

DEPARTMENT OF VETERANS AFFAIRS



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

**FEDERAL IMPLEMENTATION PLAN
FISCAL YEAR 2004–2005**

INTRODUCTION

The Department of Veterans Affairs (VA) supports Executive Order 13216 through programs designed to increase the participation of Asian American Pacific Islanders (AAPIs) in VA-sponsored programs. Executive Order 13216 calls on Federal agencies to improve the quality of life of AAPIs through increased participation in Federal programs where they may be underserved. In accordance with the order, the White House Initiative for Asian Americans and Pacific Islanders established six strategic goals:

- 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.

This plan will illustrate a variety of measurable objectives the Department will pursue in support of these goals of the initiative.

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.)?

The Veterans Health Administration (VHA) has conducted no specific, formal needs assessments, reports, or other documents to identify, quantify, and evaluate AAPI service needs in the last five years. The last such document published by VHA was in 1998; titled "A Report on Asian Pacific Islander Veterans," it was produced by the Readjustment Counseling Service (RCS) AAPI Working Group. This report outlined the work of RCS in providing services to AAPI veterans, reported demographics information for all AAPI veterans, and identified the cultural differences in the service provision to AAPI veterans for those therapists and mental health professionals with limited AAPI cultural knowledge or experience. Individuals and organizations that serve veterans frequently look to this report as a valuable resource.

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.

Although the National Cemetery Administration (NCA) has not conducted administration-wide assessments, reports, or other documents to identify, quantify, or evaluate AAPI service needs, NCA works with Memorial Service Networks (MSN) to address recruitment of AAPIs and dissemination of information to AAPI group members. NCA is also working on construction of a geographical matrix, which will provide research data on AAPI population and its subpopulation for cemetery directors to be used for their hiring practices, outreach activities, and work ensuring diversity in workforce.

Cultural and Linguistic Competency

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

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," was issued to ensure meaningful access for Limited English Proficient (LEP) individuals to federally conducted and assisted programs and activities. Federal agencies were required to develop and publish guidance for federally assisted programs and activities that would help recipients provide access to LEP individuals. On June 10, 2003, VA LEP Guidance was published in the Federal Register for public comment. The guidance was subsequently been finalized and posted on the Agency Web site. The Agency will continue its efforts to ensure that recipients of Federal financial assistance provide full access to individuals with Limited English Proficiency.

All VHA facilities have issued guidance to their customers on the provision of services to LEP beneficiaries, and a number of them have issued internal guidance for making their own programs and activities available to people who are LEP.

The VHA Readjustment Counseling Service maintains community-based Vet Centers in all 50 states, the American Virgin Islands, and 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 213 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.

VBA Regional Offices (ROs) provide for language access for LEP individuals as requested or needed. For personal interviews and telephone interviews with veterans and dependents with LEP, many staff officers who are proficient in languages in addition to English are made available to assist them. In addition, Spanish proficient counselors are available where a large proportion of the population is primarily Spanish-speaking.

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

VHA facilities continue to create templates of pamphlets and materials, which are translated into Asian languages. Translating the materials into multiple languages ensures effective communication to LEP AAPI consumers regarding different services and programs offered by VHA.

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?

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 to this use for recommending ways to eliminate the barriers.

The Veterans Advisory Council (VAC) is a community affairs council for veterans. The VAC includes veterans and representatives of VHA, VBA, and every major veterans service organization. The regional Councils work to address the concerns of their respective region and communities, including communities with high concentration of AAPI population.

All VHA facilities have formal or informal internal working groups to respond to the WHIAAPI. Several VHA Networks also have established direct working relationships with AAPI community organizations. Furthermore, several local Federal Executive Boards established various subcommittees to address regional needs—amongst which is a subcommittee on AAPI issues that addresses health, education, employment, and other needs in the outer Pacific region.

The VHA Readjustment Counseling Service maintains an AAPI Working Group that promotes consultation to the entire program regarding 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.

NCA has developed a workforce planning committee, assisting cemetery directors to focus on AAPI issues.

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.

One-VA outreach activities and events improve the well-being and health of AAPI populations. The One-VA outreach activities include involvement of organizations in the public and private sectors in various communities.

The progress of new initiatives of VA, the ROs, and the Veterans Health Care System are discussed at monthly meetings of VAC. Feedback is received from the VAC members about the effects of existing, new, and proposed VA policies, as well as proposed legislation, and other initiatives.

Veterans Benefits and Health Care Seminars are sponsored on a monthly basis by the VAC. The seminars include presentations about veterans' benefits and services by Outreach Team members and representatives of the VHCS, and assistance with individual question and claims. The seminars will be held in various community centers, veterans service organization posts, churches, and other locations, where AAPIs may be found.

Formal or informal internal working groups at all VHA facilities meet on a regular basis to work on a range of issues, including suggesting policy changes and ways to improve outreach to special populations. In addition, VHA Networks, in working with AAPI community organizations, obtain access to information that is useful and timely.

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 field facilities have an EEO Committee that is available to receive input from AAPIs and AAPI community-based organizations. VBA facilities will frequently participate in numerous types of outreach events, including Veterans Outreach Seminars, Veterans Information Seminars, and Town Hall Meetings. Any 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.

NCA has an EEO manager to collect and process input from the AAPIs and AAPI community-based organizations.

The Office of Small & Disadvantaged Business Utilization (OSDBU) receives feedback through extensive outreach activities involving AAPI small business concerns, associations, and publications.

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 California and Hawaii, in particular, provide culturally sensitive outreach and

special community initiatives geared towards AAPI veterans with concentration of AAPI staffs on Vet Center teams.

Although NCA does not specifically identify FTE for strictly AAPI work, there are Human Resources Liaisons in five MSN working primarily to assist on all special emphasis programs.

OSDBU's human resources consist primarily of small business advocates that focus on providing full time support and assistance to all small businesses seeking to do business with VA, including AAPI small business concerns. AAPI small business concerns are considered small disadvantaged businesses.

G. Were there any grant programs in FY 2003 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.

VA has placed a major emphasis on educating managers and employees on the importance of diversity management, how to conduct and utilize diversity management analyses, and how to build effective diversity strategies. VA has accomplished these goals through training videos and use of the VA Knowledge Network, a system of nationally broadcasted training programs. VA also produces a monthly “Diversity News” video highlighting diversity initiatives.

The “VA’s *Strategic Human Capital Management Plan*” (published in July 2003) presents an overview of past and projected workforce trends, summaries of workforce plans developed by VHA, VBA, NCA, and VA Headquarters, and strategies to ensure that VA recruits, retains, and develops a highly qualified and diverse workforce to serve veterans. One of the recommendations presented in the Plan is that VA must continually monitor its workforce trends in view of the large proportion of older and “retirement eligible” VA workforce, and the inadequate replacement pool of younger workers. To efficiently monitor the workforce trend, DM&EEO has developed online workforce analysis tools that provide easy access to the workforce information at the individual occupation level as well as the organization level nationally, regionally, or locally. The online tools not only facilitate VA’s compliance with Equal Employment Opportunity Commission Directives, but also provide a factual foundation for diversity issues in workforce analysis and succession planning.

When recruiting for vacancies at VHA, the organizations within VHA will continue to advertise in local and minority publications, participate in job fairs, and distribute notices to colleges and universities with large number of AAPIs. VHA will continue to foster relationships with local colleges and universities to monitor the population of AAPI students enrolled and their major areas of interest relevant to VA employment. VHA will also work with Human Resources on the matched areas of interest for recruitment of vacant positions. In addition, Human Resources and EEO staff will increase attendance at college and university job fairs. Furthermore, Human Resources, EEO, and Diversity workgroups collectively will work toward recruiting individuals in the hard to fill and critically needed positions identified on the succession plan as it relates to under-representation of AAPIs. Overall, VHA will 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.

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.

The VBA ROs will maintain ongoing recruitment efforts directed toward minority populations. Human Resources Staff will participate in recruitment visits to colleges and other organizations with proportionately large minority populations. These ongoing recruitment efforts will assist members of AAPI populations and sub-populations in becoming aware of employment opportunities with VA and the Federal government.

Where AAPIs are underrepresented in MSN 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. MSNs 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.

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. VA will also support initiation of a VA chapter of the Federal Asian Pacific American Council (FAPAC), comprised of VA employees nationwide.

VA is working towards formalizing a Partnership Agreement with FAPAC by May 2005. 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 workforce analysis and evaluation plan, the Office of Diversity Management and Equal Employment Opportunity (DM&EEO) has developed a survey for GS-15 employees, including title 38 appointments, and will conduct the surveys in FY 2005. The survey will identify barriers to and interest in the Senior Executive Service. The goals are to address AAPIs' concerns about promotion and attrition, and to convey VA's commitment to workforce diversity throughout the ranks.

DM&EEO is also working to implement systematic targeted recruitment plans for increasing AAPI representation in VA. VA will continue to sponsor an intern in association with the International Leadership Foundation (ILF). Furthermore, VA will strive to develop effective tools for AAPI outreach and recruitment to strengthen the Department's workforce diversity.

Although VHA does not have employee organizations catering solely to AAPIs, VHA facilities provide informative lectures and literature highlighting the contributions of AAPI individuals and employees in order to enhance the awareness of AAPI culture. VHA facilities will also provide tuition support, educational activities, and training to improve the employment and promotional opportunities for all employees. Furthermore, VHA will encourage and enhance current employees interested in potential career advancement into leadership roles by using the High Performance Development Model.

VBA has implemented a multi-tiered nationwide approach to leadership development. A major focus is on diversity in selecting applicants for these programs to develop future leaders at all organizational levels. The pyramid of programs and courses includes New Employee Orientation, the Leadership Enhancement and Development Program for high potentials in VBA feeder pool of employees GS-9 through GS-12, the Assistant Director Development Program, Mid-level/Division Level Leadership Training, Local Leadership Development Programs, Technical Training Programs/Courses in all Business Lines, Instructor Development Training, and the Senior Executive Service Candidate Development Program for outstanding executive potentials.

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.**

Aggregated AAPI data:

VA's VISN Service Support Center's data system provides aggregated statistical information on the AAPI population. Data will be collected concerning veterans' outreach and employment representation on a quarterly basis.

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.

NCA uses the SARS and the MIR in gathering and analyzing demographic information.

Disaggregated AAPI data:

VBA ROs will obtain, review, analyze, and utilize data regarding AAPI populations and sub-populations by obtaining data from Internet Web sites for the U.S. Census Bureau, AAPI organizations, and other organizations.

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.

Although VA does not have any performance measures specifically for AAPIs, VA continues to monitor representation level of AAPIs in VA workforce. VA places special emphasis on representation level of AAPIs in GS-13 to SES positions, ensuring comparable AAPI representation to relevant AAPI civilian labor force.

DETAILED PLAN OF ACTIVITIES

Veterans Health Administration

STRATEGIC GOAL: Improve healthcare delivery to AAPI veterans

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
<p>To have the veteran coordinators identify and actively participate in initiatives geared towards AAPI veterans.</p>	<p>a. The RCS will 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 will 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 will 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 offers 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>	<p>Ongoing</p>	<p>Improved relationship between AAPI veterans and VHA with VHA's greater participation in local community activities.</p>	<p>Ongoing</p>	<p>Adriana H. Hamilton, EEO Specialist Veterans Health Administration 810 Vermont Ave. NW Washington, DC 20420</p>

Monitoring Official: Nevin M. Weaver, Director for Management Support Office

Veterans Health Administration

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and 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>	<ul style="list-style-type: none"> a. Formal or informal internal working groups at all VHA facilities will 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. b. The Vet Centers will establish AAPI service goals based on census data demographics. c. Provide ongoing fiscal and administrative support for monthly conference calls, training, annual meetings, and participation in AAPI relevant events d. 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. e. VHA facilities will 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. 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>Ongoing</p>	<p>Better quality healthcare services to all eligible Asian American and Pacific Islander Veterans and greater capacity for improving the lives of the AAPI population.</p>	<p>Minimal cost</p>	<p>Adriana H. Hamilton, EEO Specialist Veterans Health Administration 810 Vermont Ave. NW Washington, DC 20420</p>

Monitoring Official: Nevin M. Weaver, Director for Management Support Office

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	Ability to generate reports and data as needed.	Ongoing	Steven Reeves, Romy Castillo, M.S.W., David Alcaras, Ph.D.

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

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 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.	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.	Ongoing	Enhanced awareness of the AAPI culture.	Ongoing	Adriana H. Hamilton, EEO Specialist Veterans Health Administration 810 Vermont Ave. NW Washington, DC 20420

Monitoring Official: Nevin M. Weaver, Director for Management Support Office

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
<p>To ensure appropriate cultural representation of staff within their communities.</p>	<p>a. Use Office of Diversity Management & EEO's Web site, which includes AAPI information pertaining to the workforce to define targeted under-representation.</p> <p>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.</p> <p>c. Identify and establish relationships with civic, professional, and educational organizations affiliated with AAPI population.</p> <p>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.</p> <p>e. Encourage and enhance current employees interest in potential career advancement into leadership roles, using the High Performance Development Model.</p> <p>f. Provide tuition support, educational activities, and training to improve the employment and promotional opportunities for all employees.</p> <p>g. 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.</p> <p>h. EEO, Human Resources, and Diversity workgroups collectively will 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.</p> <p>i. Medical Centers will establish and enhance leadership development and training programs to create a pool of high potential employees, including AAPI employees.</p>	<p>Ongoing</p>	<p>Having employees, veterans, and applicants recognize that VHA is committed to increasing the employment of persons from the AAPI culture.</p> <p>Having staff demographics represent the client populations within their communities.</p>	<p>Ongoing</p>	<p>Adriana H. Hamilton, EEO Specialist Veterans Health Administration 810 Vermont Ave. NW Washington, DC 20420</p>

Monitoring Official: Nevin M. Weaver, Director for Management Support Office

Veterans Health Administration

STRATEGIC GOAL 5: Strengthen and sustain AAPI community capacity.

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and 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 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	More participation by AAPI veterans with regard to planning and attending AAPI related activities and increased communication between the cultures.	Ongoing	Adriana H. Hamilton, EEO Specialist Veterans Health Administration 810 Vermont Ave. NW Washington, DC 20420

Monitoring Official: Nevin M. Weaver, Director for Management Support Office

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	RCS AAPI Working Group, Romy Castillo M.S.W., David Alcaras, Ph.D.

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

Veterans Benefits Administration

STRATEGIC GOAL 1: Institutionalize each Federal agency's implementation of this initiative.

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
<p>To provide extensive outreach and effective services at out-based locations, in communities with proportionately large AAPI populations and sub-populations.</p>	<p>a. Provide effective veterans benefits assistance counseling and other services in communities with proportionately large AAPI populations and sub-populations.</p> <p>b. Effectively utilize media resources and databases in communities with proportionately large AAPI populations and sub-populations.</p>	<p>a. FY 2005 b. FY 2005</p>	<p>a. Once the population is identified, evaluate the benefits and services needed to be provided in the future.</p> <p>b. Throughout meetings and contact with the specific AAPI groups within the AAPI community, ascertain whether utilization of media resources met established objectives.</p>	<p>Ongoing</p>	<p>Johnny Logan VBA DM&EEO (202)273-7042</p>
<p>To continue to monitor plan to meet and exceed Agency's Initiative for AAPIs.</p>	<p>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.</p>	<p>FY 2004</p>	<p>Throughout meetings and contacts with the specific AAPI groups, ascertain whether goals are met by establishing rapport and engaging the community.</p>	<p>Ongoing</p>	<p>Johnny Logan VBA DM&EEO (202)273-7042</p>

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

Veterans Benefits 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 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	Obtain updated AAPI population data from the Internet websites such as U.S. Census Bureau and other resources.	Available resources	Johnny Logan VBA DM&EEO (202)273-7042

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	Performance Measure	Funding/ Activity Type	Lead Entity and 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	Improved level of diversity in VBA workforce. Conduct two to three Veterans Outreach Seminars, Veterans Benefits and Health Care Seminars, Town Hall Meetings in communities with proportionately large AAPI populations and sub-populations.	Ongoing	Johnny Logan VBA DM&EEO (202)273-7042
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.	FY 2005	A total of five additional Veterans Benefits and Health Care Seminars, Town Hall Meetings, and other outreach activities will be conducted in communities with proportionately large AAPI populations and sub-populations.	Ongoing	Johnny Logan VBA DM&EEO (202)273-7042

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

Veterans Benefits 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
a. To increase Vocational Rehabilitation and Employment presence in American Samoa.	a. Increase visits for a Vocational Rehabilitation Counselors from 3 visits a year to 6 visits a year. Through more VA visits, train and supervise local Samoan contractors to perform more frequent and more substantive supervisory visits.	FY 2004	a. Improve Quality Assurance outcome scores of rehabilitation service delivery by increasing the number of one-to-one contracts by VA and contracting staff and to improve the quality of those supervisory visits to ensure all veterans' rehabilitation and medical needs are met through intervention and proper referrals.	Ongoing	Johnny Logan VBA DM&EEO (202)273-7042
To increase Vocational Rehabilitation and Employment presence in Guam.	Increase visits for VA Vocational Rehabilitation Counselor from 1 visit a year to 4 visits a year. Through more VA visits, train and supervise local Guam contractors to perform more frequent and more substantive supervisory visits.	FY 2004	Improve outcome scores of rehabilitation service delivery.	Ongoing	Johnny Logan VBA DM&EEO (202)273-7042

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

Staff Offices

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

Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
To 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.	May 2005	Signing ceremony.	No additional cost.	Peter Yoon Office of Diversity Management and EEO

Monitoring Official: Susan C. McHugh, Deputy Assistant Secretary for DM&EEO

Staff Offices

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
<p>To bring VA into compliance with OMB's new race and ethnic standards.</p>	<p>a. Continue to assist VBA to test and revise the Compliance report of Proprietary Institutions.</p> <p>b. Provide information and guidance on new race and ethnicity standards to VBA as they develop new residential loan application forms.</p> <p>c. Await decisions from OPM on classifying employee data.</p>	<p>a. August 2004</p> <p>b. January 1, 2004</p> <p>c. Ongoing</p>	<p>a. VA will have a form for collecting race and ethnic data using the new standards from proprietary schools. VBA and the proprietary schools will be in compliance with the new race and ethnicity standards.</p> <p>b. VA's residential loan application form will reflect the new race and ethnic standards. VA's race and ethnicity information on loan applicants will match that from other loan entities and the Federal Reserve Board and VA will be in compliance with new standards.</p>	<p>Ongoing</p>	<p>David Balland DAS for Policy Office of Policy, Planning and Preparedness VA Central Office Washington, DC 20420 202-273-5182</p>

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

Staff Offices

Strategic Goal 4: Protect civil rights and equal opportunity for AAPIs

Objective	Strategy	Time Frame	Performance Measure	Funding/Activity Type	Lead/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, D.C. 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. May 2004 and May 2005 b. April 2004 and April 2005 c. May 2004 and May 2005	a. Interns placed. b. Plan special observances for all employees that create awareness during the designated month. c. Recruitment and career development materials distributed.	Continuing	Arlene Williams Human Resources Specialist CO Human Resources Service
To identify staff support for the AAPI training conference.	Attend conference.	May 2004 and May 2005	Establish contact with conference attendees and prospective applicants regarding VACO recruitment opportunities	Continuing	Arlene Williams Human Resources Specialist CO Human Resources Service

Monitoring Official: Constantine (Deno) G. Verenes, Director for Office of Administration

Staff Offices

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Objective	Strategy	Time Frame	Performance Measure	Funding/ Activity Type	Lead Entity and Contact Person
To identify barriers to and determine level of interest in Senior Executive Service.	Conduct survey of GS-15 employees, including title 38 appointments.	FY 2005	Survey results support appropriate remedies.	Ongoing	Michael Dole Office of Diversity Management and EEO,

Monitoring Official: Susan C. McHugh, Deputy Assistant Secretary for DM&EEO