

**DEPARTMENT OF VETERANS AFFAIRS**

**FY 2002-2003 IMPLEMENTATION PLANS**

**IN SUPPORT OF THE**

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

**DEPARTMENT OF VETERANS AFFAIRS  
FISCAL YEARS 2002 AND 2003  
IMPLEMENTATION PLANS**

The Department of Veterans Affairs (VA) supports Executive Order 13125 through programs designed to increase the participation of Asian American Pacific Islanders (AAPIs) in VA-sponsored programs. One of VA's goals is to create a workforce that reflects the diversity of our Nation and the veterans we serve.

Executive Order 13125 calls on Federal agencies to improve the quality of life of Asian Americans and Pacific Islanders (AAPIs) through increased participation in Federal programs where they may be underserved. In support of the initiative, the Department achieved measurable objectives.

A Partnership Agreement between the Federal Asian Pacific American Council (FAPAC) and VA will be signed in May 2002. The Agreement will initiate a collaborative effort between VA and FAPAC to improve the representation of AAPIs in the Department at the GS-13 level and above. VA and FAPAC officials will work together to identify specific programs and initiatives that support the goals of the Partnership Agreement.

As part of VA's long-range diversity and complaints prevention initiatives, the Office of Diversity Management and Equal Employment Opportunity (DM&EEO) developed a Communication Plan for Fiscal Year 2002. The plan includes the distribution of tools and services in support of workforce succession planning, community outreach, and education programs. The audience includes internal and external stakeholders. The goals are to proactively increase awareness and promote workforce diversity and EEO throughout VA.

VA plans to sponsor an intern associated with the Summer 2002 White House Initiative Internship Program. During the summer of 2001, the Office of DM&EEO sponsored one intern who completed a variety of developmental assignments supporting diversity and data base management. The program provides VA with an effective tool for AAPI outreach and recruitment to strengthen the Department's workforce diversity.

## VA's Infrastructure Supporting AAPI Activities

### Understanding AAPI Needs

**A. Has your agency conducted needs assessments, reports or other documents within the last five years (produced internally or through an award or contract) to identify, quantify, and evaluate AAPI service needs (such as the needs of Southeast Asians in the Midwest, Pacific Islanders in the mainland, etc.)?**

In 1998, the Veterans Health Administration's (VHA) Readjustment Counseling Service (RCS) AAPI Working Group produced a comprehensive professional paper titled "A Report on Asian Pacific Islander Veterans." This report outlined the work of RCS in providing services to AAPI veterans, reported demographics information for all AAPI veterans, and most importantly the cultural differences in the service provision to AAPI veterans for those therapists and mental health professionals with limited AAPI cultural knowledge or experience. This report was well received by VA, other federal agencies, and a vast myriad of individuals and organizations that serve AAPI veterans.

The Veterans Benefits Administrations (VBA) has conducted no specific, formal needs assessments, reports, or other documents to identify, quantify or evaluate AAPI service needs. However, during FY 2000 and FY 2001, a selected number of VBA field stations (called Regional Offices) identified goals and strategies to accomplish objectives of the Executive Order.

One strategic goal identified was to institutionalize a wide mechanism to address AAPI issues at the Los Angeles VA Regional Office (VARO). A VARO committee was formed to address recruitment of AAPI individuals and dissemination of information to AAPI group members. A committee member contacted VARO upper level management to advise them of the need to do outreach to the AAPI population. A committee member arranged for staff members to visit the Japanese American War Memorial to increase their sensitivity to this particular group of individuals. In addition, a committee member attended monthly meetings of various organizations, such as the Veterans of Foreign Wars, Japanese American Korean War Veterans, and All Nikkei (Japanese) Veterans to apprise World War II, Korean and Vietnam War era veterans of the VA benefits available to them. Through the association with these groups, the VARO compiled a mailing list of AAPI organizations. That list will be used to provide those organizations with information about VA benefits.

The Waco VARO sought to improve research data collection on the AAPI population and its sub-populations to better serve the AAPI population within their jurisdiction. The VARO contacted VA Central Office to obtain the most current available data on veterans, by race, for each county in Texas, as well as the U.S. Census Bureau to obtain extensive information on the AAPI population. That office also initiated a goal to promote access to services by AAPIs through contacting AAPI community organizations to determine the needs of their members and to establish a network to provide the necessary outreach to AAPI population centers.

The Honolulu VARO scheduled VA benefits and services workshops on all islands in Hawaii. The workshop team is comprised of VBA representatives, as well as representatives from the Veterans Health Administration, VA Vet Center and veterans service organizations. During the workshops, more than 455 veterans and family members were interviewed. The workshops offered many veterans the opportunity to access VA benefits and services. The workshop, held at Kauai, generated local cable television coverage, which was repeatedly broadcasted on that island. The majority of the civilian population on these islands are of AAPI descent. The veteran population is proportionately similar.

### **Cultural and Linguistic Competency**

#### **B. Has your agency taken any special initiatives to address issues for persons with limited English proficiency?**

The VHA Readjustment Counseling Service maintains community based Vet Centers in all 50 states, in the American Virgin Islands, and on the island of Guam. The ease of communication within this integrated network allows the needs of AAPI veterans to be addressed nearly everywhere within the United States. If a veteran or family member presents himself or herself at any one of the 206 Vet Centers with language difficulties, that Vet Center would be able to contact the AAPI Working Group or any of the Hawaiian Island Vet Centers directly to obtain the language support this person may require.

On August 11, 2000, former President Clinton issued Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiencies (LEP)". The Executive Order directs Federal agencies to develop specific guidance to provide compliance standards that recipients and Federal agencies must follow to ensure meaningful access to their programs and activities by LEP individuals.

On January 12, 2001, VBA submitted LEP Guidelines for Federally Assisted Programs. These guidelines were incorporated in VA's policy guidance submitted to the Department of Justice (DOJ) for approval. DOJ approved the guidelines for publication in the Federal Register. VBA is in the process of developing LEP policy guidance for Federally Conducted Programs.

**C. Does your agency have any informational materials translated in AAPI languages?**

Translated informational materials were identified in VA's Federal inventory dated August 2000. Although no translation of VA materials has been required, the extensive community network of the VHA Readjustment Counseling Service AAPI Working Group would be able to meet this need.

**Internal Agency Infrastructure**

**D. AAPI-Specific Workgroups and Advisory Bodies: Does your agency have any ongoing mechanisms for focusing on AAPI issues, such as advisory bodies and workgroups?**

The Congress established VA's Center for Minority Veterans specifically to focus on the needs and concerns of AAPI and other minority veterans. A major role of the Center is to identify needs and concerns of AAPI veterans and to work with other elements within the Department to address those needs and concerns. Another role is to encourage AAPI veterans to use the benefits, programs and services that they are eligible for through their honorable service in the Armed Forces. The Center is responsible for identifying barriers and impediments to AAPIs using VA benefits and programs and also responsible for recommending ways to eliminate the barriers.

The VHA Readjustment Counseling Service maintains an AAPI Working Group that promotes consultation to the entire program regarding any and all issues specific to AAPI veterans. The AAPI Working Group was established in October 1989.

Some VBA field facilities have a collateral-duty Special Emphasis Program Coordinator for AAPI employees. This collateral-duty Special Emphasis Program Coordinator focuses on facility activities to improve the employment status of AAPI employees in VBA's workforce.

**E. General Workgroups and Advisories: Does your agency have a process in place to receive input from AAPIs and AAPI community-based organizations? In particular, identify workgroups and advisory bodies tied to your agency's major programs and services.**

The VHA Readjustment Counseling Service (RCS) maintains working groups for all special populations of veterans. These groups are in contact on regular basis to exchange relevant information and to offer any needed support.

Most VBA and VHA field facilities have collateral-duty Special Emphasis Program Coordinators for Asian American/Pacific Islander employees. This collateral-duty Special Emphasis Program Coordinator focuses on facility activities to improve the employment status of Asian Americans and Pacific Island employees in the VHA/VBA workforce.

Most VBA field facilities have an EEO Committee that is available to receive input from AAPIs and AAPI community-based organizations. Any such issues presented to the Committee, which is supervised by the facility EEO Program Manager, are forwarded to the station Director for consideration and appropriate action.

**F. Identify full-time employee equivalents (FTEE) in your agency that specifically focus on AAPI issues. If responsibilities and duties involving AAPI issues are parceled out as collateral duties to one or more employees, please compute what the FTE equivalent would be.**

Although RCS does not specifically identify FTE for strictly AAPI work, the Vet Centers located in the Hawaiian Islands and Guam maintain 18.3 FTE, and the RCS AAPI Working Group has 5 members that deal primarily with the AAPI population and all relevant issues within that group.

**G. Were there any grant programs in FY 1999 for which AAPIs were listed as a funding priority?**

No.

## **Representation and Workforce Issues**

### **H. Has your agency identified or implemented any strategies for improving workforce diversity and the representation of AAPIs within the workforce? If yes, please describe.**

RCS aggressively recruits AAPI staff members for all sites that have significant AAPI populations. The RCS goal has always been to have staff at each Vet Center representing the community they serve.

Where AAPIs are under represented in VBA field facilities (in comparison to their representation in the general local workforce), recruitment strategies are developed to attract AAPIs to the workforce. Such strategies as participation in job fairs, advertisements in local media, notices distributed to AAPI community and advocacy groups, and notices to colleges and universities with large numbers of AAPIs are used. VBA field stations that identify under representation of AAPI employees in their workforce, use their Affirmative Employment Program planning document to develop strategies to eliminate the under representation.

The *VA's Workforce Planning and Succession Plan* (a draft of January 2002) identifies major areas of focus, including the need for an aggressive national recruitment and marketing campaign and the need for leadership development programs at all levels. To assist in the implementation of that plan, the Office of Diversity Management and Equal Employment Opportunity issued a guide for conducting workforce analysis in December 2001. The guide (1) illustrates the mechanics of workforce analysis and succession planning, (2) describes a process for incorporating diversity issues into workforce planning, and (3) shows how targeted recruitment can use anticipated vacancies to eliminate under representation and also develop a pipeline of qualified women and minority candidates for higher positions. This guide and other tools, along with diversity data, is on a VA Web site <http://www.va.gov/dmeeo>.

### **I. Is there an AAPI Federal employee organization in your agency? Also, describe any other strategies in place to support the professional development and career advancement of AAPI employees.**

Within the Department, there is an Asian-Pacific American Committee. Membership in the organization is open to any VA employee who wishes to participate. VA supports the efforts of the committee, and other advocacy groups, by encouraging employee participation in committee-sponsored meetings and other events.

The aging VBA workforce has prompted increased activities in the last two years to develop long-range succession plans. In this regard, VBA has implemented special recruitment activities to attract a diverse group of new employees, including AAPIs, to fill critical, mission-related jobs. Individuals hired under VBA's "Opportunity" program, including AAPIs, receive intensive residential training and orientation, followed by on-the-job training, to build their knowledge of VA laws, regulations, policies and procedures that govern our dispensation of veterans benefits and services.

VBA also encourages minority employees, including AAPIs, to apply for career development programs, such as Leadership VA and VBA's Leadership Enhancement and Development (LEAD) Program. AAPI and other employees are also encouraged to apply for Management Development Seminars, sponsored by the Office of Personnel Management. Veterans Benefits Administrations has conducted no specific, formal needs assessments, reports, or other documents to identify, quantify or evaluate AAPI service needs. However, during FY 2000 and FY 2001, a selected number of VBA field stations identified goals and strategies to accomplish objectives of the Executive Order.

Also see the section entitled "Understanding AAPI Needs" on page 2 of this report.

### **Data Collection and Evaluation**

#### **J. List your agency's main data sets. Indicate for each data set whether:**

- 1 – aggregated AAPI data is collected and analyzed;**
- 2 – disaggregated AAPI data is collected and analyzed (specify which subpopulations are identified);**
- 3 – aggregated AAPI data is collected but not analyzed;**
- 4 - disaggregated AAPI data is collected but not analyzed (specify which subpopulations are identified);**
- 5 – AAPI data is not collected.**

The VHA Readjustment Counseling Service (RCS) currently utilizes two databases to collect and analyze demographics information. The System Activity Reporting System (SARS) gathers and analyzes demographic information for RCS clientele. The Management Information Report (MIR) gathers and analyzes demographic information on RCS staff.



**K. What is the current status for implementing the collection of AAPI data into the two categories, “Asian” and “Native Hawaiian or Other Pacific Islander (NHOPI),” under the new standards for the classification of Federal data on race and ethnicity?**

The System Activity Reporting System (SARS) databases currently meet the standards for the classification of Federal data on race and ethnicity. Categories of ethnic background data collected included “Asian American and Pacific Islander/Hawaiian.” The Management Information Report (MIR) database contains a single category of “Asian American/Pacific Islanders.” Although the MIR does not currently meet the standards for the classification of Federal data on race and ethnicity, the database is being replaced by a new database that gathers and analyzes ethnic data using the same categories as the SARS database.

**L. Does your agency have any performance measures specifically for AAPIs.**

The VHA Readjustment Counseling Service (RCS) strives to match each Vet Center’s staff demographics as well as client demographics of the local community. The databases at the Vet Centers, Regional Offices and Headquarters allow all staff to review the progress of RCS in meeting our goals. At present 52.6 percent of the staff in the Hawaiian Islands and Guam are of Asian or Hawaiian origin.

**FISCAL YEAR 2002 PLAN**

**Veterans Health Administration**

**STRATEGIC GOAL: Improve healthcare delivery to AAPI veterans**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Conduct research that includes AAPI veterans and/or address research questions specifically related AAPI veterans	Disseminate research findings about race-related post-traumatic stress disorder (PTSD) in AAPI veterans	By Sept 2002	Publish 1 paper	\$ None A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  Ongoing; not A or B	National Center for Post-Traumatic Stress Disorder (NC-PTSD) Chalsa Loo, Ph.D. 1132 Bishop St., Ste. 307 Honolulu, HI 96813
Conduct research that includes AAPI veterans and/or address research questions specifically related AAPI veterans	Disseminate findings from Matsunaga report	By Sept 2002	Submit at least 2 research papers	\$ 10,000 from merit review grant  A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  Ongoing; not A or B	NC-PTSD Paula Schnurr, Ph.D. VA Medical & Regional Office Center (VAM&ROC) 215 North Main Street White River Jct., VT 05009
Conduct research that includes AAPI veterans and/or address research questions specifically related AAPI veterans	Initiate project on PTSD and pregnancy outcomes in a community sample of women in Hawaii	By Sept 2002	Write proposal and get Institutional Review Board (IRB) approval	\$ None A/New <input checked="" type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	NC-PTSD Leslie Morland, Psy.D. 1132 Bishop St, Ste. 307 Honolulu, HI 96813
Promote education about issues relevant to AAPI veterans	Develop educational materials	By June 2002	Develop a fact sheet on race-related PTSD for NC-PTSD website	\$ None A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  New; not A or B	NC-PTSD Patricia Watson, Ph.D. VAM&ROC 215 North Main Street White River Jct., VT 05009

Monitoring Official: Matthew J. Friedman, M.D., and Ph.D.

**FISCAL YEAR 2002 PLAN**

**Veterans Health Administration**

STRATEGIC GOAL: Improve healthcare delivery to AAPI veterans

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Promote education about issues relevant to AAPI veterans.	Educate mental health professionals on topics related to AAPI veterans. Needs	Ongoing	Hold lectures in Pacific Island training program.	\$ None A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  Ongoing; not A or B	NC-PTSD Julia Whealin, PhD 1132 Bishop St, Ste 307 Honolulu, HI 96813
Promote education about issues relevant to AAPI veterans.	Educate AAPI mental health trainees.	Ongoing	Attempt to recruit at least 1 AAPI trainee per year.	\$40,000 A/New <input type="checkbox"/> A/Cont. <input checked="" type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	NC-PTSD Julia Whealin, PhD 1132 Bishop St, Ste 307 Honolulu, HI 96813
Promote education about issues relevant to AAPI veterans.	Develop video education materials.	By Sept 2002	Develop 3 videos about AAPI issues for family- member caregivers, mental health clinicians, and other healthcare providers	\$60,000 A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  New; not A or B	NC-PTSD Fred Gusman, MSW 795 Willow Road Menlo Park, CA 94025
Facilitate delivery of culturally-sensitive mental health care to AAPI veterans.	Collaborate with Readjustment Counseling Service to improve healthcare for veterans who are Guam residents.	By Sept 2002	Clinical assessment battery	\$ None A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input checked="" type="checkbox"/>	NC-PTSD Fred Gusman, MSW 1132 Bishop St, Ste 307 Honolulu, HI 96813

Monitoring Official: Matthew J. Friedman, M.D., and Ph.D.

**FISCAL YEAR 2003 PLAN**

**Veterans Health Administration**

**STRATEGIC GOAL: Improve healthcare delivery to AAPI veterans**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Conduct research that includes AAPI veterans and/or address research questions specifically related AAPI veterans	Disseminate findings from Matsunaga report	By Sept 2003	Submit at least 2 research papers	\$ 10,000 from merit review grant  A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  Ongoing; not A or B	NC-PTSD Paula Schnurr, PhD VAM&ROC 215 North Main Street White River Jct., VT 05009
Promote education about issues relevant to AAPI veterans	Educate mental health professionals on topics related to AAPI veterans needs	Ongoing	Hold lectures in Pacific Island training program	\$ None A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  Ongoing; not A or B	NC-PTSD Julia Whealin, PhD 1132 Bishop St, Ste 307 Honolulu, HI 96813
Promote education about issues relevant to AAPI veterans	Educate AAPI mental health trainees	Ongoing	Attempt to recruit at least 1 AAPI trainee/yr	\$ 40,000 A/New <input type="checkbox"/> A/Cont. <input checked="" type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	NC-PTSD Julia Whealin, PhD 1132 Bishop St, Ste 307 Honolulu, HI 96813
Facilitate delivery of culturally-sensitive mental health care to AAPI veterans	Collaborate with RCS to improve healthcare for veterans who are Guam residents	By Sept 2003	Clinical assessment battery	\$ None A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input checked="" type="checkbox"/>	NC-PTSD Fred Gusman, MSW 1132 Bishop St, Ste 307 Honolulu, HI 96813
Facilitate delivery of culturally-sensitive mental health care to AAPI veterans	Participate with VAM&ROC – Tripler* to plan clinical services that include traditional healing interventions	December 2002	Clinical assessment battery	\$ None A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input checked="" type="checkbox"/> B/Cont. <input type="checkbox"/>	NC-PTSD Fred Gusman, MSW 1132 Bishop St, Ste 307 Honolulu, HI 96813

Monitoring Official: Matthew J. Friedman, M.D., and Ph.D.

\*Note: VA Medical and Regional Office Center – Tripler Hospital under U.S. Army

**FISCAL YEAR 2002 PLAN**

**Veterans Health Administration**

**STRATEGIC GOAL1: Institutionalize VA's implementation of this initiative.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Maintain and support existing Readjustment Counseling Service (RCS) Asian American and Pacific Islander Working Group.	Provide ongoing fiscal and administrative support for monthly conference calls, training, annual meetings, and participation in AAPI relevant events	Ongoing throughout fiscal year	Ability of RCS AAPI working group to effectively communicate and participate in AAPI relevant events and disseminate culturally specific information to all RCS staff.	Continued A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  Ongoing; not A or B	RCS AAPI Working Group, Romy Castillo M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region

**FISCAL YEAR 2002 PLAN**

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and 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 throughout fiscal year	Ability to generate reports and data as needed.	Continued; not A or B A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	Steven Reeves, Romy Castillo, M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region

**FISCAL YEAR 2002 PLAN**

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
To provide, on a RCS region by region basis, cultural competence training facilitated by the RCS AAPI Working Group	To allow the RCS AAPI Working Group to share their knowledge and expertise regarding a wide range of AAPI issues to the entire RCS staff on a national basis.	First Quarter, fiscal year 2002	One regional training (outside of the RCS Pacific Western Region) per fiscal year.	\$ 5,000 A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  Not A or B	RCS AAPI Working Group, Romy Castillo, M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS, Pacific Western Region

**FISCAL YEAR 2002 PLAN**

**Veterans Health Administration**

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

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
To ensure appropriate cultural representation of staff within their communities.	To aggressively recruit from traditionally AAPI colleges and universities for qualified AAPI mental health professionals and paraprofessionals.	Ongoing	Having staff demographics represent the client populations within their communities.	Ongoing A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	RCS AAPI Working Group, Romy Castillo, M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region



**FISCAL YEAR 2002 PLAN**

**Veterans Health Administration**

**STRATEGIC GOAL 5: Strengthen and sustain AAPI community capacity.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Informing all AAPI veterans of their VA rights and benefits and encouraging their involvement in Vet Center activities.	Continued aggressive outreach to all special populations with an emphasis within RCS Pacific Western Region toward AAPI veterans.	Ongoing	Increased service provision and community involvement for AAPI veterans as measured through the SARS data collection system and anecdotal reports from community events.	Continued A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	RCS AAPI Working Group, Romy Castillo, M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region

FISCAL YEAR 2002 PLAN

Veterans Health Administration

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
To increase participation of staff and clients in AAPI programs.	Production of informational brochures outlining all programs available to AAPI and all other special populations.	Ongoing	Completed production and distribution by end of fiscal year.	Ongoing, utilizing current budget A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	RCS AAPI Working Group, Romy Castillo M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region

**FISCAL YEAR 2003 PLAN**

**Veterans Health Administration**

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

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Maintain and support existing Readjustment Counseling Service Asian American and Pacific Islander Working Group.	Provide ongoing fiscal and administrative support for monthly conference calls, training, annual meetings, and participation in AAPI relevant events.	Ongoing throughout fiscal year	Ability of RCS AAPI Working Group to effectively communicate and participate in AAPI relevant events and disseminate culturally specific information to all RCS staff.	Continued A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	RCS AAPI Working Group, Romy Castillo M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region

**FISCAL YEAR 2003 PLAN**

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and 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 throughout fiscal year	Ability to generate reports and data as needed.	Continued A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  Ongoing; not A or B	Steven Reeves, Romy Castillo, M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region

**FISCAL YEAR 2003 PLAN**

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
To provide, on a RCS region by region basis, cultural competence training facilitated by the RCS AAPI Working Group.	To allow the RCS AAPI Working Group to share their knowledge and expertise regarding a wide range of AAPI issues to the entire RCS staff on a national basis.	First Quarter, fiscal year 2003	One regional training (outside of the RCS Pacific Western Region) per fiscal year.	\$5,000 A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	RCS AAPI Working Group, Romy Castillo, M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region

**FISCAL YEAR 2003 PLAN**

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
To ensure appropriate cultural representation of staff within their communities.	To aggressively recruit from traditionally AAPI colleges and universities for qualified AAPI mental health professionals and paraprofessionals.	Ongoing	Having staff demographics represent the client populations within their communities.	Ongoing A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	RCS AAPI Working Group, Romy Castillo, M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region

**FISCAL YEAR 2003 PLAN**

**Veterans Health Administration**

**STRATEGIC GOAL5: Strengthen and sustain AAPI community capacity.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Informing all AAPI veterans of their VA rights and benefits and encouraging their involvement in Vet Center activities.	Continued aggressive outreach to all special populations with an emphasis within RCS Pacific Western Region toward AAPI veterans.	Ongoing	Increased service provision and community involvement for AAPI veterans as measured through the SARS data collection system and anecdotal reports from community events.	Continued A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	RCS AAPI Working Group, Romy Castillo, M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region

**FISCAL YEAR 2003 PLAN**

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
To increase participation of staff and clients in AAPI programs.	Update and distribute informational brochures outlining all programs available to AAPI and all other special populations.	Ongoing	Completed production and distribution by end of fiscal year.	Ongoing (utilizing current budget) A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>  Ongoing; not A or B	RCS AAPI Working Group, Romy Castillo, M.S.W., David Alcaras, Ph.D.

Monitoring Official: Richard Talbott, M.S., Regional Manager, RCS Pacific Western Region.



**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Baltimore, Maryland**

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

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Establish communication paths between the Regional Office and the AAPI community organizations	Identify AAPI community centers and organization groups to conduct outreach/information sessions	February 2002	Listing of organization groups and contact persons	None B/Cont.	Jackie Goode, HR Specialist; 31 Hopkins Plaza, Baltimore, MD 21201

Monitoring Official: Jackie Goode, Human Resources Specialist

FISCAL YEAR 2002 PLAN

Veterans Benefits Administration  
Regional Office, Baltimore, Maryland

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
Increase our understanding and knowledge of the Asian culture.	Attend the AAPI Annual Conference to gain a better appreciation of AAPI interests and needs.	May 2002/2003	Representative attendance	None B/Cont.	Jackie Goode, HR Specialist; 31 Hopkins Plaza, Baltimore, MD 21201

Monitoring Official: Jackie Goode, Human Resources Specialist

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office & Insurance Center, Philadelphia, Pennsylvania**

**STRATEGIC GOAL: Ensure adequate representation of AAPIs in the Department workforce and its operations.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
By January 2002, identify AAPI recruitment needs.	If under representation exists and vacancies occur, contact AAPI religious institutions, community based organizations and newspapers for recruitment purposes.	January 2002	Ads placed	None B/Cont.	Cecelia Franklin, Acting Chief, Support Services Division, VAROIC, P.O. Box 13399, Philadelphia, PA 19101

Monitoring Official: Elizabeth Branin, EEO Program Manager

FISCAL YEAR 2002 PLAN

Veterans Benefits Administration  
Regional Office & Insurance Center, Philadelphia, Pennsylvania

STRATEGIC GOAL: Promote AAPI access to governmental services.

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
By September 2002, provide AAPI outreach service.	Attend Philadelphia Unity Festival.	September 2002	Attend festival	None B/Cont.	Jacqueline Howard, Minority Program Manager, VAROIC, P.O. Box 13399, Philadelphia, PA 19101

Monitoring Official: Elizabeth Branin, EEO Program Manager

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office & Insurance Center, Philadelphia, Pennsylvania**

**STRATEGIC GOAL: Develop and/or enhance programs and initiatives directed at unmet needs of AAPIs.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
By June 2002, identify AAPI programs/initiatives.	a. A representative will attend AAPI conference.	a. June 2002	a. A representative will attend the conference.	a. B/New	Jacqueline Howard, Minority Program Manager, VAROIC, P.O. Box 13399, Philadelphia, PA 19101
	b. Special Emphasis Program Manager will coordinate events for AAPI Heritage Month observance.	b. June 2002	b. AAPI Heritage Month observed	b. B/Cont.	

Monitoring Official: Elizabeth Branin, EEO Program Manager

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Honolulu, Hawaii**

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

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Travel funds permitting, to promote access to VA programs by conducting at least one focused or multi-disciplined VA Workshop during the next fiscal year in Hawaii, American Samoa, Guam and Commonwealth of Northern Mariana Islands.	Incorporate the objective in station veteran outreach activities. Request adequate travel funds. Schedule as many workshops as allowed by available funding. Coordinate with veterans organizations, community groups, CBOC, Vet Center, HAS, Loan Guaranty & VR&E*.	To be accomplished in FY 2002.	Within available funds, plan, schedule and conduct at least one community event in each of the Pacific regions identified in our objective.	\$24,000 A/Cont.	Lionel Parker, Minority Veteran Program Coordinator, Veterans Service Center; 459 Patterson Rd, Hon, HI 96819-1522

Monitoring Official: James A. Carilli, Assistant Director

\* Note:

CBOC – Community-based Outpatient Clinic

HAS – Health Administration Service

VR&E – Vocational Rehabilitation and Employment Service

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Waco, Texas**

**STRATEGIC GOAL: Improve data collection, analysis, and dissemination for Asians and NHOPIs.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Obtain, analyze, and disseminate data for Asian and Native Hawaiian and Other Pacific Islanders (NHOPIs).	a. Obtain and analyze data for Asian and NHOPIs population demographics for state of Texas. Correlate the data with outreach activities	a. January 2002	a. Data obtained, analyzed, and correlated with outreach efforts	None	Tom Morley, Staff Assistant
	b. Disseminate information on Asian and NHOPIs population demographics	b. February 2002	b. Data disseminated to appropriate users within the Waco VA Regional Office.	None	Tom Morley, Staff Assistant

Monitoring Official: Carl E. Lowe II, Director

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Waco, Texas**

**STRATEGIC GOAL: Recognize and include Native Hawaiians, Pacific Islanders, and Asian Americans in Federal programs and services**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Improve outreach efforts to Asian and Native Hawaiian and Other Pacific Islanders (NHOP) population.	a. Identify Asian and NHOP population centers.	a. March 2002	a. Asian and NHOP population centers identified.	a. None	John Babers, Minority Veterans Program Coordinator,
	b. Identify and contact Asian and NHOP community organizations.	b. April 2002	b. Community organizations contacted	b. None	John Babers, Minority Veterans Program Coordinator,
	c. Conduct outreach seminars.	c. June 2002	c. Outreach seminars conducted.	c. None	John Babers, Minority Veterans Program Coordinator, 254-299-9751

Monitoring Official: Carl E. Lowe II, Director



**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Waco, Texas**

**STRATEGIC GOAL: Ensure adequate representation of AAPIs in the departmental workforce and its operations**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
By July 2002 ensure adequate AAPI representation	a. Identify current AAPI employment.	a. October 2001	a. AAPI employees identified. Noted increase in number of AAPI employed.	a. None	Beth Sulak, Personnel Management Specialist
	b. Compare demographic data for representation of AAPIs in the workforce.	b. November 2001	b. Data compared	b. None	Beth Sulak, Personnel Management Specialist
	c. If AAPI representation is not adequate target recruiting at minority educational institutions	c. February 2002	c. If necessary, recruiting conducted	c. None	Beth Sulak, Personnel Management Specialist

Monitoring Official: Carl E. Lowe II, Director

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Los Angeles, California**

**STRATEGIC GOAL: Continue outreach to AAPI communities to establish public-private partnerships that will promote appropriate linguistically and culturally competent services.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Establish a long-term business relationship with AAPI community organizations.	Participate in veteran group meetings to update them on benefits and to encourage disabled veterans to apply for compensation or pension.	Ongoing	Several organizations contacted.	None B/Cont.	Gloria Young, Vocational Rehabilitation & Employment Officer, VARO, Los Angeles, CA, 11000 Wilshire Blvd., Los Angeles CA 90024

Monitoring Official: Carol Thomas, Human Resource Management Specialist

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, San Diego, California**

**STRATEGIC GOAL: Implement a plan to meet and exceed agency's initiatives for AAPIs on station.**

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
<p>1. By April 2002, attend career fairs, speaking engagements, and establish rapport with various AAPI community organizations.</p> <p>2. By June 2002, create a reporting structure for the task team.</p>	<p>1. With the Recruitment Team, created in September 2001, we will promote the VA with an effective marketing and public relations plan that will enhance the working relationships with the AAPI community.</p> <p>2. We will develop a reporting guide for all career fairs and advertisements for the Recruitment Team to use to record and monitor their performance.</p> <p>3. We already have contacts in the universities, military installations, and newspapers throughout San Diego County. We will continue to advertise and market the VA as an excellent agency to work for in San Diego.</p>	<p>1. April 2002</p> <p>2. April 2002</p> <p>3. June 2002</p>	<p>1. Through our meetings and contact with the specific AAPI groups within the San Diego community, we will ascertain whether we have met our goals of establishing rapport and engaging the community.</p> <p>2. We will maintain a log and report to the Assistant Director regarding our progress with the AAPI community.</p>	<p>B/Cont.</p> <p>In the past, we have allocated approximately \$9,000 for recruitment purposes.</p>	<p>Kathy Kyle Human Resources Liaison, Dept. of Veterans Affairs 8810 Rio San Diego Dr. San Diego, CA 92108</p>

Monitoring Official: Kathy Kyle, Human Resources Liaison

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Oakland, California**

**STRATEGIC GOAL: Institutionalize a Regional Office mechanism to address AAPI issues**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
By October 2000, establish an AAPI Employment Program Manager as a collateral duty.	Solicit interest in the position from the division	October 2000	The position is established.	None	D. Camille McKey, EEO Program Manager 1301 Clay Street Rm1725 N Oakland, CA 94612-5209
On the basis of the findings of the ad hoc committee, made up of the program manager, the Staffing and Recruitment Specialist, Veterans Coordinators, and a Subject Matter Expert, design a plan for the hiring of AAPIs.	a. Establish goals for hiring AAPIs.  b. Contact local sources for recruitment: 1. Colleges 2. Community Organizations	October 2001	Contacts are established at local colleges and in the greater community.	None	D. Camille McKey, EEO Program Manager 1301 Clay Street Rm1725 N Oakland, CA 94612-5209

Monitoring Official: D. Greitzer, Assistant Director

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Oakland, California**

**STRATEGIC GOAL: Increase outreach to AAPI communities to establish public-private partnerships that will promote appropriate linguistically and culturally competent services.**

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
By April 2002, have a working relationship with AAPI community organizations.	a. Through the Outreach Coordinator, contact AAPI community centers and veterans service organization groups to conduct outreach/informational sessions. Develop a list of these organization for future reference  b. Develop a community resource list to be used for referral of AAPI veteran clients as needed.	April 2002	a. Organizations contacted.  b. Resource list established and being used by VA personnel to refer AAPI clients.	None	D. Camille McKey, EEO Program Manager 1301 Clay Street Rm1725 N Oakland, CA 94612-5209

Monitoring Official: D. Greitzer, Assistant Director

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Seattle, Washington**

**Strategic Goal: Improve data collection, analysis, and dissemination for Asian Americans and Pacific Islanders**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/Activity Type</b>	<b>Lead/Contact Person</b>
1. Gather and maintain demographics of AAPI population across the state, to include geographic concentrations.	Washington State Census Bureau	2 <sup>nd</sup> Quarter FY 2002	Objective accomplished	B - New	Garnet Brockman VA Regional Office, Seattle 915 2 <sup>nd</sup> Ave, Seattle WA 98174
2. Gather and maintain demographics of AAPI <b>veteran</b> population across the state, to include geographic concentrations.	<ul style="list-style-type: none"> <li>• VA/VHA Officials *</li> <li>• Seattle Federal Executive Board</li> </ul>	2 <sup>nd</sup> Quarter FY 2002	Objective accomplished	B - New	Garnet Brockman VA Regional Office, Seattle 915 2 <sup>nd</sup> Ave, Seattle WA 98174

Monitoring Official: Minority Veterans Program Coordinator/Assistant Director

\* Note:

VA – Department of Veterans Affairs

VHA – Veterans Health Administration

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Seattle, Washington**

**Strategic Goal: Recognize and include Native Hawaiians and Pacific Islanders in Federal programs and services**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/Activity Type</b>	<b>Lead/Contact Person</b>
1. Gather listings of Federal veteran programs and services across the state, to include geographic availability.	<ul style="list-style-type: none"> <li>• VBA, VHA, VMA Officials</li> <li>• State VA Officials</li> </ul>	2 <sup>nd</sup> Quarter FY 2002	Objective accomplished	A - New	Garnet Brockman VA Regional Office, Seattle 915 2 <sup>nd</sup> Ave, Seattle WA 98174
2. Gather and maintain demographics of Federal programs and services users across the state, to include geographic concentrations.	<ul style="list-style-type: none"> <li>• Program Managers from across state</li> <li>• If demographic data not available, initiate</li> </ul>	2 <sup>nd</sup> Quarter FY 2002	Objective accomplished	A - New	Garnet Brockman VA Regional Office, Seattle 915 2 <sup>nd</sup> Ave, Seattle WA 98174
3. Correlate usage of Federal programs and services with demographic concentrations of AAPI veterans.	Based upon available demographics: <ul style="list-style-type: none"> <li>• Identify areas of high/low usage by AAPI veterans</li> <li>• Strategize methods to increase participation of AAPI veterans</li> </ul>	2 <sup>nd</sup> -- 3 <sup>rd</sup> Quarter, FY 2002	Objective including development of strategies is accomplished	B - New	Garnet Brockman VA Regional Office, Seattle 915 2 <sup>nd</sup> Ave, Seattle WA 98174

Monitoring Official: Minority Veterans Program Coordinator/Assistant Director

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Portland, Oregon**

**Strategic Goal: Ensure adequate representation on AAPIs in the Regional Office Workforce**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/Activity Type</b>	<b>Lead/Contact Person</b>
AAPI workforce representation will equal or better the population in the Standard Metropolitan Area (SMA) of Portland.	Continue current employment levels and hire 1 full-time employee (FTE) in FY 2002	June 2002	FTE hired	A- New	Marion Hanson, HR Specialist (503) 326-2511, VA Regional Office, 1220 SW Third Avenue, Portland, Oregon 97204

Monitoring Official: La Velle Vanden Berg, Resource Management Officer



**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Regional Office, Portland, Oregon**

**Strategic Goal: Increase outreach to AAPI communities**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/Activity Type</b>	<b>Lead/Contact Person</b>
Case manage AAPI applications when indicated.	Outreach Coordinator will maintain contacts with AAPI communities.	FY 2002	a. Expand directory of AAPI community organizations.  b. Increase the number of outreach efforts to the AAPI community.	B- Cont.	Marion Hanson, HR Specialist (503) 326-2511, VA Regional Office, 1220 SW Third Avenue, Portland, Oregon 97204

Monitoring Official: La Velle Vanden Berg, Resource Management Officer

**FISCAL YEAR 2002 PLAN**

**Veterans Benefits Administration  
Loan Guaranty Service**

**STRATEGIC GOAL: Administer the Native American Veteran Direct Loan Program in Hawaii and the South Pacific.**

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
Administer the Native American Veteran Direct Loan Pilot Program to Native Hawaiian and South Pacific Veterans, <a href="#">pending legislated extension of the program.</a>	Provide support and policy guidance to field office personnel responsible for providing this benefit to eligible veterans in Hawaii, Saipan, Guam, and American Samoa.	Ongoing	N/A	N/A	Erica Lewis, Loan Guaranty Service, 810 Vermont Avenue, NW, Washington, DC 20420

Monitoring Official: Jim Hricik, Supervisory Loan Specialist

**FISCAL YEAR 2002 PLAN**

**Department of Veterans Affairs  
VA Central Office (VACO) Human Resources Service**

**Strategic Goal: Recruit Asian Americans and Pacific Islanders and support their Professional Development and Career Advancement.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/Activity Type</b>	<b>Lead/Contact Person</b>
By May 2002, identify staff support for recruitment initiatives	1. Publicize to VACO organizations 2003 AAPI Institute's summer intern program in Washington, D.C.	July 2002	Interns placed	A/Cont.	VACO Human Resources Service, Wanda Broadie, Program Specialist
	2. Publicize the Institute's 2002-2003 Fellowship Program for graduate students			A/New	VACO Human Resources Service, Wanda Broadie, Program Specialist
	3. Continue to coordinate activities and serve as advisor to AAPI Heritage Council			A/Cont.	VACO Human Resources Service, Wanda Broadie, Program Specialist
By April 2002, identify staff support for the AAPI training conference	Attend conference	May 2002	Recruitment and career development materials distributed	A/Cont.	VACO Human Resources Service, Arlene Williams, Program Specialist

Monitoring Official: Elaine Marshall, Director

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, Baltimore, Maryland**

**STRATEGIC GOAL: Organize and hold a community forum directed towards increasing awareness regarding Federal employment and benefits.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
By February 2003, organize and hold a community forum directed towards increasing awareness regarding Federal employment and benefits.	Educate the AAPI community on Federal employment	February 2002	AAPI representation on certificate. Increase by 1 FTE.	None B/Cont.	Jackie Goode, HR Specialist; 31 Hopkins Plaza, Baltimore, MD 21201

Monitoring Official: Jackie Goode, Human Resources Specialist

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, Baltimore, Maryland**

**STRATEGIC GOAL:** Increase our understanding and knowledge of the Asian culture.

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Increase our understanding and knowledge of the Asian culture.	Attend the AAPI Annual Conference to gain a better appreciation of AAPI interests and needs.	May 2002/2003	Representative attendance	None B/Cont.	Jackie Goode, HR Specialist; 31 Hopkins Plaza, Baltimore, MD 21201

Monitoring Official: Jackie Goode, Human Resource Specialist

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office & Insurance Center, Philadelphia, Pennsylvania**

**STRATEGIC GOAL: Ensure adequate representation of AAPIs in the Department workforce and its operations.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
By January 2003, identify AAPI recruitment needs.	If under representation exists and vacancies occur, contact AAPI religious institutions, community based organizations and newspapers for recruitment purposes.	January 2003	Ads placed	B/Cont.	Cecelia Franklin, Acting Chief, Support Services Division, VAROIC, P.O. Box 13399, Philadelphia, PA 19101

Monitoring Official: Elizabeth Branin, EEO Program Manager

FISCAL YEAR 2003 PLAN

Veterans Benefits Administration  
Regional Office & Insurance Center, Philadelphia, Pennsylvania

STRATEGIC GOAL: Ensure adequate representation of AAPIs in the Department workforce and its operations.

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
By September 2003, provide AAPI outreach service.	Attend Philadelphia Unity Festival	September 2003	Attend Festival	None B/Cont.	Jacqueline Howard, Minority Program Manager, VAROIC, P.O. Box 13399, Philadelphia, PA 19101

Monitoring Official: Elizabeth Branin, EEO Program Manager

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office & Insurance Center, Philadelphia, Pennsylvania**

**STRATEGIC GOAL: Develop and/or enhance programs and initiatives directed at unmet needs of AAPIs.**

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
By June 2003, identify AAPI program initiatives.	a. Representative will attend AAPI conference  b. Special Emphasis Program manager will coordinate events for AAPI Heritage Month observance.	a. June 2003  b. June 2003	a. Representative will attend conference.  b. AAPI Heritage month observed	a. B/Cont.  b. B/Cont.	Jacqueline Howard, Minority Program Manager, VAROIC, P.O. Box 13399, Philadelphia, PA 19101

Monitoring Official: Elizabeth Branin, EEO Program Manager



**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, Honolulu, Hawaii**

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

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Travel funds permitting, to promote access to VA programs by conducting at least one focused or multi-disciplined VA Workshop during the next fiscal year in Hawaii, American Samoa and Commonwealth of Northern Mariana Islands.	Incorporate the objective in the station's minority veteran outreach plan. Request adequate travel funds. Schedule as many workshops as allowed by available funding. Coordinate with Veterans Organizations, Community Groups, CBOC, Vet Center, HAS, Loan Guaranty and VR&E.*	To be accomplished in FY 2003.	Within available funds, plan, schedule and conduct at least one community event in each of the Pacific regions identified in our objective.	\$26,000 A/Cont.	Veterans Service Center; Lionel Parker, Minority Veteran Program Coordinator, 459 Patterson Rd, Hon, HI 96819-1522

Monitoring Official: James A. Carilli, Assistant Director

\* Note:

CBOC – Community-based Outpatient Clinic

HAS – Health Administration Service

VR&E – Vocational Rehabilitation and Employment Service

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, Waco, Texas**

**STRATEGIC GOAL: Improve data collection, analysis, and dissemination for Asians and NHOPIs.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Obtain, analyze, and disseminate data for Asian and Native Hawaiian and Other Pacific Islanders (NHOPIs).	a. Obtain and analyze data for Asian and NHOPi population demographics for state of Texas. Identify additional areas for outreach activities.	January 2003	Data obtained and analyzed. Additional areas for outreach activities identified.	None	Tom Morley, Staff Assistant
	b. Disseminate information on Asian and NHOPi population demographics.	February 2003	Data disseminated to appropriate users within the Waco VA Regional Office and to appropriate interested parties, including Asian and NHOPi groups.	None	Tom Morley, Staff Assistant

Monitoring Official: Carl E. Lowe II, Director

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, Waco, Texas**

**STRATEGIC GOAL: Recognize and include Native Hawaiians, Pacific Islanders, and Asian Americans in Federal programs and services.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Improve outreach efforts to Asian and NHOPi population.	a. Identify Asian and NHOPi population centers.	a. March 2003	a. Asian and NHOPi population centers identified.	None	John Babers, Minority Veterans Program Coordinator
	b. Identify and contact Asian and NHOPi community organizations.	b. April 2003	b. Community organizations contacted	None	John Babers, Minority Veterans Program Coordinator
	c. Conduct outreach seminars, which are targeted to specific Asian and NHOPi organizations	c. June 2003	c. Outreach seminars conducted	None	John Babers, Minority Veterans Program Coordinator

Monitoring Official: Carl E. Lowe II, Director

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, Waco, Texas**

**STRATEGIC GOAL: Ensure adequate representation of AAPIs in the departmental workforce and its operations**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
By July 2003 ensure adequate AAPI representation.	a. Identify current AAPI employment.	a. October 2002	a. AAPI employees identified. Noted increase in number of AAPI employed.	a. None	Beth Sulak, Personnel Management Specialist
	b. Compare demographic data for representation of AAPIs in the workforce.	b. November 2002	b. Data compared.	b. None	Beth Sulak, Personnel Management Specialist
	c. If AAPI representation is not adequate, target recruiting at minority educational institutions.	c. February 2003	c. If necessary, recruiting conducted	c. None	Beth Sulak, Personnel Management Specialist

Monitoring Official: Carl E. Lowe II, Director

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, Los Angeles, California**

**STRATEGIC GOAL: Continue outreach to AAPI communities to establish public-private partnerships that will promote appropriate linguistically and culturally competent services.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Establish a long-term business relationship with AAPI community organizations.	Participate in veteran group meetings to update them on benefits and to encourage disabled veterans to apply for compensation or pension.	Ongoing	Several organizations contacted.	None B/Cont.	Gloria Young, Vocational Rehabilitation & Employment Officer, VARO, Los Angeles, CA, 11000 Wilshire Blvd., Los Angeles CA 90024

Monitoring Official: Carol Thomas, Human Resource Management Specialist

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, San Diego, California**

**STRATEGIC GOAL: Ensure that more AAPIs are hired or are made aware of VA's presence as an employer**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding / Activity Type</b>	<b>Lead Entity and Contact Person</b>
1. By October 2002, increase AAPI presence by 10%.	1. Recruitment, Public Relations, Marketing	1. October 2002	Once individuals are hired, check RNOs to see if the AAPI groups are represented.	A/Cont Recruitment: \$9,000 (A)	Kathy Kyle Human Resources Liaison Dept. of Veterans Affairs 8810 Rio San Diego Drive San Diego, CA 92108 619/400-5403
2. Ensure that AAPI programs and organizations are made a priority when recruitment begins (in terms of career fairs and speaking engagements).	2. Recruitment Team must follow a recruitment plan that includes their participation in community events and job fairs.	2. October 2002			
3. Utilize other forms of data collection.	3. We may need to change over to another race and national origin (RNO) form to indicate specific sub-groups within the Asian community.	3. October 2003			

Monitoring Official: Kathy Kyle, Human Resources Liaison

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, Seattle, Washington**

**Strategic Goal: Improve data collection, analysis, and dissemination for Asian Americans and Pacific Islanders**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/Activity Type</b>	<b>Lead/Contact Person</b>
Conduct quarterly review/update of demographic data.	Washington State Census Bureau	1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> Quarters	Objective accomplished	A – Cont.	Garnet Brockman VA Regional Office, Seattle 915 2 <sup>nd</sup> Ave, Seattle WA 98174
Conduct quarterly review/update of <b>veteran</b> demographic data.	Use sources developed in FY 2002.	1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> Quarters	Objective accomplished	A – Cont.	Garnet Brockman VA Regional Office, Seattle 915 2 <sup>nd</sup> Ave, Seattle WA 98174

Monitoring Official: Minority Veterans Program Coordinator/Assistant Director

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, Seattle, Washington**

**Strategic Goal: Recognize and include Native Hawaiians and Pacific Islanders in Federal programs and services**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/Activity Type</b>	<b>Lead/Contact Person</b>
Implement methods to increase use of programs across state by AAPI veterans.	Based upon knowledge gained from initiatives in FY 2002.	FY 2003	Participation in programs increases.  Actual measures depend upon baseline data collected in FY2002.	B – New	Garnet Brockman VA Regional Office, Seattle 915 2 <sup>nd</sup> Ave, Seattle WA 98174
Conduct quarterly review to assess effectiveness of newly implemented initiatives.	Based upon knowledge gained from initiatives in FY 2002.	FY 2003	Objective accomplished	A – New	Garnet Brockman VA Regional Office, Seattle 915 2 <sup>nd</sup> Ave, Seattle WA 98174
Conduct concentrated cultural education and training of service providers and staff, specifically with regard to AAPI veterans.	Based upon knowledge gained from initiatives in FY 2002.	FY 2003	Objective accomplished with positive feedback from participants and organizers	B – New	Garnet Brockman VA Regional Office, Seattle 915 2 <sup>nd</sup> Ave, Seattle WA 98174

Monitoring Official: Minority Veterans Program Coordinator/Assistant Director



FISCAL YEAR 2003 PLAN

Veterans Benefits Administration  
Regional Office, Portland, Oregon

Strategic Goal: Ensure adequate representation on AAPIs in the Regional Office Workforce

Objective	Strategy	Time Frame	Performance Measure	Funding/Activity Type	Lead/Contact Person
AAP1 workforce representation will equal or better the population in the standard metropolitan area (SMA) of Portland.	Continue current employment levels and hire 1 full-time employee (FTE) in FY 2002.	August 2003	FTE Hired	A- New	Marion Hanson, HR Specialist (503) 326-2511, VA Regional Office, 1220 SW Third Avenue, Portland, Oregon 97204

Monitoring Official: La Velle Vanden Berg, Resource Management Officer

**FISCAL YEAR 2003 PLAN**

**Veterans Benefits Administration  
Regional Office, Portland, Oregon**

**Strategic Goal: Increase outreach to AAPI communities**

Objective	Strategy	Time Frame	Performance Measure	Funding/Activity Type	Lead/Contact Person
Case manage AAPI applications when indicated	Outreach Coordinator will maintain contacts with the AAPI communities.	FY 2003	a. Expand directory of AAPI community organizations.  b. Increase the number of outreach efforts to the AAPI community.	B. Cont.	Marion Hanson, HR Specialist, VA Regional Office, 1220 SW Third Avenue, Portland, Oregon 97204

Monitoring Official: La Velle Vanden Berg, Resource Management Officer

FISCAL YEAR 2003 PLAN

Veterans Benefits Administration  
Loan Guaranty Service

**STRATEGIC GOAL: Administer the Native American Veteran Direct Loan Program in Hawaii and the South Pacific.**

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
Administer the Native American Veteran Direct Loan Pilot Program to Native Hawaiian and South Pacific Veterans, <a href="#">pending legislated extension to the program.</a>	Provide support and policy guidance to field office personnel responsible for providing this benefit to eligible veterans in Hawaii, Saipan, Guam, and American Samoa.	Ongoing	N/A	B/Cont	Erica Lewis, Loan Guaranty Service, 810 Vermont Avenue, NW, Washington, DC 20420;

Monitoring Official: Jim Hrick, Supervisory Loan Specialist

**FISCAL YEAR 2002- 2003 PLAN**

**Office of Diversity Management and Equal Employment Opportunity**

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

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/ Activity Type</b>	<b>Lead Entity and Contact Person</b>
Obtain advice and assistance from external stakeholders in the Federal Asian and Pacific American Council (FAPAC).	Establish a formal partnership with the Federal Asian and Pacific American Council.	Jan. – May 2002	Signing ceremony.	\$ No additional cost	Office of Diversity Management and EEO, Carolyn Wong

Monitoring Official: Armando E. Rodriguez, Deputy Assistant Secretary

**FISCAL YEAR 2002 - 2003 PLAN**

**Office of Diversity Management and Equal Employment Opportunity**

**STRATEGIC GOAL: Ensure equal opportunity for AAPIs.**

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
Identify barriers to and determine level of interest in Senior Executive Service.	Conduct survey of GS-15 employees, including title 38 appointments.	FY 2003	Survey results support appropriate remedies.	\$ No additional cost A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/> B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/>	Office of Diversity Management and EEO, Michael Dole

Monitoring Official: Armando E. Rodriguez, Deputy Assistant Secretary

**FISCAL YEAR 2002 - 2003 PLAN**

**Office of Policy and Planning**

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
Bring VA into compliance with OMB's new race and ethnic standards.	<p>VA anticipates receiving OPM guidelines and instructions for classifying employment data.</p> <p>An intra-agency committee was established to address implementation of the new standards with regard to veteran data.</p>	FY 2001-2003	The VA committee has identified several issues to be addressed by the Department in order to achieve implementation. Many issues have been resolved. The VA's target for implementing the new standards is January 2003.	<p>\$ None                      A/New <input type="checkbox"/> A/Cont. <input type="checkbox"/>                      B/New <input type="checkbox"/> B/Cont. <input type="checkbox"/></p> <p>Ongoing; not A or B</p>	Office of Policy and Planning, Kathleen Sorensen, (202) 273-5104

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

**FISCAL YEAR 2003 PLAN**

**Department of Veterans Affairs  
VA Central Office (VACO) Human Resources Service**

**Strategic Goal: Recruit Asian Americans and Pacific Islanders and support their Professional Development and Career Advancement**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Performance Measure</b>	<b>Funding/Activity Type</b>	<b>Lead/Contact Person</b>
By May 2003, identify staff support for recruitment initiatives	1. Publicize to VACO organizations 2003 AAPI Institute's summer intern program in Washington, D.C.	July 2003	Interns placed	A/Cont.	CO Human Resources Service, Wanda Broadie, Program Specialist
	2. Publicize the Institute's 2003-2004 Fellowship Program for graduate students			A/Cont.	CO Human Resources Service, Wanda Broadie, Program Specialist
	3. Continue to coordinate activities and serve as advisor to AAPI Heritage Council			A/Cont.	CO Human Resources Service, Wanda Broadie, Program Specialist
By April 2003, identify staff support for the AAPI training conference	Attend conference	May 2003	Recruitment and career development materials distributed	A/Cont.	CO Human Resources Service, Arlene Williams, Program Specialist

Monitoring Official: Elaine Marshall, Director