



The State of Washington  
**COMMISSION ON ASIAN PACIFIC AMERICAN  
AFFAIRS**

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***Improving the lives of Asian Pacific Americans***

**Commission on Asian Pacific American Affairs Board Meeting**

Japanese Cultural and Community Center of Washington,

1414 Weller St,

Seattle, WA 98144

Saturday, November 16, 2013

**Regular Business:**

**INTRODUCTIONS AND WELCOME**

Introductions were given. The Meeting was called to order at 10:07 a.m.

**ROLL CALL**

Commissioners Present: Jeannie Lee, Frieda Takamura, Tashi Khamshitsang, Gerardine Cabusao, Lynette Finau, Darren Pen, Lisa Dickinson, Tyati Tufono, Sofia Aragon

Commissioners Absent: Quang Nguyen, Pearl Leung and Debadutta Dash

Staff present: Executive Director, Michael Itti and Executive Assistant, Amy Van

**APPROVAL OF AGENDA AND SEPTEMBER 14, 2013 MINUTES**

Motion was made at 10:09 a.m. by Commissioner Dickinson and seconded by Commissioner Takamura to approve the agenda with no amendments. Agenda approved.

Motion was made at 10:10 a.m. by Commissioner Dickinson and seconded by Commissioner Pen to approve September 14, 2013 meeting minutes. Minutes approved with no amendments.

**Japanese Cultural and Community Center of Washington**

Russell Joe, Chief Administrative Officer; Dee Goto, Board Member; Annica Crouse, Ganburu Intern; Chika Mii, Volunteer

- Russell Joe began by thanking the Commission for holding the meeting at JCCCW, hopes for long term relationship with CAPAA moving forward. Shares mission of JCCCW, which is to honor the contributions of Issei and Nissei generations.
- Shares history of the center: the facility served as temporary housing place for Japanese Americans after the Second World War and for those after the incarceration of Japanese Americans. JCCCW is working on a traveling program in the future that can educate people in the Puget Sound region.
- There is currently an exhibit called, "Bases as Bridges" – which looks at the baseball influence on Japanese culture and vice versa.
- JCCCW's Japanese language school is the oldest operating language school in the nation.
- JCCCW's resale store helps fund general operations bringing in 22k this year.
- Volunteers are youth in the community – Chika is longtime volunteer who has worked with JCCCW's business program. She is an international student and helps with research in Japanese, interviews Japanese Americans for social media, and tutors children in the Japanese community. Through her volunteership, she has discovered opportunities for leadership, such as introducing Japanese culture to students and children and assisting in the yearly events and

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**Agency Overview**

The CAPAA was established by the state legislature in 1974 to improve the well-being of Asian Pacific Americans (APAs) by ensuring their access to participation in the fields of government, business, education, and other areas. It has a board made up of 12- governor appointed members that represent the diverse APA communities of Washington State.

providing instructions and activities for students. From her experience, she believes it is a chance to foster international relations since there are little opportunities for Japanese students to learn about American culture.

- JCCCW relies on volunteers such as Chika with native Japanese speaking, writing and reading skills to assist with their projects.
- Annica Crouse is an intern working on JCCCW programs including researching and compiling information about historical Japanese Language school; participated with the assembly of the Northwest Nikkei Museum, helped collect and present artifacts from community; attended community events; All Things Japanese Sale; grant research and writing; event and marketing planning; other interns worked with projects.
- Dee Goto (Board member) – In 1969 she worked with the University of Washington to collect and archive the Japanese experience in the Northwest; started writing group (“Memories” – OSPI helped launched) that collected first person stories in 500 words or less; Dee’s husband tells stories via comic strips in the North American Post on a weekly basis.
- [www.JCCCW.org](http://www.JCCCW.org) for exhibit info and testimonials.

#### **QUESTIONS AND COMMENTS:**

Commissioner Pen: Thank you for dedication and leadership, the Khmer community needs something like this; appreciates the passion and advocacy.

Commissioner Khamshitsang: Thanked JCCCW and thinks the Tibetan Community can take away lessons from efforts of JCCCW.

Russell Joe: Has ties to the Tibetan Nuns Association, can help connect.

Commissioner Finau: Reflects on her undergrad and recalled being inspired by story of 2<sup>nd</sup> generation Japanese; appreciates the mission to preserve culture and community.

Chair Aragon gives acknowledgement of Representative Santos and Stephen Uy from the Governor’s office.

#### **Public Health – Seattle and King County**

Marguerite Ro, Chief, Assessment, Policy Development, and Evaluation Section

Overview:

- Larger concentration of APIs in South King County: rates of uninsured tend to be where specific languages are spoken, maps include geographic indication of groups of heavily concentrated areas where certain languages are spoken; goal is to get as many people covered across the county;
- Enrollment numbers as of November 15<sup>th</sup> 2013 is 77,761; qualified health plans especially for single men now have increased to 138%.
- King County Health is the lead organization that provides in-person assistance, partnering with over 20 community based organizations—texting service to provide info on enrolling services.
- Framework for the thinking around the work that’s going on in health reform: design monitoring system for health care reform in King County; looking at triple aims: access, experience, outcomes while ensuring equity which includes fair access regardless of age, gender, language, payer type, race, or location.
- Looking at disparities: Pacific Islanders have high rates of those who are uninsured; Koreans also have high rates due to many being small business owners. Among those of the uninsured are immigrant groups, particularly South East Asians, particularly due to cultural barriers. As we enroll people we want to make sure they have access to providers; the University of Washington has conducted surveys: providers have concerns about ACA which impacts whether people with qualified health plans can easily seek medical access.
- Issues: outreach and literacy – put together a first draft of a language access plan that would help guide processes and insurances at a minimum that language access is taken care of and addressed in systematic manner.
- Good news: For agencies that are working on enrollment, there is a lot of interest of getting applications through the system.
- Data and performance measurement: there are different stakeholders working on enrollment; we have to advocate for disaggregated data especially so it can be collected and disseminated.
- WHBE Level 1 Grant Application just passed deadline but work on Health literacy needs continual work
- Continuing the support of 280,000 people to enroll in WA State—we have the network and experience of conducting outreach, we need to continue that effort and funding; as the Exchange moves on and as people get enrolled, there are appeal process and updates on information as the Exchange continues to develop, the Exchange is committed to translating that material, however translation has been a huge challenge.

## Washington Health Benefit Exchange

Catherine Bailey, SHOP Manager

- Tax credits and premium cost sharing for people in various income levels: small businesses will have tax credits
- Small Business exchange is only currently available in Clark and Cowlitz county only due to lack of insurance carrier participation.
- Works closely with Office of the Insurance Commission to determine qualifications for health plan; unique service of side-by-side comparisons of plans; functions of website host, navigators; review and certification of plans; taking federal money providing premiums.
- Employer requirements:
  - Employer of up to 50 employees
  - Meet minimum participation requirements (up to 3 employees, 100%, 4-50 employees, 75%)
  - Demonstrate an “offer” of coverage to full time employees
  - Have a business located in Washington State or have employees whose primary worksite is within Washington
- Benefits of SHOP: easy to use, easy access to broker, expedites the plan selection process, allows for choice and comparisons of plans, access to exclusive additional benefits/tax credits via IRS filing; minimum 50% employer contribution requirements.
- 2010-13 maximum credit is 35% for small employers and 25% for small tax-exempt employers such as charities; on Jan 2014, this rate will decrease to 50% and 35% respectively and is available only if employer enrolls through the Exchange; tax credit is available for 2 consecutive years (with a 50%) contribution requirement.
- Employers with 25 or fewer full time employees must have average wages of less than \$50k/year; 20 half-time employees are equivalent to 10 full workers: <http://www.irs.gov/uac/Small-Business-Health-Care-Tax-Credit-for-Small-Employers>.
- In the meantime, small businesses can partner with brokers.

## International Community Health Services

Abbie Zahler, Health Advocacy Manager

- Experience on the ground: successes – public interest and excitement; collaboration between agencies including ACRS; CISC; ICHS serves over 50 languages but not always available conveniently.
- Challenges: unable to retrieve usernames and passwords for certified staff means they cannot connect accounts to the people served; there are lots of backlogs; website errors; patients having to provide documents and information they haven’t had to provide in the past; 90 minutes - 2 hour lag at call centers; interpretation of terminology: “exchange” vs. “stock market” confuses users and are inconsistently defined; high demand for in person assistants; clinics are booked until January.
- Issues for people enrolling: setting up email accounts; bank accounts or bank cards; multiple appointments for one household; household size based on income taxes (complicated to ask with patients); names recorded by health care authorities versus how it’s entered in other systems varies.
- Individual concerns: cost, confusing messages; mild frustration with penalty—a concern for families who haven’t been here for more than 5 years.
- CAPAA advocacy: encourage call center training on health care; encourage distributions of resources to ensure equal representation and access; continued funding; advocate for timely ACA information and champion system to reduce barriers for immigrants and naturalized citizens.

## HEALTH PANEL Q & A

Q. Data collection

King County

- requesting data from Health Benefit Exchange
- cost data difficult to get
- getting data for AAPI communities difficult to retrieve
- met with Governor’s Office about the need to get real-time data

Q. Role of Equity TAC

King County

- Good news that the data set is up and running given the challenges
- The numbers represented in the data set are an undercount
- There are huge stacks of paper applications waiting to be processed, so we know the numbers will be much higher
- Data on race and ethnicity aren't being released since it's optional on the website and not required

Q: Korean community facing big gaps. Need more details on how to educate the community.

SHOP

- The ACA overhauled the entire market. For many small businesses, they are experiencing much higher rates because of the market adjustments that are happening.

Q: How do we educate small businesses?

SHOP

- Unfortunately we don't have the Exchange available statewide yet.
- Conducting a number of sessions around the state and partnering with Small Business Administration (SBA) and other associations. But there is not enough staff to do outreach to small businesses.

Q: Does this training have materials we can use for exchanges?

SHOP

- Small businesses would just go through their brokers (which is available on [wahealthplanfinder.org](http://wahealthplanfinder.org) and the site can take recommendations for brokers as well); exchange can connect small businesses and individuals with brokers.

Q: How do we help launch a better SHOP in 2014?

- We need support to assure people that we are working on it: there is a robust market for small businesses outside of exchange, Small Business Association has been helpful – seminars have been provided; but brokers are great assistance.

Q: Pacific Islander outreach at ICHS to

ICHS

- Samoan Nurses Organization of Washington (SNOW) has gone through training and will coordinate.

Q: How are people supporting ICHS to help folks who cannot be slotted in until January?

ICHS

- Shifted funds to hire additional people internally to meet the needs.

Q: Schools and public education and outreach there?

ICHS

- ICHS currently runs a health based clinic center through Seattle World School; and Seattle Public Schools has clinics in various schools; King County Public Health will coordinate events to educate younger population.

Q: Seattle and Tacoma has largest population of Cambodians and there is a challenge to reach them; has there been efforts to communicate with temples?

King County

- Khmer is one of translated languages for ACA—faith based organizations have been recommended as a venue for outreach.

Q: Proof reading on different language—how often do you have a staff that goes to talk to Asian key leaders of businesses?

ICHS

- We have a team of people who connect with community based organizations.

Q: Issue of website glitches when using Google Chrome (which deletes info as one moves off page) vs Internet Explorer (which works better);

SHOP will look into it.

Q: Is it too late for community organizations to work with you? It would be a good idea to learn more about the facts of ACA.

ICHS

- The more we can connect with groups the better; however there are no additional funds to better support materials and outreach.

King County

- Recommends enrollment events for specific communities; perhaps Lunar New Year event to have enrollment activity; monitor enrollment bus tour (schedule on Wahealthplanfinder.org); when the federal hub goes down, we are impacted; challenges around paper application and connecting and following up with people; let's try to schedule events at community gatherings.

Q: Central Washington coverage?

SHOP

- There are 9 lead organizations; active group in Yakima also available on website; enrollment extends to March 31<sup>st</sup>; people who want coverage by January 1, 2014 but will have to submit payment (December 23<sup>rd</sup>) – Small businesses have till December 15<sup>th</sup>.

King County

- Civic groups should be connected to health organizations.

Q: Requirement for small employers to enroll? Does the larger public know?

SHOP

- This requirement applies only in Clark and Cowlitz.

Q: Public is under the impression that small businesses have to pay more and get less, what's the response for that?

SHOP

- That is unclear, but it could be related to cost sharing; small businesses have to fit into 3 tiered actuary values; they are trying to map businesses to a plan; possible carriers aren't offering platinum levels anymore. Adding maternity coverage is also a high cost services as well as prescription drugs, if employers excluded that in the past they will have to include that now.

Q: Challenges to add to ICHS list: community is frustrated with website and are anxious with health plans ending at the year; yet call center refers to in person assistors which are limited; there should be more advocacy for those people and provide them more options, should this be given priority? The topic of enhancing the health benefit exchange to merge with health department when current problems have yet to be resolved is concerning, the exchange should stabilize its system first.

SHOP

- WBE is hiring 150 more call center representatives.

Q: Is there a helpful fact sheet to help people know what to bring for enrollment?

SHOP

- Yes it is on the website.

Feedback:

King County

- For immigrant population, we need to partner to advocate on their behalf, be it immigrant or naturalized. Attention to details such as a better network of who to go to for outreach and to assure that funds are used correctly for translation and education and process (on ground resources); make sure that best practices are spread throughout the states.

### **Philippines Typhoon Relief Announcement**

Commissioner Cabusao: Two benefit dinners, November 22<sup>nd</sup>, at the Selah Civic Center and on December 13<sup>th</sup>; opened up account with Key Bank for cash donation, currently \$8,000 collected; collecting donations in kind; a local tarp company will be donating tarps.

Commissioner Pen: Pierce County Korean Women's Association and The International Chinese, Japanese, and Filipino class collected \$250.

Commissioner Khamshitsang: Tibetan Community has monthly gathering every first Saturday of the month; will encourage people to bring in donated goods and non-perishable goods.

Chair Aragon: Information on trustworthy organizations to donate will be updated.

### **PUBLIC COMMENT:**

Stephen Uy, Governor's Office: The Governor's office has sent out a joint statement with CAPAA about relief efforts.

Representative Sharon Tomiko Santos: Thanked CAPAA on behalf of the Education Opportunity Gap Oversight and Accountability Committee for the assistance in creating informational materials and outreaching to communities. Announced the 2<sup>nd</sup> community wide forum will take place Tuesday night from 6-8:30 p.m. in Federal Way.

### **COMMISSIONERS REPORT OUT**

#### **COMMISSIONER ANNOUNCEMENTS:**

Commissioner Takamura: Northwest Asian Weekly dinner on Dec. 6<sup>th</sup>, will honor Rey Pascua, join CAPAA table and send in checks before Dec. 3<sup>rd</sup>.

Commissioner Finau: Acquired position teaching at Foster High School – ties with Ph.D. work and is groundbreaking for the Polynesian community; appointed by Superintendent of Seattle to be part of Equity Racial and Diversity committee—and will help focus on hiring diverse teaching population.

Commissioner Pen: Tacoma Weekly published a story on the late Pastor Ron who was an advocate for underserved communities; the newspaper sought quotes from Commissioner Pen who provided a statement. Requested a letter from CAPAA to honor the late Pastor.

Commissioner Pen motioned at 2:00 pm for CAPAA to write thank-you letter to Pastor Ron's family and was seconded by Commissioner Takamura with unanimous approval.

Commissioner Dickinson: Helped with employment security during the Government shut down –advocating for interpreter access in justice system; American Bar Association, house of delegates, only 15 are API; in Spokane mostly faith based organizations, if you know of any organizations, please get the word out.

### **EXECUTIVE DIRECTOR REPORT**

CAPAA 2014 Legislative Priorities (preliminary draft) will be finalized at January's Board Meeting

Commissioner Pen motioned to adjourn the meeting at 2:00 pm and was seconded by Commissioner Takamura with unanimous approval. Meeting adjourned.

Minutes prepared by Amy Van