

# Aging Alone in the City and Aging in the Suburbs: A Qualitative Needs Assessment of Isolated Nikkei Elders, 2007

## **Executive Summary**

A project designed and implemented by  
the Buehler Center on Aging, Health & Society,  
Northwestern University under a subcontract  
from the Japanese American Service Committee

Funded by the United Way Chicago Metropolitan  
Venture Investment Funds and the United Way  
Chicago Suburban Venture Investment Funds

Copyright 2007, Japanese American Service Committee. All rights reserved.  
This report may not be reproduced in whole or in part without written permission from  
the Japanese American Service Committee, 4427 N. Clark Street, Chicago, IL 60640.

Suggested Citation: Sayaka Machizawa, PsyD, and Denys T Lau, PhD. "Aging Alone in  
the City and Aging in the Suburbs: A Qualitative Needs Assessment of Isolated Nikkei Elders."

Executive Summary. The Japanese American Service Committee: Chicago, IL. 2007



**Japanese American Service Committee**

**2007**

# Introduction

Since 1946, the Japanese American Service Committee (JASC) has been serving the needs of the Nikkei<sup>1</sup> community in the greater Chicagoland area, including Cook, DuPage, Kane, Lake, McHenry, and Will counties. As the only Japanese American social service agency in the Midwest, the JASC now serves a diverse multicultural population including the Asian American community at large.

Currently, the JASC provides comprehensive social services, including adult day care, home support care and counseling. The JASC has substantial experience providing direct services that allow Nikkei elders to retain their independence and age with dignity. While services are open to all elders, the JASC is the only agency with the necessary language and cultural competency to serve those Nikkei elders who need this type of assistance.

Through its years of service, the JASC has found that many isolated Japanese elders do not seek or accept help from formal support systems, even those services offered by the JASC. Many elders only seek services when they are in crisis situations that require assistance of the police or hospital emergency services. Referrals from a friend or neighbor often occur when their situations have gotten too extreme to ignore. What had been their strength of stoicism and independence has now become isolation and self-neglect.

# Project Overview

The JASC recognizes the importance of reaching out to the isolated Nikkei elderly population and providing services before crises occur. To meet the needs of these high-risk Nikkei elders and to ensure that new methods and services are culturally competent and effective, the JASC conducted an in-depth, qualitative needs assessment of two groups of “isolated” Nikkei elders, defined as: (1) those who live alone in Chicago and (2) those who live in a suburban Chicago neighborhood. This project employed a comprehensive, multi-source approach to assess the wellness and safety needs of these Nikkei elders. Study participants included three groups of individuals to collectively generate a rich and comprehensive snapshot of the needs of isolated Nikkei elders: isolated Nikkei elders<sup>2</sup> aged 60 and over; family, friends, or personal carers of isolated Nikkei elders; and licensed professional service providers with experience delivering care to isolated Nikkei elders. In total, we conducted 60 interviews: 41 Nikkei elders, 11 family/friends/personal carers, and 8 licensed professional providers, including physicians, nurses, social workers, and home aides.

# Research Team

The research team included Denys T. Lau, Ph.D., (Subcontract Principal Investigator) Assistant Professor and Section Director of Health Services and Policy Research at the Buehler Center on Aging, Health & Society, of the Feinberg School of Medicine at Northwestern University; and Sayaka Machizawa, Psy.D., (Project Coordinator), Community Engaged Scholarship Coordinator and Adjunct Faculty at The Chicago School of Professional Psychology. On an as-needed basis, the research team also consulted Jean Fujiu, LCSW, Executive Director of the Japanese American Service Committee, and Gayle Iwamasa, Ph.D., Associate Professor, Department of Psychology, at DePaul University.

<sup>1</sup> The term “Nikkei” refers to people of Japanese ancestry, both American-born and resident Japanese nationals.

<sup>2</sup> Isolated elders were defined as either those who lived alone in the Chicago metropolitan area or those who lived in a suburban Chicago neighborhood (regardless of the cohabitating situations in their households).

# Results of Assessment

## NEEDS OF ISOLATED NIKKEI ELDERS

These needs were phrased positively as desired states for health and general well-being. There are five types of needs identified: (1) psychological and cultural needs, (2) safety needs, (3) social needs, (4) financial needs, and (5) service and assistance needs.

**Table 1: Needs of Isolated Nikkei Elders**

<b>Psychological &amp; Cultural Needs</b>	<ul style="list-style-type: none"><li>• Independence and self-reliance</li><li>• Cultural connection</li><li>• Routine activities and structured lifestyle</li></ul>
<b>Safety Needs</b>	<ul style="list-style-type: none"><li>• Clean and organized house</li><li>• Home modifications</li></ul>
<b>Social Needs</b>	<ul style="list-style-type: none"><li>• Interaction with family</li><li>• Interaction with friends/neighbors</li><li>• Helping others and contributing to the community</li></ul>
<b>Financial Needs</b>	<ul style="list-style-type: none"><li>• Financial security and management</li></ul>
<b>Service and Assistance Needs</b>	<ul style="list-style-type: none"><li>• Homemaking and cleaning services</li><li>• Transportation services</li><li>• Medical and healthcare services</li><li>• Psychological and behavioral services</li><li>• Elder services</li><li>• Future planning</li><li>• Support with caregiving</li></ul>

## PSYCHOLOGICAL & CULTURAL NEEDS

### • Independence and Self-Reliance

Isolated Nikkei elders have a strong need to maintain their independence and current lifestyle in the community for as long as possible. Many isolated Nikkei elders are reluctant to enter a residential facility or move in with their children. They prefer to reside in their current house, condo, or apartment for as long as possible. In order to stay in their homes, many of them have hired or wish to hire in-home healthcare and homemaking services. Many elders say that if their health declines and they cannot maintain independent living, they would rather utilize paid services than depend on their family for care.

### • Cultural Connection

Many isolated Nikkei elders need to feel connected to the Japanese culture. They have needs for cultural resources, such as Japanese foods, television programs (e.g., *NHK*), newspapers, and books. They engage in various cultural activities to feel connected with and maintain their cultural heritage. These activities include *ikebana* (flower arrangement), *buyou* (Japanese dance), *origami*, *taiko* (drum), *sadou* (tea ceremony), collecting *katana* (swords), and *yukata* (summer kimono) making. For some Nikkei elders, they revert back to prioritizing their own racial/cultural identity in later years of their lives. They re-discover the importance of their Japanese heritage and desire to explore their racial/cultural identity despite their experience with racial discrimination and their efforts to “Americanize” in their younger years. Many have a new appreciation of their Japanese cultural

and religious roots. This is especially true for many Nisei elders because their interment camp experience was such a life-defining moment that changed their perspectives throughout their lifetime.

- **Routine Activities and Structured Lifestyle**

Most isolated Nikkei elders need structure and routine activities in their everyday lives to feel comfortable and safe. For example, many elders go to the gym, meet their friends for lunch, or walk the dog on a regular basis. Some of them have their homemaker, social worker, or medical personnel visit them on a regular basis. Elders may also have particular daily routines such as cooking and cleaning at certain times, reading a newspaper in the morning, and/or watching the same TV programs. In addition, those who are involved in a group, club, or volunteering activity have a certain schedule on a weekly basis. Stability and predictability make them feel more secure and help them remain motivated to live life to its fullest.

## SAFETY NEEDS

- **Clean and Organized House**

Many isolated Nikkei elders have the need to keep their house clean and organized. They recognize that it is important to live in an organized home to prevent injuries, such as slipping and falling. However, maintaining this can be challenging. Some elders have difficulty throwing out old things such as foods, medications, clothing, and magazines. They may need assistance to cope with their hoarding behavior and their feelings of wastefulness in discarding old belongings.

- **Home Modifications**

For isolated Nikkei elders to continue living in their homes safely, home modifications are often needed. Because many elders prefer to take baths, it would be important to install railing to assist them getting in and out of the tub or to prevent them from slipping and falling. Other useful modifications include a bench for bathing, showering or transferring in and out; tempera-

ture controlled shower and tub water fixtures; widened doors for a walker or wheelchair; higher bathroom counters; and installation of telephones and emergency medical response devices around the home.

## SOCIAL NEEDS

- **Interaction with Family**

For those with living relatives, isolated Nikkei elders need to interact and maintain close ties with their children, grandchildren, and extended families. Many of them either see their family on a regular basis or at the minimum contact them via phone or email if the family lives far away. Many isolated Nikkei elders put strong emphasis on their family's success and well-being. Elders enjoy spending time with their family, including eating out, going to movies or concerts, traveling, attending a church or temple, or volunteering together. For some isolated Nikkei elders, the definition of family expands to include friends, neighbors, and personal carers because these elders lack blood relatives for emotional, social or financial support. Many isolated Nikkei elders express a desire to pass along their life stories to their children and grandchildren. Nikkei elders who have experienced the internment camps especially want an opportunity to discuss their war experience in depth with their family.

- **Interaction with Friends/Neighbors**

Many Nikkei elders also need social interaction with friends or neighbors. While some elders interact almost exclusively with other Nikkei individuals, others have interactions with individuals from different ethnic, racial, and/or cultural backgrounds. Their preference seems to depend on their acculturation level and openness. Many Nikkei elders enjoy activities with their friends such as going to a movies, concerts, museums, or casinos, going shopping, eating out, playing games, and playing sports together. In addition, many elders belong to social groups, clubs, or classes such as a fishing club, gourmet group, singles' group, walking club, investment group, ukulele group, weaving class, bowling league, and swing dancing class. Isolated Nikkei elders try to keep their interpersonal relationships mutual and reciprocal, emphasizing a custom of *orei* (returning favors).

- **Helping Others and Contributing to the Community**

Nikkei elders have the need to contribute to the community and continue to feel useful as a member of society. They often volunteer at a hospital, hospice, church, and social agency or lead groups or events. Some elders bake cakes and pies to bring to their church, temple, or groups. Elders who own a car often give other elders a ride. For some Nikkei elders with financial constraints, reimbursement for time and travel would greatly help them continue their contribution.

## FINANCIAL NEEDS

- **Financial Security and Management**

While some isolated Nikkei elders feel financially secure, many others expressed financial concerns. In addition, due to traditional gender role assignments, some Nikkei elderly women, especially Issei and Nisei, have never been involved in financial management. They often depend on their husband for financial planning and management. After losing their spouse, they lack the knowledge and skills necessary to manage their finances and often need assistance with these tasks.

## SERVICE AND ASSISTANCE NEEDS

- **Homemaking and Cleaning Services**

For some isolated Nikkei elders who have limited mobility and physical health, they require hired help to take care of chores in their home. Many feel that it is easier to ask for assistance from a hired home assistant than from their family member or friend. They need assistance with cooking, cleaning, laundry, and grocery shopping. Oftentimes elders have a preference for gender, race, culture, and personality of their homemaker. They often prefer Japanese homemakers because of an assumption that the homemakers shared similar values and characteristics (e.g., Japanese homemakers are honest, will not steal, and will work much harder than non-Japanese homemakers). They need to find a homemaker that matches their expectations and preferences. In addition to general housework, many isolated Nikkei elders need help with

physically demanding housework, such as mowing the grass, painting walls, shoveling snow, and moving heavy furniture. To maintain their sense of usefulness, some Nikkei elders will coordinate with the hired help (or with family) to carry out less labor-intensive tasks.

- **Transportation Services**

Many isolated Nikkei elders have the need for transportation services. The lack of transportation can prevent the elders from accessing important resources and services and maintaining their social interaction. Transportation to a grocery store is especially important because many elders have difficulty carrying heavy groceries (e.g., milk, water) by themselves. This may be more demanding during the severe weather conditions—winter snowstorms or summer heat waves—posing additional health and safety risks. For Nikkei elders who continue to drive their own cars, driving at night or for long distance can be challenging. Therefore, having transportation services will be especially important during nighttime or for events that occur far from the elder's home.

- **Medical and Healthcare Services**

Many isolated Nikkei elders have a number of acute and chronic medical problems that require medical management. Many of the isolated Nikkei elders need culturally competent healthcare professionals who understand a holistic view of the body and the mind. Some Nikkei elders need culturally competent alternative healthcare services, such as chiropractics, massage therapy, acupuncture, and herbal therapy; however, oftentimes these services are not covered by health insurance. In addition, some elders feel that the alternative medicine available in the U.S. is not of the same quality as that in Japan.

- **Psychological and Behavioral Services**

While many isolated Nikkei elders do not discuss any psychological problems, many family members speak frankly about how the elders suffer from grief and depression, often related to the loss of a family or a friend. Physical or cognitive deterioration could also lead to depression. Many family members observe depression-related symptoms, including sleeping too much, social withdrawal, weight loss, lack of energy, and forgetfulness.

among isolated Nikkei elders. Because depression can worsen cognitive problems and deteriorate health status, it is important to provide appropriate services that are sensitive to the preferences and needs of isolated Nikkei elders to support and maintain their psychological wellness.

**• Elder Services**

Isolated Nikkei elders generally desire to continue living in their own home, while relying on culturally competent elder-specific services, such as meal and grocery delivery, in-home healthcare services, and personal care services. Assistance with “paper work” is also needed, including sorting mail, filing taxes, writing checks, and filing insurance. Some Nikkei elders want to be prepared when they need to move into a residential facility, such as independent living, continuing care retirement community, assisted living, or nursing homes. Family members also talk about the need for adult day care and elder centers that offer culturally competent and affordable services to Nikkei elders.

**• Future Planning**

Some isolated Nikkei elders have made future plans in case their health declines dramatically. These plans can include purchasing a cemetery plot, pre-arranged funeral, legal and living will, power of attorney, and long-term care insurance. Other plans include decisions concerning moving to an assisted living facility or moving in with their children. Many of them recognize the importance of making specific future plans in case they become ill or die suddenly. A few Nikkei elders will make their plans based on their children’s decisions. Some Nikkei elders have not initiated or talked with their family members about their wishes and they need assistance with developing future plans. Many family members also need guidance from experts, such as attorneys or financial advisors. They believe that future plans should be made while the elders are still capable. Furthermore, some elders want to have a place and opportunity to talk about death and dying issues with fellow elders.

**• Support with Caregiving**

Many of the Sansei (third) generation are part of the “sandwich generation,” that is, responsible for caring for multiple generations (e.g., grandchildren, children, spouse, and parents). Some isolated Nikkei elders still have the responsibility for caring for their aging spouse and/or parent. Many of the elders express strong needs for support including referral services, peer support groups, and psychological support to handle stress. Because burnout is a real risk for many family members, they too need respite to alleviate burdens and support to continue providing effective assistance to the Nikkei elder. Family members also need professional consultation and peer support groups to help them make financial, medical, and personal care decisions for the Nikkei elder.

**BARRIERS, STRENGTHS AND RESOURCES**

There are two main barriers: psychological and cultural barriers, and lack of adequate services and resources, that can hinder Nikkei elders from meeting their needs. Many of them rely on their strengths and available resources to help them meet their needs.

**• Psychological and Cultural Barriers**

Psychological and cultural barriers across different needs include reluctance to verbalize needs and accept assistance. Others include: *Gaman* (endurance, self-discipline) mentality, shyness and passivity, minimization and denial of problems, mistrust of professionals, frugality, and self-sacrifice for family.

**• Lack of Adequate Services and Resources**

Lack of culturally competent services, job opportunities, financial resources, transportation, social interaction, as well as limitations in cognitive or physical functioning are significant barriers for Nikkei elders to meet their needs.

**• Strengths and Resources**

Nikkei elders also rely on strengths and resources to help meet their needs. Strengths include resiliency, independence, autonomy, loyalty, adherence to treatment, and altruism. Resources on which Nikkei elders rely include strong supportive family and social networks, financial resources, and availability of transportation. It should be noted that some barriers and resources can have both a negative and a positive impact on meeting the needs of Nikkei elders. For example, strong emphasis on family can be a strength, but an excessive focus on the needs of their family members at the expense of their own needs can become a barrier.

**THE INTERRELATIONSHIP OF NEEDS, BARRIERS, STRENGTHS AND RESOURCES**

In the full report, barriers to getting needs met and resources to assist in getting needs met are presented in tables according to each category of needs. In addition, these are described and discussed in a narrative that includes excerpts from the interviews. Through these excerpts, we hear the voices of the Nikkei elders speaking to us in their own words. We also hear the perspectives of their family, friends, carers and professional service providers. Below is an example from *Psychological and Cultural Needs, the Barriers and Resources* to show how this is presented in the full report.

**CULTURAL CONNECTION**

Some Nikkei elders revert back to prioritizing their own racial/cultural identity in the later years of their lives. They rediscover the importance of their Japanese heritage and desire to explore their racial/cultural identity despite their experience with racial discrimination and their efforts to “Americanize” in their younger years. Many have a new appreciation of their Japanese cultural and religious roots. This is especially true for many *Nisei* elders because their interment camp experience was such a life-defining moment that forever changed their perspectives on life. One elder reports that he goes back to Japan to research the history and origin of his family before their immigration to the United States. A few elders report that, although they were raised Christians, they decide in their later years to become Buddhists after spiritual and cultural exploration. Another elder says that the influence of Japanese culture on his attitudes and values has become stronger as he got older.

*“The amazing thing to me in this day and age is despite my exposure to as many cultures as I’ve been exposed to . . . I still have my roots in my Japanese upbringing . . . And I think because when you’re younger, you don’t really {care}. When you get older, you begin to understand the importance and the value of Japanese qualities. And I think that’s what’s happened with me. The value of those qualities becomes more and more, I don’t want to say honorable, but important.” (Elder, Chicago)*

**Table 2: Psychological and Cultural Needs, the Barriers and Their Strengths and Resources for Isolated Nikkei Elders**

<b>Needs</b>	<b>Barriers</b>	<b>Strengths &amp; Resources</b>
<b>Independence and self-reliance</b>	<ul style="list-style-type: none"> <li>• Financial limitation</li> <li>• Lack of social support</li> <li>• Health problems</li> <li>• Cognitive problems</li> </ul>	<ul style="list-style-type: none"> <li>• Supportive family/friends</li> <li>• Financial resources</li> <li>• Transportation/car</li> </ul>
<b>Cultural connection</b>	<ul style="list-style-type: none"> <li>• Lack of transportation</li> <li>• Social/geographical isolation</li> <li>• Health problems</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation/car</li> <li>• Geographical Proximity</li> <li>• Social networks</li> </ul>
<b>Routine activities and structured lifestyle</b>	<ul style="list-style-type: none"> <li>• Reclusive</li> <li>• Social isolation</li> <li>• Depression</li> </ul>	<ul style="list-style-type: none"> <li>• Classes, meetings, groups</li> <li>• A calendar reminder</li> <li>• Supportive family/friends</li> </ul>

“The hard part is that there are no Asians here, and that’s what I miss most.” (Elder, suburbs)

## COPING STRATEGIES

Isolated Nikkei elders have various coping tactics to handle stressful life events and changes in health and cognitive status. They also have strategies to live safe, healthy, and happy lives. Not all of the coping strategies are functional or effective. These coping strategies reflect their preferences of how to deal with barriers, stressors and changes. Four types of coping strategies emerged: (1) health and safety strategies, (2) cognitive strategies, (3) psychological strategies, and (4) adjustment strategies.

**Table 3: Coping Strategies of Isolated Nikkei Elders**

Health and safety  
Cognitive  
Psychological  
Adjustment

By understanding how isolated Nikkei elders cope with their everyday lives and what preferred strategies they use to meet their needs, the JASC can develop more tailored, client-based, culturally competent interventions for this population.

### • Health and Safety Strategies

Many isolated Nikkei elders follow a proper diet and regular exercise as their strategies to maintain their health. Exercise ranges from going shopping to weight training at the gym. Many elders attend an exercise, stretching, sports or dancing class at a local organization or participate in a walking group. Other strategies include using alternative medicine (e.g., Ayurvedic medicine, Chinese herbs, chiropractic treatment, etc); managing weight and dietary intake; maintaining sleep quality; prioritizing preventive care (e.g., regular medical checkups); and adhering to their medication regimen. Many elders also use safety strategies to

prevent injuries. Most of them try to be careful and aware of their surroundings, and walk attentively to prevent falling. They try to eliminate clutter and organize their house so that the walk way is always clear and well-lit, even at night time. Some use a walker but they often try to hide them to avoid drawing attention in public to their gait problems.

### • Cognitive Strategies

Many isolated Nikkei elders do crossword puzzles or Sudoku to stimulate their mind. They also consider maintaining social interaction as indispensable to keeping the mind active. Other mentally stimulating activities include artwork, computer games, crafts, reading, and watching educational television programs. Critical thinking and self-reflection are also strategies. To remember events, many elders frequently write things down, use a big calendar, or use memory strategies.

### • Psychological Strategies

Many Nikkei elders are socially active and connected with other people, as well as have a good rapport with their family to stay happy and satisfied with life. They also help others and contribute to the community to keep happy. The strategies adopted to stay happy depend on how elders view their lives. For instance, many elders believe that being grateful with what one has in life is important for happiness. Several elders believe that accepting pain and making an effort to endure and overcome problems are important. Spirituality is also important for well-being.

### • Adjustment Strategies

Many Nikkei elders begin living alone when their spouse dies or their marriage ends in divorce. In addition to difficulty with emotional adjustment, elders face financial stress (such as a decrease in income), organizing the spouse’s belongings, and difficulty maintaining their homes by themselves. Nikkei elders have various coping strategies to deal with stress. Some try to accept pain and do not try to control the situation, which may be related to Japanese value of *shikataganai* (it can’t be helped). Not all of the coping strategies that isolated Nikkei elders adopt are positive and healthy. Some elders are

emotionally constricted and they tend to over-rely on intellectualization and rationalization to neutralize emotionally-charged materials when they are under stress.

## SERVICES/ASSISTANCE PRIORITIES

When asked in a brief written survey which areas of life they would feel most comfortable receiving service and assistance to maintain wellness and successful aging in place, isolated Nikkei elders prioritized: (1) having a formal plan for the future when their health condition declines, and (2) keeping their mind stimulated and remembering things. It is interesting that the needs for assistance in transportation, financial security, and maintaining health are ranked higher among elders living alone in Chicago than those living in suburbs (regardless of cohabitating situations in their households). This difference appears to be because more elders in suburbs who have participated in this study own a car, feel more secure financially, and have better current health status.

## POTENTIAL APPROACHES AND STRATEGIES FOR EFFECTIVE INTERVENTIONS

Based on the identified needs, coping styles, and strengths among isolated Nikkei elders, we recommend the following approaches and strategies to develop and deliver effective interventions to the needs of this population.

### Individual

- Consideration of acculturation, language, and generational factors Focus on relationship building
- Involvement of family and friends in various activities
- Respect for elders’ preferences

### Program

- Culturally sensitive services
- Integration of Nikkei culture and heritage in programs
- List of available services and resources

- Increase visibility of services
- Innovative ways to recruit isolated elders

### Organization

- Offer Japanese American cultural/heritage programs and events that are intergenerational.
- Collaboration with local community organizations
- Expansion of services to suburbs

## POTENTIAL INTERVENTIONS: SERVICES AND PROGRAMS

Accordingly, we recommend the following services and programs grouped by service categories:

### Transportation Services

- Transportation to JASC social services, events and classes
- Transportation service to get around

### Homemaking Services

- Comprehensive homemaking service
- Culturally competent meal and food delivery service

### Medical Services

- Holistic medical services and complementary and alternative medicine
- Health safety screening and preventive health services
- Health outreach advocacy and assistance with self-care, including medication management
- Post-acute and long-term care home health services

### Behavioral and Psychological Services

- Alternative interventions to help depression and bereavement
- Interventions to stimulate mind and assist with cognitive problems
- Support group for elders who have lost their spouse or friend
- Group on loss of independence
- Groups and activities for mental health issues
- Programs that help elders cope with cognitive problems
- Group to talk about death and dying

### **Elder Services**

- Assistance with future planning
- Service to help elders manage and maintain their house
- Temporary assistance
- Check in on isolated elders regularly
- Culturally competent assisted living/independent living facility
- A list of resources for Nikkei elders and their families
- Referral Services

### **Services for Family/Carers**

- Psycho-educational programs for family
- Support groups and programs for carers

### **Classes for Nikkei Elders**

- Class to write life stories
- Financial management and planning class
- Cooking and chores class
- Computer/Website learning class

### **Social Services**

- Language assistance for Japanese-speaking elders
- Tours to different residential facilities
- Support to access public assistance systems
- Vocational assistance

### **Other Services and Programs**

- Tours to concerts and cultural events
- Holiday programs for elders who cannot spend them with their families
- Mentoring program
- Assistance with elder groups and organizations

We believe that results of this assessment will help the JASC to design and deliver more effective, timely, and culturally competent services that would enhance the Nikkei elders' strengths and expand their supportive systems so that they can continue to age successfully in their homes for as long as possible.

To obtain the full report of the Qualitative Needs Assessment of Isolated Nikkei Elders, please contact the Japanese American Service Committee at (773) 275-0097 or [jascinfo@jasc-chicago.org](mailto:jascinfo@jasc-chicago.org).