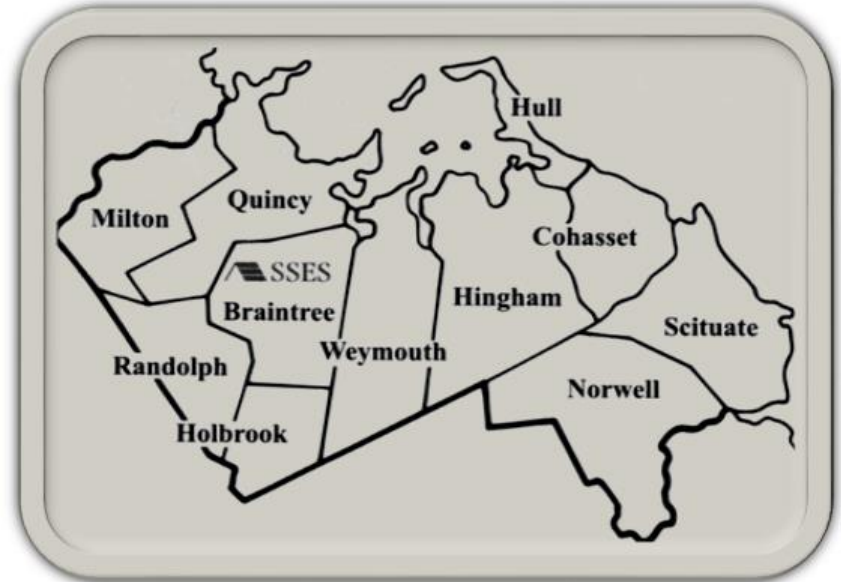


Who do we serve?

South Shore Elder Services provides support to the 11 cities & towns on the South Shore.

As a member of the Aging and Disability Resource Consortium of Southeastern and Southern MA, we operate under a "**NO WRONG DOOR**" policy; this means that our specialists will be ensuring your call reaches the appropriate place, whether it be here at SSES or with another community partner.

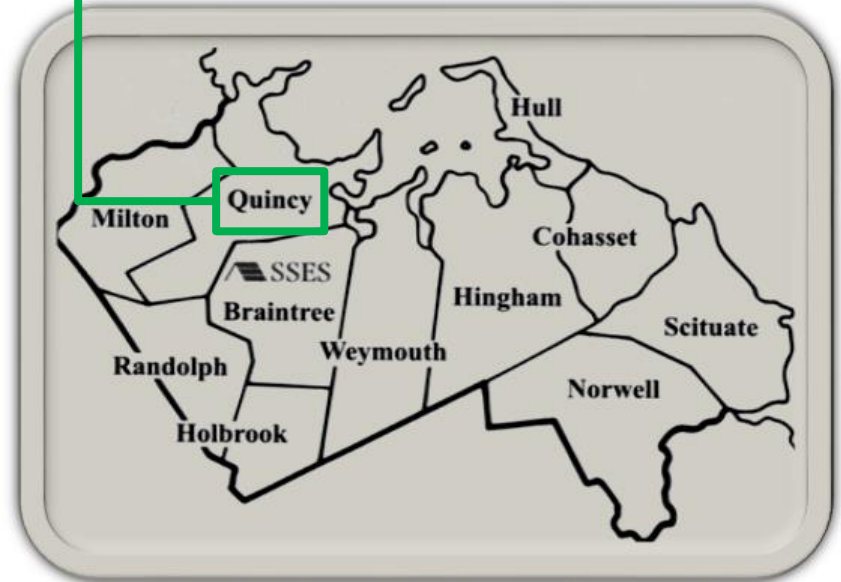
We work to connect you with services and supports to help you live independently in the community.



Understanding our population:

Census Year:	1990	2000	2010
Population:	60,817	88,124	92,271
Asian Population:	13.00%	15.34%	30.40%
Total # of Asian people:	7,906	13,518	28,050
Actual growth:		+5,612	+14,532

Since 1990, the Asian population in Quincy has grown by over 300%



Understanding the issues:

Growing Need

- The first step in this process was to identify exactly what the Asian community's needs were and how those needs could be addressed.
- The growing Asian population in senior housing was overwhelming local resources. As the AAA, SSES stepped forward to establish a Grant Funded Outreach position for consumers, and education for the growing population.
- SSES quickly made the Asian Outreach Worker (AOW) into full-time as the need grew and received an overwhelmingly positive reception.

The First Steps:

Growing Need

- Access
 - Many seniors were isolated due to lack of cultural appropriate options, including meals on wheels and congregate meals.
- Communication
 - Many local agencies and other community services did not have multi-lingual staff. For example, communication barriers existed at local housing authorities, medical offices & transportation services.
- Translation
 - Many information forms had translations available, however, an almost equal amount did not. Additionally, translated materials were not always readily available.

How To Accomplish:

- The original goal of the Asian Outreach Program was to support the community by increasing access to Federal and State Benefits Assistance programs such as Social Security, SNAP and Housing.
- Outreach was presented through local media such as Cantonese Hour, Asian Senior Center, and Asian newspapers.
- All public benefits brochures were translated into various Asian languages and distributed to the community.

The Role of Our AOW

- AOW began working at housing site locations. Some had a 30% Asian population.
- Asian Outreach Line was established.
- Frank Poon introduced himself and the program to the community and discussed possible concerns that the community may have.
 - During the first week, only 1 person attended, but by the 2nd Week - 15 people showed up, & within one month more than 50 people were regularly attending.



SSES Asian Outreach Worker: Frank Poon

Asian Outreach Program Focus: Access to Basic Services

- Works with community coalitions, legislative partners, and other community service providers.
- Assists with providing access to a multitude of programs including; Federal/State programs, health insurance programs, health care and home care needs; legal documentation assistance; & citizenship assistance.
- Works with Health Care Partners to translate and represent as needed with the client's Case Manager.

A different approach...

- **Intergenerational**
 - A flexible approach to family dynamic due to the international nature of many Asian families. Some are born in China, some in America which impacts how they communicate.
- **Family**
 - Often there is a cultural and language barrier which leads to misunderstandings even within a family. The Outreach Worker's role is to find and identify the misunderstanding centered around the senior's needs.
- **Consumer**
 - Goal is to connect the consumer (and family) to resources which allow them to remain independent at home.

Communication, Communication, Communication

- Assists with explaining public benefits and SSES program translations so information remains up-to-date.
- Brings news, information, & updates to the Asian community such as upcoming education programs and events.
- Acts as a voice of the community to bring areas of concern to SSES.

Asian Outreach: Community Services

- Federal & State programs: Apply and recertification, extremely time consuming because all of the process is in English; either on phone or on the web.
- Medical Health Insurance: application, process, eligibility, follow-up and waiver.
- Integration of Health Care and Home Care needs.
- Legal documentation assistance in translation and preparation.
- General translation and interpretation.
 - In particular, housing issues such as maintenance, rent and Housing Authority communications.

Asian Outreach: Support Services

Translation Services:

- Vaccination questions and support to connect with local resources and information.
- Transportation concerns: local bus, subway and ride share.
- Citizenship Process: including forms, study materials, translation, scheduling.
- Application for Legal traveling documents, driver license, State ID, MBTA card and other documents.
- Introduction and explanation of internet applications and setup.

Program: Where we are at now

- Current goal is to continue to build trust and friendship within the Asian Community and also with SSES through the Outreach Program.
- Programs were so popular (prior to COVID) that attendance needed to be capped at 100 people due to space limitations.
- Programs are continuing to adapt to ongoing COVID-19 guidance & requirements.

Changes during pandemic

- Serves as a constant reminder that the Asian Outreach Person is always available.
- Went from on-site assistance to 1:1 remote or phone.
- WeChat: in the mornings at the housing sites, set a calming tone for the day.
- Decreased fear and social isolation through connection to local resources and community supports.

What will continue and what will change?

- Meeting in the sites will open up 1:1
 - Community rooms are open for limited conversation but programs are not offered yet.
- Annual focus group will continue as we move forward to identify needs.
- Asian Congregate meals are no longer served due to COVID-19. Currently *“Grab and Go”* Asian Meals are served as an alternative.
- Strengthen caregiver support with resources.
- Conflicts are presented to us regarding hostility toward Asian population.

Other Community Partner Programs

Continue with Technical Part of Accessing Social Media and Wellness Programs for:

- Singing and Dancing - 4 x week
- Tai Chi - 2 x week
- Matter of Balance - 2 x week
- 1:1 Benefits by appointment only

Thank you!

If you have any questions, please reach out to me!

Donna M. Shecrallah

Area Agency on Aging Planner/
Intake, Outreach and Referral Manager

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Dshecrallah@sselder.org

AAPI Senior Center Groups - Macklind International Senior Center

Jason Baker, Ph.D.

Bilingual International Assistant Services



Bilingual International Assistant Services est. 2002

- ▶ Mental health and social services provider to immigrant/refugee populations in St. Louis, MO
- ▶ Multilingual service model
- ▶ Founded by Russian-Jewish refugee women from the former Soviet Union
 - ▶ Helping foreign-born parents and grandparents navigate systems of care
- ▶ Has expanded into other service areas and age groups, but retained niche in work with foreign-born seniors
- ▶ Currently serving around 3,200 individuals/yr. (but 4,215 during 2020 pandemic year)

BILINGUAL INTERNATIONAL ASSISTANT SERVICES

ДОБРО ПОЖАЛОВАТЬ 환영 Karibu
स्वागत छ Bienvenido
Dobrodošli **Welcome** 欢迎
MIRÉ SE VINI Hoan Nghênh اهلا و سهلا
خوش آمدی Bienvenue

BILINGUAL INTERNATIONAL

ACCESS FOR ALL
HEALTH CARE
MENTAL HEALTH
SOCIAL SERVICES

314-645-7800 x200

bilingualstl.org

Macklind International Senior Center, est. 2013



With support from SLAAA (St. Louis Area Agency on Aging) and Missouri Department of Health and Senior Services

Macklind International Senior Center

- Revolving language-specific groups attend the center on their designated day
- Most participants are bussed in with agency shuttles (door-to-door)
- Culturally appropriate congregate meal prepared on-site
- Wide variety of programming and activities
- Facilitation and direct assistance from multilingual agency staff



Macklind International Senior Center

- ▶ Rotating Foreign-born Senior Groups
 - ▶ Language-based
 - ▶ Vietnamese, Albanian, Bosnian, Nepali, Swahili, Russian, Mandarin Chinese, Arabic, Pashto, Spanish



Programming and Services

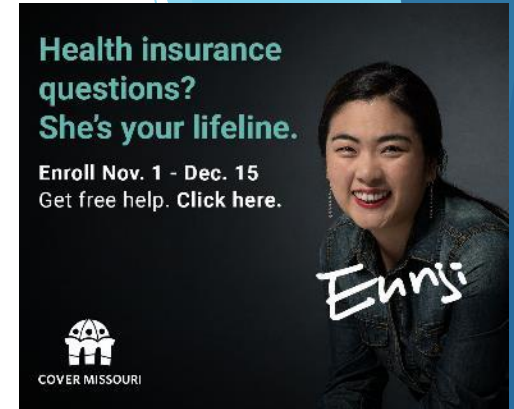
- ▶ Warm, nutritious, culturally appropriate meals
- ▶ Health and nutrition education, on-site screenings
- ▶ Off-site cultural excursions (field trips)
- ▶ Speaker series (w/ interpretation)
- ▶ Activities programming with partner organizations



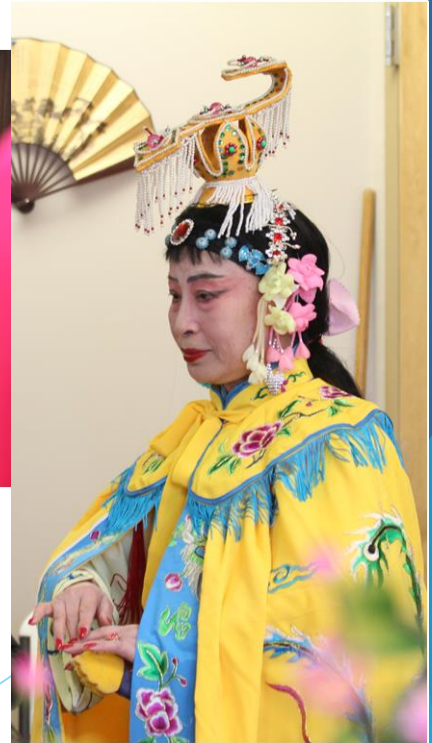
Access to Services (the “Value Add”)

- ▶ Benefits Assistance
- ▶ Insurance Counseling / Medicare Navigation
- ▶ Case Management / Care Coordination
- ▶ Connection to Outside Services/Resources (elder law, home care, etc.)
- ▶ Connection to In-house Programming (citizenship, counseling, etc.)

...all performed in the target language by professional multilingual staff



Group-Directed Planning and Activities



Our best activity ideas come from participants

Citizenship Program (Value Add Example)

- ▶ Funded by the State of Missouri
 - ▶ To guide seniors through the citizenship and Medicare processes
- ▶ Covers initial filing by DOJ reps, one-on-one tutoring in English and Civics, assistance with needed waivers, representation at USCIS, Medicare enrollment assistance, language access services
- ▶ Over 1,100 new citizens since 2009



Small But Mighty (Pre-pandemic)

- ▶ Senior Center serves around 265 participants per year
 - ▶ 4,200 congregate meals
 - ▶ 3,100 transportation “trips”
- ▶ Funded through:
 - ▶ Service contracts w/ local AAA (St. Louis Area Agency on Aging)
 - ▶ Grants from regional aging-related foundations
 - ▶ Private donations
 - ▶ (also in-kind donations of food and volunteer labor)



2020



- Chinese senior groups begin self-cancelling in February
- Full shut-down in early March, 2020
- Safety check-in calls with all senior clients served in the last 2 years
- Emergency supplies and food runs for remainder of 2020
- Tech barrier for service provision
- Conference calls and porch drops

Moving Forward

- ▶ On cusp of expansion in early 2020
- ▶ Intend to reopen → when it's safe to do so
- ▶ Vaccination levels and hesitancy a known problem in some groups
- ▶ Our senior center model is labor- and cost-intensive, but it works (for us)
 - ▶ Center participants were well-informed, safe, and well-provisioned during the pandemic



Replication?

- ▶ Know your regional demographics
- ▶ Know your target group(s):
 - ▶ How did they come to the US?
 - ▶ How long have they been here?
 - ▶ English ability? Literacy in any language?
 - ▶ Transportation?
- ▶ Provide a unique value add
 - ▶ What do they need/want that you can provide that is not already being done

Replication?

- ▶ Operate from a position of *cultural humility*
- ▶ Be prepared to adapt “mainstream” programming
- ▶ Things to be aware of:
 - ▶ Self-segregation
 - ▶ Gatekeepers
 - ▶ Overeager “volunteers”
 - ▶ Caste, class, and other internal divisions
- ▶ Allow as much self-direction of activities as possible
 - ▶ Encourage participant “ownership” of the Center



Share Your Innovations

- Please share your social engagement innovations with engAGED!
- All programs submitted will be considered for inclusion in a database of social engagement innovations

www.engagingolderadults.org/clearinghouse

Connect With Us!

- www.engagingolderadults.org
- Facebook: @engAGEDCenter
- Twitter: @engAGEDCenter
- info@engagingolderadults.org

Commit to Connect

- ACL campaign working to combat social isolation through:
 - Network of champions
 - Connection to resources
 - Establishment of partnerships
 - Sharing of successful initiatives



COMMIT TO
Connect

acl.gov/CommitToConnect

Questions and Discussion

Please use the questions tab in your GoToWebinar module to submit your questions or comments.

Thank You!

- Thank you for attending today's webinar!
- The recording will be available on www.engagingolderadults.org.