

**DEPARTMENT OF VETERANS AFFAIRS**



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

**ANNUAL  
FEDERAL PERFORMANCE REPORT  
FISCAL YEAR 2003**

## **PART A. EXECUTIVE SUMMARY AND HIGHLIGHTS**

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

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

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

In FY 2003, the Department of Veterans Affairs (VA) carried out a variety of activities that advanced all of the six strategic goals. The exemplary VA programs and initiatives included these activities:

**Readjustment Counseling Service (RCS) AAPI Working Group.** The Readjustment Counseling Service's main purpose is to welcome home with honor the war veteran by providing quality readjustment services in a caring manner, assisting them and their family members toward a successful post-war adjustment in or near their respective communities. The RCS AAPI Working Group organized outreach efforts to, and community collaboration activities with, AAPI communities. As a result, RCS saw an 8.2 percent increase in the number of AAPI clients with a corresponding 7.6 percent increase in the number of visits of AAPI clients.

**The National Center for Post-Traumatic Stress Disorder (PTSD).** The National Center for PTSD's mission is to advance the clinical care and social welfare of America's veterans through research, education, and training in the science, diagnosis, and treatment of PTSD and stress-related disorders. The Center provided eight lectures educating mental health professionals on topics related to AAPI veterans and funded education of an AAPI mental health trainee.

**Compensated Work Therapy (CWT) Program.** The CWT Program uses work experience to rehabilitate veterans, and begin the process of moving sick and disabled veterans back into society. Kaneohe Veterans Cemetery, in Kaneohe, HI will be the first State Veterans Cemetery to take part in the program. According to the contract, one veteran will work five days a week four hours per day at Kaneohe. After a brief trial period, Kaneohe Veterans Cemetery will pursue increasing the number of hours of work or the number of veterans. National Cemetery Administration (NCA) is working with the

CWT Program to put more veterans to work at state veterans cemeteries around the country.

**Veterans Reach Out Seminar.** Veterans Benefits Administration Regional Office at Waco, TX, conducted more than 50 Veterans Reach Out Seminars during FY 2003. The Reach Out Seminars provide veterans benefits information and assistance. The Veterans Reach Out Seminars were conducted in major metropolitan areas with large AAPI populations, such as Dallas, Fort Worth, and Austin. Other regional offices conducted similar seminars for their regions

**PTSD among AAPI Veterans.** VA's Employee Education System, in collaboration with the Mental Health Strategic Health Care Group and the National Center for PTSD, produced a videotape series entitled, PTSD among AAPI veterans. The video provides a unique training opportunity for VA employees to better understand and provide appropriate care and services to AAPI veterans.

**Telehealth.** VA also collaborates with Federal agencies in partnerships that enable resource sharing that maximizes services to our veterans and their beneficiaries. The Department of Defense and Department of Veterans Affairs Pacific Telehealth and Technology Hui is an exemplary joint venture. The joint venture serves as a healthcare research and application development center for developing telemedicine and technology programs that support healthcare needs of Federal beneficiaries in the Pacific region. In FY 2003, two exhibits of the Pacific Telehealth & Technology Hui received blue ribbons at the American Telemedicine Association Annual Meeting for highlighting effective use of telehealth technology. The Pacific Telehealth & Technology Hui continues to enhance the quality and safety of care for patients at VA facilities.

**The Office of Diversity Management and EEO (DM&EEO).** The Office of DM&EEO coordinated VA's sponsorship and staff participation at the Opportunities Conference hosted by the Department of Labor. The Conference covered a range of topics on the economic development of the Asian Pacific and Hispanic American communities. To a large AAPI veteran presence, VA staff provided information on veterans' benefits, veterans' service organizations, veterans' enterprise, franchise, and other small business programs, and VA employment opportunities.

**AAPI Employment.** Overall, AAPIs were well represented in FY 2003; 11,696 permanent full-time and part-time AAPIs were employed in VA, representing 5.64 percent of its permanent workforce. In comparison, AAPI representation in the VA workforce was 5.53 percent in FY 2002 and 5.36 percent in FY 2001. FY 2003 AAPI representation in the Relevant Civilian Labor Force (RCLF) was 5.42 percent.

The Detailed Reporting of Activities in Part B of VA's Performance Report provides more evidence that VA advanced all of the goals of the WHIAAPIs. Part C of the Report provides FY 2003 information on VA employment by supervisory positions and position categories—Professional, Administrative, Technical, Clerical, and Other.

**PART B. DETAILED REPORTING OF ACTIVITIES**

**Veterans Health Administration**

**STRATEGIC GOAL: Improve health care delivery to AAPI veterans.**

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To promote education about issues relevant to AAPI veterans.	Educate mental health professionals on topics related to AAPI veterans.	Ongoing	Eight lectures delivered.	Ongoing lectures educated mental health professionals on topics related to AAPI veterans' needs. Lectures provided information about assessment, etiology, and treatment of AAPI veterans. One AAPI served by the lectures.	NC-PTSD Julia Whealin, Ph.D. 1132 Bishop St., Ste. 307 Honolulu, HI 96813
To promote education about issues relevant to AAPI veterans.	Educate AAPI mental health trainees.	Ongoing	One trainee recruited.	AAPI trainee successfully completed program. One AAPI served with \$6,000 funding.	NC-PTSD Julia Whealin, Ph.D. 1132 Bishop St., Ste. 307 Honolulu, HI 96813

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

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To 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	See statements below.	Continued funding. See statements below.	RCS AAPI Working Group, Linda Parkes, A.C.S.W., David Alcaras, Ph.D. 818-892-6986

Monitoring Official: Dr. Alfonso R. Batres, Chief, Office of Readjustment Counseling Service (RCS)

Results and outcome statements:

The **Vet Center Program** serves AAPI veterans nationwide, including Hawaii and Guam where the preponderance of AAPI veterans is served. The RCS AAPI Working Group held monthly conference calls, had a working meeting with the Regional Manager for two days, and completed a draft of the special outreach booklet.

The RCS AAPI Working Group shared its knowledge and expertise regarding a wide range of AAPI issues with the entire RCS staff on a national basis during the third quarter of FY 2003. The Group also provided a two-hour training module on the outreach strategies to minority veterans to RCS Region 4B Team Leaders in Reno, Nevada. Funding for the group was maintained at the \$6,500 that was raised in FY 2002.

No net change is reported in the AAPI staff ratio, despite two staff changes in this fiscal year. However, the goal remains to ensure appropriate cultural representation of staff within the communities served.

To strengthen and sustain the AAPI community capacity, a continued emphasis is on outreach and community collaboration, including extensive participation and implementation of community responses to post-September 11, 2001, events. In FY 2003, RCS saw an 8.2 percent increase in the number of unique AAPI clients with a corresponding 7.6 percent increase in the number of visits provided. To increase participation of staff and clients in AAPI programs, the AAPI Working Group finalized the informational brochures outlining all programs available to AAPI and all other special populations. The plan is to have the brochures finalized and distributed by the second quarter of FY 2004.

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To provide RCS AAPI Working Group and all RCS staff with relevant staff and client demographic and clinical data.	Continue to develop reports generated from the Service Activity Reporting System (SARS) regarding client information (level of services, demographics, etc.) and various databases regarding staff information.	Ongoing throughout fiscal year	Ability to generate reports and data as needed.	Continued funding.	Steven Reeves, Linda Parkes, A.C.S.W, David Alcaras, Ph.D., RCS

Monitoring Official: Dr. Alfonso R. Batres, Chief, Office of Readjustment Counseling Service (RCS)

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To provide, on an RCS region-by-region basis, cultural competence training facilitated by the RCS AAPI Working Group.	Allow the RCS AAPI Working Group to share its knowledge and expertise regarding a wide range of AAPI issues to the entire RCS staff on a national basis.	Fourth Quarter, FY 2003	The AAPI Working Group held its annual meeting in the Regional Manager's Office in August 2003. During their meeting, the group finalized their special population outreach brochure. Members also participated in a panel discussion regarding outreach strategies to minority populations at the Region 4B, Team Leader's training in Reno, NV.	Continued funding.	RCS AAPI Working Group, Linda Parkes, A.C.S.W., David Alcaras, Ph.D.

Monitoring Official: Dr. Alfonso R. Batres, Chief, Office of Readjustment Counseling Service (RCS)

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To ensure appropriate cultural representation of staff within their communities.	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.	Outreach to culturally relevant locations for education and recruitment purposes.	RCS AAPI Working Group, Linda Parkes, A.C.S.W., David Alcaras, Ph.D.

Monitoring Official: Dr. Alfonso R. Batres, Chief, Office of Readjustment Counseling Service (RCS)



**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To inform 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.	AAPI veterans outreached and served at levels equal to or greater than their representation in the local veteran community.	RCS AAPI Working Group, Linda Parkes, A.C.S.W., David Alcaras, Ph.D.

Monitoring Official: Dr. Alfonso R. Batres, Chief, Office of Readjustment Counseling Service (RCS)

**Veterans Health Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To increase participation of staff and clients in AAPI programs.	Produce informational brochures outlining all programs available to AAPI and all other special populations.	Second quarter FY 2004	Completed production and distribution by end of fiscal year.	Outreach to relevant community sites to be conducted to distribute cultural materials to human service agencies and civic officials.	RCS AAPI Working Group, Linda Parkes, A.C.S.W, David Alcaras, Ph.D.

Monitoring Official: Dr. Alfonso R. Batres, Chief, Office of Readjustment Counseling Service (RCS)

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To establish communication paths between the Regional Office and the AAPI community organizations.	Identify AAPI community centers and organization groups to conduct outreach/information sessions.	FY 2003	Not met as a result of resource and work load considerations.	Not applicable.	Monica Blanchard Management Analyst VA Regional Office 31 Hopkins Plaza Baltimore, MD 21201 410-230-4513
Increase Regional Office staff's understanding and knowledge of the Asian culture.	Attend the AAPI Annual Conference to gain a better appreciation of AAPI interests and needs.	FY 2003	Adopted the strategy through a joint program at Patterson High School with the VA Health Care System and the Center for Medicare and Medicaid Services as a multi-cultural youth outreach activity.	Increased participant knowledge in Asian culture.	Monica Blanchard Management Analyst VA Regional Office 31 Hopkins Plaza Baltimore, MD 21201 410-230-4513
Establish communication paths between the Regional Office and the AAPI community organizations.	Identify AAPI community centers and organization groups to conduct outreach/information sessions.	September 2003	Disseminated information to AAPI targeted groups concerning VA benefits and potential employment.	Increased program participation by AAPIs.	Monica Blanchard Management Analyst VA Regional Office 31 Hopkins Plaza Baltimore, MD 21201 410-230-4513

Monitoring Official: Monica Blanchard, Management Analyst

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To organize and hold a community forum directed towards increasing awareness regarding Federal employment and benefits.	Educated the AAPI community on Federal employment.	February 2003	AAPI representation on certificate. Increase by 1 FTE.	Increase AAPI representation on station management team.	Monica Blanchard Management Analyst VA Regional Office 31 Hopkins Plaza Baltimore, MD 21201 410-230-4513

Monitoring Official: Monica Blanchard, Management Analyst

**Veterans Benefits Administration**

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

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Results</b>	<b>Outcome</b>	<b>Lead Entity/Contact Person</b>
To increase our understanding and knowledge of the Asian culture.	Disseminate information on Asian culture to all employees.	May 2003	Made cultural information available through electronic means.	Increased understanding and knowledge of the Asian culture.	Monica Blanchard Management Analyst VA Regional Office 31 Hopkins Plaza Baltimore, MD 21201 410-230-4513

Monitoring Official: Monica Blanchard, Management Analyst

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To ensure adequate AAPI representation at different levels of workforce.	a. Work with community resources. b. Provide merit promotion opportunities	September 2003	a. Recruitment Objective NM – Hiring freeze imposed. b. Promotion Objective Met – One promotion from VSR GS-9 to GS-10.	a. Zero AAPI Recruited. b. One AAPI Promoted.	Patricia Rohan, HRM Liaison John Fitzgerald Kennedy Federal Building Government Center Boston, MA 02203

Monitoring Official: C. Fay Norred, Director

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
<p>To promote access to VA programs by conducting at least one focused or multi-disciplined VA workshop in Hawaii, American Samoa, and Guam.</p>	<p>Incorporate this objective into the station minority veteran outreach plan.</p>	<p>Accomplished in FY 2003</p>	<p>Objective successfully accomplished. Strategy was pursued successfully. Evening workshops conducted in Hilo, Kona, Kauai, and Maui. A week-long outreach briefings and personal interviews conducted with community groups, veterans, and veterans' families in American Samoa and Guam.</p>	<p>\$89,498 (LG, VR&amp;E, VSC travel funds expended on service to remote island locations).  Approximately 455 persons were served by the programs.</p>	<p>Lionel Parker                      Minority Veteran Program Coordinator                      Veterans Service Center                      459 Patterson Road                      Honolulu, HI 96819-1522                      808-433-0501</p>

Monitoring Official: James A. Carilli, Assistant Director

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To establish a long-term business relationship with AAPI community organizations.	Participate in veteran group meetings to update them on benefits and encourage disabled veterans to apply for compensation or pension.	Ongoing	Objectives met.	Noted increase in number of AAPIs employed.  No additional cost needed.	Gloria Young Vocational Rehabilitation & Employment Officer VA Regional Office 11000 Wilshire Blvd. Los Angeles, CA 90024

Monitoring Official: Carol Thomas, Human Resource Management Specialist



**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To identify AAPI recruitment needs.	If underrepresentation exists and vacancies occur, contact AAPI religious institutions, community based organizations, and newspapers for recruitment purposes.	January 2003	Recruitment objective not met, due to resources considerations.	Zero AAPI Recruited	Cecelia Franklin Acting Chief, Support Services Division VAROIC P.O. Box 13399 Philadelphia, PA 19101

Monitoring Official: Elizabeth Branin, EEO Program Manager

**Veterans Benefits Administration**

**STRATEGIC GOAL: Promote AAPI access to governmental services.**

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Results</b>	<b>Outcome</b>	<b>Lead Entity/Contact Person</b>
To provide AAPI outreach service.	Attend Philadelphia Unity Festival.	September 2003	Attended the Festival: set up booth where information concerning benefits available to veterans and dependents were provided.	Over 100 individuals and families, including AAPIs, served.	Jacqueline Howard Minority Program Manager VAROIC P.O. Box 13399 Philadelphia, PA 19101

Monitoring Official: Elizabeth Branin, EEO Program Manager

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To case manage AAPI applications when indicated.	Outreach Coordinator to maintain contacts with AAPI communities.	FY2003	Not met.	Postponed to FY2004. Outreach was not expanded. VA Regional Office in Portland was not authorized to recruit outside of VA.	Jory Jensen Human Resources Specialist VA Regional Office 1220 SW Third Avenue Portland, OR 97204

Monitoring Official: Jory Jensen, Human Resources Liaison (VARO-Portland)

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
Gather and maintain demographics of AAPI population across the state, to include geographic concentrations.	Contact Washington State Census Bureau.	September 2003	Objective accomplished using the following info: <ul style="list-style-type: none"> <li>• Washington State Census Bureau.</li> <li>• APA Demographics by Ethnicity, 2000 Census.</li> <li>• Asian and Pacific Islander Ethnicities.</li> <li>• Top Seven Washington State Counties with APA Populations, 2000 Estimates Census.</li> </ul>	Please see narrative comments below.	Divant A. Townes VA Regional Office, Seattle 915 2nd Ave, Seattle WA 98174 (206) 220-6716 ext. 3524 adjdtown@vba.va.gov
Gather and maintain demographics of AAPI veteran population across the state, to include geographic concentrations.	Contact: <ul style="list-style-type: none"> <li>• VA and Veterans Health Administration Officials.</li> <li>• Seattle Federal Executive Board.</li> </ul>	September 2003	Objective accomplished using the following info: <ul style="list-style-type: none"> <li>• Washington State Veteran Population by County 2002.</li> <li>• Total State Veteran Population 670,628.</li> <li>• Asian American / Pacific Islander Veteran Population.</li> </ul>	Please see narrative comments below.	Divant A. Townes VA Regional Office, Seattle 915 2nd Ave, Seattle WA 98174 (206) 220-6716 ext. 3524 adjdtown@vba.va.gov

Monitoring Officials: Minority Veterans Program Coordinator and Assistant Director

Outcome statements: During FY2003, the Seattle VARO obtained, analyzed, and correlated data with outreach efforts directed toward AAPIs. The data was distributed to appropriate users within the VARO.

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
Gather listings of Federal veteran programs and services across the state, to include geographic availability.	Contact: <ul style="list-style-type: none"> <li>• Veterans Benefits Administration, Veterans Health Administration, National Cemetery Administration officials.</li> <li>• State VA Officials.</li> </ul>	September 2003	Objective accomplished using the following info: <ul style="list-style-type: none"> <li>• Veteran Links to Resources.</li> <li>• Federal Resources.</li> <li>• Governor's Commission on Asian Pacific American Affairs (CAPAA).</li> </ul>	Please see narrative comments below.	Divant A. Townes VA Regional Office, Seattle 915 2nd Ave, Seattle WA 98174 (206) 220-6716 ext. 3524 adjdtown@vba.va.gov
Gather and maintain demographics of Federal programs and services users across the state, to include geographic concentrations.	<ul style="list-style-type: none"> <li>• Contact Program Managers from across state.</li> <li>• If demographic data not available, initiate.</li> </ul>	September 2003	Objective accomplished using the following info: <ul style="list-style-type: none"> <li>• State Resources.</li> <li>• County Resources.</li> <li>• Non-Profit Resources.</li> </ul>	Please see narrative comments below.	Divant A. Townes VA Regional Office, Seattle 915 2nd Ave, Seattle WA 98174 (206) 220-6716 ext. 3524 adjdtown@vba.va.gov
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>	Ongoing	Objective including development of strategies is accomplished using the following info: <ul style="list-style-type: none"> <li>• Outreach efforts with local community resources such as diversity and minority interest groups, religious affiliations, and veteran service organizations should be organized to gather needed statistics through survey methods.</li> </ul>	Please see narrative comments below.	Divant A. Townes VA Regional Office, Seattle 915 2nd Ave, Seattle WA 98174 (206) 220-6716 ext. 3524 adjdtown@vba.va.gov

Monitoring Officials: Minority Veterans Program Coordinator and Assistant Director

Outcome statements: During FY2003, the Seattle VARO obtained, analyzed, and correlated data with outreach efforts directed toward AAPIs. There are currently a number of Federal and state programs for veteran training and employment, and for the development of small businesses owned by veterans.

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To obtain, analyze, and disseminate data for AAPIs.	a. Obtain and analyze data for AAPI population demographics for the state of Texas. Correlate the data with outreach activities.  b. Distribute information on AAPI population demographics.	a. January 2003  b. February 2003	a. Data obtained, analyzed, and correlated with outreach efforts.  b. Data disseminated to appropriate users within the Waco VA Regional Office (VARO).	a. Please see narrative comments below.  b. Please see narrative comments below.	Tom Morley Staff Assistant VA Regional Office Waco, TX 254-299-9002

Monitoring Official: Carl E. Lowe II, Director

Outcome statements: During FY2003, the Waco VARO obtained, analyzed, and correlated data with outreach efforts directed toward AAPIs. The data was distributed to appropriate users within the VARO. The data was used by John Barbers, Minority Veterans Program Coordinator, and other Waco VARO staff and management in designing and implementing extensive outreach activities. The Waco VARO's Reach Out Team and the El Paso Out-based Team have received Level III Performance Awards through the Under Secretary for Benefits High Performance and Special Contribution Award Program in recognition of their exceptional outreach program and service to veterans and their families.

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To improve outreach efforts to Asian and Native Hawaiian and Other Pacific Islanders (NHOPI) population.	a. Identify AAPI population centers. b. Identify and contact AAPI community organizations. c. Conduct outreach seminars.	a. March 2003 b. April 2003 c. June 2003	a. AAPI population centers identified. b. AAPI community organizations contacted. c. Outreach seminars conducted.	a., b., and c. Please see narrative comments below.	John Babers Minority Veterans Program Coordinator VA Regional Office Waco, TX 254-299-9751

Monitoring Official: Carl E. Lowe II, Director

Outcome statements: During FY2003, the Waco VARO improved outreach to AAPIs by identifying AAPI population centers and community organizations and conducting outreach seminars. The Waco VARO conducted more than 50 Veterans Reach Out Seminars during FY 2003. Many of the Veterans Reach Out Seminars were conducted in major metropolitan areas with large populations of AAPIs, such as Dallas, Fort Worth, and Austin, as well as the communities surrounding Abilene, Amarillo, Denton, Dyess Air Force Base, El Paso, Fort Bliss, Fort Hood, Lubbock, Plano, Temple, Tyler, and Waco. Counties with large populations of AAPIs where outreach seminars were conducted included Bell, Brazos, Collin, Coryell, Dallas, Denton, El Paso, Lubbock, McLennan, Potter, Randall, Smith, Tarrant, Taylor, Travis, and Williamson. Also, numerous Transition Assistance Program briefings were conducted at military installations throughout the northern two-thirds of Texas to provide veterans benefits information and assistance to all veterans, including significant numbers of AAPIs.

**Veterans Benefits Administration**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To ensure adequate AAPI representation by July 2003.	a. Identify current AAPI employment. b. Compare demographic data for representation of AAPIs in the workforce. c. If AAPI representation is not adequate, target recruiting at minority educational institutions.	a. October 2002 b. November 2002 c. February 2003	a. AAPI employees identified. b. Data compared. c. If necessary, recruiting conducted.	a., b., & c. Please see narrative comments below.	Carol Wisdom HR Specialist VA Regional Office Waco, TX

Monitoring Official: Carl E. Lowe II, Director

Outcome statements: Through recruiting activities during FY 2003, the VARO assisted members of AAPI populations and sub-populations in becoming aware of employment opportunities with the Federal government, VA, and the VARO. Recruiting activities were conducted at Fort Hood (the largest military installation in the free world) and 13 educational institutions with large percentages of enrolled students from minority populations. For example, more than 80 percent of the more than 2,000 people in attendance at the Fort Hood Job Fair were members of minority populations or sub-populations. During the recruiting visits and job fairs, we provided extensive information and assistance with job applications.



**Veterans Benefits Administration**

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

<b>Objective</b>	<b>Strategy</b>	<b>Time Frame</b>	<b>Results</b>	<b>Outcome</b>	<b>Lead Entity/Contact Person</b>
Administer the Native American Veteran Direct Loan Pilot Program to Native Hawaiian and South Pacific Veterans.	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	In FY2003, 97 loans were made to Native Hawaiian and South Pacific Islander veterans.	Loans are made on an ongoing basis to eligible Native Hawaiians and South Pacific Islanders.	Erica Lewis Loan Guaranty Service 810 Vermont Avenue, NW Washington, DC 20420

Monitoring Official: Jim Hricik, Supervisory Loan Specialist

**Staff Offices**

**STRATEGIC GOAL: Recruit Asian Americans and Pacific Islanders and support their Professional Development and Career Advancement.**

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
To identify staff support for recruitment initiatives by May 2003.	<p>a. Publicize to VACO organizations the Asian Pacific American Institute for Congressional Studies' Summer 2002 Internship program in Washington, D.C.</p> <p>b. Publicize the Asian Pacific American Institute for Congressional Studies' Summer 2002-2003 Fellowship Program for graduate students.</p> <p>c. Continue to coordinate activities and serve as advisor to AAPI Heritage Council.</p>	<p>a. July 2003</p> <p>b. April 2003</p> <p>c. March-May 2003</p>	<p>a. Canvassed VA Central Office (VACO) organizations to determine interest.</p> <p>b. Canvassed VACO organizations to determine interest.</p> <p>c1. Canvassed VACO organizations for Committee Chairperson.</p> <p>c2. Established Special Emphasis Ad Hoc Committee to plan annual observances.</p> <p>c3. Allocate resources for related expenses.</p>	<p>a. &amp; b. No requests for interns were received.</p> <p>c. Theme: Salute to Liberty</p> <ul style="list-style-type: none"> <li>• May 1 – Program – Guest Speaker: Samuel T. Mok, Chief, Financial Officer, Dept. of Labor</li> <li>• May 15 – Cultural Fair</li> </ul>	<p>a. &amp; b. VACO Human Resources Service, Arlene Williams, Human Resources Specialist</p> <p>c. VACO Human Resources Service, Wanda Broadie, Program Specialist</p>
To identify staff support for the AAPI training conference by April 2003.	Attend conference.	May 2003	Recruitment and career development materials were distributed.	Established contact with conference attendees and prospective applicants.	VACO Human Resources Service, Arlene Williams, Human Resources Specialist

Monitoring Official: Elaine Marshall, Director

**Staff Offices**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/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.	By May 2003	Not met in FY 2003 due to modified strategy.	AAPI executives met with FAPAC President on August 17, 2004, and initiated establishment of a VA chapter of FAPAC.	Peter Y. Yoon National AAPI Program Manager Office of Diversity Management and Equal Employment Opportunity VA Central Office Washington DC 20420 202-501-2031

Monitoring Official: Susan C. McHugh, Deputy Assistant Secretary for Diversity Management and Equal Employment Opportunity

**Staff Offices**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/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 2003	Not met in FY 2003.	Survey instrument was developed, and the survey is postponed to FY 2005.	Michael Dole Director Workforce Analysis and Evaluation Office of Diversity Management and Equal Employment Opportunity VA Central Office Washington DC 20420 202-501-1975

Monitoring Official: Susan C. McHugh, Deputy Assistant Secretary for Diversity Management and Equal Employment Opportunity

**Staff Offices**

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

Objective	Strategy	Time Frame	Results	Outcome	Lead Entity/Contact Person
<p>To bring VA into compliance with the Office of Management and Budget's (OMB) new race and ethnic data standards.</p>	<p>Address implementation of the new standards with regard to veteran data.</p> <p>Use the anticipated Office of Personnel Management (OPM) guidelines and instructions for classifying employment data.</p>	<p>FY 2001-2003</p>	<p>New standards were implemented in hospital system June 2, 2003.</p> <p>New form is designed and approved by OMB. VA anticipates sending it to schools this school year.</p> <p>Federal Reserve Board (FRB) is implementing the new standards for residential housing loans on January 1, 2004. VA is following FRB's lead in housing loans.</p> <p>VA continues to wait for OPM to implement new race and ethnic standards for employees.</p>	<p>Please see narrative comments below.</p>	<p>Deputy Assistant Secretary for Policy Office of Policy, Planning, and Preparedness                      VA Central Office,                      Washington DC 20420                      202-273-5182</p>

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

Outcome Statements: Although there are still some problems with the collection system, yet to be worked out, VA is collecting race and ethnicity data for patients in compliance with the new standards. VBA and the proprietary schools will be in compliance with the new race and ethnicity standards. The VA housing loan program is not yet in compliance with the new standards, but will be on January 1, 2004, when the FRB implements the new standards.

### **PART C. INFORMATION ON EMPLOYMENT**

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

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

Due to limited recruitment authority in FY 2003, the extent of the recruitment activities was limited during FY 2003. As reported in Part B of VA's Performance Report, the following field facilities used the following strategies to reach AAPIs during workforce recruitment activities:

- Readjustment Counseling Service recruited from traditionally AAPI colleges and university for qualified AAPI mental health professionals and paraprofessionals in the Pacific Western Region.
- VA Regional Office, Waco, TX, conducted workforce recruitment at 13 educational institutions and participated in job fairs at a large military installation.

VA AAPI employment profiles are shown in the following tables:

- Table 1. Total number of permanent full-time and part-time employees in FY 2003
- Table 2. Total number of permanent full-time and part-time employees in FY 2002
- Table 3. Total number of temporary employees in FY 2003
- Table 4. Total number of temporary employees in FY 2002
- Table 5. Summary of total number of permanent full-time and part-time employees in FY 2002-2003

Table 1  
Asian American & Pacific Islander Permanent Employment Profile

Data as of September 2003

Grade	Position Categories										Supervisory	
	Professional		Administrative		Technical		Clerical		Other **		AAPI *	Total VA
	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA		
GS 1-4	0	1	0	1	109	4,009	111	4,885	13	234	1	11
GS 5	1	20	1	168	524	12,398	338	12,735	10	311	1	43
GS 6	0	1	2	10	826	20,125	78	2,753	32	1,610	1	162
GS 7	18	182	26	1,012	308	8,846	21	618	17	559	13	540
GS 8	33	823	4	171	93	2,712	2	261	0	50	8	455
GS 9	436	4,177	108	4,166	48	1,628	1	140	28	705	14	783
GS 10	89	1,761	48	2,192	16	558	0	15	1	127	7	298
GS 11	643	8,215	92	3,525	32	676	0	2	51	1,273	60	1,578
GS 12	355	4,135	104	3,633	3	102	0	0	62	1,188	69	2,651
GS 13	100	2,201	57	2,037	0	23	0	0	44	919	79	2,949
GS 14	24	611	14	561	0	4	0	0	6	96	33	1,423
GS 15	5	98	3	107	0	0	0	0	0	7	14	657
SES	0	3	0	29	0	0	0	0	0	0	2	264
Other ***	5,345	42,392	1	25	149	5,436	145	5,515	528	23,513	510	8,276
Total	7,049	64,619	460	17,636	1,999	52,508	585	22,039	792	30,358	811	20,079

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

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

\* AAPI represents Asian Americans and Pacific Islanders.

\*\* Other also includes Wage and No Code occupations.

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

Table 2  
Asian American & Pacific Islander Permanent Employment Profile

Data as of September 2002

Grade	Position Categories										Supervisory	
	Professional		Administrative		Technical		Clerical		Other **		AAPI *	Total VA
	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA		
GS 1-4	0	0	0	1	114	3,785	132	5,335	6	163	1	6
GS 5	1	14	2	188	527	12,518	336	12,494	6	296	0	59
GS 6	0	1	2	12	764	19,127	70	2,483	35	1,589	2	185
GS 7	5	173	37	1,485	254	8,294	21	599	13	378	10	545
GS 8	32	790	4	184	83	2,557	0	240	0	41	8	442
GS 9	458	4,185	112	4,293	51	1,710	1	138	12	333	14	748
GS 10	74	1,714	36	1,734	19	622	0	12	0	22	7	312
GS 11	590	8,050	109	4,197	26	665	0	2	32	660	60	1,572
GS 12	332	3,859	103	3,796	4	109	0	0	40	651	71	2,567
GS 13	94	2,186	68	2,169	0	20	0	0	25	576	73	2,817
GS 14	19	590	16	535	0	1	0	0	3	51	30	1,402
GS 15	5	88	1	101	0	0	0	0	0	3	10	640
SES	0	3	0	23	0	0	0	0	0	1	2	273
Other ***	5,141	41,190	1	21	152	5,153	164	5,976	519	23,347	487	8,194
Total	6,751	62,843	491	18,738	1,880	50,776	592	21,944	685	27,948	774	19,756

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

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

\* AAPI represents Asian Americans and Pacific Islanders.

\*\* Other also includes Wage and No Code occupations.

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



Table 3  
 Asian American & Pacific Islander Temporary Employment Profile

Data as of September 2003

Grade	Position Categories										Supervisory	
	Professional		Administrative		Technical		Clerical		Other **		AAPI *	Total VA
	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA		
GS 1-4	0	6	0	1	62	973	43	944	3	140	0	4
GS 5	3	38	2	14	72	871	20	382	2	39	0	2
GS 6	0	1	0	1	52	523	3	38	2	45	0	2
GS 7	21	134	6	72	34	322	0	14	3	14	0	2
GS 8	2	41	0	5	6	63	0	4	0	0	0	4
GS 9	42	308	10	92	15	120	0	0	2	20	0	6
GS 10	4	45	0	0	1	12	0	0	0	0	0	1
GS 11	78	502	4	65	7	25	0	0	6	28	0	13
GS 12	64	384	2	48	0	0	0	0	6	33	0	15
GS 13	52	484	0	23	0	0	0	0	0	7	3	23
GS 14	11	99	1	7	0	0	0	0	0	0	2	28
GS 15	7	30	0	3	0	0	0	0	0	0	0	23
SES	0	0	0	0	0	0	0	0	0	0	0	2
Other ***	1,613	6,913	3	21	90	1,446	60	1,211	88	2,727	39	274
Total	1,897	8,979	28	351	277	3,382	83	1,649	109	2,913	44	395

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

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

\* AAPI represents Asian Americans and Pacific Islanders.

\*\* Other also includes Wage and No Code occupations.

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

Table 4  
Asian American & Pacific Islander Temporary Employment Profile

Data as of September 2002

Grade	Position Categories										Supervisory	
	Professional		Administrative		Technical		Clerical		Other **		AAPI *	Total VA
	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA	AAPI *	Total VA		
GS 1-4	0	4	0	0	47	733	39	1,131	1	88	0	6
GS 5	4	20	0	5	65	695	18	371	4	35	0	2
GS 6	1	1	0	1	38	422	4	28	0	44	0	0
GS 7	14	116	2	37	33	291	0	9	0	4	0	2
GS 8	1	31	0	9	4	53	0	5	0	0	0	1
GS 9	36	253	2	67	13	118	0	0	1	12	0	4
GS 10	5	49	0	1	2	19	0	0	0	0	0	1
GS 11	76	499	6	80	4	19	0	0	1	18	1	14
GS 12	47	353	2	49	0	0	0	0	4	19	0	12
GS 13	42	428	0	25	0	0	0	0	0	3	3	26
GS 14	10	105	0	6	0	0	0	0	0	0	2	24
GS 15	6	27	0	4	0	0	0	0	0	0	0	21
SES	0	0	0	1	0	0	0	0	0	0	0	1
Other ***	1,438	6,166	2	17	71	1,077	53	1,396	83	2,360	36	249
Total	1,680	8,048	14	302	230	2,694	75	1,809	93	2,495	42	357

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

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

\* AAPI represents Asian Americans and Pacific Islanders.

\*\* Other also includes Wage and No Code occupations.

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

Table 5  
Asian American & Pacific Islander Permanent Employment Profile Summary

Data as of September 2003

Measure	TOTAL WORKFORCE	AAPI* WORKFORCE	Onboard %
FY 2002	202,000	11,173	5.53
FY 2003	207,239	11,696	5.64
Change +/-	+5,232	+523	+0.11
RCLF%			5.42

\* AAPI represents Asian Americans and Pacific Islanders.