

DEPARTMENT OF VETERANS AFFAIRS



**WHITE HOUSE INITIATIVE
ON ASIAN AMERICANS AND PACIFIC ISLANDERS**

**ANNUAL
FEDERAL PERFORMANCE REPORT
FISCAL YEAR 2004**

PART A. EXECUTIVE SUMMARY AND HIGHLIGHTS

This report describes the progress of activities supporting Executive Order (E.O.) 13216, Increasing Opportunity and Improving Quality of Life of Asian Americans and Pacific Islanders (AAPIs), including increased participation in Federal programs where AAPIs may be underserved (e.g., health, human services, education, housing, labor, transportation, and economic and community development).

In accordance with E.O. 13216, the White House Initiative for Asian Americans and Pacific Islanders (WHIAAPI) established six strategic goals. The goals are:

- Goal 1. Institutionalize each Federal agency's implementation of this initiative.
- Goal 2. Improve data collection, analysis, and dissemination for AAPIs.
- Goal 3. Ensure access, especially linguistic access and cultural competence, for AAPIs.
- Goal 4. Protect civil rights and equal opportunity for AAPIs.
- Goal 5. Strengthen and sustain AAPI community capacity.
- Goal 6. Recognize and include Native Hawaiians and Pacific Islanders in Federal programs and services.

In FY 2004, the Department of Veterans Affairs (VA) carried out a variety of activities that advanced all of the six strategic goals. The exemplary VA programs and initiatives included these activities:

Center for Minority Veterans. The Center for Minority Veterans has Minority Veterans Program Coordinators (MVPCs) at various VA Regional Offices, Health Care Facilities, and National Cemeteries. MVPCs engage in outreach initiative to increase local awareness of minority veteran related issues and develop strategies for increasing their participation in existing VA benefit programs. During FY 2004, MVPCs assisted in coordinating AAPI Roundtable Conferences in New York City, Baltimore, Boston, Hawaii, Palo Alto, Salt Lake City, San Francisco, Seattle, and Washington, DC. Communication and cultural barriers were identified as major barriers for providing effective outreach programs to AAPI veterans.

Pacific Telehealth & Technology Hui. To meet the geographic challenges of delivering health care to beneficiaries in remote areas of the Pacific, VA and the Department of Defense formed the Hui in 1999. Currently, the Hui is collaborating with intensive care physicians at Tripler Army Medical Center to demonstrate the effectiveness of an electronic intensive care system. Based at Tripler, the system is linked to the U.S. Naval Hospital in Guam. Data from telemetry equipment in Guam is transmitted in real time along with an audio-visual signal through high-speed data lines to the Tripler intensives. Critically ill patients in Guam can now benefit from care coordinated with specialists at Tripler, often eliminating the need for medical evacuations.

One-VA Outreach Activities. Veterans Benefits Administration Regional Office at Waco, TX, participated in numerous One-VA outreach activities, which included

outreach with various community and veteran service organizations—such as Veterans Advisory Council (VAC), a community affairs council that includes in its membership veterans from the Central Texas area. The National Cemetery Administration, Texas Veterans Land Board, Texas State Veterans Homes, and other organizations also participated in outreach seminars sponsored by VAC. From these seminars, members of AAPI population obtained information about employment opportunities within the Federal government, particularly within VA.

Center for Veterans Enterprise (CVE). CVE works to support economic empowerment for every veteran entrepreneur and to provide resource assistance for veterans and service-disabled veterans who are considering business ownership. CVE partnered with CMV to co-sponsor business outreach activities to target AAPI and other minority veterans who operate their own businesses. Entrepreneurial development services, including business training, counseling, mentoring, and business referrals were provided to eligible veterans owning or considering operation of a small business.

The Office of Diversity Management and EEO (DM&EEO). The Office of DM&EEO coordinated with VA Media Services staff and the Department of Defense to complete the “Asian Pacific American Medal of Honor Recipients” Exhibit. The exhibit was displayed at Federal Asian Pacific American Council's 19th Annual National Leadership Training in May, 2004. The exhibit drew praise from many attendees for raising awareness of achievements of AAPI veterans.

AAPI Employment. Overall, AAPIs were well represented in FY 2004; 12,393 permanent full-time and part-time AAPIs were employed in VA, representing 5.82 percent of its permanent workforce. In comparison, AAPI representation in the VA workforce was 5.64 percent in FY 2003 and 5.53 percent in FY 2002. According to 2000 Census, AAPI representation in the Relevant Civilian Labor Force (RCLF) was 5.42 percent.

The Detailed Reporting of Activities in Part B of VA's Performance Report provides more evidence that VA advanced all of the goals of the WHIAAPIs. Part C of the Report provides FY 2004 information on VA employment by supervisory positions and position categories—Professional, Administrative, Technical, Clerical, and Other.

PART B. DETAILED REPORTING OF ACTIVITIES

Veterans Health Administration

STRATEGIC GOAL: Improve health care delivery to AAPI veterans.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To ensure that Vet Centers provide a continuum of high quality, culturally appropriate readjustment counseling services in a safe, welcoming environment for AAPI and all other veterans and family members.	Regional supervisory staff to conduct onsite quality assurance reviews of Vet Center counseling services and administrative functions for compliance with RCS and VA policies, procedures and standards of excellence.	Annually	Conducted Administrative and Clinical quality assurance reviews of all Vet Centers; corrected all deficiencies. Over 99 percent of veteran customers rated Vet Center services "good to excellent", and Vet Centers followed up immediately on requests for additional services.	\$: None. Numbers Served: 3013 AAPI veterans.	RCS Regional Manager
To have the veteran coordinators identify and actively participate in health initiatives geared towards AAPI veterans.	<p>a. The RCS to ensure that Vet Centers provide a continuum of high quality, culturally appropriate readjustment-counseling services in a safe, welcoming environment for AAPIs and all other veterans and family members.</p> <p>b. VHA facilities to increase participation in local community Health Fairs and the Homeless Veterans Stand Down activities to increase awareness of VA services and improve health outcomes of AAPI veterans.</p> <p>c. VHA facilities to collaborate with area learning institutions to create partnerships and provide educational experience to AAPI students interested in future health care and allied health professional careers.</p> <p>d. The VA Medical Center's Education Department to offer a wide variety and volume of health related training to both employees and veterans. All training related to AAPIs will be brought to their attention to ensure that this information reaches the targeted population.</p>	Ongoing	<p>a. Provided cultural diversity training to all employees, thereby creating environment that is free from discrimination and suited for inclusion within VHA.</p> <p>b-d. Increased participation in community and learning institution programs. Increased partnerships and affiliations between VHA and civic/professional organizations. Increased partnerships and affiliations between VHA and civic/professional organizations. Continuous education and training regarding healthcare and cultural diversity affecting AAPI. Increased awareness of AAPI related diseases and illnesses that will allow our staff to provide better healthcare and service.</p>	\$: None. Numbers Served: VHA-wide.	Staff Development and Education Department and EEO Manager

Monitoring Official: Adriana Hamilton, EEO Specialist, VHA Management Support Office (10A2E)

Veterans Health Administration

STRATEGIC GOAL 1: Institutionalize VA's implementation of this initiative.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
<p>To keep VHA responsive and proactive in using its programs, services, and resources to reach out to targeted groups that would most benefit from its program services.</p>	<p>a. Formal or informal internal working groups at all VHA facilities to respond to the AAPI initiative, and meet on a regular basis to work on a range of issues, including suggesting policy changes and ways to improve outreach to special population.</p> <p>b. The Vet Centers to establish AAPI service goals based on census data demographics.</p> <p>c. Provide ongoing fiscal and administrative support for monthly conference calls, training, annual meetings, and participation in AAPI relevant events</p> <p>d. VHA facilities to continue to create templates of pamphlets and materials, which are translated into Asian languages. Translating the materials into multiple languages will ensure effective communication exists to explain different services and programs to non-English proficient AAPI consumers.</p> <p>e. Increase the attendance of EEO and Special Emphasis Program Managers at annual AAPI conferences for them to gain a better understanding and knowledge of the Asian cultures.</p> <p>f. Provide informative lectures and literature regarding the contributions of AAPI individuals and employees in order to enhance the awareness of the AAPI culture.</p>	<p>Ongoing</p>	<p>a. b. c. & d. Conducted conference calls, two meetings of RCS AAPI Work Group, worked on training and awareness projects, completed outreach brochure and began working on new AAPI awareness project.</p> <p>e. & f. Provided ongoing training; developed and/or websites to include EEO regulations; and decreased the number of issues relating to the civil rights of Asian Americans and Pacific Islanders.</p>	<p>a–d. \$: 5,000.00. Numbers Served: 930 RCS employees. e–f. \$: N/A. Numbers Served: VHA-wide</p>	<p>EEO Manager</p>

Monitoring Official: Adriana Hamilton, EEO Specialist, VHA Management Support Office (10A2E)

Veterans Health Administration

STRATEGIC GOAL 2: Improve data collection, analysis, and dissemination for AAPIs.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To provide RCS AAPI Working Group and all RCS staff with relevant staff and client demographic and clinical data.	Continue to develop reports generated from the Service Activity Reporting System (SARS) regarding client information (level of services, demographics, etc.) and various databases regarding staff information.	Ongoing	Vet Center completed daily entry of AAPI service data into the web-based, centralized SARS data retrieval system. RCS Chief and Regional Managers conducted ongoing monitoring of AAPI service data through web-based database system, and disseminated reports.	\$: None. Numbers Served: 963 RCS employees.	RCS Regional Manager

Monitoring Official: Adriana Hamilton, EEO Specialist, VHA Management Support Office (10A2E)

Veterans Health Administration

STRATEGIC GOAL 3: Ensure access, especially linguistic access and cultural competence for AAPIs.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
<p>To ensure better quality healthcare services to all eligible Asian American and Pacific Islander Veterans and to build greater capacity for improving the lives of the AAPI population.</p>	<p>a. Issue guidance to customers on the provision of services to Limited English Proficient (LEP) beneficiaries. b. Provide informative lectures and literature regarding the contribution of AAPI individuals and employees.</p>	<p>Ongoing</p>	<p>a. Increased communication between VHA staff and customers. Translation and interpreter services provided as requested. Increased number of pamphlets available in Chinese, Korean and Vietnamese. Compiled a list of AAPI organizations as referral services to provide cultural mediators/resources. Created a database of employees willing to interpret/translate for use at many facilities throughout VHA. b. All RCS employees viewed "PTSD among AAPI Veterans" training modules developed in collaboration with NCPTSD and EES. Working Group provided cultural awareness training to local area VA support facility staff. Employees received Diversity training.</p>	<p>a. \$: None. Numbers Served: VHA-wide. b. \$: None. Numbers Served: 930 RCS Employees.</p>	<p>EEO Manager</p>

Monitoring Official: Adriana Hamilton, EEO Specialist, VHA Management Support Office (10A2E)

Veterans Health Administration

STRATEGIC GOAL 4: Protect civil rights and equal opportunity for AAPIs.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
<p>To ensure appropriate cultural representation of staff within their communities.</p>	<ul style="list-style-type: none"> a. Use Office of Diversity Management & EEO's Web site, which includes AAPI information pertaining to the workforce to define targeted under-representation. b. When recruiting for vacancies, advertise in local and minority publications, participate in job fairs and distribute notices to colleges and universities with large number of AAPIs. c. Identify and establish relationships with civic, professional, and educational organizations affiliated with AAPI population. d. Foster a relationship with local colleges and universities to monitor the population of AAPI students enrolled and their major areas of interest relevant to employment. Work with Human Resources on the matched areas of interest for recruitment of vacant positions. Human Resources and EEO staff will also increase attendance at college and university job fairs. e. Continue to improve Succession Planning processes, and continue to seek qualified AAPI employees for upward mobility as well as develop mentoring opportunities and recruitment and hiring strategies to reach the AAPI market. f. EEO, Human Resources, and Diversity workgroups to collectively work toward recruiting individuals in the hard to fill and critical needed positions identified on the succession plan as it relates to under-representation of AAPIs. g. Encourage and enhance current employees interested in potential career advancement into leadership roles using the High Performance Development Model. h. Provide tuition support, educational activities, and training to improve the employment and promotional opportunities for all employees. i. Medical Centers to establish and enhance leadership development and training programs to create a pool of high potential employees, including AAPI employees. 	<p>Ongoing</p>	<ul style="list-style-type: none"> a. Monitored changes in population of the AAPI employees using VSSC database. b-f. Human Resources staff attended several job fairs along with the special emphasis program managers and EEO Managers and reported successful results. They also partnered with local college representatives, negotiated affiliated agreements with educational institutions and provided employees, veterans and family members with information on educational and job opportunities for AAPI population. g-i. Career Development opportunities offered to employees through various programs. Increased development and participation of AAPI employees in career development programs within VHA. 	<p>\$: minimal. Numbers Served: VHA-Wide.</p>	<p>HR Staff EEO Manager AAPI Special Emphasis Manager</p>

Monitoring Official: Adriana Hamilton, EEO Specialist, VHA Management Support Office (10A2E)

Veterans Health Administration

STRATEGIC GOAL 5: Strengthen and sustain AAPI community capacity.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To provide learning opportunities for AAPI and others in regard to community organizations and services rendered at the VA and to foster a greater appreciation and acceptance of cultural differences in the community.	Vet Centers to continue aggressive outreach to all special populations, with an emphasis within the Pacific Western Region on outreach to AAPI veterans and Vet Centers actively collaborate with community agencies serving AAPI veterans and families.	Ongoing	Vet Centers maintained regular outreach to and collaboration with community agencies serving AAPI veterans.	\$: None. Numbers Served: VHA-Wide.	RCS Regional Manager.

Monitoring Official: Adriana Hamilton, EEO Specialist, VHA Management Support Office (10A2E)

Veterans Health Administration

STRATEGIC GOAL 6: Recognize and include Native Hawaiians and Pacific Islanders in Federal programs and services.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To increase participation of staff and clients in AAPI programs.	Produce informational brochures outlining all programs available to AAPI and all other special populations.	Ongoing	Vet Centers in the Pacific Western Region maintained, updated and disseminated AAPI-specific community resources listing and literature.	\$: None. Numbers Served: 3013 AAPI veterans plus unknown others.	RCS Regional Manager

Monitoring Official: Adriana Hamilton, EEO Specialist, VHA Management Support Office (10A2E)

Veterans Benefits Administration

STRATEGIC GOAL1: Institutionalize each Federal agency's implementation of this initiative.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To provide extensive outreach and effective services at out-based locations, in communities with proportionately large AAPI populations and sub-populations.	Provide effective veterans benefits assistance counseling and other services in communities with proportionately large AAPI populations and sub-populations.	FY 2005	Identified AAPI population centers in FY 2004; contacted AAPI community organizations; and subsequently conducted outreach seminars.	Please see narrative comments below.	John Babers Minority Veterans Program Coordinator (MVPC) VA Regional Office (RO) Waco, TX
To continue to monitor plan to meet and exceed Agency's Initiative for AAPIs.	Attend career fairs at local universities and military installations and establish rapport with various AAPI community organizations. Using a Recruitment Team, promote VBA with an effective marketing and public relations plan that will enhance the working relationships with the AAPI community.	FY 2004	In September 2004, VARO representatives attended Unity Day Festival in Philadelphia, PA, and provided outreach services to AAPIs.	Number Served: 300	Jacqueline Howard Minority Special Emphasis Program Manager VARO Insurance Center (IC) Philadelphia, PA

Monitoring Official: Geraldine V. Breakfield, Associate Deputy Under Secretary for Office of Management

Comments: During FY04, the Waco RO improved outreach to AAPIs by identifying AAPI population centers and community organizations, and conducting outreach seminars. The Waco RO conducted more than 50 Veterans Reach Out Seminars during FY 04. Many of the Veterans Reach Out seminars were conducted in major metropolitan areas with large populations of AAPIs, such as Dallas, Fort Worth, and Austin; as well as the communities surrounding Abilene, Big Spring, Brownwood, Clarksville, Lubbock, Killeen, El Paso, Plano, Tyler, Smithville, Waco, Wichita Falls, Dyess Air Force Base (AFB), Sheppard AFB, Fort Bliss, and Fort Hood. Counties with large populations of AAPIs where outreach seminars were conducted included Bastrop, Bell, Brown, Coryell, Dallas, El Paso, Lubbock, McLennan, Tarrant, Taylor, Travis, Wichita, and Williamson. Also, numerous Transition Assistance Program (TAP) briefings, Disabled TAP (DTAP) briefings, and Demobilization briefings were conducted at military installations throughout the northern two-thirds of Texas, to provide veterans' benefits information and assistance to all veterans, including significant numbers of AAPIs.

Veterans Benefits Administration

STRATEGIC GOAL 2: Improve data collection, analysis, and dissemination for AAPIs.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To further refine information about AAPI populations, sub-populations, and community organizations.	Further refine research of community locations with proportionately large AAPI populations and sub-populations.	First quarter in FY 2005	During FY 2004, AAPI Demographics Ethnicity 2000 Census data was used in a meeting with local AAPI population in Seattle, WA. The meeting gathered Filipino, Nisei, Chinese, and Korean populations to discuss ways to improve outreach goals. Information on local events that the VA employees could attend to help improve outreach efforts was collected, as well as information on each group's impression of VBA and VHA.	Number Served: 14	Divant A. Townes MVPC VARO Seattle, WA

Monitoring Official: Geraldine V. Breakfield, Associate Deputy Under Secretary for Office of Management

Veterans Benefits Administration

STRATEGIC GOAL 3: Ensure access, especially linguistic access and cultural competence for AAPIs.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
<p>To ensure better quality healthcare services to all eligible Asian American and Pacific Islander Veterans and to build greater capacity for improving the lives of the AAPI population.</p>	<p>c. Issue guidance to customers on the provision of services to Limited English Proficient (LEP) beneficiaries.</p> <p>d. Provide informative lectures and literature regarding the contribution of AAPI individuals and employees.</p>	<p>Ongoing</p>	<p>a. After a survey of the Regional Office employees, foreign language proficiency in following languages was identified: Filipino, Korean, Chamorro, Japanese, and Cantonese. These foreign language skills will be used to communicate with veterans and dependents with LEP.</p> <p>b. Held events in observance of Asian Pacific Heritage Month and Cultural Diversity Day.</p>	<p>a. N/A</p> <p>b. \$450.00; Numbers Served: 450 employees attended the events in observance of Asian Pacific Heritage Month. Approximately 600 employees attended events in observance of Cultural Diversity Day.</p>	<p>a. Divant A. Townes MVPC VARO Seattle, WA</p> <p>b. Jacqueline Howard Minority Special Emphasis Program Manager VAROIC Philadelphia, PA</p>

Monitoring Official: Geraldine V. Breakfield, Associate Deputy Under Secretary for Office of Management

Veterans Benefits Administration

STRATEGIC GOAL 4: Protect civil rights and equal opportunity for AAPIs.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To provide extensive outreach and effective services at out-based locations, in communities with proportionately large AAPI populations and sub-populations.	Conduct extensive outreach activities in communities with proportionately large AAPI populations and sub-populations.	Each quarter in FY 2004	Collected AAPI employment data; compared with data on general demography; and initiated targeted recruitment efforts as a result.	Please see narrative comments below.	Carol Wisdom Human Resources Specialist VARO Waco, TX

Monitoring Official: Carl Lowe, Director for Waco VA Regional Office

Comments: Through recruiting activities during FY04, we assisted members of AAPI populations and sub-populations in becoming aware of employment opportunities with the Federal government, VA, and the RO. Recruiting activities were conducted at Fort Hood (America's largest military installation), and 13 educational institutions with large percentages of minority students. For example, more than 80 percent of 2,000+ attendees at the Fort Hood Job Fair was member of minority populations or sub-populations. During the recruiting visits and job fairs, we provided extensive information and assistance to job applicants.

Veterans Benefits Administration

STRATEGIC GOAL 5: Strengthen and sustain AAPI community capacity.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To establish strong college and university recruiting team.	Utilize present AAPI employees.	FY 2004	Organized one day event in observance of Asian Pacific Heritage Month and invited AAPIs, representatives at New Jersey Department of Labor Representatives and veterans training with Vocational Rehabilitation & Employment Services (VR&E).	A graduate of VR&E was hired as a veterans service representative.	Linda Tolentino David Sullivan VARO Newark, NJ

Monitoring Official: C. Fay Norred, Director

Veterans Benefits Administration

STRATEGIC GOAL 6: Recognize and include Native Hawaiians and Pacific Islanders in Federal programs and services.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
<p>To promote access to VA programs by conducting at least one focused or multi-disciplined VA workshop in Hawaii, American Samoa, and Guam.</p>	<p>Incorporate this objective into the station minority veteran outreach plan.</p>	<p>Accomplished in FY 2004</p>	<p>Despite reduced travel funds, successful town hall meetings were held in Guam, American Samoa, and Honolulu, HI; workshops were conducted in Kona, HI; monthly itinerant visits were made to outer islands of Hawaii, which is heavily populated by AAPIs.</p>	<p>\$89K in travel spent on benefits delivery through the state of Hawaii, Guam, and American Samoa – all locations heavily populated by AAPIs.</p> <p>Numbers served: Approximately 400 were seen during these meetings and workshops. In addition, ongoing service was provided during brief staff visits (itinerant visits) throughout the fiscal year.</p>	<p>Joseph Thompson MVPC VARO Honolulu, HI</p>

Monitoring Official: James A. Carilli, Assistant Director for VA Medical & Regional Office Center, Honolulu, HI

National Cemetery Administration

STRATEGIC GOAL1: Institutionalize each Federal agency's implementation of this initiative.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To provide extensive outreach and effective services at out-based locations, in communities with proportionately large AAPI populations and sub-populations.	Provide presentations to local funeral industry groups and invite representatives of various veterans groups at national holiday gatherings.	Ongoing	Organized a weekend outreach event on Memorial Day and invited many distinguished guests and veterans groups.	The following AAPI community-based groups regularly attend the Memorial Day Programs and/or have their own ceremonies during the Memorial Day time frame: China-Burma India Veterans Association, Japanese-American Veterans Association, and Lao Veterans of America.	Regis Massimino NCA Washington, DC

Monitoring Official: Regis Massimino, NCA, Washington, DC

Staff Offices

STRATEGIC GOAL 1: Institutionalize VA's implementation of this initiative.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
<p>To conduct outreach and educational activities for AAPI veterans on VA benefits and services.</p>	<p>Conduct Roundtable Conferences and VA site visits</p>	<p>Ongoing</p>	<p>Held a series of roundtable discussions and following resulted: AAPI veterans who were members of various independent veterans service organizations enrolled in VA programs; veterans and VA employees exchanged information on health care, benefits, cultural issues, and local economy; Captured information on returning Operation Iraqi Freedom/Operation Enduring Freedom AAPI veterans; Discussed ways to reach out to homeless veterans, ways to enroll more AAPI veterans in vocational rehabilitation and transition programs; Identified AAPI in rural areas.</p>	<p>Numbers Served: 640 veterans. Roundtable Conferences were held in New York City, Baltimore, Boston, San Francisco, Seattle, Tacoma, Hawaii, and Salt Lake City.</p>	<p>David O. Chung, Program Analyst Center for Minority Veterans (202) 273-6708</p>

Monitoring Official: Charles W. Nesby, Director for Center for Minority Veterans (CMV) and Ruby L. Miller, Deputy Director for CMV

Staff Offices

STRATEGIC GOAL 4: Protect civil rights and equal opportunity for AAPIs.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To identify staff support for recruitment initiatives.	a. Publicize to VA Central Office (VACO) the 2005 summer internship program that places AAPIs in Washington, DC. b. Publicize the Institute's 2005-2006 Fellowship Program for graduate students. c. Continue to coordinate activities and serve as advisor to AAPI Heritage Council.	a. July 2004 b. April 2004 c. March-May 2004	a. Canvassed VA Central Office (VACO) organizations to determine interest. b. Canvassed VACO organizations to determine interest. c1. Canvassed VACO organizations for Committee Chairperson. c2. Established Special Emphasis Ad Hoc Committee to plan annual observances. c3. Allocate resources for related expenses.	a. Intern position went unfilled because interested applicant accepted internship from another federal agency. b. No requests for interns were received. c. Theme: Freedom For All A Nation We Call Our Own. <ul style="list-style-type: none"> • May 13 – Kickoff Event, featuring Thakor G. Patel, M.D., VHA. • May 18 – Cultural Fair, exhibits featuring Chinese Artist, Chinese Calligraphy, Indian Classical Instruments & Sikh Wedding, Japanese Origami & Ikebana. 	a. b. & c. VACO Human Resources Service, Wanda Broadie, Program Specialist
To identify staff support for the AAPI training conference.	Attend conference.	May 2004	Recruitment and career development materials were distributed.	Established contact with conference attendees and prospective applicants.	VACO Human Resources Service, Arlene Williams, Human Resources Specialist

Monitoring Official: Elaine Marshall, Director

Staff Offices

STRATEGIC GOAL: Improve data collection, analysis, and dissemination for AAPIs.

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To bring VA into compliance with OMB's new race and ethnic standards.	a. Continue to assist VBA to test and revise the Compliance report of Proprietary Institutions. b. Provide information and guidance on new Race and Ethnic Standards to VBA as they develop new residential loan application forms. c. Await decisions from OPM on classifying employee data.	a. August 2004 b. January 1, 2004 c. Ongoing	a. VA Form 20-4274 collects race and ethnic data using the new standards from proprietary schools. b. VA's residential loan application form includes uniform residential loan application form, which reflects the new race and ethnic standards.	VA is in compliance with new standards.	David Balland DAS for Policy Office of Policy, Planning and Preparedness

Monitoring Official: Dennis Duffy, Principal Deputy Assistant Secretary for Policy and Planning

PART C. INFORMATION ON EMPLOYMENT

VA's data system provides workforce data reports and useful data analysis via the Intranet. The report presented data on VA's onboard strength by occupation, turnover, retirement rates, number of employees in the leadership pipeline, and profile of the workforce with disabilities. Workforce diversity can now be better managed.

VA administers a national internship program in partnership with various organizations targeting undergraduate and graduate students. The International Leadership Foundation has a specific internship program to which AAPI students nationwide can apply. VA, in partnership with the International Leadership Foundation (ILF), strives to develop AAPI students for leadership positions in public service.

VA AAPI employment profiles are shown in the following tables:

- Table 1. Total number of permanent full-time and part-time employees in FY 2004
- Table 2. Total number of permanent full-time and part-time employees in FY 2003
- Table 3. Total number of temporary employees in FY 2004
- Table 4. Total number of temporary employees in FY 2003
- Table 5. Summary of total number of permanent full-time and part-time employees in FY 2003–04

Table 1
Asian American & Pacific Islander Permanent Employment Profile

Data as of September 2004

Grade	Position Categories										Supervisory	
	Professional		Administrative		Technical		Clerical		Other **		AAPI *	Total VA
	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA		
GS 1-4	0	1	0	0	127	3,996	95	4,376	10	227	1	12
GS 5	2	31	3	144	535	12,625	329	12,788	6	266	0	43
GS 6	0	2	1	12	921	20,933	101	2,845	42	1,715	2	151
GS 7	16	219	32	1,003	339	9,663	22	710	17	653	9	557
GS 8	42	851	4	164	106	2,884	3	274	0	50	13	469
GS 9	429	4,143	104	3,801	56	1,650	1	133	36	759	16	843
GS 10	93	1,749	59	2,334	15	554	0	15	1	140	11	293
GS 11	679	8,441	96	3,725	34	706	0	2	51	1,289	61	1,630
GS 12	397	4,484	94	3,748	4	109	0	0	72	1,289	86	2,725
GS 13	103	2,266	52	2,091	1	22	0	0	63	1,017	82	3,158
GS 14	28	619	16	588	0	5	0	0	7	121	39	1,474
GS 15	9	101	3	96	0	0	0	0	0	8	10	690
SES	0	2	0	24	0	0	0	0	0	1	3	254
Other ***	5,643	43,975	1	18	42	1,490	37	636	548	23,740	533	8,420
Total	7,441	66,884	465	17,748	2,180	54,637	588	21,779	853	31,275	866	20,719

Data Parameters: All Full-Time Permanent and Part-Time Permanent VA Employees with a Status=Pay and Excluding Medical Residents and Manila Residents

GS includes GENERAL SCHEDULE GS/A and MERIT PAY GM/B

* AAPI represents Asian Americans and Pacific Islanders.

** Other also includes Wage and No Code occupations.

*** Includes GENERAL SCHEDULE GS/A and MERIT PAY GM/B not in grades 1-15, PURCHASE & HIRE AND SIS WB/G, LITHOGRAPHIC WORKER XP/8, LITHOGRAPHIC LEADER XL/9, LITHOGRAPHIC SUPERVISOR XS/0, NON-SUPERVISORY WG/1, LEADER WL/2, SUPERVISORY WS/3, SPEC PROD FAC WAGE SCHEDULE WD/4, NAF NON-SUPERVISORY NA/5, NAF LEADER NL/6, NAF SUPERVISORY NS/7, 7401 PHYSICIANS, DENTISTS VM/J, 7401 NURSES, 4107 PA, EFDA VN/K, 7405 PHYSICIANS, DENTISTS AD/L, 7405 NURSES, PA, EFDA AD/M, 7405 PARAMEDICAL AD/N, 7401 PODIATRIST, OPTOMETRIST VP/P, 7405 PODIATRIST, OPTOMETRIST AD/Q, 7306 STATUTORY SR/X, 4107 NON-MEDICAL DIRECTOR AD/Y, EXECUTIVE PAY ACT EX/W, 5USC 5352 HOSP AD RES AD/R, 5USC 3109 EX/CONS EF/T, CANTEEN SERVICE FIELD VC/U, and other UNIDENTIFIED pay plans.

Table 2
 Asian American & Pacific Islander Permanent Employment Profile

Data as of September 2003

Grade	Position Categories										Supervisory	
	Professional		Administrative		Technical		Clerical		Other **		AAPI *	Total VA
	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA		
GS 1-4	0	1	0	1	109	4,009	111	4,885	13	234	1	11
GS 5	1	20	1	168	524	12,398	338	12,735	10	311	1	43
GS 6	0	1	2	10	826	20,125	78	2,753	32	1,610	1	162
GS 7	18	182	26	1,012	308	8,846	21	618	17	559	13	540
GS 8	33	823	4	171	93	2,712	2	261	0	50	8	455
GS 9	436	4,177	108	4,166	48	1,628	1	140	28	705	14	783
GS 10	89	1,761	48	2,192	16	558	0	15	1	127	7	298
GS 11	643	8,215	92	3,525	32	676	0	2	51	1,273	60	1,578
GS 12	355	4,135	104	3,633	3	102	0	0	62	1,188	69	2,651
GS 13	100	2,201	57	2,037	0	23	0	0	44	919	79	2,949
GS 14	24	611	14	561	0	4	0	0	6	96	33	1,423
GS 15	5	98	3	107	0	0	0	0	0	7	14	657
SES	0	3	0	29	0	0	0	0	0	0	2	264
Other ***	5,345	42,391	1	24	40	1,427	34	630	528	23,279	509	8,265
Total	7,049	64,619	460	17,636	1,999	52,508	585	22,039	792	30,358	811	20,079

Data Parameters: All Full-Time Permanent and Part-Time Permanent VA Employees with a Status=Pay and Excluding Medical Residents and Manila Residents

GS includes GENERAL SCHEDULE GS/A and MERIT PAY GM/B

* AAPI represents Asian Americans and Pacific Islanders.

** Other also includes Wage and No Code occupations.

*** Includes GENERAL SCHEDULE GS/A and MERIT PAY GM/B not in grades 1-15, PURCHASE & HIRE AND SIS WB/G, LITHOGRAPHIC WORKER XP/8, LITHOGRAPHIC LEADER XL/9, LITHOGRAPHIC SUPERVISOR XS/0, NON-SUPERVISORY WG/1, LEADER WL/2, SUPERVISORY WS/3, SPEC PROD FAC WAGE SCHEDULE WD/4, NAF NON-SUPERVISORY NA/5, NAF LEADER NL/6, NAF SUPERVISORY NS/7, 7401 PHYSICIANS, DENTISTS VM/J, 7401 NURSES, 4107 PA, EFDA VN/K, 7405 PHYSICIANS, DENTISTS AD/L, 7405 NURSES, PA, EFDA AD/M, 7405 PARAMEDICAL AD/N, 7401 PODIATRIST, OPTOMETRIST VP/P, 7405 PODIATRIST, OPTOMETRIST AD/Q, 7306 STATUTORY SR/X, 4107 NON-MEDICAL DIRECTOR AD/Y, EXECUTIVE PAY ACT EX/W, 5USC 5352 HOSP AD RES AD/R, 5USC 3109 EX/CONS EF/T, CANTEEN SERVICE FIELD VC/U, and other UNIDENTIFIED pay plans.

Table 3
Asian American & Pacific Islander Temporary Employment Profile

Data as of September 2004

Grade	Position Categories										Supervisory	
	Professional		Administrative		Technical		Clerical		Other **		AAPI *	Total VA
	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA		
GS 1-4	0	1	0	1	56	981	26	830	7	179	0	3
GS 5	3	41	0	13	72	910	23	400	2	30	0	1
GS 6	0	1	0	0	51	560	2	33	1	19	0	0
GS 7	22	144	7	79	30	353	1	11	2	27	1	5
GS 8	2	46	0	7	10	86	0	4	0	1	0	0
GS 9	48	353	11	146	17	129	0	1	5	35	0	9
GS 10	5	48	0	1	4	18	0	0	0	0	0	2
GS 11	70	541	6	76	4	18	0	0	2	22	2	15
GS 12	74	425	4	54	0	0	0	0	8	37	1	17
GS 13	67	529	1	24	0	0	0	0	0	10	3	23
GS 14	12	99	0	5	0	0	0	0	0	0	2	24
GS 15	8	34	0	4	0	0	0	0	0	0	0	23
SES	0	0	0	1	0	0	0	0	0	0	0	3
Other ***	1,743	7,271	1	11	21	238	14	287	79	2,219	57	319
Total	2,054	9,533	30	422	265	3,293	66	1,566	106	2,579	66	444

Data Parameters: All Full-Time Permanent and Part-Time Permanent VA Employees with a Status=Pay and Excluding Medical Residents and Manila Residents

GS includes GENERAL SCHEDULE GS/A and MERIT PAY GM/B

* AAPI represents Asian Americans and Pacific Islanders.

** Other also includes Wage and No Code occupations.

*** Includes GENERAL SCHEDULE GS/A and MERIT PAY GM/B not in grades 1-15, PURCHASE & HIRE AND SIS WB/G, LITHOGRAPHIC WORKER XP/8, LITHOGRAPHIC LEADER XL/9, LITHOGRAPHIC SUPERVISOR XS/0, NON-SUPERVISORY WG/1, LEADER WL/2, SUPERVISORY WS/3, SPEC PROD FAC WAGE SCHEDULE WD/4, NAF NON-SUPERVISORY NA/5, NAF LEADER NL/6, NAF SUPERVISORY NS/7, 7401 PHYSICIANS, DENTISTS VM/J, 7401 NURSES, 4107 PA, EFDA VN/K, 7405 PHYSICIANS, DENTISTS AD/L, 7405 NURSES, PA, EFDA AD/M, 7405 PARAMEDICAL AD/N, 7401 PODIATRIST, OPTOMETRIST VP/P, 7405 PODIATRIST, OPTOMETRIST AD/Q, 7306 STATUTORY SR/X, 4107 NON-MEDICAL DIRECTOR AD/Y, EXECUTIVE PAY ACT EX/W, 5USC 5352 HOSP AD RES AD/R, 5USC 3109 EX/CONS EF/T, CANTEEN SERVICE FIELD VC/U, and other UNIDENTIFIED pay plans.

Table 4
Asian American & Pacific Islander Temporary Employment Profile

Data as of September 2003

Grade	Position Categories										Supervisory	
	Professional		Administrative		Technical		Clerical		Other **		AAPI *	Total VA
	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA		
GS 1-4	0	6	0	1	62	973	43	944	3	140	0	4
GS 5	3	38	2	14	72	871	20	382	2	39	0	2
GS 6	0	1	0	1	52	523	3	38	2	45	0	2
GS 7	21	134	6	72	34	322	0	14	3	14	0	2
GS 8	2	41	0	5	6	63	0	4	0	0	0	4
GS 9	42	308	10	92	15	120	0	0	2	20	0	6
GS 10	4	45	0	0	1	12	0	0	0	0	0	1
GS 11	78	502	4	65	7	25	0	0	6	28	0	13
GS 12	64	384	2	48	0	0	0	0	6	33	0	15
GS 13	52	484	0	23	0	0	0	0	0	7	3	23
GS 14	11	99	1	7	0	0	0	0	0	0	2	28
GS 15	7	30	0	3	0	0	0	0	0	0	0	23
SES	0	0	0	0	0	0	0	0	0	0	0	2
Other ***	1,613	6,907	3	20	28	473	17	267	85	2,587	39	270
Total	1,897	8,979	28	351	277	3,382	83	1,649	109	2,913	44	395

Data Parameters: All Full-Time Permanent and Part-Time Permanent VA Employees with a Status=Pay and Excluding Medical Residents and Manila Residents

GS includes GENERAL SCHEDULE GS/A and MERIT PAY GM/B

* AAPI represents Asian Americans and Pacific Islanders.

** Other also includes Wage and No Code occupations.

*** Includes GENERAL SCHEDULE GS/A and MERIT PAY GM/B not in grades 1-15, PURCHASE & HIRE AND SIS WB/G, LITHOGRAPHIC WORKER XP/8, LITHOGRAPHIC LEADER XL/9, LITHOGRAPHIC SUPERVISOR XS/0, NON-SUPERVISORY WG/1, LEADER WL/2, SUPERVISORY WS/3, SPEC PROD FAC WAGE SCHEDULE WD/4, NAF NON-SUPERVISORY NA/5, NAF LEADER NL/6, NAF SUPERVISORY NS/7, 7401 PHYSICIANS, DENTISTS VM/J, 7401 NURSES, 4107 PA, EFDA VN/K, 7405 PHYSICIANS, DENTISTS AD/L, 7405 NURSES, PA, EFDA AD/M, 7405 PARAMEDICAL AD/N, 7401 PODIATRIST, OPTOMETRIST VP/P, 7405 PODIATRIST, OPTOMETRIST AD/Q, 7306 STATUTORY SR/X, 4107 NON-MEDICAL DIRECTOR AD/Y, EXECUTIVE PAY ACT EX/W, 5USC 5352 HOSP AD RES AD/R, 5USC 3109 EX/CONS EF/T,

Table 5
Asian American & Pacific Islander Permanent Employment Profile Summary

Data as of September 2004

Measure	TOTAL WORKFORCE	AAPI* WORKFORCE	Onboard %
FY 2003	207,239	11,696	5.64
FY 2004	213,042	12,393	5.82
Change +/-	+5,803	+697	+0.18
RCLF%			5.42

* AAPI represents Asian Americans and Pacific Islanders.