

The Needs and Challenges of Vietnamese Seniors: Community Assessment Report

November 2012

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Executive Summary

From 2000 to 2010, there has been a 44% increase in Seattle's Vietnamese senior population. According to the 2010 census, Vietnamese seniors currently make up nearly a quarter (24%) of the local Vietnamese population. This report provides a preliminary assessment of Vietnamese seniors to identify needs, gaps in services, and opportunities for collaborations among organizations serving Vietnamese seniors.

Method: Two focus groups, 22 individual interviews, brief scan of existing services, and a service provider roundtable discussion with 33 stakeholders. All the resources identified in the community assessment map are services used by Vietnamese Seattle residents (over 55+) within the Seattle CCD (a 2010 Census County Division). This seven-month assessment project began April 2012 and ended with the service providers roundtable talk in October 2012.

Key Findings:

- Cuts in caregiving services prevent monitoring of elders within Vietnamese caregiving families and opens more opportunities for potential elder abuse.
- Many Vietnamese elders are low-income and are reliant on continued government support for their basic nutrition, housing, and healthcare needs.
- Seniors are reluctant to call 911 due to language and cultural issues.
- Depression and social isolation are commonly reported among Vietnamese seniors.
- Seniors are unaware of existing resources and services, such as free transportation shuttles due to language barriers.
- More low-income housing is needed for a rapidly aging population.
- Several hot meal programs in Seattle cater towards Vietnamese seniors.
- Services addressing seniors' spiritual and emotional well-being needs to be prioritized.
- Information within Vietnamese Seattle senior community is shared either through word of mouth or local Vietnamese language newspapers.
- More Vietnamese seniors are increasingly living on their own, independent from the care of their children.

Recommendations:

- Improve transportation access for seniors—especially during the evenings.
- Developing leadership within the Vietnamese senior community.
- Strengthening how information is shared with Vietnamese seniors.
- Service providers should work more closely together in order to address the diverse needs of Vietnamese seniors, and to share resources and best practices.
- Address language barriers that prevent seniors from accessing and understanding existing resources and services.

Section 1: Background

In 2009, the Vietnamese Friendship Association (VFA) launched the Vietnamese Community Action Research and Empowerment (CARE) Project. CARE was designed to engage the Seattle Vietnamese community in identifying problems and challenges and developing shared vision and priorities.

A year later, the first ever Vietnamese Community Assessment report was released¹, which detailed the major findings from the assessment. It was clear that Vietnamese families in Seattle face numerous barriers to economic self-sufficiency, education, health care, neighborhood vitality, and more.

When asked about community-wide issues, over 50% of respondents cited concerns about challenges facing seniors. These challenges include social and physical isolation, difficulty with transportation or mobility, and difficulty with changes in identity and cultural values living in the United States. In addition, when asked for what they would like to see in the Vietnamese community ten years from now, the second-highest response was a space for community members and seniors.

From 2000 to 2010, there has been a 44% increase in the Vietnamese senior population. According to 2010 census, Vietnamese seniors currently make up nearly a quarter (24%) of the total Vietnamese population in Seattle. Many of Vietnamese immigrants who arrived in the United States in the 1970s are now or near approaching senior age.

Though the CARE Project initially showed that the Vietnamese community believes “respect for elders” is a community strength, not much work has been done to research or understand the Vietnamese senior community. Given these trends, and the challenges faced by Vietnamese seniors, VFA seeks to further investigate the problem areas already identified in the CARE project. The goal of this assessment report is to:

1. Provide further depth and clarity into the needs, issues, and challenges faced by Vietnamese seniors
2. Map out the current landscape of information, services, and resources used by Vietnamese seniors
3. Identify gaps in needs and services between Vietnamese elders and service providers

¹ The full Vietnamese Community Assessment report can be viewed online at <http://vfaseattle.files.wordpress.com/2009/05/vfa-care-report-final-2-14-11.pdf>

Section 2: Methodology

316 individual interviews were previously conducted through the CARE project (2010), an earlier assessment encompassing the entire Vietnamese community. For the Vietnamese Senior Assessment, we focused more on service providers with close ties to the senior community. VFA needs assessment methodology consisted of the four following components:

Community Mapping

Community mapping was conducted in order to see where services for Vietnamese seniors are physically located. Mapping provided a baseline understanding of the community via a visual representation of the resources and spaces seniors currently access. Mapping was mainly limited to the Seattle area, although occasionally there were some locations identified in Renton where there is a sizable Vietnamese population. Snowball sampling was used where seniors contacted gave leads and referrals to other people to speak with and locations to visit.

Focus Groups

Two focus groups were conducted: one at the Chinese Information and Service Center (CISC) and another at the Garfield Community Center. There were 20 participants in total. Participants were asked about their perspective and experiences as seniors, and the current resources they access in their day to day lives. Responses were given verbally or recorded on paper and given to the facilitator.

Interviews

Vietnamese seniors: Individual strategic interviews were also obtained from seniors outside of the focus groups. They consisted of recognized leaders whom many seniors go to for help and support. They are well known within the community and respected as “cultural liaisons” for the broader senior community. There were six participants in total, two men and four women. The same questions used in the focus groups were also asked in the individual interviews.

Stakeholders and services providers: These groups were also interviewed and were asked the following two questions: 1) Please describe your relationship with the Vietnamese senior community and the work you do with them, and 2) What do you think are the needs and concerns of the Vietnamese senior community? 16 people were interviewed in total.

Roundtable Discussion

Preliminary information gathered from community mapping, focus groups, and interviews were compiled into a presentation and shared with 33 stakeholders from various organizations and service providers at an event held in October 2012. During the roundtable, service providers discussed their connections with the Vietnamese senior community and what resources they as organizations could offer in addressing the needs of the Vietnamese seniors. In addition, service providers were asked to prioritize the major issues they believed they could collectively address.

Study Limitations

Although all efforts were made to ensure our methods are as valid as possible, there are limitations to the extent to which the findings can be generalized of the Vietnamese senior community. Most of the seniors in the focus groups directly participate with a various senior programs or access services, and thus they represent seniors who are more active in their community than other Vietnamese seniors who may rarely venture outside of their homes. Also, most of the seniors we interviewed were women. While their perspectives are invaluable to the needs assessment, it is important to take into consideration that data might be different if obtained from a focus group largely composed of men.

Additionally, the data outline here focus on southeast Seattle and the surrounding area. Policies at the state and federal level, such as changes in Medicare/Medicaid, were beyond the scope of this assessment. However, we acknowledge that changes in policy decisions have the potential to impact the current living situation for many Vietnamese seniors.

Despite these limitations, we believe the findings serve as a good preliminary scan of the needs of Vietnamese seniors in Seattle, the services available, and actions that should be taken to strengthen these services. This assessment can also serve as a foundation on which more in-depth assessment can take place.

Section 3: Needs and Challenges of Vietnamese Seniors

Language Barriers

Language barriers cross many issues among Vietnamese seniors, and often the lack of English ability impedes their ability to access important information, resources, and services. For example, certain programs that target senior citizens often fail to reach Vietnamese seniors because flyers and promotional materials are not translated into Vietnamese.

Additionally, important documents that are provided in English, such as letters from the Department of Social and Health Services (DSHS), or public utility bills, are often mistaken for junk mail and thrown away. Seniors need help understanding what is being sent to them and written in the document. Even seniors with a good command of spoken English have difficulty with formal, written English. Mail from DSHS can be sent in Vietnamese, but it must be requested.

The most effective form of information sharing is via word of mouth, and Vietnamese-centered media outlets, such as the newspapers or television channel.

Generation Gap

Intergenerational conflict was an important issue for the Vietnamese seniors. For example, one participant expressed her desire to be closer to children raised in the States, but finds it difficult to do so because they are “too American,” too easily forgetting their Vietnamese roots.

Another participant wants a program to bring the older and younger generations closer together. However, she expresses her doubts as to whether it would work. While she would personally like to reach out to youth, she is not sure the younger generation would in turn want to spend time with her. She expressed her further frustrations with the younger generation—in which they would continually “shake [their] heads,” signifying their refusal to speak Vietnamese, or they simply do not know how. Others further affirmed the general difficulties of intergenerational interaction.

However, seniors did agree that there are positive outcomes by nurturing a relationship with the younger generation, despite the age gap. Seniors believe youth can help ease their minds and alleviate their stresses and that they can learn from the younger generation because there are some things the youth may know how to do better than the seniors.

Social Services

Seniors report that, compared to life in Vietnam, they live reasonably well in the United States. However, they do depend on government support for their daily living, such as food stamps, social supplemental income (SSI), healthcare assistance, and more. Some are concerned about cutbacks in services due to the economic downturn. Others do not want to bother their family for help because they don't want to be burdensome.

Health Care

Language barriers may prevent seniors from accessing information related to their health, such as changes in Medicaid and Medicare or communicating well with their doctor. Often seniors follow their doctors' orders without having a complete understanding of the information presented to them.

Mental health is an area in which Vietnamese seniors lack understanding and awareness. In focus groups and individual interviews, feelings of sadness, depression, and loneliness were commonly reported by Vietnamese seniors, mostly stemming from social isolation. This may be in due, in part, to seniors increasingly living on their own, resulting in less contact with their children and other family members. Adjusting and integrating to a second homeland adds another layer of isolation for the Vietnamese senior community.

Finally, there have been more requests from the seniors for more programs that address their spiritual and emotional well-being. Services have been so focused on basic needs that emotional and spiritual well-being have been lower in priority. This is one in which the seniors see a strong need for more services.

Leadership

There have been difficulties developing leadership within the Vietnamese elderly community. The first wave of refugees who arrived in the US were highly educated, but later waves of refugees did not have the same level of education. They often came from the countryside and were farmers. The in-group differences in educational achievement present unique challenges in leadership.

There are concerns within the Vietnamese Senior Association about a succession plan for the current leadership and management—particularly as seniors leave or pass away. One of the leaders has expressed interest in getting more young people involved to sustain its current programming and potentially develop the organization further in the future. The VSA would like to move from being mainly volunteer-driven organization to a formal organization with a board of directors, officials, and paid staff. However, some current members believe that only seniors should contribute to the management and leadership of the VSA.

This is especially important for service providers who want to directly outreach to and engage with Vietnamese seniors. Developing strong and trusting relationships is critical to effective outreach within the Vietnamese community.

Safety Issues

Again, language barriers prevent Vietnamese seniors from reporting issues to authorities in a timely manner or at all. They feel more comfortable reporting to someone in their native language and it is usually someone they know well. As a result, Vietnamese seniors are reluctant to call 911. Although it is possible to speak with a Vietnamese interpreter on the 911 operating line, many seniors are unaware that this option is available to them. There are some

safety workshops to educate the seniors on the process, but the information on how to access these workshops is not widespread.

Cultural factors also prevent proper reporting of criminal activity. There is a general mistrust within the Vietnamese community toward law enforcement. The Seattle Police Department currently has a community liaison that is fluent in Vietnamese and regularly visits seniors in their homes and gathering places. Many Vietnamese seniors trust and rely on the community liaison to report safety information, but this over-reliance also presents a challenge because the community liaison isn't always available.

Transportation and Mobility

A lack of mobility limits when and where seniors can travel. For example, community gatherings and social events that occur in the evening make it difficult for seniors to attend due to fewer transportation options. There are some transportation services geared specifically towards homebound seniors offered free of charge such as Hopelink and Hyde Shuttles (Senior Services), but many seniors are unaware of these services.

Most rely on the bus as their main source of transportation, although bus fares in King County have recently increased which may adversely impact seniors. Seniors also expressed feeling discriminated against by bus drivers. Few seniors can drive a car, and are dependent on family or friends to drive where they want to go. One care provider reported "I'm only allowed to take them to shopping and doctor appointments, not churches or temples."

Seniors express a desire to travel and explore. They especially like trips to common tourist attractions such as the Pike Place Market, the Space Seattle, the Aquarium, and the zoo.

Housing

Culturally, there is an expectation that children will care for their parents as they age. At times, this value may conflict with the mainstream culture. Seniors are increasingly living on their own, with less contact from their children, who are grown and perhaps raising their own families. This places additional burdens on seniors who are unable to access the support they need. This may also add to their feelings of loneliness and isolation. Some seniors have also expressed difficulty in finding and securing low-income housing, with long wait periods in the process of applying.

Section 4: Current Landscape of Resources and Services

Please note that this is not a comprehensive list of resources and services representative of the Vietnamese senior community.

Vietnamese Community Organizations and Associations

There are two community-based nonprofit organizations that directly serve the Vietnamese community: Helping Link, located in Little Saigon, and the Vietnamese Friendship Association (VFA), located on MLK and Othello.

While both organizations provide a broad range of services to the Vietnamese community, they primarily focus on youth and education. These organizations have strong ties within the Vietnamese community and are seen as a resource among community members. However, neither organization has programs that cater towards the unique needs of Vietnamese seniors—although the computer class at Helping Link is popular with seniors.

Vietnamese Senior Association

The Vietnamese Senior Association (VSA) hosts meals and activities at the Asian Counseling and Referral Service Center (ACRS) and the Garfield Community Center. These programs have become the *de facto* gathering place for seniors, aside from churches and temples. These two centers, open two days a week, provide a space for Vietnamese seniors to socialize through meals and a variety of activities, such as line dancing, aerobics, ESL classes, ping pong, and health and safety workshops.

Hot Meal and Food Programs

In terms of dietary preference, Vietnamese seniors tend to become progressively more vegetarian as they age, possibly due to their Buddhist values. Hot meal programs that are regularly attended by Vietnamese seniors include: Garfield Community Center, ACRS, and ReWA. Additionally, Vietnamese seniors who have signed up for food program such as Meals on Wheels and the Chicken Soup Brigade, but some stop using these services because the food provided is catered toward Western tastes.

Education/Enrichment activities

Citizenship classes: Citizenship classes are popular among Vietnamese seniors who hope to become citizens. Two sites offering citizenship classes specifically tailored towards the Vietnamese population are: 1) ACRS and 2) the Chinese Information and Service Center (CISC). Seniors learn basic English in the form of preparatory ESL classes in order to pass the citizenship test. Both of these citizenship classes are available to the senior population free of charge.

ESL classes: For English-language learners who want to focus solely on developing their conversation skills, some seniors go to the Seattle Public Libraries for “Talk-Time” sessions. The Beacon Hill Library Branch is popular among Vietnamese seniors, which is open for Talk-Time sessions every Saturday at 10:00 am.

There are also free, informal ESL classes available at the Garfield Community Center. Using philosophy and singing to teach ESL, many of these seniors are women who come there for the purpose of learning quick, useful English phrases and to socialize with one another. Finally, the New Holly Branch of South Seattle Community College offers fee-based ESL classes for anyone who enrolls. However, signing up for these ESL classes can be extremely challenging, due to language, difficulties registering, and other barriers.

Computer classes: There has been demand from Vietnamese seniors; however these programs are not frequently used by seniors. Free computer instruction is available during the senior hot meal program at ACRS, but little traffic. Some reasons why that may be: 1) the instruction is in English and 2) the program is not widely advertised. Current negotiations are underway to possibly fund a computer class at the Garfield Community Center. Only Helping Link provides free computer instruction to seniors in Vietnamese (if an instructor is available).

Women's group: A women's group meets monthly at CISC to discuss health issues and to informally engage in conversation therapy.

Religious Institutions and Spiritual Needs

For Buddhists, Co Lam Pagoda (Chùa Cổ Lâm) is popular place for seniors to go to on Sundays, offering vegetarian meal options for the elders after the ceremony from 11 to noon.

Catholic seniors attend the Vietnamese Martyrs Parish (Giáo xứ Các Thánh Tử Đạo Việt Nam) in the Yesler Terrace neighborhood. Seniors who live in Seattle may drive from as far to Renton to other religious temples or churches if they have good connections with family or friends there and vice versa.

Health Care Providers

The International Community Health Services (ICHS) has two clinics: one in International District and the other further south in Holly Park. These health and dental clinics cater towards Asian and Pacific Islander populations, with some of the staff speaking Vietnamese and acting as cultural mediators for Vietnamese seniors. While Vietnamese seniors do access healthcare resources at ICHS, many Vietnamese seniors who were interviewed report using family doctors, with no reference to any particular clinic or healthcare service.

Among health care providers, there is a concern that Vietnamese interpretation via family members is inadequate because the medical information is not properly presented to seniors. Family members are believed to hide information in order to preserve their elderly relative's peace of mind even though it might be imperative to communicate such information.

Proper documentation of medical records is also a challenge and problems arise when transferring medical records from one provider to another. Some seniors don't write down who was their previous doctor, their phone numbers, or their health history. Additionally, many seniors need to prove their Medicaid eligibility every year which is a difficult process because of their lack of English skills.

Due to cultural factors, some seniors are also reluctant to change doctors (or pursuing a second opinion/option) because they feel they might offend their current doctor or the previous clinic they attended.

Caregiving services

Some Vietnamese seniors prefer to have family members or someone they know become their personal caregivers. This is primarily due to cultural factors that place emphasis on family ties and kinship. If seniors can't find someone they know to take care of them, then they turn to an organization that provides caregiving services. They are often referred to these services by social service agencies such as ACRS or CISC. These include Fidelis, ResCare, Chesterfield Services, and Catholic Community Services. (Please see Appendix for complete listing with contact information.)

Many of these organizations have experienced dramatic cutbacks—including losing clients, cutting back on services, and reductions in the quality of service—because of the recent economic downturn. One impact of these cuts is a growing concern of abuse by family caregivers due to the lack of independent oversight and monitoring. There is a concern that the frequency of senior abuse is underreported because 1) Vietnamese seniors do not know how to speak English, or 2) are too embarrassed, due to cultural reasons, to report abuse happening within their families.

Shopping

Seniors typically shop at Asian-centric grocery stores, such as the Viet-Wah and Lam's Seafood in Little Saigon and Graham Street, and King Plaza in the Rainier Valley. Seniors also like to frequent thrift stores. Two such stores that were mentioned in one-on-one interviews: 1) Goodwill and 2) Salvation Army. There are also many Vietnamese-style bakeries and cafes in Little Saigon and the Rainier Valley along MLK. Seniors often come here to buy lunch, snacks, drinks, or to meet up with friends.

News and Information

Most seniors get their news and information from friends or family—via word of mouth. This is the most effective way of communicating information to seniors. Popular sources of information for seniors are the Vietnamese language newspapers. There are four in the Seattle/King Area: Nguoi Viet Tay Bac, Nguoi Viet Ngay Nay, Phuong Dong Times, and the Seattle Viet Times. These publications are published weekly and are free for readers. There is also a Vietnamese television station, Saigon Broadcasting Television Network (SBTN) that can be accessed by satellite (DirectTV). SBTN features 24 hour programming, including news, performing arts, commercials, and other programs. Finally, there is a Vietnamese radio station (SRBS Saigon Radio) that broadcasts to Seattle, but it is unknown how effective or widespread this radio station is (Please see Appendix for complete listing with contact information.)

Section 6: S.W.O.T. Analysis

<p>Strengths</p> <ol style="list-style-type: none"> 1) A strong sense of community under the Vietnamese Senior Association. 2) There are “gatekeepers” in the community who are easily identifiable and are viewed as a reliable source of help. 3) Rich cultural history and sense of pride among seniors. 	<p>Weaknesses</p> <ol style="list-style-type: none"> 1) Language and cultural barriers make it difficult for seniors access information and resources them in general to navigate the senior care system. 2) High reliance on government to support basic needs (e.g., health care, food and nutrition, housing). 3) Lack of communication and interaction with youth and other groups of people outside Vietnamese community. 4) Cuts in caregiving services prevent the monitoring of the care of seniors within Vietnamese families by an outside party. 5) Lack of programs or services that address the emotional and spiritual well-being of Vietnamese seniors.
<p>Opportunities</p> <ol style="list-style-type: none"> 1) There are a variety of services and resources that specialize in different areas of senior living and well-being. These organizations can work together to provide more holistic care. 2) Vietnamese newspapers are seen as a trusted source of information that is distributed to thousands of people on a weekly basis. 3) Seniors desire to connect with the younger generation. 	<p>Threats</p> <ol style="list-style-type: none"> 1) Vietnamese senior community is growing larger with time without a similar growth in support or services. 2) Changes in local, state, or national laws which are not communicated down to Vietnamese seniors. 3) Rising public transportation fares impact seniors’ ability to get around.

Section 7: Conclusion and Recommendations

This report examines the needs and challenges of Vietnamese seniors living in Seattle. We also explored the current landscape of resources and services that are being provided for, and accessed by, Vietnamese seniors. As previously mentioned, this report is not meant to be a scientific study or an exhaustive list of current services and resources.

Based on the findings of this report, VFA's recommendations are:

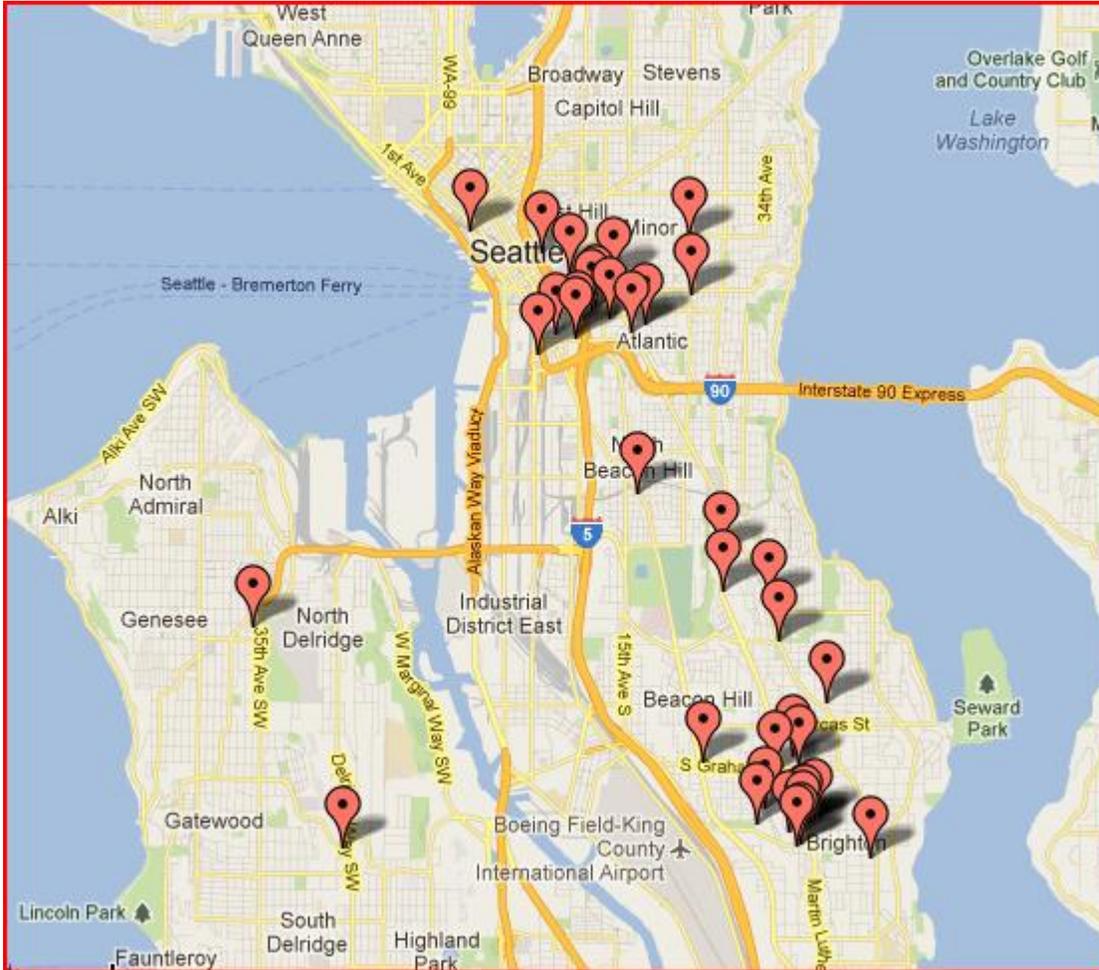
- Improve transportation access for seniors—especially during the evenings.
- Develop leadership within the Vietnamese senior community.
- Strengthen how information is shared with Vietnamese seniors, and support local ethnic media. For example, placing ads with Vietnamese newspapers to communicate important information about services and resources.
- Service providers should work more closely together in order to address the diverse needs of Vietnamese seniors, and to share resources and best practices. For example, organizations focusing on emergency preparedness could work with hot meal programs to engage Vietnamese seniors.
- Address language barriers that prevent seniors from accessing and understanding existing resources and services. This includes sending mailings and documents to local seniors' homes, posting flyers at places frequented by seniors, and having Vietnamese-speaking staff who can develop strong relationships with seniors.

Addressing these priority issues can greatly improve the quality of life for Vietnamese seniors living in Seattle, as well as the effectiveness of services provided by the various non-profit and community-based organizations.

While it is clear that Vietnamese seniors face many obstacles to healthy living and well-being, several institutions, associations, and services have formed to address these varied needs. However, there is little communication, awareness, and collaboration among different service providers. VFA believes partnership present the best opportunity to effectively improve services for Vietnamese seniors. To this end, VFA plans to convene an Action Committee to further explore three priority issues and develop a strategic plan to address them. Organizations and agencies interested in this work are encouraged to connect with us.

Appendix A: Community Map

Access the Vietnamese Senior Community in Seattle map online at <http://goo.gl/maps/jL0VY>.



Appendix B: Service Providers and Resources

Assisted Living

Kin On Health Care Center

4416 South Brandon Street, Seattle, WA 98118

Email: N/A

Phone: (206) 721-3630

Website: www.kinon.org

Primary Contact: Kenny Chan

Email: kchan@kinon.org

Phone: (206) 721-3630

Legacy House

803 South Lane Street, Seattle, WA 98104

Email: info@scidpda.org

Phone: (206) 624-8929

Website: www.scidpda.org

Primary Contact: Frank Bacungan

Email: frankb@legacyhouse.org

Phone: N/A

Low-income Senior Housing

Peter Claver House

7101 38th Ave S # 100, Seattle, WA 98118

Email: bao.vang@providence.org

Phone: (206) 721-6265

Website:

<http://washington.providence.org/supportive-housing/peter-claver-house/>

Primary Contact: Bao Vang

Email: bao.vang@providence.org

Phone: (206) 721-6265

Weller Apartments

1631 S. Weller St., Seattle, WA 98144

Email: wellerapts@live.com

Phone: (206) 329-1144

Website: <http://apfinder.org/property817.html>

Primary Contact: Aaron and Alice Loos

Email: wellerspts@live.com

Phone: (206) 329-1144

Caregiving Services

Catholic Community Services

100 23rd Avenue South, Seattle, WA 98144

Email: info@ccsww.org

Phone: (877) 870-1582

Website: www.ccsww.org

Primary Contact: Kim Williams

Email: kimw@ccsww.org

Phone: (206) 328-5965

Chesterfield Services Inc.

703 Columbia Street, Seattle, WA 98104

Email: seattle@chesterfieldhealth.com

Phone: (206) 838-6050

Website: www.chesterfieldhealth.com

Primary Contact: Cindy Lam

Email: clam@chesterfieldhealth.com

Phone: (206) 838-6050

Fidelis Senior Care

1412 SW 43rd St #315, Renton, WA 98057

Email: info@fideliscaregiver.com

Phone: (331) 223-2309

Website: www.fideliscaregiver.com

Primary Contact: Kathy Johnson

Email: Kathy.Johnson@fidelissc.com

Phone: (331) 223-2309

ResCare Home Care (South Seattle branch)

4714 Rainier Avenue South #104, Seattle, WA 98118

Email: N/A

Phone: (206) 777-0119

Website: www.rescarehomecare.com

Primary Contact: Melanie Caoagas

Email: mcaoagas@rescare.com

Phone: (206) 329-4695 x 1001

Hot Meal Programs

Asian Counseling and Referral Services (Club Bamboo location)

3639 MLK Junior Way South, Seattle, WA 98144
Email: miguels@acrs.org
Phone: (206) 695-7600
Website: www.acrs.org
Primary Contact: Miguel Saldin
Email: miguels@acrs.org
Phone: (206) 695-7510

Asian Counseling and Referral Service (Duoc Su Temple location)

6924 42nd Ave. S, Seattle, WA 98118
Email: miguels@acrs.org
Phone: (206) 695-7510
Website: www.acrs.org
Primary Contact: Miguel Saldin
Email: miguels@acrs.org
Phone: (206) 695-7510

Garfield Community Center (Vietnamese Senior Association)

2323 East Cherry Street, Seattle, WA 98122
Email: klundg@u.washington.edu
Phone: (206) 695-7600
Website: www.acrs.org
Primary Contacts: Khanh Nguyen, Kim Lundgreen
Email: khanh@rfsc.org, klundg@u.washington.edu
Phone: (206) 725-9181, (206) 744-9265

Refugee Women's Alliance

4008 MLK Junior Way South, Seattle, WA 98108
Email: N/A
Phone: (206) 721-0243
Website: www.rewa.org
Primary Contact: Loi Ho
Email: loi@rewa.org
Phone: (206) 723-1701

Healthcare Providers

Harborview Medical Center

325 9th Avenue, Seattle, WA 98104
Email: klundg@u.washington.edu
Phone: (206) 744-3241
Website: www.uwmedicine.org
Primary Contact: Kim Lundgreen
Email: klundg@u.washington.edu
Phone: (206) 744-9265

Holly Park Medical/Dental Clinic

3815 South Othello Street, Seattle, WA 98118
Email: N/A
Phone: (206) 788-3500
Website: www.ichs.com
Primary Contact: Mai Bui
Email: N/A
Phone: (206) 788-3579

International District Medical/Dental Clinic (ICHS)

720 8th Avenue South, Seattle, WA 98104
Email: N/A
Phone: (206) 788-3700
Website: www.ichs.com
Primary Contact: Minh Nguyen-Wichman
Email: minhnhw@ichs.com
Phone: (206) 788-3671

Media

Nguoi Viet Ngay Nay

7101 Martin Luther King Jr Way S #203
Seattle, WA 98118
Email: NguoiVietNewsUSA@yahoo.com
Phone: (206) 725-8384
Website: www.nguoivietnn.com
Primary Contact: Tri Pham
Email: phohiho@yahoo.com
Phone: (206) 725-8384

Nguoi Viet Tay Bac (Northwest Vietnamese Weekly)

6951 Martin Luther King Junior Way South #205
Seattle, WA 98118
Email: news@nvnorthwest.com
Phone: (206) 722-6984
Website: www.nvnorthwest.com
Primary Contact: Kim Pham
Email: julie@nvnorthwest.com
Phone: (206) 722-6984

Phong Dong Times

6221 39th Avenue South, Seattle, WA 98118
Email: phuongdong91@yahoo.com
Phone: (206) 760-9168
Website: www.phuongdongnews.com
Primary Contact: Le Phuoc Hiep
Email: phuongdong91@yahoo.com
Phone: (206) 760-9168

Seattle Viet Times

P.O Box 14111, Mill Creek, WA 98012
Email: seattleviettimes@gmail.com
Phone: (425) 678-8872
Website: N/A
Primary Contact: Ha Thanh Ngo
Email: seattleviettimes@gmail.com
Phone: (206) 276-4107

Senior Activities

Ba Mien Seafood Market

6951 Martin Luther King Jr Way S, Seattle WA 98118

Beacon Hill Library

2821 Beacon Avenue South, Seattle, WA 98144
Email: N/A
Phone: (206) 684-4711
Website: www.spl.org/
Primary Contact: Anne Vedella
Email: Anne.Vedella@spl.org
Phone: (206) 386-4614

Goodwill: Seattle Store & Training and Education

1400 S Lane St. Seattle, WA 98144
Email: N/A
Phone: (206) 860-5711
Website: seattlegoodwill.org

Lam's Seafood Market

1221 South King Street, Seattle, WA 98144

Newholly Learning Center (South Seattle Community College)

7058 32nd Avenue South, Seattle, WA 98118
Email: N/A
Phone: (206) 934-6642
Website: www.southseattle.edu/newholly

Pike Place Senior Center

85 Pike Place Hillclimb Walk, Seattle, WA 98101
Email: N/A
Phone: (206) 728-2773
Website: pikemarketsseniorcenter.org
Primary Contact: Betty McLain
Email: contact@bettysdanceforfun.com
Phone: (206) 284-7442

Safeway (Othello)

3900 South Othello Street, Seattle, WA 98118

Salvation Army

1010 4th Avenue South, Seattle, WA 98134
Phone: (206) 624-0204
Website: www.salvationarmy.org/

West Seattle YMCA

4515 36th Avenue Southwest, Seattle, WA
Email: N/A
Phone: (206) 935-6000
Website: www.seattleyymca.org

Vietnamese Cultural Center

2236 SW Orchard, Seattle, WA 98106
Email: N/A
Phone: (206) 779-6875
Website: N/A
Primary Contact: Ly D. Bui, Director
Email: N/A
Phone: (206) 779-6875

Vietnamese Community for Mutual Support of Seattle City (Seattle Tương Tế Ma Chay Hội)

6811 Holly Park Drive South, Seattle, WA 98118
Primary Contact: Muoi Nguyen
Email: N/A
Phone: (206) 722-1218

Viet Wah (Little Saigon)

1031 South Jackson Street, Seattle, WA 98104

Viet Wah (South Seattle)

6040 Martin Luther King Junior Way South, Seattle, WA 98118

Food Banks

Rainier Valley Food Bank

4205 Rainier Avenue South, Seattle, WA 98118
Email: info@rvfb.org
Phone: (206) 723-4105
Website: www.rvfb.org

Beacon Avenue Food Bank

6230 Beacon Avenue South, Seattle, WA 98108
Email: N/A
Phone: (206) 722-5105
Website: N/A

Social Services

Chinese Information and Service Center
611 South Lane Street, Seattle, WA 98104
Email: N/A
Phone: (206) 624-5633
Website: www.cisc-seattle.org
Primary Contact: Quang Do
Email: quangd@cisc-seattle.org
Phone: (206) 624 -5633 X 4152

Helping Link

1032 South Jackson Street, Seattle, WA 98104
Email: helpinglink2003@gmail.com
Phone: (206) 781-4246
Website: www.helpinglink.org
Primary Contact: Minh-Duc Nguyen
Email: helpinglink2003@gmail.com
Phone: (206) 781-4246

Religious Organizations

Co Lam Pagoda
3503 South Graham Street, Seattle, WA 98118
Email: colamtemple@hotmail.com
Phone: (206) 723-4741
Website: www.colampagoda.org

Vietnamese Buddhist Zen Meditation
13440 Southeast 192nd Street, Renton, WA 98058
Email: N/A
Phone: (253) 631-7346
Website: N/A

Van Hanh Temple
4837 S Fontanelle St, Seattle, WA 98118
Email: N/A
Phone: (206) 722-5305
Website: N/A

Vietnamese Martyrs Parish
1230 East Fir Street, Seattle, WA 98122
Email: N/A
Phone: (206) 325-5626
Website: www.vnccs.org

Appendix C: Focus Group Notes and Questions

1. Tell me what worries you. Currently what challenges do you face in your life?
2. What do you think would help solve these worries you have?
3. Where do you seek assistance when you need help?
4. What do you think are the needs and concerns of the Vietnamese senior community?
5. If you could start a program for seniors, what is that program like? What activities does it have?

Focus Group 1

Date: June 16, 2012

Location: Chinese Information Service Center (CISC)

Time: 2:00pm-3:00pm

Number of participants: 10 people (9 females, 1 male)

Age: 60+

Neighborhoods: Downtown (1), Queen Anne (1), North Beacon Hill/Mt. Baker (2), White Center (1), Rainier Valley(2), Wedgewood (1), Renton (2).

Most of the participants were students studying ESL in order to pass the test to become US citizens. Before the focus group began, many of the seniors inquired if it were possible for VFA to actually solve their problems. They expressed their concerns that while they could give information about their needs, their participation might not be worth their time if nothing could be done about it. The discussion facilitator replied that she did not know the exact nature of their problems, and they should first reply as best as they could to the questions she gave them--and from there we could see if something could be done about them. The participants then readily agreed to proceed with the focus group discussion. Reoccurring themes—lack of access to affordable housing, concerns with government cuts (e.g food stamps), general lack of access to resources due to poor English skills, need for more bilingual staff in social agencies. Many of their concerns were government-related.

Focus Group 2

Date: July 20, 2012

Location: Garfield Community Center

Time: 9:30pm-10:30pm

Number of participants: 10 people (9 females, 1 male)

Age: 65-80

Neighborhoods: North Beacon Hill/Mt. Baker (4), Renton (1), Woodinville (1), Capitol Hill (1), Downtown (1), Bellevue (1), Rainier Valley (1).

We used an ESL class at Garfield to conduct the second focus group, and to get a good grasp of the issues and concerns of the fairly large senior population at Garfield. While the class is mostly composed of women, we thought it would be easier to facilitate a conversation among a

homogeneous group in which the participants knew each other well and could feel comfortable sharing details about their personal lives. From our past observations and knowledge of cultural norms, we've noticed men in conversation groups were generally more vocal than women. Predictably, the sole man who decided to participate was present for a very short time and talked nearly the whole time. He spoke of issue that all agreed, namely loneliness is the main issue for Vietnamese elders here, but few of the women verbalized. Half of the group refrained from participating in the conversation, preferring to write down their answers on the sheets provided instead. The other half also found it helpful to jot down their thoughts before providing their input into the conversation. One participant, being one of the main gatekeepers of the Vietnamese community here at Garfield was extremely vocal in the focus group, making it difficult for other participants provide their own thoughts on the questions provided. Often their answers reflected the opinions of the gatekeeper. Reoccurring themes-requests for more outdoor activities, concerns that the government will no longer provide support for their benefits due to the economic downturn, social activities to support the emotional/spiritual well-being of seniors, and the importance of the Garfield Community Center to the Vietnamese senior community in Seattle.