



**Ensuring Equity in Aging Webinar Series
Culturally Informed Policy & Programs with and for Asian and Pacific Islander
Older Adults
Captioners Transcript
March 3, 2020**

10:01:16 >> I AM THE PROJECT DIRECTOR FOR THE MASTER PLAN FOR AGING.

10:01:25 WHICH IS A BLUEPRINT FOR BUILDING CALIFORNIA FOR ALL AGES AND ENSURING EQUITY AND AGING IS AT THE CORE OF THAT PLAN.

10:01:35 TODAY WE ARE EXCITED TO BE JOINED BY TWO FANTASTIC SPEAKERS.

10:01:48 TODAY WE DO HAVE CLOSED CAPTIONING AVAILABLE, YOU CAN ACCESS THAT AT THE BOTTOM OF YOUR SCREEN, CLICKING THE CC BUTTON. WE ALSO OFFER ASL.

10:02:06 ALL OF THE RECORDING, SLIDES AND TRANSCRIPT FOR THE WEBINARS ARE POSTED ON THE WEBSITE. YOU CAN ACCESS THAT ON THE CDA WEB PAGE, WE ALSO POST THE RECORDING ON THE YOU TUBE CHANNEL.

10:02:17 WE HAVE RESERVED TEN MINUTES FOR QUESTIONS AND COMMENTS, BUT YOU CAN USE THE CHAT FEATURE AT ANY TIME TO ASK A QUESTION YOU WOULD LIKE ANSWERED.

10:02:27 FOR THOSE ON THE PHONE, WE WILL SHARE THESE LATER ON, YOU NEED TO PRESS STAR 9 OP YOUR DIAL PAD TO RAISE YOUR HAND.

10:02:49 FIRST WEDNESDAY OF EVERY MONTH WE WILL BE OFFERING THE EQUITY AND AGING WEBINAR SERIES AT LEAST THROUGH JULY OF 2021, THEY FEATURE A STATE AND LOCAL

SPEAKER WITH EXPERTISE IN SUBJECT OF CULTURAL COMPETENCY, EQUITY AND PROGRAM SERVICE DELIVERY. ABOUT OFFERING RESOURCE BY AND FOR SERVICE DELIVERY PROVIDERS.

10:02:54 WE HOPE YOU JOIN US EVERY MONTH, BUT AGAIN THEY ARE AVAILABLE IF YOU ARE UNAVAILABLE TO MAKE IT.

10:03:04 NEXT SLIDE IS NEXT MONTH, WE WILL BE FE SURING ALZHEIMER'S ASSOCIATION, TWO CHAPTERS FROM CALIFORNIA.

10:03:14 AND THE LATINO COALITION FOR HEALTHY CALIFORNIA.

10:03:20 I AM GOING TO PASS IT ONTO CDA DIRECTOR KIM MCCOY WADE FOR WELCOME AND INTRODUCTIONS.

10:03:33 >> GOOD MORNING AND THANK YOU, AND THANK YOU TO THE PANELISTS WE HAVE, BOTH OF WHOM I HAVE THE HUGE PLEASURE OF GETTING TO KNOW AND WORKING WITH IN MY ROLE AS DIRECTOR OF AGING.

10:03:45 NEXT SLIDE, FIRST WE HEAR FROM JUNE, THE PRESIDENT AND COO OF NATIONAL ASIAN PACIFIC CENTER OR AGING.

10:03:57 UNDER THE LEADERSHIP THE CENTER DID INCREDIBLE WORK DURING COVID, WITH THE HEP LINE TO SUPPORT OLDER API ADULTS.

10:04:10 AND PARTNER TO DO DELIVERIES TO STAY HOME AND SAFE, AND SIMILAR WORK IN CENSUS AS WELL, AND DEEP ROOTS IN NATIONAL LEADERSHIP AND LAST MILE, CON NEGLIGENTING WITH PEOPLE WE SERVE.

10:04:20 ALSO HAS DEEP TIES TO CALIFORNIA. PARTNERSHIP WITH UNIVERSITY OF CALIFORNIA IN SAN FRANCISCO.

10:04:27 YOU MAY KNOW HIM AS THE FORMER EXECUTIVE DIRECTOR AT THE KOREAN AMERICAN COALITION IN LA.

10:04:32 I AM THANKFUL FOR INTRODUCING ME TO YOU.

10:04:40 GRADUATE OF BIOLA UNIVERSITY. .

10:04:54 TO THE LEFT ON THE SLIDE IS HER SON, I HAD THE PRIVILEGE OF MEETING, AT THE LA AGING NETWORK. SPECIAL SERVICE FOR GROUPS, A ORGANIZATION ALSO IN LA.

10:05:07 FOCUSES ON PROVISION AND ADVOCACY OF CULTURAL AND LINGUISTICLY APPROPRIATE SERVICES FOR ASIAN PACIFIC ISLANDERS WITH HEALTH AND BEHAVIORAL HEALTH CONDITIONS.

10:05:13 COMMUNITY SOLUTIONS FOR NEEDS OF OLDER ADULTS AND DISABLED ADULTS AND CAREGIVERS.

10:05:17 TO CONTINUE LIVING IN THE ENVIRONMENT OF OUR CHOICE.

10:05:32 SHE IS PROFOUND LEADER AND IMPACT IN OUR FIELD, FIRST PROJECT IN CALIFORNIA 20 YEARS AGO FOR FIGHTING BEHAVIORAL HEALTH FOR OLDER ADULTS.

10:05:44 I ASKED TO JOIN THE HEALTH TASK FORCE, I WILL BE LEANING ON EXPERTISE ON PEOPLE LIKE HER SON TO BRING THAT TO THE TABLE AND BE INFORMED FOR THE NETWORK.

10:05:51 ANOTHER EXAMPLE IS COCHAIR THE OLDER ADULT COMMITTEE OF ASIAN PACIFIC POLICY PLANNING COUNSEL.

10:06:07 AGAIN LEADERSHIP IN LA COUNTY, BACKGROUND AT ARIZONA UNIVERSITY IN CLINICAL HEALTH PSYCHOLOGY AND UNIVERSITY OF SOUTHERN CALIFORNIA. ALL ROADS COIN TO LA.

10:06:21 WITH THAT, YOU HAVE NATIONAL LEADERS AND DOERS IN THE SPACE, PLEASED TO HAND IT OVER AND LET THIS LEARNING BEGIN, WELCOME, AND THANK YOU.

10:06:34 >> HI, THANK YOU SO MUCH, IT IS A REAL HONOR TO BE HERE, AND KIM THANK YOU SO MUCH FOR THE WARM INTRODUCTION AND WELCOME.

10:06:49 IT'S AN HONOR TO BE HERE WITH ALL OF YOU, AND I THINK WE ARE ALL COLLECTIVELY WITNESSING HOW TO PANDEMIC IS REVEALING TO US THE NEED FOR CHANGE IN OUR SOY SIGHTY.

10:06:54 AND HOW THE SOCIETY VALUES AND TREATS OLDER ADULTS.

10:07:08 PRIVILEGE TO PRESENT THIS TO YOU ALL. AND, THIS PRESENTATION ON CULTURALLY INFORMED POLICIES IN PROGRAMS FOR ASIAN PACIFIC ISLANDER OLDER ADULTS.

10:07:17 NEXT SLIDE. AS I BEGIN, I WOULD LIKE TO SHARE WITH YOU, ENCOUNTER THAT CHANGED MY LIFE, I WROTE ABOUT IT IN LA TIMES A FEW YEARS AGO.

10:07:24 BEGINS WITH THE WORD THAT MEANS HELP ME.

10:07:33 I WOULD LIKE TO READ TO YOU A FEW LINES TO GET US STARTED. .

10:07:42 [READING ON SCREEN]

10:08:57 TO THIS DAY I CARRY WITH ME THE CONVERSATIONS, MEMORY OF THAT ELDER, AND THE HEART BREAK OF THE CAREGIVERS THEMSELVES HAVE NO ANSWERS. AND REALIZATION THAT THIS ACCOUNT IS ONE OF HUNDREDS IF NOT THOUSANDS OF EXPERIENCES FOR POPULATION THAT IS LARGELY INVISIBLE.]

10:09:17 AND VOICELESS IN OUR SOCIETY. IT WAS THAT EXPERIENCE THAT LED ME TO JOIN THE NATIONAL ASIAN PACIFIC CENTER ON AGING AS THE CEO. WE ENVISION SOCIETY IN WHICH ALL ASIAN AMERICANS AND PACIFIC ISLANDERS AGE WITH DIGNITY AND WELL BEING.

10:09:31 THAT DRIVES US IN OUR WORK. WE PROVIDE IN LANGUAGE AND CULTURALLY RESOURCES AND SERVICES THROUGH THE COMPLUNTY RESOURCE HELP LINE FOR ADULTS AND CAREGIVERS.

10:09:42 WE ARE ONE OF FIVE NATIONAL ORGANIZATIONS TO SERVE AS MINORITY ORGANIZATION TECH ASSISTANCE RESOURCE CENTER IN PARTNERSHIP WITH ADMINISTRATION FOR COMMUNITY LIVING.

10:09:52 THROUGH THE PARTNERSHIP WITH UNIVERSITY OF CALIFORNIA SAN FRANCISCO, THEY SERVE AS COINVESTIGATOR BLIND CARE AND COMPASS PROJECTS.

10:10:00 THEY ARE THE ONLY ORGANIZATION ON THE NATIONAL LEVEL TO DIRECTLY PARTNER WITH THE DEPARTMENT OF LABOR.

10:10:16 AND THE ENVIRONMENTAL PROTECTION AGENCY TO IMPLEMENT THE SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM, AND SENIOR ENVIRONMENTAL EMPLOYMENT PROGRAM, NAGGALLY TO SUPPORT MATURE WORKERS AND HELP THEM WITH ECONOMIC SECURITY.

10:10:18 NEXT SLIDE, PLEASE.

10:10:39 OUR OFFICE, OUR OFFICES ARE LOCATED THROUGH OUT THE COUNTRY, THEY ARE IN MAJOR CITIES LIKE LA, SEATTLE, WASHINGTON DC, WORKFORCE PROGRAMS SERVE THE COUNTRY DIVERSE POPULATION OF AFRICAN AMERICAN, LATIN, WHITE, AND API OLDER ADULTS IN 16 STATES.

10:10:42 AND HELP LINE SERVES ALL 50 STATES.

10:10:54 NEXT SLIDE I WOULD LAKE TO SHARE WITH YOU INFORMATION ON THE DIVERSITY OF AAPI'S. AAPI'S.

10:11:01 [SCREEN].]

10:11:15 ASIAN AMERICANS ARE THE FASTEST GROWING RACIAL GROUP IN THE U.S. MAKING UP 7% OF THE POPULATION OF WHICH 20 MILLION ARE ASIAN AMERICANS AND 1.6 MILLION ARE PACIFIC ISLANDERS.

10:11:22 WHEN WE LOOK AT AAPI 55 PLUS, THE MAKE UP IS ABOUT 4% OF TOTAL U.S. ADULT POPULATION.

10:11:28 AND 20% OF TOTAL AAPI POPULATION.

10:11:30 NEXT SLIDE.

10:11:46 LANGUAGE IS SUCH AN IMPORTANT TOOL FOR HUMAN BEINGS. AND WHEN WE LOOK AT AAPI'S, THERE IS SPECIFICALLY WITH LANGUAGE OUR COMMUNITIES REPRESENT OVER ONE HUNDRED SPOKEN LANGUAGES.

10:12:01 THAT IS SOMETHING VERY IMPORTANT FOR ALL OF US, TO REMEMBER, AS WE WORK WITH AAPI COMMUNITIES. IN ABOUT 56% OF ASIAN OLDER ADULTS ARE CONSIDERED LIMITED ENGLISH PROFICIENT.

10:12:11 SPEAKS ENGLISH LESS THAN WELL. AND MANY OF US KNOW THAT LACK WAJ BARRIERS LEAD TO ISOLATION.

10:12:18 AND, LOSS OF OPPORTUNITIES AND PREVENT SOMEONE FROM NEEDED MEDICAL AND SOCIAL SERVICES, DIRECTLY IMPACTS THE QUALITY OF LIFE OF INDIVIDUALS.

10:12:40 NEXT SLIDE. NOW, THIS PART IS VERY IMPORTANT, BECAUSE I THINK CULTURE AWARENESS, IS FIRST AND FOUNDATIONAL ELEMENT OF CULTURAL COMPETENCE, CULTURAL AWARENESS IS DEFINED AS COGNIZANT OBSERVANT AND CONSCIOUS OF SIMILARITIES OF DIFFERENCES IN CULTURE GROUPS.

10:12:50 UNDERSTANDING THAT CULTURE INFLUENCE VALUES AND BELIEFS AND JUDGMENTS AND DECISIONS.

10:12:55 (ON SCREEN).

10:13:05 TRADITIONAL HOUSEHOLD COMPRISED OF MULTIPLE GENERATIONS NORMAL TO FIND THREE TO FOUR GENERATIONS LIVING UNDER ONE ROOF.

10:13:10 NOW, AAPI'S OFTEN VALUE FAMILY UNIT OVER ONCE.

10:13:16 EXAMPLE IS NATIVE HAWAIIAN.

10:13:35 ADOPTION, OR TAKE INTO ONE'S FAMILY. BUT, IN ITS SIMPLEST MEANING HANAI IS CONSIDERED FAMILY MEMBER. LOYALTY IS HIGHLY REGARDED.

10:13:39 AND INDEPENDENT BEHAVIOR THAT MAY DISRUPT THE FAMILY IS DISCOURAGED.

10:13:51 THE PRIMARY DUTY OF RESPECT OBEDIENCE AND CARE FOR ELDERLY PARENTS OR RELATIVES IS VERY IMPORTANT IN THE AAPI CULTURE.

10:14:05 AARP REENFORCED THIS VALUE, BY REPORTING THAT AAPI'S ARE MORE LIKELY TO TAKE CHARGE OF CARE GIVING DUTIES COMPARED TO OTHERS.

10:14:19 RESEARCH SUGGESTS THAT AAPI'S MORE THAN ANY GROUP BELIEVE THAT CARING FOR PARENTS IS AN EXPECTATION,

FURTHER AAPI FAMILIES ARE LESS LIKELY TO PUT THEIR OLDER FAMILY MEMBERS INTO A FACILITY.

10:14:39 AND 42% OF AAPI'S ARE CARING FOR OLDER ADULTS, VERSUS THE GENERAL POPULATION AT 22%. NOW I DO WANT TO SHARE A CAVEAT IN THAT WE NEED TO BE CAREFUL NOT TO GENERALIZE, PROFILE OR STEREO TYPE.

10:14:44 THEY MAY OR LIKELY DEVIATE FROM CULTURAL NORMS.

10:15:02 THEY DELIVER IN CULTURAL AND ECONOMIC TRAITS AND VARIETY OF OTHER WAYS AS WELL. DEGREE TO WHICH A PERSON ADOPTS U.S. CULTURAL VALUES WILL VARY, AND MAYBE NUMEROUS FACTORS AS TO WHY A PERSON MAY NOT ASSIMILATE AS FAST OR AT ALL.

10:15:09 AND POORLY UNDERSTOOD DIFFERENCES LEAD TO OUTCOMES THAT RESULT IN OR CAN RESULT IN LOWER PARTICIPATION RATES.

10:15:13 DELAYED ACTION DURING A CRISIS.

10:15:18 INACCURATE HISTORY OF DOCUMENT OF INCIDENT.

10:15:23 NONCOMPLIANCE WITH RECOMMENDATIONS THAT AGENCY PROVIDES.

10:15:29 AND DECREASED SATISFACTION WITH PROGRAM OR AGENCY.

10:15:34 NOW I THINK IT IS IMPORTANT TO TAKE AN INTENTIONAL APPROACH TO EQUITY AND INCLUSION.

10:15:39 I WOULD LIKE TO SHARE WITH YOU SOME BEST PRACTICES WE LEARNED ALONG THE WAY.

10:15:52 BEST PRACTICE NUMBER 1, VALUE AAPI DIVERSITY, DEMONSTRATE THAT THE ORGANIZATION VALUES AAPI DIVERSITY, BY FOSTERING A MULTICULTURAL AND AGE DIVERSE WORK ENVIRONMENT.

10:15:58 TARGET FUNDING AND ENSURE ALLOCATION TO MATCH NEEDS OF AAPI OLDER ADULTS AND CAREGIVERS.

10:16:02 BEST PRACTICE NUMBER 2, ASSESS YOUR ORGANIZATION.

10:16:15 DEVELOP INTERNAL TEAM TO CONDUCT REGULAR ORGANIZATION ASSESSMENTS TO EVALUATE IMPACTS ON AAPI OLDER ADULTS.

10:16:25 THE DATA ON AAPI'S IS VERY IMPORTANT, ENSURING A PROCESS OF IDENTIFYING AND DOCUMENTING PREFERRED LANGUAGE IS ESSENTIAL AS WELL.

10:16:31 BEST PRACTICE NUMBER THREE, MANAGE THE DYNAMIC OFS DIFFERENCE.

10:16:36 MECHANISM TR AAPI OLD R ADULTS AND FAMILIES TO PROVIDE FEEDBACK.

10:16:42 INPUT FROM AAPI STAFF IN ORGANIZATIONAL PLANNING FOR OLDER ADULLS.

10:16:56 AND, THAT'S PRACTICE NUMBER FOUR, ACQUIRE AND INSTITUTIONALIZE AAPI CULTURAL KNOWLEDGE. IDENTIFY OPPORTUNITIES FOR STAFF TO LEARN ABOUT AAPI CULTURE AS WELL.

10:17:11 NOW IN THIS SECTION I WOULD LIKE TO SHARE WITH YOU, WHAT WE ARE DOING TO ADDRESS THE INEQUITIES DISPARITIES AND UNDERREPRESENTATION IMPACTING AAPI COMMUNITIES AND AAPI OLD R ADULTS.

10:17:28 NOW THE CARE PROJECT AS KIM MENTIONED AT THE BEGINNING IS IN PARTNERSHIP WITH UCSF, UNIVERSITY OF CALIFORNIA SAN FRANCISCO. AND, IT'S THE FIRST RESEARCH REGISTRY FOCUSING ON CONNECTING AAPI TO RESEARCHERS.

10:17:38 AND NAPCA IS WORKING IN THE STATE OF CALIFORNIA TO ENROLL AAPI OLDER ADULTS AND CAREGIVERS WITH THE GOAL OF CONNECTING THEM TO RESEARCHERS ACROSS THE COUNTRY.

10:17:51 CARE AIMS TO INCREASE AAPI PARTICIPATION AND RESEARCH. AND INVOLVING PREVENTION, INTERVENTION AND TREATMENT OF COGNITIVE, ALZHEIMER'S, AND RELATED DISEASE.

10:18:07 SEEK TO INCREASE AAPI PARTICIPATION IN OTHER AGING RELATED HEALTH CONCERNS, INCLUDING HEALTH ISSUES, RISKS AND PROTECTIVE FACTORS THAT BEGIN DP IN EARLY TO MIDLIFE, HEALTH AND WELLNESS OF CAREGIVERS AS WELL.

10:18:11 THEY ARE IMPORTANT, BECAUSE, RESEARCH INFORMS POLICIES.

10:18:21 CULTURALLY INFORMED POLICIES LEAD TO SYSTEMS CHANGE THAT BENEFIT PEOPLE AND HELP TO BROADER COMMUNITY AND SOCIETY.

10:18:37 WE HAVE ALSO FOUND THAT IN 26 YEARS COMBINED THE NIH, NATIONAL INSTITUTE ON HEALTH, INVESTED LESS THAN HALF OF PERCENT IN FUNDING TO RESEARCH IN AAPI COMMUNITIES.

10:18:45 AS YOU IMAGINE THAT IS A HUGE PROBLEM, THEY ARE THE LEAST REPRESENTED GROUP IN HEALTH RESEARCH IN THE UNITED STATES TODAY.

10:19:00 UNDERREPRESENTATION RESULTED IN LACK OF CULTURALLY SENSITIVE HEALTH TREATMENTS AND MODALITIES AND TAKE INTO CONSIDERATION GENETICS AND ENVIRONMENTAL INFLUENCE.

10:19:13 AND, WHEN IT COMES TO ACCESS TO VACCINE, I KNOW THERE IS AS YOU ARE AWARE. THERE IS SO MUCH COVERAGE IN NEWS RIGHT NOW ABOUT THE LACK OF DISTRIBUTION ACCESS.

10:19:23 EQUALITY OR EQUITY DISTRIBUTION ACCESS TO INFORMATION FOR VACCINES, BUT, ALSO FOR ACCESS TO VACCINES THECHLSS.

10:19:57 SO, IN ORDER TO ADDRESS DISPARITIES TO LANGUAGE COVID-19 INFORMATION AND VACCINE LOCATIONS, SPECIFICALLY WITH LIMITED ENGLISH PROFICIENT COMMUNITIES, WE LAUNCHED THE VACCINE RESOURCE MAP, ACCESSIBLE IN TEN PLUS LANGUAGES AND AVAILABLE IN THE RESOURCE CENTER.

10:20:12 I MENTIONED ABOUT THE COMPASS PROJECT, AND THE COMPASS PROJECT.

10:20:30 THE PRELIMINARY DATA SHOWS THAT MANY NATIONWIDE REPORTED DISCRIMINATION IN ONE FORM OR ANOTHER, BEING TREATED UNFAIRLY AT RESTAURANTS OR STORES OR THREATENED OR HARASSED BASED SOLELY ON THEIR RACE.

10:20:41 AS ALL OF US KNOW THERE HAVE BEEN A STRING OF ATTACKS ON AAPI OLDER ADULTS.

10:20:53 SO, WE PUT OUT A STATEMENT, AND, CALLED FOR ADMINISTRATION, AS WELL AS CONGRESS, AND STATE AND LOCAL LEGISLATORS TO ADVANCE STRONGER LAWS.

10:21:13 AND, WE CALL FOR STRICTER ENFORCEMENT, AND WE ARE COUPLING ALL OF THESE PROJECTS WITH OUR HELP LINE. AND, WE HAVE IN-LANGUAGE LIFE OPERATORS WHO ARE ABLE TO ASSIST INDIVIDUALS TO NOT ONLY RECEIVE HELP WITH FILLING OUT SOME OF THESE SURVEYS.

10:21:21 BUT, ALSO, WITH SERVICES THROUGH OUT THE COUNTRY AS WELL. NEXT SLIDE, PLEASE.

10:21:35 KIM MENTIONED OUR HELP LINE, NOW, WHEN--BACK IN MARCH, WE STARTED WORKING AND CONTACTING DIFFERENT AGENCIES THROUGH OUT THE COUNTRY.

10:21:41 REGARDING ACCESS TO INFORMATION, REGARDING COVID-19 FOR OUR POPULATION WE SERVE.

10:21:47 AND WE QUICKLY RECOGNIZE THAT THE AMOUNT OF TIME IT WAS TAKING FOR INFORMATION TO GET TO OUR COMMUNITY.

10:21:57 WAS INCREDIBLY SLOW, SO, IN ORDER TO GET AHEAD OF PROVIDING IN LANGUAGE INFORMATION AND SUPPORT FOR FOLKS.

10:22:05 WHO ARE BEGINNING TO EXPERIENCE LOCK DOWNS, WE CREATED THE HELP LINE AND LAUNCHED IT IN MARCH.

10:22:13 SO, SINCE MARCH, UNTIL NOW, DECEMBER, WE RECEIVED OVER 3 THOUSAND CALLS THROUGH THE HELP LINE.

10:22:16 WE ALSO HAVE ADDITIONAL RESOURCES THROUGH THE HELP LINE AS WELL.

10:22:24 IF YOU CALL IN YOU ARE ABLE TO GET RELIABLE INFORMATION ON PREVENTION SYMPTOMS AND GUIDANCE FOR COVID-19.

10:22:31 THERE IS A FEATURE IN WHICH YOU CAN RECEIVE GUIDED MEDITATION, WHICH IS REALLY COOL, I USED IT A FEW TIMES.

10:22:36 I HIGHLY RECOMMEND ANYONE IN NEED OF MEDITATION TO CHECK THAT OUT.

10:22:47 ALSO OPTION TO LEAVE TO STORY ABOUT HOW THE PANDEMIC, OR THE COVID-19 IS AFFECTING YOU.

10:22:53 SO OUR HELP LINE IS AVAILABLE IN MULTIPLE LANGUAGES. (ON SCREEN).

10:23:03 OTHER RESOURCES LIKE GUIDED MEDITATION AND INFORMATION ON COVID-19 THEY ARE AVAILABLE IN EIGHT LANGUAGES IN TOTAL.

10:23:27 ONE OF THE THINGS THAT WE ARE ENVISIONING FOR THE HELP LINE, IS THAT IT COULD SERVE AS A NATIONAL RESOURCE FOR LIMITED ENGLISH PROFICIENT OLDER ADULTS AND CAREGIVERS, WE HAVE PARTNERED WITH LYFT TO PROVIDE FREE DELIVERIES.

10:23:47 FOR ESSENTIALS FOR OLDER ADULLS AND THEIR CAREGIVERS. WE HAVE PARTNERED WITH THE COUNTY, AND GREAT PLATES DELIVERY PROGRAM. AND, ASSISTED INDIVIDUALS WITH FILLING OUT THEIR CENSUS REGISTRATION AS WELL.

10:23:58 SO THIS IS THE END OF MY PRESENTATION, AND I WANT TO END WITH A THOUGHT, AT THE BEGINNING OF THE PRESENTATION, I SHARED WITH YOU.

10:24:07 WE ENVISION A SOCIETY WHERE COMMUNITY AGES WITH DIGNITY, THAT STEMS FROM THE LATIN WORD FOR WORTH.

10:24:18 I THINK OFTENTIMES WE GAUGE HOW SOCIETY VIEWS WORTH OF PEOPLE BY THE WAY WE TREAT ONE ANOTHER AND WAYS IN WHICH WE SERVE ONE ANOTHER.

10:24:23 I THINK WHAT THE PANDEMIC HAS SHOWN US, IS THAT WE NEED TO DO MORE.

10:24:44 AND, NAPCA WE FIRMLY BELIEVE IN ORDER TO CREATE CHANGE, WHERE PEOPLE'S LIVES CAN BENEFIT FROM OUR SERVICE, THAT CAN ONLY COME ABOUT WHEN THERE ARE PARTNERSHIPS AND COLLABORATIONS, AND THE OPPORTUNITY AND ABILITY TO LISTEN TO ONE ANOTHER AND WORK WITH ONE ANOTHER.

10:25:00 SO, OUR INFORMATION IS HERE. (ON SCREEN).

10:25:04 THANK YOU SO MUCH FOR YOUR TIME.

10:25:15 >> THANK YOU SO MUCH JOON, WE ARE NOW GOING TO MOVE TO YVONNE'S PRESENTATION, TAKE IT AWAY.

10:25:25 >> CAN YOU HEAR ME NOW? .

10:25:36 GOOD MORNING EVERYBODY, IT IS A PLEASURE TO BE PRESENTING HERE TODAY, I THINK ONE THING THAT WE CANNOT GET MORE OF RIGHT NOW, WE ARE IN THE MIDDLE OF THE PANDEMIC.

10:25:47 I THINK THE UNIQUE NEEDS OF OLDER ADULTS HAVE NEVER BEEN SO CLEAR. NOT ONLY TO AGING SERVICE PROVIDERS BUT I THINK THE REST OF THE NATION.

10:26:03 I THINK IT IS TIMELY IN THE MOMENT WE ARE MOVING FORWARD, WITH THE MASTER PLAN ON AGING. AND, THAT I THINK IT'S A GREAT OPPORTUNITY RIGHT NOW TO EXAMINE THE ISSUES THAT ARE RELATED TO ETHNIC EQUITY, AND ACCESS TO SERVICES.

10:26:15 SO, VERY PLEASED TO BE HERE TODAY AND JOINED BY ALL OF YOU AND JOON TO TALK ABOUT THIS TOPIC. I WANT TO START OFF WITH JUST PROVIDING A LITTLE BACKGROUND ON MYSELF.

10:26:20 I THINK TODAY IT IS QUITE THE DAY TO TALK ABOUT GRANDMOTHERS.

10:26:24 I WILL ALSO SHARE A LITTLE ABOUT MY GRANDMA.

10:26:33 FIRST I WANT TO SHARE A LITTLE CONTEXT ON THE REASON THAT I DO THIS WORK, AND A LOT OF IT HAS TO DO WITH BEING AN IMMIGRANT.

10:26:48 IN THIS COUNTRY, ARRIVING AT VERY EARLY AGE, I WAS SIX WHEN WE IMMIGRATED TO THE UNITED STATES, AS A YOUNG ASIAN AMERICAN GROWING UP IN THE 1980.

10:26:59 THERE WAS NOT A LOT OF PEERS THAT WERE LIKE ME, I SPENT A GREAT DEAL OF MY CHILDHOOD TRYING TO FIGURE OUT MY TRUE WORLD.

10:27:03 AND NEVER HAVING THE FULL UNDERSTANDING OF EITHER WORLD.

10:27:16 I FIND THAT A LOT OF MY ADULT LIFE AND MY WORK HAS TO DO WITH ME FINDING OUT AND LEARNING MORE ABOUT THAT ASIAN AMERICAN EXPERIENCE.

10:27:40 >> EARLIER I MENTIONED MY GRANDMOTHER, SHE LIVED WITH US, FOR MOST OF MY CHILDHOOD, MY FATHER WAS THE OLDEST SON IN THE CHINESE CULTURE, YOUR MOTHER IS TO LIVE WITH YOU AS THE OLDEST CHILD TO TAKE CARE OF THEM, UNTIL FOR REMAINDER OF THEIR LIFE AS THEY CARED FOR YOU IN YOUR CHILDHOOD.

10:27:56 AND BECAUSE OF THAT RELATIONSHIP I HAD WITH HER, SHE BECAME A GREAT TEACHER FOR ME, AND I DEVELOPED A NATURAL FINITY FOR WORKING FOR OLDER ADULTS AND BUILDING RELATIONSHIPS.

10:28:15 WHEN SHE AGED SHE BECAME RATHER DISABLED AND I BECAME HER PRIMARY CAREGIVER, IT WAS HUMBLING AND CHALLENGING TO RECOGNIZE THAT AS A INDIVIDUAL THAT GREW UP IN THE COUNTRY, FLUENT IN ENGLISH WITH A BACKGROUND IN SOCIAL SERVICES AND BEHAVIORAL HEALTH.

10:28:37 I SPEND A GREAT DEAL OF TIME ADVOCATING FOR HER. BECAUSE OF THAT I AM COMMITTED TO THIS WORK AND CONTINUE TO DO THIS WORK, 20 YEARS LATER IN THE FIELD.

10:28:52 I JOINED THE SPECIAL SERVICE GROUP IN 1999, THAT TIME WE WERE BEGINNING TO RECOGNIZE THE EMERGING NEEDS OF AAPI OLDER ADULTS.

10:29:10 THE ORGANIZATION IN THAT TIME IN COLLABORATION WITH THE PLANNING COUNCIL STARTED AN INITIATIVE TO DEVELOP A PROGRAM THAT WOULD ADVOCATE FOR THE NEEDS OF OLDER ADULTS AND DEVELOP CULTURALLY APPROPRIATE SERVICES.

10:29:24 SO, SILVER FOUNDED DURING THAT TIME, DEVELOPED AS A COLLABORATION OF EIGHT PACIFIC ISLANDER COMMUNITY BASED ORGANIZATIONS.

10:29:33 THE PREMISE OF THAT, THE RECOGNITION THAT NOT ONE ORGANIZATION HAS TRUE UNDERSTANDING AND CAPACITY TO SERVE ALL API GROUPS.

10:29:52 AS DIVERSE AS WE ARE AND ALSO AS VAST AS THE REGION OF LA COUNTY. THERE WAS A MULTIPRONG GOAL. ONE INCREASE AWARENESS OF API OLDER ADULTS NEEDS.

10:29:56 SECOND PROVIDE LEADERSHIP AND DEVELOPING CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES.

10:30:02 AND THIRD ADDRESS INDIVIDUAL NEEDS OF API OLDER ADULTS.

10:30:27 THE ROLE OF THAT IN THE COLLABORATIVE, IS ONE OF MORE ADVOCACY IN BRIDGING BETWEEN TRADITIONAL FUNDING SOURCES OR ORGANIZATIONS OR CONTRACTS AND EXPECTATIONS AND COMMUNITY BASED ORGANIZATIONS THAT ARE GRASS ROOT AND HAVE A CONNECTION WITH COMMUNITY AND PEOPLE THEY SERVE.

10:30:46 SO, 20 YEARS LATER FAST FORWARD, WE ARE STILL WORK TOGETHER AS A COLLABORATIVE ACROSS LA COUNTY AND I WOULD LIKE TO SHARE A LITTLE ABOUT WHAT WE LEARNED IN THE LAST 20 YEARS, NEXT SLIDE. .

10:31:00 SO, JOON PROVIDED A GOOD BACKGROUND OF DEMOGRAPHICS, SO, I AM GOING TO SHARE ABOUT LA COUNTY AND AREA I OPERATE FROM.

10:31:08 SO, I PROVIDED HERE, TWO LINKS, TO TWO SEPARATE REPORTS THAT ARE AVAILABLE HERE IN LA COUNTY.

10:31:20 THE FIRST IS A REPORT THAT WAS CREATED BY DEPARTMENT OF AGING. AND, IT IS A COLLABORATIVE REPORT BETWEEN OUR TWO TRIPLEA'S.

10:31:32 HERE IN LA COUNTY WE HAVE A PARALLELED INITIATIVE TO DEVELOP MORE AGE APPROPRIATE AGE FRIENDLY ENVIRONMENTS HERE IN LA COUNTY.

10:31:38 WE CALL THAT PALA.

10:31:52 THE SECOND REPORT, WE WORKED IN COLLABORATION WITH AARP IN 2016 TO PROVIDE BACKGROUND INFORMATION AND DEMOGRAPHICS.

10:32:00 ADDRESS STEREO TYPES THAT EXIST IN RELATION TO ASIAN AND PACIFIC ISLANDERS.

10:32:19 AND THESE TWO REPORTS, TOGETHER PROVIDES A GOOD BACKGROUND AND DEMOGRAPHICS HERE OF LA COUNTY.

10:32:40 SORRY, I SKIPPED A SLIDE. SO A LITTLE ABOUT LA COUNTY, BY POPULATION, THE COUNTY IS THE LARGEST COUNTY IN THE UNITED STATES WITH OVER 10 MILLION RESIDENTS.

10:32:51 ASIAN AMERICAN PACIFIC ISLANDER HAWAIIANS OLD R ADULTS COMPRISE 20% OF OLDER ADULTS HERE.

10:33:04 AMONG OLDER ADULTS, ASIAN AMERICAN IS SECOND FASTEST GROWING GROUP, (INAUDIBLE).

10:33:10 AMONG ASIAN AMERICANS THOSE APPROACHING RETIREMENT ARE FASTEST GROWING AGE GROUP.

10:33:21 APPROXIMATELY 88% SPEAK LANGUAGE OTHER THAN ENGLISH AT HOME.

10:33:30 SIGNIFICANT PERCENTAGE FROM CERTAIN SUBGROUP RES SOOEFED LITTLE OR NO FORMAL EDUCATION.

10:33:32 (INAUDIBLE)

10:33:47 AMONG THOSE 50 YEARS AND OLDER, FASTEST GROWING ASIAN AMERICAN ETHNIC GROUP COUNTY WIDE ARE SOUTH ASIANS.

10:33:56 KOREAN AND CAMBODIAN OLDER ADULTS IN LA COUNTY ARE MORE LIKELY TO (INAUDIBLE) COMPARED TO OTHERS.

10:34:14 AMONG SENIORS ASIAN AMERICANS ARE MOST LIKELY OF A RACIAL GROUP TO RELY ON SOCIAL SECURITY INCOME RATHER THAN RETIREMENT INCOME.

10:34:33 SO I WANTED TO SPEAK HERE A LITTLE BIT TO THE DIRECT PRACTICE WORK WE DO HERE IN LA COUNTY WITH THE API OLDER ADULTS AND I WANT TO SPEAK MORE TO SOME OF THE CULTURAL FACTORS JOON MENTIONED IN HIS PRESENTATION.

10:34:45 OVER THE YEARS THROUGH OUR WORK, WE HAVE FOUND THAT CULTURAL AWARE PS AND UNDERSTANDING IS OF OF MOST IMPORTANCE.

10:34:58 IT IS IN MANY WAYS THOSE CULTURAL DIFFERENCES IN THE VALUES, BELIEFS THAT IS SHARES AMONGST THE API GROUP.

10:35:17 A LOT OF TIMES IS MISUNDERSTOOD. BECAUSE A LOT OF THE SERVICE DELIVERY MODELS THAT WE USE IN OUR PRACTICE, MANY TIMES ARE FORMLATED USING A MORE WESTERN PERSPECTIVE.

10:35:25 AND, ALSO DERIVED PRIMARILY FROM THE MEDICAL MODEL.

10:35:39 WHERE A LOT OF TIMES WHEN A INDIVIDUAL IS RESISTING OR THEY ARE IDENTIFIED TO HAVE CERTAIN SERVICE NEEDS AND NOT READY ACCEPTING SERVICES, THEY MIGHT BE LABELED AS RESIS TENT OR EVASIVE.

10:35:55 HOWEVER, THERE IS NOT A LOT OF ATTENTION PAID TO THE FACT THAT PERHAPS THE APPROACH IN WHICH THEY ARE BEING ENGAGED WITH, OR FORMAT IN WHICH WE ARE ASSESSING THEIR NEEDS.

10:36:08 MAYBE INAPPROPRIATE. JOON MENTIONED A LITTLE BIT EARLIER, ABOUT THE IDEA OF INDIVIDUALISM VERSUS COLLECTIVISM.

10:36:23 AND, A LOT OF TIMES WE WILL FIND THAT THEY ARE WANT TO INVOLVE THEIR FAMILY MEMBERS IN ACCEPTING SERVICES OR MAKING DECISION AS TO WHETHER THEY WILL ACCEPT SERVICES.

10:36:40 AND, WHEN SERVICE PROVIDERS APPROACH THEM WHAT IS VALUED IN THE WESTERN CULTURE A LOT OF TIMES IS THE IDEA OF CONFIDENTIAL, PRIVACY AND INDIVIDUALISM.

10:36:56 THUS WHEN THERE IS FAMILY MEMBERS IN THE INITIAL OUT REACH, A LOT OF TIMES IT IS SEEN AS RESISTANCE AND UNWILLINGNESS TO ACCEPT SERVICES.

10:37:12 ANOTHER THING WE FIND BECOMES BARRIER IS THEIR STYLE OF COMMUNICATION. API OLDER ADULLS TEND TO, THIS IS ROOTED IN ATHINK A LOT OF THE TEACHINGS.

10:37:28 WE TEND TO AVOID CONFRONTATION OR VERY DIRECT COMMUNICATION. WHEN YOU LOOK AT THE WAY WE APPROACH INDIVIDUALS, WHEN WE TRY TO PRESENT THEM WITH SERVICES.

10:37:53 THE STYLE THAT OUR TRAINING TENDS TO REQUIRE US TO PRESENT INDIVIDUALS WITH SOME ASSESSMENT TOOL QUESTIONNAIRE OR CERTAIN PROCESS AND FORMAT IN MANY WAYS CONTRADICTS WITH THE WAY THAT API OLDER ADULTS MAY ENGAGE AND BUILD RELATIONSHIPS.

10:38:23 ANOTHER CONCERN, IS THEY THINK OBJECT SERVICES MAY REFLECT ON THE ENTIRE FAMILY SYSTEM OR BRING SHAME OR STIGMA TO THE FAMILY. AND, THEY MAY TRY TO RESOLVE THE PROBLEM ON THEIR OWN WITHIN THEIR EXTENDED FAMILY OPPOSED TO SEEKING OUT FOR HELP.

10:38:30 ONE THING THAT I BROUGHT UP HERE HAS TO DO WITH TRAMA AND IMMIGRATION HISTORY.

10:38:52 I SPEAK TO TRAUMA, AND I THINK A LOT OF TIMES FOR YOUNGER PROVIDERS WITHIN THE COMMUNITY, WE FAIL TO RECOGNIZE THAT A LOT OF THE OLDER ADULTS ESCAPED WAR

TORN COUNTRIES, OR LIVED WITH A LOT OF CIVIL UNREST IN THEIR HOMES.

10:39:10 SO, THEIR INTERPRETATION OF SEEKING HELP AND RELATIONSHIPS WITH PUBLIC ENTITIES MAY BE VERY DIFFERENT FROM WHAT WE EXPECT.

10:39:18 THEIR PAST EXPERIENCE IN ACCEPTING SERVICES WHILE DURING ILL GRACIOUS MAY ALSO COME TO PLAY.

10:39:39 I HIGHLIGHTED HERE, SOMETHING ABOUT THE FILIPINO VETERANS AND I THINK THAT IS ONE EXAMPLE IN WHICH API OLDER ADULT HISTORY IN RECEIVING SERVICES FROM PUBLIC ENTITIES MAY ALSO IMPACT WILLINGNESS TO ACCEPT SERVICES NOW.

10:39:50 FOR THOSE THAT MAY NOT BE AWARE, DURING WWII, SOME FILIPINOS FOUGHT WITH THE UNITED STATES.

10:40:10 AND THEY WERE PROMISED BENEFITS, BUT, WHEN THE WAR WAS OVER, THEY WERE NOT NECESSARILY GIVEN THE BENEFITS THEY WERE OFFERED AND HAD TO REALLY ADVOCATE FOR THAT, THAT REALLY IMPACTED THE TRUST THAT THE COMMUNITY ALSO HAVE WITH THE PUBLIC SERVICES.

10:40:28 JOON EARLIER SPOKE A LITTLE BIT ABOUT FAMILY CAREGIVERS, AND, THERE IS EXPECTATION WITHIN THE CULTURE, TO TAKE CARE OF YOUR OWN. THERE IS A CERTAIN LEVEL OF SHAME WHEN YOU ARE NOT ABLE TO TAKE ON YOUR OWN PERSONAL RESPONSIBILITY.

10:40:56 AND I CAN SAY THAT IS VERY MUCH TRUE WITHIN MY OWN FAMILY, WHEN IT WAS VERY CLEAR OR BECAME CLEAR WE NEEDED OUTSIDE ASSISTANCE TO TAKE CARE OF MY GRANDMOTHER. HOWEVER STILL GREAT DEAL OF RESISTANCE FROM MY FATHER, WHO FELT LIKE IT WAS HIS PERSONAL RESPONSIBILITY TO CARE FOR HER WITHIN OUR HOME.

10:41:09 I WANT TO SPEAK ABOUT LACK WAJ, I THINK THAT EARLIER WE TALK ABOUT THE BARRIERS THE LANGUAGE DO CREATE IN TERMS OF INDIVIDUALS ACCESSING SERVICES.

10:41:29 AND I DWID WANT TO INDICATE THAT LANGUAGE IS NOT EVERYTHING, A LOT OF WHAT WE EXPERIENCE HERE IN LA, IS THE IDEA THAT IF SOMEONE IS FLUENT IN ENGLISH, THEN THEY DON'T NECESSARILY NEED A PROVIDER THAT HAS A SIMILAR CULTURAL BACKGROUND AS THEM.

10:41:48 AND, WE FIND THAT THE WILLINGNESS OF THE INDIVIDUAL TO ACCEPT SERVICES FROM SOMEONE FROM THEIR OWN COMMUNITY IS MARKEDLY DIFFERENT FROM THEIR WILLINGNESS TO ACCEPT SERVICES FROM SOMEONE WHO IS OUTSIDE OF THEIR COMMUNITY.

10:42:12 MY MOTHER IS FLUENT IN ENGLISH AND WORKED MOST OF HER LIFE IN AN AMERICAN COMPANY AND I WILL SAY THAT MOST SERVICE PROVIDERS RECEIVED SERVICES FROM, ARE STILL ASIAN AND PACIFIC ISLANDER. UMM, IT IS IMPORTANT ALSO TO NOTE THAT ALL ALL PROVIDERS ARE MADE EQUAL.

10:42:26 I HAVE HAD A LOT OF CONVERSATIONS WITH FOLKS WITH YOU KNOW THEY WILL SAY, WHILE WE HAVE SOMEONE THAT SPEAKS CHINESE AT OUR AGENCY OR HOSPITAL.

10:42:55 SO, I THINK WE ARE GOING TO BE FINE IN SERVING THIS INDIVIDUAL. AND, IT IS IMPORTANT TO NOTE THAT ANY ONE PROVIDER CAN REPRESENT THEIR ENTIRE COMMUNITY. AND, FOR INSTANCE FOR MYSELF, I HAVE A BACKGROUND, WELL I SPEAK MANDRIN CHINESE AND IMMIGRATED HERE IN TAIWAN MANY, MANY YEARS AGO.

10:43:16 AND, FOR A LONG TIME, I WAS THE ONLY MANDRIN SPEAKING PROVIDER AT ONE OF THE ORGANIZATIONS I WORKED WITH, SO THERE WAS A MISCONCEPTION THAT ALL CHINESE CLIENTS WOULD BE ABLE TO (INAUDIBLE) I AM ABLE TO COMMUNICATE WITH THEM AND I SHARE A BACKGROUND.

10:43:36 BUT, WITHIN OUR GROUP, THERE IS A GREAT DEAL OF DIVERSITY, I AM SURE IN RECENT DAYS YOU LOOK AT THE NEWS AND SEE UNREST BETWEEN HONG KONG AND DISCORDS.

10:43:48 FOR SOME OLDER ADULTS THAT IS RELEVANT AND THEY ARE NOT WILLING TO ACCEPT SERVICES FOR SOMEONE THEY DON'T FEEL THEY SHARE BACKGROUND AND BELIEFS AS THEY DO.

10:44:25 UMM, THERE IS ALSO AT TIMES ALACK OF UNDERSTANDING BY THE INDIVIDUAL OF THE SERVICE PROVIDERS ROLE AND PURPOSE. IN CERTAIN API COUNTRIES SOCIAL SERVICE PROVIDERS OR PUBLIC OFFICIALS ARE NOT NECESSARILY VIEWED AS SOMEONE TO PROVIDE SERVICE, MIGHT BE ONE OF THAT TO MONITOR AND ENSURE THAT INDIVIDUAL IS FOLLOWING CERTAIN SOCIAL NORMS.

10:44:44 SO, IT IS ALSO IMPORTANT TO RECOGNIZE THAT THEIR UNDERSTANDING OF YOUR ROLE AND WHY YOU ARE IN THEIR LIFE MIGHT BE DIFFERENT FROM YOUR UNDERSTANDING OF WHY YOU ARE ENTERING THEIR LIVES. .

10:45:01 THE NEXT ITEM I HAVE ON HERE HAS TO DO WITH DATA, AND JOON BROUGHT THIS UP A LITTLE BIT EARLIER, FOR THE LONGEST TIME IN LA COUNTY AS WE WERE ADVOCATING FOR SERVICES.

10:45:20 I THINK COUPLED WITH THE LONG STANDING MINORITY MYTH, A LOT OF TIMES WE FIND THAT FUNDING ORGANIZATIONS OR STAKEHOLDERS RELY ON DATA TO INTERPRET WHETHER THERE IS A NEED.

10:45:31 THERE IS OFTEN CON FUGUE BETWEEN SERVICE USE AND, LACK OF DATA, AND HOW THAT MAY REPRESENT THE LACK OF NEED WITHIN THE AP,COMMUNITY.

10:46:06 AND, BECAUSE THE COMMUNITY IS SO VAST AND DIVERSE, WE FIND THAT SOMETIMES THE SMALLER API COMMUNITIES GET LEFT OUT IN DATA COLLECTION, WHETHER IT IS METHOD OR FACT THEY ARE NOT USING THE SERVICES BECAUSE THEY ARE NOT CULTURALLY APPROPRIATE, OR THAT THEY ARE NOT AWARE OF THE SERVICES AND THAT OFTENTIMES IS MISINTERPRETED (INAUDIBLE).

10:46:27 NEXT SLIDE. SO, JOON TOUCHED ON THIS A LITTLE BIT DURING HIS PRESENTATION, HAS TO DO WITH GENERALIZING

ACROSS THE API GROUPS, I HAVE HERE A MAP OF UMM, THE ASIAN CONTINENT.

10:47:00 NOT SO MUCH TO GIVE A GEOGRAPHY LESSON, BUT I FIND IT VERY INTERESTING THAT A LOT OF TIMES, THERE IS NOT AWHOLE LOT OF AWARENESS OF HOW VAST A REGION MANY OF OUR API'S IMMIGRATE FROM, WITHIN OUR COMMUNITY WE TEND TO CATEGORIZE API AS EAST ASIAN, SOUT EAST ASIAN, AND SOUTH ASIAN OR PACIFIC ISLAND OR NATIVE HAWAIIANS.

10:47:21 WITHIN THOSE GROUPS THEY TEND TO SHARE OR HAVE MORE SIMILARITY IN CULTURE AND LANGUAGE AND VALUE AND BELIEF SYSTEM AND PRACTICE, HOWEVER, IT IS ALSO REALLY IMPORTANT FOR US TO NOTE THAT EVEN WITHIN THOSE GROUPS, THERE ARE A GREAT DEAL OF DIFFERENCES.

10:47:31 THE NEXT THING THAT I WANT TO SPEAK A LITTLE BIT ABOUT IS UMM, GOOD FAITH, UMM, OR THE ROLE OF FAITH. .

10:47:56 UMM, AND, THIS IS BECAUSE A LOT OF--ABIG PART OF ASIAN AMERICANS STILL PRACTICE BUDDHISM OR HINDISM.

10:48:24 SOMETIMES WE FIND THERE IS A CONTRAST BETWEEN HOW THEY VIEW THE PROBLEM, HOW THEY INTERPRET THEIR PROBLEM. AND, THE ABILITY TO UNDERSTAND THE INDIVIDUAL'S INTERPRETATION AND THEIR FAITH IS IMPORTANT IN DELIVERY.

10:48:38 LAST THING I WANT TO NOTE IS TENDENCY TO AVOID CONFRONTATION OR ANY TYPE OF DIRECT DISRESPECT TO SERVICE PROFESSIONALS.

10:48:50 AND, EARLIER I INDICATED IN ONE OF THE SLIDES IN DIRECT COMMUNICATION STYLE AS SOMETHING THAT IS VERY COMMON WITH API OLDER ADULTS.

10:49:09 A LOT OF TIMES IT IS IMPORTANT FOR THE SERVICE PROVIDERS TO BE OBSERVANT OF HOW THEY ARE ENGAGING WITH THE OLDER ADULT, WHETHER OR NOT THEY ARE LISTENING TO THE INDIVIDUAL'S OWN EXPRESSION OF THEIR PROBLEM.

10:49:37 BECAUSE, IT IS VERY COMMON THAT THE INDIVIDUAL IF THEY DON'T FEEL NEEDS ARE BEING MET UMM, TO JUST DROP OUT OF CARE, RATHER THAN CONFRONT THE PROFESSIONAL AND

SHARE THE CHALLENGES THEY ARE HAVING WITH SERVICES THEY RECEIVE.

10:49:54 SO, MAIN APPROACH WE USE HERE IN LA COUNTY AND ADDRESSING NEEDS OF THE OLDER ADULT IS THAT OF COLLABORATIVE ONE.

10:50:29 TOGETHER WE JOIN HANDS IN SERVING THE API OLDER ADULTS HERE IN LA COUNTY, THE BELIEF IS THAT EACH ORGANIZATION HAS THEIR OWN CONNECTION WITH THE COMMUNITY, AND IS ABLE TO REPRESENT MORE OF THE DIVERSITY THAT ALSO EXISTS WITHIN THE SPECIFIC CULTURES OR SUBGROUPS AND THEY HAVE A BETTER UNDERSTANDING OF THE APPROPRIATE OUTREACH AND EDUCATION METHOD.

10:50:42 WAY THAT THE INDIVIDUAL WITHIN THE COMMUNITY RECEIVE INFORMATION.

10:51:06 EXTENDED FAMILY OR WHOEVER THEY CONSIDER TO BE WITHIN WHAT WE CALL THEIR VILLAGE, AND WE FOUND THAT TO BE VERY DIFFERENT DEPENDING ON THE COMMUNITY THAT WE WORK WITH, IN THE CAMBODIAN COMMUNITY WE FOUND THAT BECAUSE OF A LOT INDIVIDUALS HAVING LOST IMMEDIATE FAMILIES.

10:51:16 THE COMMUNITY AT LARGE, UMM, HERE IN LONG BEACH, CALLS ONE ANOTHER BROTHER OR SISTER.

10:51:31 SOMETIMES TO EXTENT AS SERVICE PROVIDER FROM THE OUTSIDE, WE HAVE A HARD TIME TEASING OUT WHETHER THE INDIVIDUAL IS BROTHER BY BLOOD OR BROTHER THROUGH SURVIVAL.

10:51:41 WE LEARN IT IS IMPORTANT TO IDENTIFY THE INDIVIDUAL'S VILLAGE OR WHO THEY CONSIDER TO BE PART OF THE VILLAGE AS WE APPROACH THE WORK WITH THEM.

10:51:56 BECAUSE OF ALL OF THE INDIVIDUAL DIFFERENCES THAT THE PERSON MAY HAVE, WE FIND THAT IT IS IMPORTANT TO ALLOW THAT PERSON TO BE YOUR TEACHER, DEVELOPING UNDERSTANDING OF THE INTERPRETATION OF THE PROBLEM.

10:52:11 ONE THING THAT WE NOTICE, AND CAUTION AGAINST, IS HAVING SERVICE PROVIDER TO SERVE A CERTAIN POPULATION.

10:52:42 VERY OFTEN I WILL HAVE AN ORGANIZATION CALL ME AND SAY I HAVE A VIETNAMESE AMERICAN OLDER ADULT I AM SERVING, UMM, WHEN, WE TOOK ON THE CLIENT WE HAD A STUDENT INTERN WORKING WITH US, BUT, THE INDIVIDUAL DID NOT HAVE A FULL UNDERSTANDING OF THE RESOURCES FOR VIETNAMESE AMERICANS HERE IN LA COUNTY, SO, WOULD YOU GUYS BE ABLE TO SEND US RESOURCES.

10:53:05 AND, THEN A FEW MONTHS LATER, CALL US AND SAY, BY THE WAY THE INTERN LEFT AND WILL WE BE ABLE TO TRANSFER THIS CLIENT, UMM, TO YOU AT THE POINT. WE CAUTION ORGANIZATIONS FROM, UMM, HAVING ONE REPRESENTATIVE FROM THE COMMUNITY, AND TRYING TO TAKE ON CLIENTELE TO PROVIDE SERVICES RATHER THAN WORKING WITH THE COMMUNITY.

10:53:15 UMM, THESE WORGSS ARE SERVICE PROVIDERS THAT ARE ALREADY GROUNDED IN THAT COMMUNITY.

10:53:29 UMM, THERE ARE ALSO ISSUES WITH ASSESSMENT TOOLS, FOUND THAT WITH WORKING WITH OLDER ADULTS EARLIER, WE TALK ABOUT THE TOOLS.

10:53:37 I THINK A LOT OF TIMES THIS HAS TO DO WITH FUNDING AND ALSO CONTRACT EXPECTATIONS. .

10:53:43 WHERE WE ARE GIVEN A CERTAIN AMOUNT OF TIME AND TOOLS WE NEED TO ADMINISTER, WHEN, UMM, COLLECTING DATA.

10:54:07 SO, THAT WE CAN BEGIN PROVIDING SERVICES TO A INDIVIDUAL. UMM, BUT, WE FOUND THAT IT IS ALSO REALLY IMPORTANT TO SELECT TOOLS THAT ARE GOING TO BETTER REPRESENT OR ASSESS THE NEEDS OF THE INDIVIDUAL UMM, AND ALLOW YOU TO COLLECT FOR VALID DATA.

10:54:35 SOME EXAMPLES I HAVE HERE, (ON SCREEN) THESE ARE TOOLS THAT WE USE A LOT. IN BEHAVIORAL HEALTH WORK WITH ADULTS, A LOT OF TIMES LOOKING AT ANXIETY AND DEPRESSION AND COGNITIVE CAPACITY, HOWEVER THEY ARE NOT TOOLS THAT

WE WOULD TYPICALLY RECOMMEND, BECAUSE THEY ARE NOT TRANSLATABLE INTO CERTAIN LANGUAGES.

10:54:50 AND, ALSO, A LOT OF THE CONCEPTS, ARE DIFFICULT TO REALLY TRANSLATE, OR APPLY IN CERTAIN COMMUNITIES.

10:55:08 SO, INSTEAD A LOT OF TIMES WE ADOPT TOOLS LIKE THIS. UMM, SO I WANTED TO ACTUALLY SHARE HERE A CASE EXAMPLE, THAT UMM--OF A CLIENT THAT I WORKED WITH MANY YEARS AGO FROM THE COMMUNITY.

10:55:23 SHE KIND OF ILLUSTRATE THE CULTURAL VALUES, PRACTICES AND HOW THE COMMUNITY ACCEPT SERVICES AND WORKING WITH PARTNERING ORGANIZATIONS MADE A DIFFERENCE.

10:55:42 SO, MANY, MANY YEARS AGO, I WOULD SAY NOW ABOUT TEN YEARS AGO. WE BEGAN DEVELOPING API SPECIFIC MENTAL HEALTH PROGRAM HERE IN LA COUNTY.

10:55:46 WE EXPANDED COLLABORATION TO INCLUDE BEHAVIORAL HEALTH WORK.

10:55:55 UMM, THIS PARTICULAR WOMAN WAS BROUGHT TO MY ATTENTION BY ONE OF THE PARTNER ORGANIZATIONS FROM (INAUDIBLE).

10:56:23 SHE SUFFERED FROM SCHIZOPHRENIA FOR QUITE A LONG TIME. AND, HAD MULTIPLE HOSPITALIZATIONS EVERY TIME BECAME COMBATIVE. .

10:56:29 HER FAMILY WANTED TO TAKE CARE OF HER, AND THEY WERE STRETCHED THIN.

10:56:40 HOWEVER TO THEM, KEEPING HER IN THE HOME WAS PRIORITY, HUSBAND HAD THE PADLOCKS ON ALL OF THE DOORS IN THE KITCHEN.

10:56:47 HELD SLEEP IN THE HALLWAY, AND SEPARATE HER FROM THE FAMILY AND ADULT CHILDREN, TO AVOID HER HARMING THEM.

10:57:04 AT THE TIME SHE WAS BROUGHT TO MY ATTENTION, SHE HAD JUST HAD ANOTHER HOSPITALIZATION, AND DISCHARGED

HOME. UMM, OUR PROVIDER FROM THE ORGANIZATION UMM, BROUGHT ME TO THE HOME OF THIS OLDER ADULT WOMAN.

10:57:29 AND, I BEGAN TRYING TO ENGAGE WITH HER, NATURALLY SHE DID NOT WANT TO HAVE ANYTHING TO DO WITH ME, NEITHER DID HER FAMILY. BECAUSE THE INTERVENTIONS THAT HAD BEEN DONE UP TO THAT POINT, THEY FELT LIKE WAS TRAUMATIC AND INAPPROPRIATE AND UNNECESSARY AND INEFFECTIVE.

10:57:41 THEIR PAST ENCOUNTERS WITH MENTAL HEALTH PROFESSIONALS, UMM, INVOLVED CONVERSATIONS ABOUT THE NEED FOR HER TO BE ON MEDICATIONS AND LONG TERM IN PATIENT CARE.

10:57:54 OR, TO BE HOSPITALIZED AND CONSERVED OR TO BE PLACED ON INJECTIONS AND A LOT OF THOSE WERE NOT INTERVENTIONS THAT HER OR THE FAMILY FELT WAS APPROPRIATE.

10:58:00 BECAUSE THEIR INTERPRETATION OF THE PROBLEM WAS DIFFERENT FROM OURS.

10:58:13 HER BELIEF IS THAT THERE IS A SPIRIT HAUNTING HER HOME. AND, THIS SPIRIT IS OF A YOUNG MAN, WHO WANTED TO MARRY HER DAUGHTER MANY YEARS AGO.

10:58:28 HOWEVER SHE REJECTED THE MARRIAGE PROPOSAL, AND ON THE DAY THAT HER DAUGHTER WAS ACTUALLY MARRIED TO ANOTHER MAN, THE STATUES ON THEIR PEDESTAL FELL AND THE HEAD FELL OFF THE STATUE.

10:58:38 SHE BELIEVED THAT THIS YOUNG MAN AFTER HER DAUGHTER'S MARRIAGE HE KILLED HIMSELF AND HIS SPIRIT IS NOW HAUNTING HER HOME.

10:58:48 SHE ALSO BELIEVED THAT BECAUSE SHE DID NOT PROPERLY DISPOSE OF THE STATUE THAT HER HOUSE IS FOREVER CURSED.

10:59:10 SHE HAS BEEN ASKING FOR MENTAL HEALTH PROFESSIONALS FOR A LONG TIME WAS A BLESSING CEREMONY TO BE PERFORMED AT THE LOCAL TEMPLE. SHE ALSO WANTED A

50 POUND BAG OF RICE, SHE WAS VERY INSISTENT THAT SHE NEEDED THE 50 POUND BAG OF RICE.

10:59:22 SO, BECAUSE I WAS ACCOMPANIED BY THE WIFE I FELT LIKE MY CULTURAL DAUGHTER AND SHAMAN FROM THE COMMUNITY IN LONG BEACH.

10:59:40 THEY SHARED WITH ME THE REASON FOR THE BAG OF RICE A LOT OF TIMES I FEEL LIKE OUR ROLE AS ORGANIZATION IS TO BRIDGE DIFFERENCES BETWEEN EXPECTATIONS OF FUNDING ORGANIZATION AND WHAT THE COMMUNITY IS SAYING TO US.

10:59:58 SO, I WAS THINKING IN MY HEAD, HOW AM I GOING TO EXPLAIN TO DEPARTMENT OF HEALTH, I SPENT THEIR MONEY TO BUY A 50 POUND BAG OF RICE AND BLESSING CEREMONY AT THE TEMPLE INSTEAD OF THE MEDICATION AND CARE FOR THE INDIVIDUAL.

11:00:18 HOWEVER, IT BECAME VERY CLEAR TO ME, IN HER MIND, SHE HAS TO SPREAD THIS BAG OF RICE, AND DOES THE CEREMONY, THIS SPIRIT WAS NOT GOING TO LEAVE HER FAMILY.

11:00:31 INSTEAD OF TRADITIONAL ROUTE OF GETTING MONEY THROUGH DEPARTMENT OF MENTAL HEALTH, WE WENT AND ACQUIRED THE 50 POUND BAG OF RICE, AND WE SPREAD IT IN HER YARD.

11:00:45 TWO WEEKS LATER, SHE HAD ANOTHER EPISODE, AND ATTACKED HER DAUGHTER AGAIN. WITH, THE KNIFE. AT THAT TIME I ALREADY BUILT A RELATIONSHIP WITH HER.

11:01:02 I WAS ABLE TO SAY TO HER I TRIED IT YOUR WAY, NOW ARE YOU WILLING TO TRY IT MY WAY? AND, SHE WAS, AT THAT POINT, SHE REALIZED I WAS WILLING TO APPROACH THE PROBLEM FROM HER PERSPECTIVE.

11:01:06 I AM RECEIVING TEXT ABOUT RUNNING OUT OF TIME.

11:01:30 I AM GUESSING I AM NOT GOING TO GET A CHANCE TO TALK MUCH ABOUT OUR WHAT'S GOING ON WITH YOUR PANDEMIC, BUT I THINK QUICKLY I WANT TO TALK A LITTLE ABOUT THE WEBSITE, AND LINK THAT WE HAVE WORKED ON. .

11:01:59 THAT IS SOMETHING THAT WE STARTED TO DOCUMENT THE HATE CRIME AND VIOLENCE ANTI AAPI DURING THE PAN DEMEK I AND RECENTLY THE ADMINISTRATION CITED THE DATA COLLECTED THROUGH THIS WEBSITE IN THE EXECUTIVE ORDER TO ADDRESS VIOLENCE AGAINST AAPI IN THE PANDEMIC.

11:02:03 AMANDA?

11:02:21 >> HI, YES, NO WORRIES I KNOW, IT'S A SHORT AMOUNT OF TIME, SO MUCH TO SHARE, I WANT TO THANK YOU AND JOON FOR SHARING YOUR PASSION FOR THIS WORK, WHICH IS CLEAR, AND FOR YOUR PERSONAL AND TOUCHING STORIES THAT FUELLED YOUR MOTIVATION.

11:02:50 TO DO THIS WORK, AND IT'S SO VERY MUCH NEEDED AND I AM REALLY GRATEFUL ALSO FOR YOUR EMPHASIZING TO BE CULTURALLY AWARE AND PROVIDE THAT BEST LEVEL OF SERVICES WE REALLY HAVE TO GO BEYOND BEING LINGUISTICALLY COMPETENT AND ACKNOWLEDGE AND LEARN AND KNOWING ABOUT THE UNIQUE HISTORY EXPERIENCED BY OUR ADULTS ACROSS CALIFORNIA AND SPECIAL AND CERTAIN CULTURAL VALUES THEY HOLD.