



Yvonne Sun

Special Service for Groups, Inc.



Joon Bang

National Asian Pacific Center on Aging

Ensuring Equity in Aging Webinar Series

Mar 3, 2021, 10–11 am

Closed captioning will be provided

Culturally Informed Policy & Programs with and for Asian & Pacific Islander Older Adults



Welcome!

Webinar Logistics: [Join by smart phone, tablet, or computer](#)

- To join audio by telephone: 888-788-0099
- Meeting ID: 978 1921 4999 Password: 153029
- Live captioning streamed through webinar (Zoom)
- American Sign Language Interpretation via webinar (Zoom)
- Recording, slides, and transcripts will be posted at CDA's online California for ALL Ages [Equity in Aging Resource Center](#) and YouTube channel.



Questions & Comments

- **The final 10 minutes of the webinar is reserved for questions and comments:**
 - Attendees joining by **webinar (Zoom)**, use the Q&A function to ask a questions or click the raise hand button to join line. The moderator will announce your name or your last 4 digits of your phone number and will unmute your line.
 - Attendees joining by **phone**, press *9 on your dial pad to “raise your han”. The moderator will announce the last 4 digits of your phone number and will unmute your line.
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Ensuring Equity in Aging Webinar Series

- 1st Wednesday of each month: November 2020 – July 2021
- State and local speakers with expertise in the subjects of cultural competency, equity, program and service delivery
- Let's learn together how we can help make our communities a more just place and build a **California for ALL Ages**



NEXT MONTH'S WEBINAR

April 7, 2021 - Culturally Informed Policy & Programs with and for Latino Older Adults.

Speakers:

- Carlos Londono & Ana Seda, Alzheimer's Association, NorCal & San Diego
- Jeffrey Reynoso, Latino Coalition for a Healthy California

Register in advance!



Welcome & Introductions



Kim McCoy Wade

Director

California Department of Aging (CDA)



Today's Speakers



Yvonne Sun

Special Services for Group, Inc.



Joon Bang

National Asian Pacific Center on Aging





NATIONAL ASIAN PACIFIC
CENTER ON AGING

**Culturally Informed Policy & Programs for Asian & Pacific
Islander Older Adults**

Joon Bang, President & CEO (joon@napca.org)



Los Angeles Times: OPINION KOREATOWN needs a homeless shelter. It also needs city officials to learn from the mistakes of the past.

Los Angeles Times



OPINION

Opinion: Koreatown needs a homeless shelter. It also needs city officials to learn from the mistakes of the past

By JOON BANG
MAY 18, 2018 4:05 AM PT

“Dowajuseyo.” In Korean, it means “help me.”

A few months ago, I received a call from an L.A. County mental health facility. They had just taken a frail Korean grandmother into their care, and officials couldn't figure out what to do with her. In her 70s, with a full head of gray hair, the woman probably weighed no more than 85 pounds and had been living on the streets after being evicted from her Koreatown home. She was afraid to be alone in a facility with people who were unable to communicate with her and wanted to be released.

I often find myself in this somewhat fraught position — a bridge between the limited-English-speaking Korean immigrant community and the service providers who have the resources to help them. I spoke with the grandmother's family, who told me that their financial hardship made their grandmother's mental illness difficult to manage on their own. I tried again and again to broker some kind of arrangement. Ultimately, we were unable to find a solution. The grandmother was released to the streets. She's currently among a growing number of Korean American seniors who are experiencing homelessness.





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

In-language and culturally competent (cultural humility) resources

- National Community Resource Helpline for Older Adults and Caregivers

Minority Organization Technical Assistance Resource Center (TARC) w/ Administration for Community Living (ACL)

- 1 of 5 minority organizations in the US providing targeted technical assistance and training to the aging services network and other relevant stakeholders and consumers

Advocating for the unique needs of AAPI family caregivers and diverse AAPI representation in research

- CARE Project (www.careregistry.ucsf.edu)
- COMPASS Project (www.compass.ucsf.edu)

Supporting a mature workforce and building economic security

- Senior Community Service Employment Program (SCSEP) w/ Department of Labor (DOL)
- Senior Environmental Employment Program (SEE) w/ Environmental Protection Agency (EPA)



NATIONAL ASIAN PACIFIC
CENTER ON AGING

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



The Diversity of AAPIs

- AAPIs are a heterogeneous group representing more than 50+ unique cultural and racial identities originating from the Asian continent or the Pacific islands.
- Asian Americans are the fastest growing racial group in the US:
 - 7% of the population
 - 20 million Asian Americans
 - 1.6 million Pacific Islanders

AAPIs 55+ make up:

- about 4% of the total U.S. older adult population
- about 20% of the total AAPI population

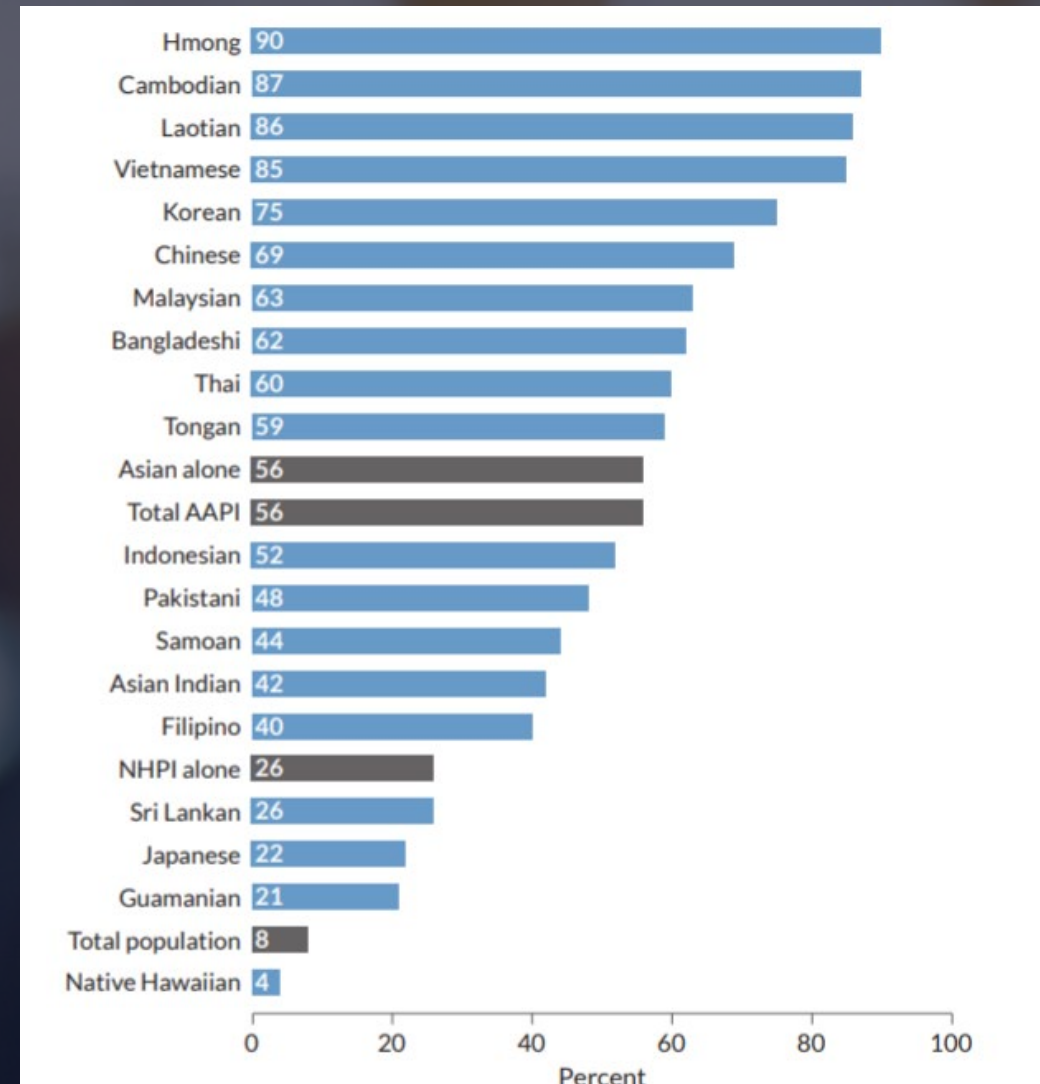




The Diversity of AAPIs

- AAPIs represent over 100 spoken languages
- About 56% of Asian older adults are Limited English Proficient (LEP)
- LEP = speaks English less than “very well”
- Language barriers can lead to isolation, loss of opportunities, prevent someone from medical and social services
 - Direct impact to quality of life

% of AAPI Population who are Limited English Proficient, 55 Years and Older





The Importance of Cultural Awareness

Cultural awareness is the first and foundational element of cultural competence. Cultural awareness is defined as being cognizant, observant, and conscious of similarities and differences among cultural groups, and understanding that one's culture may influence values, beliefs, judgments, and decisions (National Center for Cultural Competence, 2016).

Historically, AAPI cultures are highly group-oriented and place a strong emphasis on the family as the sole source of identity. The traditional household is comprised of multiple generations; it is normal to find three to four generations living under one roof (Ogawa, 1978). AAPIs often value the family unit over oneself. An example is the Native Hawaiian term "*hanai*," which has a loose meaning of adoption or to take into one's family. But in its simplest meaning, *hanai* is a person that is considered as a family member (Okamura, 2008). Loyalty to one's family is highly regarded, and independent behavior that may disrupt the harmony of the family is discouraged.





The Importance of Cultural Awareness

The concept of filial piety, meaning the primary duty of respect, obedience, and care for elderly parents or relatives, is very important in the AAPI culture (Ogawa, 1978). AARP reinforced this value by reporting that AAPIs are significantly more likely to take charge of caregiving duties, as compared to other ethnic groups (AARP, 2014).

Research suggests:

- AAPIs more than any group, believe that caring for parents is expected of them (73% vs 49%)
- AAPI families are less likely to put their older family members into a facility
- 42% of AAPIs are caring for an older adults vs 22% of the general population

Caveat: We need to be careful not to generalize, profile, or stereotype people; an individual may, and more likely will, deviate from cultural norms. Each AAPI subpopulation differs in socio-cultural/economic traits and in a variety of other ways. The degree to which a person adopts US cultural values varies, and there may be numerous factors as to why a person may not assimilate as fast, or at all. Poorly understood differences lead to adverse outcomes that result in (1) lower participation rates, (2) delayed action during a crisis, (3) inaccurate history of documentation of an incident, (4) non-compliance with recommendations that an agency provides, and (5) decreased satisfaction of the program or agency (Yale Journal of Medicine and Law, 2006).





Cultural Competence Best Practices

Best Practice #1: Value AAPI Diversity

- Demonstrate that the organization values AAPI diversity by fostering a multicultural and age-diverse work environment.
- Target funding for services and ensure resource allocation to match the needs of AAPI older adults and their caregivers.

Best Practice #2: Assess Your Organization

- Develop an internal team to conduct regular organizational assessments to evaluate operational impacts on AAPI older adults.
- Assess policies and procedures (i.e. disaggregated AAPI data collection, ensure a process of identifying and documenting preferred language, etc.).





Cultural Competence Best Practices

Best Practice #3: Manage the Dynamics of Difference

- Consider implementing a mechanism for AAPI older adults and their families to provide feedback.
- Solicit input from AAPI staff in organizational planning for AAPI older adults.

Best Practice #4: Acquire and Institutionalize AAPI Cultural Knowledge

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





Addressing Inequities, Disparities, and Underrepresentation

In 26 years combined, the NIH has invested less than half a percent of its funding to research and application of its findings in AAPI communities. This means that AAPIs are the least represented group in health research in the United States today. Underrepresentation has resulted in the lack of culturally sensitive health treatments and modalities, which should take into consideration our genetics and unique environmental influences.

Disparities in access to in-language COVID-19 information and vaccine locations continue to challenge limited English proficient (LEP) communities throughout the nation. NAPCA launched our interactive COVID-19 Vaccine Resource Map (accessible in 10+ languages). NAPCA's online Resource Center provides in-language information to critical resources throughout the country.





Addressing Inequities, Disparities, and Underrepresentation

Preliminary data through our national COVID-19 Effects on the Mental and Physical Health of Asian Americans & Pacific Islanders (AAPI) Survey Study (COMPASS) suggests that many of the 4,000+ COMPASS participants have reported discrimination in one form or another (e.g., treated unfairly at restaurants or stores, threatened or harassed) based on their race.

There is no greater form of cowardice than the act of aggression against our society's older adults. NAPCA called on President Biden, Congress, state and local legislators to immediately advance stronger laws and call for stricter enforcement to protect our elders from hate crimes, acts of discrimination, and abuse. NAPCA offers assistance in the form of live, in-language Helpline counselors to support people who wish to contact their government representatives.





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 English, Vietnamese, Korean, Cantonese, and Mandarin

Our Helpline is available in 8 different languages.



- English: 1-800-336-2722
- Mandarin/普通话: 1-800-683-7427
- Cantonese/廣東話: 1-800- 582-4218
- Vietnamese/Tiếng Việt: 1-800-582-4336
- Korean/한국어: 1-800-582-4259

www.napca.org/helpline





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Partner with NAPCA

For more information visit us at: www.napca.org

Follow us on Twitter [@NAPCA_aging](https://twitter.com/NAPCA_aging) & Facebook [@NAPCA.AAPI.Aging](https://www.facebook.com/NAPCA.AAPI.Aging)



CULTURALLY INFORMED POLICY AND PROGRAMS WITH AND FOR ASIAN AND PACIFIC ISLANDER OLDER ADULTS

*California Master Plan on Aging
Ensuring Equity in Aging Series*



PRESENTED

MARCH 03, 2021

YVONNE SUN, MA, LCSW

SPECIAL SERVICE FOR GROUPS, INC. SILVER DIVISION



*Sustaining Independent Lives
with Vital Empowering Resources*

Organization & Personal Background

- ▶ Personal Background and experience
- ▶ Special Service for Groups, Inc. (SSG.org)
- ▶ SILVER-Sustaining Independent Lives with Vital Empowering Resources
 - ▶ Community Based Solutions Through Collaborative Partnerships
- ▶ A3PCON-Asian Pacific Policy and Planning Council –API Older Adult Committee (<http://www.asianpacificpolicyandplanningcouncil.org/>)

Presentation Overview & Objective

- ▶ Demographics of Los Angeles County
 - ▶ PALA and AARP report-AAPINH older adults demographics
 - ▶ Diversity within AAPINH-Asian American Pacific Islander Native Hawaiian
- ▶ Factors to consider when planning and providing services
- ▶ Approaches and Best Practices
- ▶ COVID 19 Impact- Stope AAPI Hate
- ▶ Question & Answer

Demographics in LA county

- ▶ Purposeful Aging Los Angeles, An Age-Friendly Initiative
 - ▶ County-wide partnership between two AAAs
 - ▶ <https://www.purposefulagingla.com/sites/default/files/Age-Friendly%20Action%20Plan%20for%20the%20Los%20Angeles%20Region%202018-2021-V12-compressed.pdf>
- ▶ 2016 A community of Contracts: Asian Americans 50 and Older (AARP, AAAJ LA, A3PCON)
 - ▶ <https://www.advancingjustice-la.org/media-and-publications/publications/community-contrasts-asian-americans-50-and-older-los-angeles>

Planning and Delivery of Services- Factors for Consideration.

- ▶ Culturally specific help seeking behaviors often interpreted as evasiveness or resistance to care
 - ▶ Indirect Communication Styles
 - ▶ Collective vs. Individual including the difference in sphere of privacy (not just the individual) Inclusion of 'gatekeepers' prior to accepting care (e.g., immediate and extended family and/or community leaders)
 - ▶ Stigma –Concern with the Reflection on the 'family system'-
 - ▶ Trauma and Immigration history-individual's personal interpretation of seeking help-
 - ▶ Past experience of help seeking. History with the public system and US Government. (i.e., Filipino Veterans)
 - ▶ Reliance on the family caregiver –expectation to take care of our ow

Planning and Delivery of Services- Factors for Consideration.

- ▶ The issue of language proficiency
- ▶ Lack of culturally appropriate providers and services (Not all API providers are made equal)
- ▶ Level of understanding of service provider role and purpose.
- ▶ Assessment of Need-over reliance on incomplete or inaccurate data.
 - ▶ Lack of utilization of services does not reflect the lack of need in the API community

Factors for Consideration, continued

- ▶ Stereotyping or generalizing across API groups
 - ▶ East Asian, Southeast Asian, South Asian, Pacific Island and Native Hawaiian.
 - ▶ APIs are generally healthy and do not experience a lot of chronic disease/mental health issues-issue with aggregated data
- ▶ Faith
 - ▶ Buddhism, Daoism (Taoism), Hinduism has a focus on Karma and cycle of birth and death.
 - ▶ External locus of control can be considered as passivity and resistance towards change
- ▶ Deference to professionals
 - ▶ Avoidance of confrontation may lead to dropping out of care rather than challenging the professional.

Help Seeking Behavior & Service Delivery Approaches

- ▶ Strategies & Best practices
 - ▶ Utilization of culturally appropriate outreach and education methods (i.e, South Asian & Cambodian community)
 - ▶ Working within the 'village'
 - ▶ Allow the client to be your teacher-take time to develop an understanding
 - ▶ Collaborate with other entities when necessary and possible-Avoid having a "token" employee/service provider.
 - ▶ Choosing appropriate assessment tools (GDS & MMSE vs. PHQ-9 and MOCA)
 - ▶ Utilizing treatment/service models that fits the individual's interpretation of the problem and method of receiving services.
 - ▶ Be open to non-traditional approaches that may challenge your comfort level as a
- ▶ Case Example

Coronavirus-violence against AAPINH community

- ▶ Headlines:
 - ▶ Assaults on Asian Americans spike nationwide amid coronavirus pandemic
 - ▶ 'Stop killing us': Attacks on Asian Americans highlight rise in hate incidents amid COVID-19
 - ▶ Covid-19 Fueling Anti-Asian Racism and Xenophobia Worldwide
 - ▶ Anger And Fear As Asian American Seniors Targeted In Bay Area Attacks
- ▶ Post 9/11 era. Racial profiling of South Asian and Pacific Islanders.
- ▶ Be an Advocate-Stop AAPI Hate-A3PCON & Chinese for Affirmative Action
 - ▶ <https://stopaapihate.org/>

Comments & Questions

CONTACT

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(213) 553-1884

Questions & Comments

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Thank You!

- **Visit CDA's Aging & Equity Resources for More Information:**
 - [Equity in Aging Resource Center](#)
 - [California For All Ages Campaign](#)
- Check out [Alzheimer's Association's 2021 Facts & Figures Report](#) – includes a focus on **race & ethnicity**
- **Register in Advance for the April 7, 2021** - Culturally Informed Policy & Programs with and for Latino Older Adults
- **Webinar recordings, slides, and transcripts** are available at CDA's online [Equity in Aging Resource Center](#) and [YouTube channel](#).
- **Send questions and comments to** engage@aging.ca.gov

