
IMPROVING ACCESS FOR THE ASIAN AMERICAN AND PACIFIC ISLANDER COMMUNITY

FEDERAL AGENCY ACCOMPLISHMENTS



MAY 2012

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MAJOR HIGHLIGHTS: FEDERAL AGENCY ACCOMPLISHMENTS

One year ago, twenty-three Federal departments and agencies created plans to increase participation of Asian Americans and Pacific Islanders (AAPIs) in Federal programs in order to address their unmet needs. In addition to agency-specific goals, each of the plans address the White House Initiative on AAPIs' cross-cutting priorities: improving data collection, analysis and dissemination of AAPI-specific information; ensuring linguistic and culturally competent access to Federal programs and services; protecting civil rights and equal opportunity; promoting and increasing Federal employment among AAPIs; and increasing outreach and access to Federal grant opportunities and other programs. Here, we highlight some of the agency accomplishments in each cross-cutting area.

ADVANCEMENTS IN COLLECTION, ANALYSIS, AND DISSEMINATION OF DATA ON AAPI COMMUNITIES

- The **U.S. Department of Commerce's** Census Bureau provided detailed public summary reports on Asian groups which include "iterations" for characteristics such as age, sex, family, type, households, etc.; detailed public summaries and "iterations" of Native Hawaiian and Other Pacific Islander groups; and complementary summaries and reports of Asian-owned businesses and Native Hawaiian and Other Pacific Islander-owned businesses (including number of firms, sales and receipts, number of paid employees and annual payroll).
- The **U.S. Department of Health and Human Services** released the parameters of improved data collection as required by Section 4302 of the Affordable Care Act. HHS' new data collection standards for Asian and Other Pacific Islanders include seven new categories for Asian Americans, comprising Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, and Other Asians; as well as four new categories for Other Pacific Islanders, comprising Native Hawaiian, Guamanian or Chamorro, Samoan, and Other Pacific Islanders. The National Center for Health Statistics continues to oversample Asian Americans through the National Health and Nutrition Examination Survey (NHANES) and will continue its efforts to release the data by late 2013. The 2011-14 NHANES sampling plan increases the Asian American sample from less than 2 percent in 2007-2010 to 14 percent in 2011-2014. In addition, the survey is conducted in Korean, Vietnamese, and Mandarin.
- The **U.S. Department of Education** solicited public input on practices and policies regarding existing education data systems that disaggregate data on subgroups within the AAPI population. The Department's intent is to learn more from states and districts with existing data systems in order to identify best practices to share with those interested in disaggregating data in the AAPI population

INNOVATIVE LANGUAGE ACCESS MODELS TO REACH LEP AAPIs

- The **U.S. Department of Justice**, through its Federal Coordination and Compliance Unit (FCS), collaborated with the Department of Education and National Virtual Translation to release a technical assistance video series titled "Overcoming Language Barriers." Additionally, select multilingual employees of the Department's Civil Rights Division have begun a Division-wide effort to have their language skills assessed by the FBI Language Testing and Assessment Unit to ensure the quality of language interpretation offered within the Department.
- The **U.S. Equal Employment Opportunity Commission** identified 175 (primarily investigators) employees and another 300 bilingual employees not in bilingual positions. Bilingual employees speak Thai, Vietnamese, Korean, Cantonese, and Mandarin.
- The **U.S. Department of Housing and Urban Development** translated 100 vital documents into 7 to 15 AAPI languages; awarded \$3 million in funds to groups like the Hawaii Civil Rights Commission to address LEP needs,

awarded \$42 million to housing counseling organizations (including two major AAPI organizations), and instituted a phone interpretation service that is available for all callers to HUD (offering interpretation in 175 languages).

DYNAMIC MODELS OF ENGAGEMENT WITH AAPI COMMUNITIES

- The **U.S. Department of Homeland Security** introduced an innovative approach to outreach by conducting first-ever nationwide engagement session in Mandarin and Cantonese called a “Jiao Liu” (“engagement” in Mandarin). Over 1,500 people participated in person, via the internet, or by phone. DHS plans to expand the “Jiao Liu” model to address additional immigration topics and to pilot similar outreach programs in other Asian languages.
- The **U.S. Department of Labor’s** Wage and Hour Division’s various outreach initiatives include a Chinese in-language hotline in New York City for Chinese-speaking workers, a campaign called “We Can Help” that utilizes multi-lingual posters and PSAs to advertise WHD services, and a regional effort in Houston called TIGAAR (The Information Group for Asian American Rights) which educates the community about the Fair Labor Standards Act and Federal anti-discrimination laws.
- The **Small Business Administration**, in 2012, spearheaded a webinar/conference call series on SBA resources for small businesses (i.e., government contracting, accessing capital) in partnership with the White House Initiative on AAPIs. In 2011, SBA developed specific engagement programs for the AAPI business community, including speakers and workshops at three large scale Initiative summits in California, Washington and Nevada, as well as roundtables, conference calls, and briefings.

PROMOTING AND INCREASING AAPIs IN THE FEDERAL WORKFORCE

- The **Office of Personnel Management**, in partnership with the White House Initiative on AAPIs, EEOC, and the Asian American Government Executives Network (AAGEN), launched the AAGEN SES Development Program. OPM is also working with WHIAAPI to identify language proficiency of Federal employees for use in emergencies. OPM will issue a memo to agencies to conduct a review of data collection systems and provide a plan for gathering and submitting data for new and current employees.
- The **U.S. Department of the Interior** has organized barrier analysis project teams focusing on workforce planning, recruitment, retention, and employee development. The teams were trained to investigate relevant policies and procedures to determine causes of known disparities and anomalies; analyze workforce data to find clues to potential barriers to diversity and inclusion; and develop an overall plan for diversity and inclusion barrier elimination.
- The **U.S. Department of the Treasury** instituted several strategies to improve the representation of AAPIs throughout its Department, including designating a Special Emphasis Program Manager for the AAPI program to broaden the area of consideration to include AAPI applicants from all appropriate sources, broadly distributing Vacancy Announcements to diverse AAPI organizations, and contracting a firm to conduct focus groups to explore and identify the differences and disparities with Asian American employees and other minority employees in the workforce at the GS 13-15 grade levels.

IMPROVED INVESTMENTS INTO AAPI COMMUNITIES THROUGH GRANTS AND PROGRAMS

- The **U.S. Department of Energy** has incorporated metrics into funding programs to track minority participation; conducted robust outreach to business associations, utilizing a corporate enterprise system to capture and track small business awards to AAPI-owned businesses; incorporated AAPI businesses into its Small Business Advisory Group; and leveraged its Office of Small and Disadvantaged Business Utilization to target areas of high Asian American populations where there are DOE offices and facilities.
- The **U.S. Department of Transportation** initiated development of an innovative Geographic Information System (GIS) map to visually display the relationship between the distribution of AAPI populations and

Department formula funds across the U.S. and to assist the agency in identifying regions of the country in which AAPI communities can more effectively be engaged.

- **The U.S. Environmental Protection Agency** has increased information on funding opportunities, provided technical assistance in the Brownfields program including specific outreach in Hawaii, conducted an alternative assessment and a research project to reduce chemical exposure to nail salon workers, and provided infrastructure support for wastewater and drinking water facilities in Hawaii and Pacific Island Territories.
- **The U.S. Department of Veterans Affairs**'s Office of Rural Health will expend over \$5.6 million to fund programs and services to increase access and quality of care for AAPI Veterans, including supporting a Guam Community-Based Outpatient Clinic (CBOC), which serves approximately 3,890 Veterans, and a program to transport and provide lodging for eligible Veterans from American Samoa, Guam and Saipan to Hawaii or to another Pacific Island CBOC to receive care when not available locally.

Goal 1. *Promote healthy communities through improved AAPI awareness of, access to and participation in U.S. Department of Agriculture (USDA)-supported nutrition education programs and information.*

- In FY 2011, USDA's Expanded Food and Nutrition Education Program reached more than 1800 adults and 5500 youth in American Samoa, the Federated States of Micronesia, Guam, the Marshall Islands, Northern Marianas Islands, and Palau. 97 percent of adult graduates reported improvements in their diets, 95 percent improved their nutrition practices, 94 percent improved their food resource management practices, and 35 percent improved their food safety practices.
- In April 2011, USDA awarded \$25 million over 5 years under the National Institute of Food and Agriculture's Childhood Obesity Prevention competitive grant program to a consortium of U.S. land-grant institutions in Alaska, American Samoa, the Federated States of Micronesia, Guam, Hawaii, the Marshall Islands, Northern Marianas Islands, and Palau.

Goal 2. *Promote healthy communities through improved environmental quality practices in communities with AAPI farmers and ranchers.*

- In FY 2011, USDA's Natural Resources Conservation Service (NRCS) established an agreement with Hmong American Partnership and Hmong National Development to provide career mentoring and increase awareness in the Hmong American community about natural resource conservation issues.
- In Arkansas, NRCS is implementing an AAPI outreach campaign aimed at improving access by AAPI farmers to NRCS programs. In California, NRCS is piloting a new initiative targeted at AAPI farmers and ranchers to develop comprehensive plans to establish environmentally sound practices on their farms and ranches.
- NRCS is also developing special training for NRCS employees on how to work with AAPI farmers and ranchers, scheduled for release by the end of FY 2012.

Goal 3. *Promote sustainable neighborhoods through economic opportunities in communities with AAPI agricultural stakeholders.*

- USDA held a roundtable in Washington, DC in September 2011, with representatives of AAPI community organizations, national associations, ethnic media, and members of the Congressional Asian Pacific American Caucus.
- In FY 2011, USDA's Farm Service Agency (FSA) hosted 244 AAPI outreach activities in 27 states, where at least 20% or more of the participants were AAPIs. So far in FY 2012, FSA has hosted 82 activities targeting AAPIs in 10 states.
- FSA's office in Fresno, CA serves as a model by maintaining a diverse office staff (including four AAPI employees) to assure the presence of AAPI personnel capable of communicating easily and effectively with the highly diverse farming and ranching communities in the San Joaquin Valley; removing barriers to AAPI customers seeking USDA services by providing targeted program technical assistance, translation services, and representation at state and local AAPI events; and relying upon local demographics as reported by National Agricultural Statistics Service and the Service Center Information Management System database to determine how to allocate staffing where AAPI needs are high.

Goal 4. *Ensure protection of civil rights and equal access by AAPIs to USDA programs and services; improve program delivery through expanded Limited English Proficiency (LEP) programs for AAPIs.*

- In 2011 and 2012, USDA, led by the Office of the Assistant Secretary of Civil Rights (OASCR), held outreach meetings, listening sessions and roundtables on issues affecting Hmong Americans in Arkansas, California, Wisconsin and Minnesota.
- FSA works with both governmental and non-governmental agencies and groups to provide translations and interpreters for constituents throughout the Pacific region such as Samoan, Tagalog, Ilocano, Chinese simplified (Mandarin and Cantonese spoken), Chinese traditional (Mandarin and Cantonese spoken),

Korean, Thai, Laotian, Vietnamese, and Chamorro as well as languages of the freely associated states: Palauan, Yapese, Chuukese, Pohnpeian, Kosraean, and Marshallese.

- NRCS contracted with a language line to have access to interpreters and translators in over 170 languages via phone lines, and NRCS is currently piloting the line in Washington.

Goal 5. *Promote a diverse workforce in USDA that extends educational and economic opportunities to AAPIs through targeted recruitment, retention, and promotion efforts.*

- USDA established a one-stop online job application process that enables students to apply for internships across all USDA agencies.
- USDA entered into Memorandums of Understanding in FY 2010 and 2011 with Asian American Government Executives Network (AAGEN), Federal Asian Pacific American Council (FAPAC), and Conference on Asian Pacific American Leadership (CAPAL). The affinity organizations agree to provide the following services:
 - AAGEN: coaching and mentoring for GS-14s and 15s interested in the Senior Executive Service (SES);
 - FAPAC: recruitment and outreach for jobs and internships;
 - CAPAL: recruitment for summer internships via CAPAL website and is a resource for providing AAPI interns for USDA.
- USDA created milestones and metrics to measure the effectiveness of USDA recruitment and outreach plans, with a Diversity Index that tracks AAPI participation rates, among others, at each USDA agency/office in employment and student programs. The Secretary receives a monthly report that measures effective recruitment, outreach, and partnerships.

Goal 1. Increase employment opportunities for AAPIs in the Federal government.

- The Office of the Inspector General recruited two AAPIs as part of the AAPI Initiative and developed strategies to encourage AAPIs in student and professional internship programs.
- The Census Bureau distributed vacancy announcements for management (Grade 13 through 15) and senior executive positions to AAPI professional affinity organizations as part of outreach efforts to potential applicants, and expanded the role of the Census Bureau Asian Pacific Network Affinity Group to support the Census Bureau's business practices of recruitment, retention, and succession planning for the AAPI community. In addition, the Census Bureau established contacts with Hawaiian Military Installation Transition Assistance Program Managers as a source for recruiting AAPIs.
- The National Institute of Standards and Technology (NIST) sent staff to schools with high AAPI enrollment and trade shows with AAPI members to discuss the nature and logistics of the programs. NIST's Summer Undergraduate Research Fellowship, Summer High School Internship Program, and Post-Doctoral Program have all had more than 10% participation rates with AAPI students.

Goal 2. Improve outreach to AAPI communities.

- The Census Bureau reaches out to linguistically isolated communities through the Census Information Center (CIC) network of 57 organizations - 12 of which serve the AAPI community. The Census Bureau provided training to the CIC organizations (such as the Asian American Federation) to assist them with accessing Census data which the communities can use in conducting research to support their missions.
- The Census Bureau convened meetings of the Census Advisory Committee on the Asian Population and the Native Hawaiian and Other Pacific Islanders Population, which provided advice on how to best reach the AAPI communities.
- The Census National Partnerships program reached out to the AAPI community with almost 100 national AAPI organizational partners who joined in during the peak of the 2010 Census outreach campaign.

U.S. Department of Education

Goal 1. Identify and highlight three models with potential for replication of how schools and colleges use disaggregated data systems for AAPI students to increase attainment and achievement.

- In May 2012, the Department of Education (ED), in order to identify best practices, published a Request for Information in the Federal Register soliciting public input on practices and policies regarding existing education data systems that disaggregate data on subgroups within the AAPI population.

Goal 2. Improve access and increase technical assistance and outreach to institutions that qualify for ED's Asian American and Native American Pacific Islander-Serving Institution (AANAPISI) program.

- ED increased outreach and technical assistance to institutions that may be eligible for AANAPISI designation. WHIAAPI and the Office of Postsecondary Education conducted a webinar and teleconference that provided technical assistance to approximately 60 AANAPISI-eligible institutions seeking to achieve AANAPISI designation and organized a summit for AANAPISI-eligible institutions, researchers, and academics at De Anza Community College in Cupertino, CA.
- ED clarified what funding sources AANAPISIs can apply for. ED's Office for Civil Rights revised its Minority-Serving Institutions (MSIs) website to clarify that AANAPISIs qualify as MSIs. This clarification allows AANAPISIs to access funding opportunities only available to MSIs.
- ED increased awareness of AANAPISIs among federal agencies and philanthropic partners. In March 2012, several members of ED's senior staff, including Secretary Duncan, participated in a WHIAAPI-sponsored philanthropic event designed to raise awareness among foundations on educational issues for AAPIs.

Goal 3. Identify and promote three successful anti-bullying programs in schools, and disseminate anti-bullying information to AAPI community.

- In December 2011, ED released part one of a compendium of state anti-bullying laws. Part two of the compendium will be released in the fall of 2012 and will focus on the implementation of these laws and identify successful models for combatting bullying.
- ED held the first national conference on bullying prevention in August 2010 and the second national conference in September 2011, which included a panel dedicated to AAPI student bullying issues. In October 2011, WHIAAPI, with support from ED, held a Summit on Bullying Prevention in New York City focused on AAPI students, parents, and teachers.
- To train educators on best practices for addressing bullying, ED issued a "Dear Colleague" letter on Harassment and Bullying in October 2010 and guidance to limited English proficient communities. In June 2011, ED released a letter reminding school districts of their obligation under the Equal Access Act to allow gay-straight alliances and similar support clubs for LGBT youth. In 2011, ED conducted three webinars focused on the application of harassment laws to bullying; intervention in bullying incidents and the connections between suicide and bullying; and best practices in preventing both bullying and youth suicide.

Goal 4. Improve delivery of services to AAPI English Learners.

- During 2011, ED's Office of English Language Acquisition held "National Conversations" in Dallas and Chicago, Los Angeles, Seattle, New York City, and Charlotte.

Goal 5. Increase recruitment of AAPI teachers.

- As a part of ED's TEACH.gov campaign, ED conducted an AAPI teacher recruitment drive in Los Angeles in 2011.

Goal 1. Increase outreach efforts to AAPI academic institutions to promote employment opportunities.

- The Department of Energy (DOE) utilized social media to publicize departmental position openings, i.e., five Senior Executive Service (SES) positions have been posted on LinkedIn, which connects to several Asian American professional groups.
- During FY11, presentations on DOE internship opportunities were conducted at 3 colleges with high AAPI student populations.
- In FY11, 65 AAPIs were hired, nine of whom were veterans. Six percent of interns hired were AAPI.

Goal 2. Increase outreach and small business opportunities.

- DOE engaged with Asian small business associations, including the US Pan Asian Chamber of Commerce, the iManage Data Warehouse, and E&J Commission.
- Seven Asian American business organizations were added to the DOE Small Business Advisory Group.
- DOE's Office of Small and Disadvantaged Business Utilization selected areas of high Asian American populations where there are DOE offices and facilities, and ensured that Asian Americans are included in source lists and notified of solicitations.

Goal 1. Prevent, treat, and control Hepatitis B viral infections in Asian American, Native Hawaiian, and Pacific Islander (AANHPI) communities.

- The Department of Health and Human Services (HHS) released the Action Plan for the Prevention, Care & Treatment of Viral Hepatitis on May 12, 2011.
- 25 percent or more of AANHPIs living in cities with high concentrations of this population were reached through an HBV Public Service Announcement educational campaign released in 2010.
- Ten to fifteen cities that are highly concentrated with AANHPIs will launch the Hep B Free America Campaign, which will increase HBV testing and vaccination and promote routine screenings by September 2012.
- Seven to ten AANHPI community organizations that provide culturally sensitive and linguistically appropriate interventions will be awarded new mini grants by August 2012.
- 200 health centers and organizations were reached during a Health Resources and Services Administration (HRSA)-sponsored viral hepatitis technical assistance call in January 2012.
- 187,216 AANHPI 19 to 35 month-old infants and toddlers received age-appropriate immunization of HBV vaccine through HRSA's Title V Block Grants in 2009.
- 42 percent of AANHPIs reported to have been tested for hepatitis B as of 2012.
- 5,000 health professionals accessed HBV training modules to encourage screening of AANHPI patients at risk for HBV infection from 2008-12.

Goal 2. Improve data collection in AANHPI communities.

- HHS' new data collection standards for Asian and Other Pacific Islanders were released in 2011, including seven new categories for Asian Americans: Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, and Other Asians; and four new categories for Other Pacific Islanders: Native Hawaiian, Guamanian or Chamorro, Samoan, and Other Pacific Islanders.
- 50 percent of Agency for Healthcare Research and Quality (AHRQ) sponsored databases fully comply with 1997 OMB Directive 15 as of February 2012.
- 300 Samoan and Tongan households in California were surveyed in a pilot study to assess the health, well-being, and healthcare utilization of Pacific Islanders from 2011-12.
- 100 PI community leaders participated in an Affordable Care Act education series in February and March 2011 to learn specific benefits.
- 34.8 percent increase of Asian American sample in National Health Interview Survey (NHIS) from 2008-10.
- 12 percent increase of Asian American population sampled by National Health and Nutrition Examination Survey (NHANES) from 2010-11.

Goal 3. Align the healthcare workforce with needs of AANHPI communities.

- 7 percent increase of Centers for Medicare and Medicaid Services (CMS) program topic materials that will benefit and assist limited English proficient Medicare beneficiaries and their families translated into languages from 2010-12.
- 476 trainees from the University of Hawaii trained to improve the health of children who have or are at risk of developing neurodevelopmental disabilities from 2006-10.
- 14 new awards for health professional recipients through HRSA scholarship program in 2011.
- 3 percent increase of applications and 2.5 percent increase of National Institute of Health Loan Repayment Programs awards to AANHPI health professionals from 2010-11.
- In 2011, 13 Minority Fellowship Program (MFP) fellowships were awarded by the Substance Abuse and Mental Health Services Administration (SAMHSA) to Asian Americans and 2 MFP fellowships were awarded to Pacific Islanders. In 2011, the number of SAMHSA MFP applications from Native Hawaiians and Pacific Islanders (NHPI) increased from 3 applications (2010) to 4 applications (2011).

Goal 4. Improve health conditions and access to health care services for Native Hawaiians and Pacific Islanders.

- Four priority non-communicable diseases (NCD) have been identified by each of the six USAPIs.
- 143 promising practices to address USAPI NCDs were identified from June 2011 to February 2012.
- An estimated 22,000 residents of the Republic of Palau were able to access services to support healthy lifestyles through a Centers for Disease Control and Prevention (CDC) Community Transformation Grant in 2011.
- 75 percent or more of the known patients in the Republic of Palau and Republic of Marshall Islands (RMI) with diabetes were registered in the Chronic Disease Electronic Management System (CDEMS).
- 25 percent increase in total number of breast and cervical screenings provided in Guam and American Samoa between 2009 and 2010.
- 1067 PI students aged 9-14 years were given a third dose of measles, mumps, and rubella vaccine in highly affected schools in Guam in 2010.
- 93 percent decline in the mumps attack rate from post-vaccination in 9-14 year old PI students within the seven selected schools located in Guam from 2010-12.
- 34.8 percent increase of additional funding to PI organizations that were participating in the Office of Minority Health Resource Center (OMHRC) Grant Writing and Fiscal Management Training for capacity building program from 2007-10.
- 51.9 percent increase of services delivered to participating PI organizations from the OMHRC capacity building and technical assistance program from 2006-12.
- 66 percent increase in funding from the Administration for Native Americans (ANA) project continuation grants to assist in NHPI community economic and social development, native asset building, language preservation, and environmental regulatory enhancement from 2009-11.

Goal 1. Ensure implementation and efficacy of limited English proficiency (LEP) programs throughout the Department of Homeland Security (DHS), particularly with reference to major languages used by AAPIs.

- In 2011, DHS drafted a Language Access Plan pursuant to Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” to reduce language barriers that prevent meaningful access for AAPI and other limited English proficient (LEP) communities to DHS services and operations. DHS consulted with AAPI stakeholders in the development of the Language Access Plan and received valuable recommendations for increasing access by LEP AAPI populations to DHS programs.
- DHS improved language access across DHS by significantly increasing the number of translated materials and resources available in AAPI languages. Examples include the Office for Civil Rights and Civil Liberties complaint form, commonly used Immigration and Customs Enforcement (ICE) forms, ICE’s on-line detainee locator system, and Federal Emergency Management Agency (FEMA) disaster-related information.

Goal 2. Increase communication between AAPI-serving organizations and U.S. Citizenship and Immigration Services (USCIS) field offices so that the AAPI community is better informed about opportunities to engage with USCIS, has access to valuable information about immigration projects, and may inform USCIS about specific needs in the AAPI community.

- In August 2011, USCIS partnered with WHIAAPI to invite the AAPI community to receive notices of opportunities to engage with USCIS.
- In February 2012, USCIS hosted the first-ever nationwide engagement session in Mandarin and Cantonese called a “Jiao Liu” (“engagement”) with over 1,500 people participating online, by phone, or in person.

Goal 3: Reduce cultural and language barriers that hinder AAPI and other immigrant communities during disaster response and post-disaster recovery.

- The DHS Office for Civil Rights and Civil Liberties began working with the Department of Justice, Civil Rights Division, and the Department of Health and Human Services, Office for Civil Rights, to achieve the first ever interagency coordination of civil rights expertise related to emergency preparedness and response. As part of this initiative, the agencies will develop new guidance materials for diverse communities and open up new channels for dialogue with these communities prior to, during and after disasters.

U.S. Department of Housing and Urban Development

Goal 1. Address language barriers.

- The Office of Fair Housing and Equal Opportunity (FHEO) increased the number Department of Housing and Urban Development (HUD) vital documents translated into 15 AAPI languages (formerly seven): the “Fair Housing Brochure” (Bengali, Chinese, Hindi, Japanese, Korean, Laotian, Tagalog, Vietnamese) and “Are you a Victim of Housing Discrimination?” (Cambodian, Chinese, Korean, and Vietnamese).
- On July 11, 2011, FHEO issued a Notice of Funding Availability for HUD’s Fiscal Year 2010 Limited English Proficiency Initiative (LEPI) Program to ensure LEP communities have access to information in their native languages on HUD programs, services, and activities. In 2011, FHEO awarded over \$3 million in funds to address the fair housing needs of LEP individuals. On September 28, 2011, HUD awarded \$649,000 to seven local community organizations to support local organizations serving diverse communities across the country that will help ensure LEP individuals have access to information in their native languages on HUD housing, programs, services, and activities.
- HUD developed a phone translation service, “The HUD Language Line,” that offers live, one-on-one interpretation services in more than 175 languages, 24 hours a day.
- In March 2012 HUD awarded more than \$42 million in housing counseling grants to 468 national, regional and local organizations. Several AAPI-serving counselors received funding including The National Coalition for Asian and Pacific American Development (NCAPACD) and Asian Americans for Equality.

Goal 2. Increase engagement with the AAPI community.

- In the past year, Assistant Secretaries and other senior staff have stepped up their outreach to the AAPI communities—conducting roundtables, listening sessions and lunches as they travel around the country, including WHIAAPI summits in Seattle, Atlanta, Washington, DC, and Oakland.
- Across the departments, there has also been an effort to include more AAPIs in the regular engagement vehicles such as meetings, webcasts, conference calls, etc. announcing Notice of Funding Availabilities, new initiatives, funding awards, HUD budget updates, etc.
- HUD has partnered with the Asian Real Estate Association of America (AREAA) to address housing and lending discrimination facing the AAPI community.
- Secretary Donovan has traveled to Hawaii to engage the AAPI communities especially NHPs, participating in the Council on Native Hawaiian Advancement convening, among others to amplify the efforts HUD has made to serve the needs of Native Hawaiian communities.

Goal 3. Increase employment opportunities for AAPIs in the Federal government

- HUD hired nine AAPI Presidential Management Fellows in 2010, an increase from the seven hired in 2009, as well as two AAPI interns.
- HUD hosted a panel discussion on HUD’s internship and fellowship programs as part of its outreach to AANAPISs and AAPI organizations. An archived version of the webcast is available at: <http://portal.hud.gov/hudportal/HUD?src=/press/multimedia/videos> (“HUD Internship and Fellowship Panel”).

U.S. Department of the Interior

Goal 1. Improve the Department of the Interior's (DOI's) ability to recruit, hire, and retain AAPI in its mission critical occupations.

- DOI increased the hiring percentages of Asian Americans (up 6.7% over FY 2010) and Native Hawaiians and Pacific Islanders (up 11.4% from FY 2010).
- DOI signed a memorandum of understanding (MOU) with the Asian American Government Executives Network (AAGEN) to improve DOI's ability to recruit from the AAPI communities. A plan of action to fully implement the MOU will be developed in FY 2012.
- DOI Chapter of Federal Asian Pacific American Council (FAPAC) worked to improve outreach and supported training at the 2011 FAPAC National Training Conference.
- DOI Office of Human Resources conducted eight workshops across the U.S. during FY 2011 to train on hiring officials and human resources practitioners on DOI diversity hiring objectives, hiring authorities, and best practices for successful recruitment of diverse applicants.

Goal 2. Implement customer engagement software.

- DOI used its external web site, *DOI.gov*, and its employee intranet, *oneINTERIOR*, to communicate with all external and internal audiences. An evaluation of customer engagement software options will be completed in FY 2012.

Goal 3. Institute a reliable AAPI workforce analytics capability.

- DOI utilized employee satisfaction surveys and data collection systems and tools to track employment statistics. Workforce data was analyzed to identify trends and potential barriers to employment. In FY 2012, the Employee Viewpoint Survey results will be evaluated to determine progress. Additionally, DOI will utilize AAGEN survey data and resources to conduct surveys of Federal AAPI employees.

Goal 4. Improve Federal civil rights protections for AAPI community.

- The DOI Office of Civil Rights leads a team of public civil rights practitioners whose sole purpose is to ensure compliance with civil rights protections. A report of findings and recommendations will be made available to senior leaders during FY 2012.

Goal 5. Uncover, examine, and remove barriers to equal participation at all levels of the DOI workforce.

- DOI organized barrier analysis project teams comprised of four workgroups focused on workforce planning, recruitment, retention, employee development. The barrier analysis teams examined policies, principles, and practices that tend to limit employment opportunities, training, promotions, and awards for members of a particular sex, race, ethnicity, or disability status.

Goal 1. Reduce language barriers to AAPI access of Federal programs and agencies.

- The Department of Justice (DOJ) prepared a comprehensive and updated DOJ-wide language access policy and plan, providing detailed guidance to 100% of Departmental components, most of whom have also completed individual component language access plans.
- DOJ's Civil Rights Division's Federal Coordination and Compliance Section (FCS) received 24 Federal agency language access plans and provided technical assistance on a number of the plans received to date.
- FCS, with the FBI, ED, DOJ Office of Legal Education, and National Virtual Translation Center, completed and released government-wide a technical assistance video series titled *Overcoming Language Barriers*.
- FCS staff designed a DOJ telephonic interpretation pilot program, which offers DOJ components a cost-effective means for handling certain language access needs, while providing a mechanism for tracking the demand for such a service, as well as the languages needed.
- FCS engaged with the National Language Service Corps (NLSC), a Department of Defense initiative designed to support the language access needs of the Federal community by providing Federal agency clients with access to language service providers in over 200 languages.
- Select multilingual employees of the DOJ Civil Rights Division began a Division-wide effort to have their language skills assessed by the FBI Language Testing and Assessment Unit to ensure the quality of language interpretation offered within DOJ.

Goal 2. Ensure that the Federal government is properly assessing and addressing hate crimes and other crimes in the AAPI community.

- In October 2011, the Civil Rights Division, in conjunction with the George Washington University Law School, hosted a civil rights summit, "Confronting Discrimination in the Post-9/11 Era: Challenges and Opportunities 10 Years After," to address the increased hate crimes and discrimination after 9/11 against Arab, Muslim, Sikh, and South Asian Americans, and to look forward at remaining challenges and emerging opportunities in the Division's continued outreach and enforcement efforts.
- In December 2011, the Office of Community Oriented Policing Services published a Community Policing Dispatch article in collaboration with Asian Media Access, Inc. (AMA), "Breaking Barriers to Meth Prevention in AAPI Communities." As of March 1, 2012, the AMA is developing two training programs to enhance partnerships between law enforcement and AAPI communities to combat methamphetamine-related problems and to build a capacity for trust and information sharing, translating materials into Khmer, Hmong, Laotian, Vietnamese, Chinese Simplified, Chinese Traditional, Hindi, Farsi, and Korean.

Goal 3. Protect AAPI women from domestic violence.

- In FY 2012, DOJ's Office on Violence Against Women (OVW) emphasized in its program solicitations that recipients of grant funding are required to take reasonable steps to ensure that LEP persons have meaningful access to its programs.
- OVW grantees provide assistance and support to AAPI domestic violence, sexual assault, stalking and dating violence victims. Several OVW Legal Assistance for Victims (LAV) grantees have developed partnerships with local AAPI and immigrant programs, increasing access to legal services for AAPI victims.
- OVW developed partnerships with AAPI-serving organizations to provide technical assistance and training to OVW grantees. OVW has developed a partnership with the Asian Pacific Islander Institute on Domestic Violence, A Project of the Tides Center (API Institute) to create an Interpretation Technical Assistance and Resource Center (ITARC). ITARC provides technical assistance and training to OVW grantees focused on strengthening advocacy and services for LEP victims of domestic violence and sexual assault. The API Institute also has a new project with OVW to develop a technical assistance project to increase the ability of OVW grantees to address the needs of AAPI and other underserved victims.

Goal 4. Enhance the protection of civil rights of vulnerable AAPI immigrant populations.

- The Executive Office for Immigration Review (EOIR)'s draft Language Access Plan commits to providing full and complete interpretation nationwide by the fall of 2012.
- The EOIR Office of Legal Access Programs, through its Legal Orientation Program (LOP), produced an updated and expanded series of translations of self-help legal materials for persons in Immigration and Customs Enforcement (ICE) detention facilities in Chinese, Hindi, Korean, Punjabi, and Vietnamese.
- EOIR scheduled training for court staff regarding communication with LEP persons who contact the immigration courts, *i.e.*, LEP persons who need assistance at the information window of the immigration court. This training is scheduled for July 2012.

U.S. Department of State

Goal 1. Foster the recruitment, career development and advancement of AAPIs in the Department of State.

- Outline assistance to AAPI students and professionals wishing to pursue Department of State (State) fellowships and grants in the 2011 Agency Performance Report on Executive Agency Actions to Assist Minority-Serving Institutions (MSIs).
- In 2011, the Office for Civil Rights (OCR) worked with 13 Employee Affinity Groups to host approximately 25 diversity- and professional development-related events. OCR reinvigorated the Diversity Governance Council, a group of senior level management officials tasked with addressing Department-wide, diversity-related issues.
- In 2011, State created stronger relationships with minority-serving professional organizations and affinity groups through participation events, i.e., Diversity Career Networking Events in Santa Fe, Atlanta, New York, Houston, Dallas, Orlando, Cincinnati, and Washington, DC (three times), reaching over 1,000 candidates including African Americans, Asian Americans, Hispanics, Native Americans, women, and critical language speakers.
- In the Office of Civil Service Human Resource Management in the Bureau of Human Resources Mentoring Program, during FY 2011, 252 formal mentoring pairs participated in the program, a total of 504 employees.

Goal 2. Increase the number of AAPIs with access to linguistically appropriate resources.

- Continue work with the Bureau of Consular Affairs to ensure ongoing work toward instituting fully-accessible passport offices and materials.
- Monitor materials for AAPI audiences to ensure that materials are culturally and linguistically appropriate.

U.S. Department of Transportation

Goal 1. Increase participation from the AAPI community on key areas related to the Department of Transportation (DOT)'s policies and programs.

- DOT initiated development of a Geographic Information System (GIS) map to visually display the relationship between the distribution of AAPI populations and DOT formula funds across the U.S. This project is expected to be completed by May 2012 and will assist the agency in identifying regions of the country in which AAPI communities can more effectively be engaged.
- DOT developed a Language Assistance Plan for Limited English Proficient (LEP) Persons in DOT Federally Conducted Activities and submitted it to the DOJ for review in September 2011; established an agency-wide Language Access Workgroup to guide the agency in its efforts to ensure meaningful access to their programs and activities by LEP persons.

Goal 2. Increase the AAPI community's access to DOT's Disadvantaged Business Enterprise opportunities.

- DOT's Office of Small and Disadvantaged Business Utilization and the Small Business Transportation Resource Centers conducted Bonding Education Programs nation-wide. One of the first contractors to participate was an Asian-American owned and certified Disadvantaged Business Enterprise, which qualified for up to \$350,000 in bonding. Following the workshop, the business obtained a single job bond line of \$1.0 million.
- DOT and its Operating Administrations have created strategic partnerships with AAPI community-based organizations, such as the Asian American Justice Center and Virginia Asian Chamber of Commerce, and conducted outreach to membership regarding the availability of funding and contracting opportunities.

Goal 3. Promote messages to AAPI communities about DOT's safety campaigns.

- The National Highway Traffic Safety Administration (NHTSA) has developed education materials to reach Asian-language populations about pedestrian safety in Chinese, Vietnamese, Filipino and Korean. NHTSA is also working to develop an effective dissemination strategy to ensure that these materials are properly distributed and understood. Materials are expected to be made available in late summer 2012.
- The Federal Motor Carrier Safety Administration (FMCSA) has translated its bus traveler safety checklist into Korean, Vietnamese, Japanese, Mandarin and Cantonese. FMCSA will embark on a campaign to disseminate the checklist to community based organizations throughout the country to ensure that the materials are widely available to members of the AAPI community.

Goal 4. Foster the recruitment, career development, and advancement of AAPIs in the Federal Government.

- DOT launched a new careers website in February 2012. USDOT Careers in Motion incorporates feedback from a diverse group of stakeholder inside and outside of the agency. There are plans to include AAPI-specific materials on the site's Diversity & Inclusion page.
- Barrier analysis to equal employment is performed and reviewed annually as part of DOT's report pursuant to the U.S. Equal Employment Opportunity Commission's Management Directive 715.
- The employment of AAPIs at DOT is trending positively over prior years and AAPIs exceed or are at their overall availability in the relevant civilian labor force, as reported in the 2000 census. This means that, for example, some of the top transportation-related mission critical jobs saw gains in the employment of AAPIs. Furthermore, the number of AAPI employees in GS 14 and 15 levels increased over 2010 numbers.

U.S. Department of the Treasury

Goal 1. Maintain and enhance level of participation of AAPIs in mission critical occupations (MCOs) at Treasury.

- In FY 2011, Treasury designated a Special Emphasis Program Manager for the AAPI program to broaden the area of consideration to include AAPI applicants from all appropriate sources and ensure that the selection factors achieve the broadest consideration of applicants and do not impose barriers to selections based on non-merit factors.
- Treasury's headquarters reached out to AAPI professionals and minority organizations in an effort to promote and increase the recruitment of AAPI applicants for positions in MCOs such as Economist, General Attorney, Financial Analyst, Information Technology Specialist, and Intelligence Specialist.

Goal 2. Increase awareness of career development, leadership, and advancement opportunities among employees.

- For external applicants, Treasury ensured that its vacancy announcements were broadly distributed to diverse organizations, including the American Coalition for Filipino Veterans Inc., Asian American Government Executives Network, Japanese American Veterans Association, Korean American Coalition, National Asian Pacific American Bar Association, National Association of Asian MBA's, National Association of Asian American Professionals, National Association of Professional Asian American Women, and Society of Asian Scientists or Engineers.
- Treasury monitored the participation rates for all Equal Employment Opportunity groups in SES positions and has seen an increase in Asian participation in feeder grades rates since FY 2005.
- Treasury conducted focus groups in FY 2012 to explore and identify the differences and disparities with Asian American employees and other minority employees in the workforce at the GS 13-15 grade levels.

Goal 3. Increase number of limited English proficient individuals, including AAPIs, with access to information about Treasury programs and activities.

- The Multilingual and Agency Services Branch of the Internal Revenue Service (IRS) continued to lead the IRS-wide Asian Language Cadre to improve services to the Asian LEP speakers who are Chinese, Korean, and Vietnamese and established a 16-member Asian bilingual team which serves as in-house language quality reviewers to ensure translated tax products are meeting IRS standards and objectives.
- The IRS' Taxpayer Advocate Service continued to provide matching grants of up to \$100,000 per year to qualifying organizations that represent low income taxpayers involved with the IRS and conducted outreach and education to ESL taxpayers. In grant year 2011, matching grants of \$10 million were awarded to 164 clinics, approximately \$7.7 million for representation and \$2.3 million for ESL outreach and education.
- The IRS expanded the Over the Phone Interpretation (OPI) Services to 51 Volunteer Income Taxpayer Assistance (VITA) and 42 Low Income Tax Clinic locations that offer interpretation services.
- The IRS' Leveraged Small Business Tax Workshops (LSBTWs) provided IRS information to small business owners on business tax responsibilities in Cantonese and Mandarin.
- In April 2011, the Treasury Office of Civil Rights and Diversity helped organize and participated in a forum for advocates of LEP communities to communicate the needs of their population.
- Other Treasury bureaus, including the Financial Crimes Enforcement Network, the Financial Management Service, the Alcohol, Tobacco, Tax and Trade Bureau, and the Bureau of Engraving and Printing, have created public web pages and educational material in multiple languages including Chinese, Vietnamese, Indonesian, Thai, and others.

Goal 4. Ensure departmental outreach plans focusing on Small and Disadvantaged Businesses (SDBs) include components targeting SDBs owned by or servicing AAPI communities

- In 2011, under new financial reform legislation, Treasury established the Offices of Minority and Women Inclusion in the Office of the Comptroller of the Currency and participated in the U.S. Pan Asian American Chamber of Commerce Business Opportunity Conference.
- In FY 2011, Treasury was the only Cabinet-level agency to meet all of its small business contracting goals established by the Small Business Administration (SBA), as well as all four of the SBA-established socioeconomic small business contracting goals.

Goal 5. Enhance outreach efforts to underserved communities, including AAPIs, regarding relevant Treasury programs and activities

- In FY 2011, the IRS co-hosted events with a number of community-based organizations, including, Philippine CPAs of Greater Chicago Tax Clinic, Chinese American Society of CPAs, Chinese Immigrant Service, Ling Sing Association, the Asian Federation of the United States, and the Federation of Philippine American Chambers of Commerce.
- In FY 2011, Community Development Financial Institutions Fund (CDFI Fund) made nine awards for a total of \$3.02 million to CDFIs and Hawaiian organizations to build lending capacity for Native Hawaiians under the CDFI Program and Native American CDFI Program.
- The CDFI Fund's New Markets Tax Credit (NMTC) Program is frequently used to serve low-income AAPI communities. Total NMTC loans and investments through 2010 in census tracts where AAPIs represent 12.5 percent or more of the population are just over \$2.4 billion, or 11.5 percent of total NMTC loans and investments.
- Treasury's State Small Business Credit Initiative (SSBCI) approved the state of Hawaii and the territories of American Samoa, Commonwealth of Northern Marianas, and Guam for a total of almost \$53 million in funds to support new financing to small businesses. These programs are projected to lead to more than \$530 million in new small business lending by 2016. To assist each territory in their application, SSBCI provided more than 50 hours of coaching to each territory to assist in program design and early feedback on application narratives.

U.S. Department of Veterans Affairs

Goal 1. Increase the AAPI community's access to Federal funding to the Department of Veterans Affairs (VA).

- Through the National Diversity Internship Program, managed by the Office of Diversity and Inclusion, VA contracted with nine vendors to offer internship opportunities to students from diverse backgrounds, totaling nearly 1 million dollars in funding. The Asian Pacific American Institute for Congressional Studies (APAICS) and the International Leadership Foundation were awarded nearly \$78,000 or 8.6 percent of overall funding.
- The Veterans Health Administration (VHA) has partnerships with AAPI serving organizations, including Cal State University, San Marcos, Hilo Community College, and Seattle Community College.

Goal 2. Increase the number of AAPIs with access to linguistically appropriate resources.

- In accordance with the LEP Directive using Title VI prohibition against national origin discrimination in Federally-conducted and Federally-assisted programs and activities, VHA facilities have interpretive services on site and available via contract.
- The National Cemetery Administration developed an LEP plan of action in response to survey results revealing challenges that NCA facilities have in providing access to LEP populations.

Goal 3. Foster the recruitment, career development and advancement of AAPIs in the VA.

- VA currently employs 21,975 (6.97 percent) AAPIs, including 21,314 (6.76 percent) Asians and 661 (0.21 percent) Native Hawaiian or Pacific Islanders. These rates are above the Civilian Labor Force rates of 3.6 percent for Asians and 0.2 percent for NHPs. Within the VA workforce, VA employs 5 or 1.41 percent of AAPIs in the Senior Executive Service.

Goal 4. Increase awareness and access to health services for AAPI veterans in rural areas.

- VHA coordinated health care programs for AAPI Veterans. A new Leeward Oahu VA community-based outpatient clinic has been approved to open in 2012. The concept and plan for this facility was in direct response to the high numbers of Native Hawaiian Veterans residing in the Leeward coast area.
- The VA Pacific Islands Health Care System established close working relationships with Federally Qualified Health Centers (FQHCs) on the islands of Maui, Kauai, The Big Island, Molokai and Lanai. There have been on-going meetings with FQHC leadership on the islands of Guam and American Samoa, the leadership of the Native Hawaiian Health Care Clinic System, and the leadership of Critical Access Hospitals across Hawaiian Neighbor Islands.

U.S. Environmental Protection Agency

Goal 1. *Build effective partnerships with AAPI organizations to improve the environment and economic development for AAPIs.*

- The Environmental Protection Agency (EPA) worked with AAPI organizations to increase information on funding opportunities and provide technical assistance in the Brownfields program including specific outreach in Hawaii, conducting an alternative assessment involving stakeholders as well as a research project to reduce chemical exposure to nail salon workers, and providing infrastructure support for wastewater and drinking water facilities in Hawaii and Pacific Island Territories.

Goal 2. *Increase environmental outreach and information to AAPIs.*

- EPA developed a list of 175 AAPI contacts to increase stakeholder participation and to provide important environmental information and engage AAPI communities in environmental activities on a weekly basis.

Goal 3. *Improve employment opportunities and career advancement for AAPIs in the EPA workforce.*

- EPA developed a comprehensive strategy that blends centralized and local recruitment needs and approaches and attracts job applicants who are talented, diverse and committed to the EPA's mission. During FY11, EPA's Office of Human Resources developed new branding/marketing materials to reach a wider and diverse talent pool. EPA also was an active participant in the following initiatives: WHIAAPI Federal Employee Conference, Federal Asian Pacific American Council's 27th National Training Conference, AAPI SES Development Program, and the Mentoring for AAPI Interns.

Goal 4. *Create a partnership and promote awareness of resources available for AANAPISIs in order to promote environmental education and create an education pipeline.*

- EPA worked with AANAPISIs to promote environmental education and create an education pipeline. EPA established a partnership with the Vietnamese American Community Service Center and with the U.S. Office of Personnel Management, the Bureau of Land Management, and NASA to create the Environmental Education and Career Outing Program for underserved AAPI youth. Also as part of the East Coast Asian American Student Union Intercollegiate Conference, EPA sponsored a career booth and participated in a panel discussion on Federal and environmental careers.

U.S. Equal Employment Opportunity Commission

Goal 1. Improve data collection and analysis regarding AAPIs and other underserved populations.

- In FY 2012, the U.S. Equal Employment Opportunity Commission (EEOC) disaggregated inquiry/charge data that was previously captured under the category “other Asian National Origins,” to provide more accurate information. EEOC now collects charge/inquiry data for Cambodian, Chinese, Filipino, Hmong, Indian, Japanese, Korean, Laotian, Pakistani, Thai, Taiwanese, and Vietnamese national origins.
- During FY 2011, EEOC examined FY 2010 data to compare the bases and issues raised in discrimination charges filed by individuals who identified as AAPI with those filed by the non-AAPI charging parties. EEOC has developed “Charge Data Fact Sheets” for AAPIs and is developing a dissemination plan.

Goal 2. Increase and improve the EEOC’s communication with various AAPI communities to ensure that AAPIs and other underserved populations can fully utilize the services of the EEOC.

- EEOC issued 93 news releases to AAPI media and stakeholder groups in 2011 (compared to 52 in 2010) and held 6 news events or conferences targeting the AAPI community in 2011 (compared to 4 in 2010).
- EEOC examined data showing (1) the counties within the district with the highest percentage of Asian Americans, (2) the estimated population for each of the specific Asian national origin groups in those counties, and (3) the metropolitan and metropolitan statistical areas within the district with the highest percentage of Asian Americans, as well as for each district reflecting the NHPI population.
- Sponsored or participated in over 70 outreach events involving various AAPI community groups, consortiums, religious organizations, bar associations, etc., and at least 14 outreach events for small Asian owned business, and significant contacts with AAPI media.
- 175 employees (primarily investigators) are employed in bilingual positions, a number of whom are fluent in Thai, Vietnamese, Korean, Cantonese, and Mandarin.

Goal 3. Increase litigation and enforcement efforts of employment discrimination statutes enforced by the EEOC related to issues that significantly impact AAPIs such as race and national origin discrimination.

- EEOC created an Immigrant Worker Team to implement a comprehensive enforcement and outreach plan to address the intersection of national origin, race, gender and religious discrimination issues affecting workers of foreign national origin, including issues related to human trafficking, migrant workers, and immigrant workers.
- EEOC added a section on Religious Discrimination and Segregation to the [Religious Discrimination page](http://www.eeoc.gov) at www.eeoc.gov to address enforcement and outreach with respect to Sikh applicants and employees barred from customer-contact positions based on religious garb or grooming practices.
- EEOC approved a new training program for EEOC investigators, attorneys, and Fair Employment Practices Agencies’ staff to increase access and services to the AAPI community to begin in FY 2012 and be completed by the second quarter of FY 2013. The training will focus on strategies to effectively work with individuals with LEP; enhance investigative aptitude for religious accommodation charges that often involve issues affecting Muslims and Sikhs (e.g., wearing religious apparel, prayer); and recognizing and overcoming cultural barriers that may affect AAPI’s willingness to report incidents of discrimination. The training will also touch upon related issues such as awareness of human trafficking, immigration status, and issues impacting migrant worker communities.

Goal 4. Ensure that the EEOC is an inclusive workplace for all AAPIs to reach their full potential.

- EEOC undertook efforts to specifically recruit AAPI employees to apply to participate in its mentor program.

Goal 5. Help ensure that the Federal government is inclusive for all AAPIs to reach their full potential.

- EEOC participated in the AAGEN SES Development Program, which will identify and train potential SES candidates.
- EEOC contacted over 100 AAPI community, professional and affinity groups for assistance in identifying AAPI SES and supervisory candidates.
- EEOC provided extensive technical assistance to the Department of Justice, Civil Rights Division, Employment Section to support a consent decree resolving U.S. v. Bd. of Educ., Berkeley School District (Civ. Action No. 1:10-cv-7900 (N.D. Ill.) (religious accommodation under Title VII of public school teacher who sought leave for pilgrimage to Mecca)).
- EEOC drafted a Practical Guide to Addressing Common Issues and Possible Barriers Which Asian and Native Hawaiian or Other Pacific Islanders Employees May Face in the Federal Work Force. This Guide will be made available to the public. EEOC plans to issue this Guide and monitor agencies' progress in an effort to eliminate arbitrary barriers to the employment of members of the AAPI community.

Goal 1. Increase the recruitment, career development and advancement of AAPIs in the federal government.

- From FY10 to FY 11, Asian American representation increased government-wide from 5.3% to 5.6% of the Federal workforce and NHOPI representation remained steady at 0.4%. Asian American representation in the SES increased government-wide from 3.0% to 3.1% (increase of 16) of the SES workforce with NHOPI representation at 0.1% (with slight increase of 3). Asian American representation in the supervisory workforce increased government-wide from 3.7% to 3.8% (increase of 426) of the supervisory workforce and NHOPI representation at 0.3% (increase of 59).
- OPM participated in outreach events to the AAPI community (reaching over 1500 attendees) that included workshops on Resume Writing, Interview Techniques, Student Programs and USAJOBS.
- OPM is coordinating with the WHIAAPI to identify language proficiency of federal employees for use in emergencies.
- OPM partnered with the WHIAAPI, EEOC and AAGEN to develop the AAGEN SES Development Program, including developing the curriculum, identifying vendors and resources, coordinating presenters and workshops, and serving on the selection committee to select 20 candidates from over a hundred applicants.
- OPM launched a government-wide Diversity and Inclusion portal on the OMB MAX system, creating communities of practice, as well as space for the AAPI community to disseminate information.
- OPM created a cross-agency workgroup to develop recommendations and guidance for collection of applicant flow data.

Goal 2. Increase the recruitment, career development and advancement of AAPIs in the OPM.

- From FY 10 to FY 11, Asian American representation increased from 2.8% to 3.0% of OPM's workforce and NHOPI representation increased from 0.4% to 0.5%. Asian American representation in the supervisory workforce increased from 1.8% to 2.2% and NHOPI representation remained steady at 0.3%.
- OPM established an OPM Diversity & Inclusion Council to focus on OPM's internal policies and practices, talent recruitment and development, education and training, barrier identification, partnership building, and transparency of its operations.
- OPM reviewed the OPM Employee Viewpoint Survey (EVS) data and identifying any areas for improvement needed with AA/NHOPI employees. Overall EVS data shows Asian Americans have more positive responses than other racial groups.
- OPM conducted focus groups with AA/NHOPI to identify any issues and concerns of importance to AA/NHOPI employees.

U.S. Social Security Administration

Goal 1. Increase understanding of Social Security Administration (SSA) programs among AAPIs.

- In 2011, SSA's network of public affairs specialists participated in more than 250 AAPI events at the national, regional, and local levels.
- In partnership with the WHIAAPI, SSA's Deputy Commissioner, Carolyn W. Colvin, held a roundtable discussion with leaders from national AAPI organizations (April 2012).
- In April 2012, SSA partnered with the WHIAAPI and sponsored a financial literacy conference call and web chat, which provided an overview of Social Security benefits.

Goal 2. Enhance the services SSA currently provides.

- In FY 2011, SSA updated and posted approximately 46 publications in different languages, including Chinese, Korean, Tagalog, and Vietnamese on the online Multilanguage Gateway.
- SSA uses Video Service Delivery (VSD) to provide service in various locations throughout the continental U.S., as well as in the territories of Guam, American Samoa, and the Commonwealth of the Northern Mariana Islands. In 2011, there were almost 1,500 VSD transactions completed in these areas.
- SSA continues to provide LEP individuals with the option to use Telephone Interpreter Services when doing business with the agency. In FY 2011, Vietnamese, Cantonese, Mandarin, and Korean were among the top five requested languages on this service.
- SSA maintains a Translator Database, which agency employees use to locate bi- or multi-lingual employees who self-identify as translators. In 2011, over 1,700 SSA employees self-identified as being bi- or multi-lingual in 45 AAPI languages and dialects, including Vietnamese, Cantonese, Tagalog, Korean, Hmong, and Chinese-Mandarin.

Goal 3. Foster the recruitment, career development, and advancement of AAPIs.

- SSA participated in AAPI-oriented job fairs, such as the Asian Diversity Expo, Asian Expo and Job Fair, University of Hawaii Career Fair, BYU-Hawaii Career Fair, National Asian Pacific American Bar Association's Job Fair, and University of Hawaii Hilo Job Fair.

Goal 4. Increase employees' cultural and linguistic awareness about AAPIs.

- SSA provided planning and outreach assistance with the April 2012 WHIAAPI Federal Employee Conference (attended by over 250 federal employees).
- In both 2011 and 2012, the agency held commemorative celebrations during Asian Pacific Heritage month.

U.S. Small Business Administration

Goal 1. Ensure language access for AAPIs.

- The Small Business Administration (SBA) instituted a translation tool on SBA.gov to help LEP individuals access online information in a variety of languages including Chinese, Japanese, Hindi, and Thai.

Goal 2. Disaggregate data to better assess the needs of the AAPI community.

- In FY11 SBA approved over 7000 loans for over \$5 billion dollars in support to AAPI small businesses. In FY10, over \$6.2 billion Federal contracting dollars was given out to Asian Pacific American owned small businesses and over \$4.7 billion dollars for Subcontinent Asian (Asian Indian) owned small businesses.*

Goal 3. Increase outreach and access to the AAPI community.

- SBA's senior leadership, including Administrator Karen Mills and Deputy Administrator Marie Johns, held roundtables and listening sessions with members of the AAPI community across the country. SBA and the WHIAAPI worked to ensure AAPI speakers and participants were involved in major SBA-managed events, including the Startup America: Reducing Barriers Roundtables and the Small Business Jobs Act Tour.
- SBA participated in or helped organize large scale events, webinars and fly-ins for AAPI business and non-profit leaders to learn about government resources available to them. SBA worked with WHIAAPI to organize and speak at major summits in Silicon Valley and Las Vegas on economic development, and Seattle on sustainable development. SBA worked with White House Office of Public Engagement and WHIAAPI to host an economic forum at the White House for AAPI small business owners where SBA senior staff spoke about our various small business programs.
- SBA promoted entrepreneurship via the Asia Pacific Economies Cooperation (APEC) and is actively engaging in the development of relationships with economies in Asia looking to work with US businesses as well as understand best practices across the various economies.
- SBA developed a Council on Underserved Communities, a Federal advisory council with a mission to advise the SBA on how it can better reach those communities that can be difficult to get to.
- SBA's Emerging 200 initiative devoted one of its sessions to helping businesses in the Native Hawaiian community.
- SBA expanded efforts in the communications field, adding over 600 media outlets with AAPI readership to SBA's distribution list.

Goal 4. Increase investment in AAPI communities through SBA grants and programs.

- In FY11, SBA approved over 7,000 loans to AAPI small businesses. These SBA-guaranteed loans meant over \$5 billion in supported lending went into the hands of AAPI small business owners.
- In FY 2010, the Federal government awarded nearly \$100 billion, or 22.7%, of government contracts to small businesses, including over \$34 billion, or 7.95%, to small disadvantaged businesses, which include small businesses owned by AAPIs certified in the 8(a) business development program.

* Data on small business loans is self-reported by businesses on a voluntary basis.

National Aeronautics and Space Administration

Goal 1. Increase AAPI diversity and representation in the National Aeronautics and Space Administration (NASA) workforce, both at entry-level and in high level positions.

- NASA began collecting applicant data in FY 2011 for its Fellowship Program. Two out of 34 applicants were AAPI (5.9%); out of the 27 applicants selected, two were AAPI (7.4%).
- NASA began collecting applicant data in FY 2011 for its Mid-Level Leader Program (MLLP) - for GS 13 and GS 14 employees. For FY 2011, five AAPIs applied; one AAPI was selected.
- NASA Foundations, Influence, Relationships, Success, and Teamwork (FIRST) Program (for GS 11 and GS 12 employees). For FY 2011, five out of 109 applicants were AAPI (4.6%); one out of 25 selected were AAPI (4%). In FY 2010, two AAPI females and one AAPI male were selected.
- NASA recruiters maintained partnerships with universities, and veterans employment coordinators. NASA will provide its recruiters with AANAPISIs for partnering/outreach opportunities, and will facilitate communication strategies with all key stakeholders in the Initiative.
- Examined policies and processes for promotions, awards, developmental assignments, mentoring, including the mechanisms for disseminating information to employees. Formal and informal mentoring takes place across NASA through Mentor Match (web-based), Advancing Careers through Employee Success (ACES), e-Merge, Flash Mentoring, Talent Plus, and others.

Goal 2. Increase the participation of AAPIs in NASA's education and research opportunities.

- By the end of FY 2011, NASA will complete the pilot of the new One Stop Shopping Initiative (OSSI), which is designed to increase the diversity of students, institution types and number of students that participate in NASA's internship and fellowship projects. Outcomes: total number of student certified applications = 7,548; total number of AAPI student certified applications = 822 (10.9% of certified applications); total number of selected applicants = 961; total number of AAPI selected applicants = 80 (8.3% of certified applicants).
- By the end of FY 2011, NASA will complete the initial year of the Minority Innovation Challenges Institute (MICI), which was created to increase the awareness and participation of underrepresented and underserved students in NASA technical challenges. Outcomes: total students registered = 829; AAPI students registered = 167 (20.1%); Active student participants = 65; AAPI faculty = 14; AAPI Institutions = 8

Goal 3. Improve outreach on NASA business opportunities with AAPIs within the small business community.

- Small Business Specialists attended the National Council of Asian American Business Associations/ Minority Business Development Association Conference on September 28, 2001 and the US Pan Asian American Chamber of Commerce Celebration Conference held on May 25, 2011.

Goal 4. Ensure meaningful access for AAPIs to programs and activities receiving NASA financial assistance.

- In FY 2011, NASA conducted a civil rights compliance review of a NASA grant recipient pursuant to Title VI of the Civil Rights Act of 1964 and Executive Order 13166, which require recipients to take steps to ensure meaningful access to Federally funded programs and services. The recipient, American Museum of Natural History (the Museum), in New York City, developed a Language Access Plan that incorporates mechanisms for ensuring that LEP patrons and potential patrons have meaningful access to its programs and services. These efforts include a Language Button ("I speak") Program in which the Museum's employees now wear buttons letting patrons know the languages in which they are proficient. Korean, Chinese, Japanese, Vietnamese, Tagalog, and several other AAPI languages are provided.

APPENDIX A: Executive Order 13515

EXECUTIVE ORDER

INCREASING PARTICIPATION OF ASIAN AMERICANS AND PACIFIC ISLANDERS IN FEDERAL PROGRAMS

By the authority vested in me as President by the Constitution and the laws of the United States of America, it is hereby ordered as follows:

Section 1. Policy. The more than 16 million Asian Americans and Pacific Islanders (AAPIs) across our country have helped build a strong and vibrant America. The AAPI communities represent many ethnicities and languages that span generations, and their shared achievements are an important part of the American experience. They have started businesses and generated jobs, including founding some of our Nation's most successful and innovative enterprises. The AAPI communities have made important contributions to science and technology, culture and the arts, and the professions, including business, law, medicine, education, and politics.

While we acknowledge the many contributions of the AAPI communities to our Nation, we also recognize the challenges still faced by many AAPIs. Of the more than a million AAPI-owned businesses, many firms are small sole-proprietorships that continue to need assistance to access available resources such as business development counseling and small business loans. The AAPI community also continues to face barriers to employment and workplace advancement. Specific challenges experienced by AAPI subgroups include lower college-enrollment rates by Pacific Islanders than other ethnic groups and high poverty rates among Hmong Americans, Cambodian Americans, Malaysian Americans, and other individual AAPI communities. Additionally, one in five non-elderly AAPIs lacks health insurance.

The purpose of this order is to establish a President's Advisory Commission on Asian Americans and Pacific Islanders and a White House Initiative on Asian Americans and Pacific Islanders. Each will work to improve the quality of life and opportunities for Asian Americans and Pacific Islanders through increased access to, and participation in, Federal programs in which they may be underserved. In addition, each will work to advance relevant evidence-based research, data collection, and analysis for AAPI populations and subpopulations.

Sec. 2. President's Advisory Commission on Asian Americans and Pacific Islanders. There is established in the Department of Education the President's Advisory Commission on Asian Americans and Pacific Islanders (Commission).

- a. Mission and Function of the Commission. The Commission shall provide advice to the President, through the Secretaries of Education and Commerce, as Co-Chairs of the Initiative described in section 3 of this order, on: (i) the development, monitoring, and coordination of executive branch efforts to improve the quality of life of AAPIs through increased participation in Federal programs in which such persons may be underserved; (ii) the compilation of research and data related to AAPI populations and subpopulations; (iii) the development, monitoring, and coordination of Federal efforts to improve the economic and community development of AAPI businesses; and (iv) strategies to increase public and private-sector collaboration, and community involvement in improving the health, education, environment, and well-being of AAPIs.
- b. Membership of the Commission. The Commission shall consist of not more than 20 members appointed by the President. The Commission shall include members who: (i) have a history of involvement with the AAPI communities; (ii) are from the fields of education, commerce, business, health, human services, housing, environment, arts, agriculture, labor and employment, transportation, justice, veterans affairs, and economic and community development; (iii) are from civic associations representing one or more of the diverse AAPI communities; or (iv) have such other experience as the President deems appropriate. The President shall designate one member of the Commission to serve as Chair, who shall convene regular meetings of the Commission, determine its agenda, and direct its work.
- c. Administration of the Commission. The Secretary of Education, in consultation with the Secretary of Commerce, shall designate an Executive Director for the Commission. The Department of Education shall

provide funding and administrative support for the Commission to the extent permitted by law and within existing appropriations. Members of the Commission shall serve without compensation, but shall be allowed travel expenses, including per diem in lieu of subsistence, as authorized by law for persons serving intermittently in the Government service (5 U.S.C. 5701-5707). Insofar as the Federal Advisory Committee Act, as amended (5 U.S.C. App.) (the "Act"), may apply to the administration of the Commission, any functions of the President under the Act, except that of reporting to the Congress, shall be performed by the Secretary of Education, in accordance with the guidelines issued by the Administrator of General Services.

- d. Termination Date. The Commission shall terminate 2 years from the date of this order, unless renewed by the President.

Sec. 3. White House Initiative on Asian Americans and Pacific Islanders. There is established the White House Initiative on Asian Americans and Pacific Islanders (Initiative), a Federal interagency working group whose members shall be selected by their respective agencies. The Secretary of Commerce and the Secretary of Education shall serve as the Co-Chairs of the Initiative. The Executive Director of the Commission established in section 2 of this order shall also serve as the Executive Director of the Initiative and shall report to the Secretaries on Initiative matters.

- a. Mission and Function of the Initiative. The Initiative shall work to improve the quality of life of AAPIs through increased participation in Federal programs in which AAPIs may be underserved. The Initiative shall advise the Co-Chairs on the implementation and coordination of Federal programs as they relate to AAPIs across executive departments and agencies.
- b. Membership of the Initiative. In addition to the Co-Chairs, the Initiative shall consist of senior officials from the following executive branch departments, agencies, and offices:
 - i. the Department of State;
 - ii. the Department of the Treasury;
 - iii. the Department of Defense;
 - iv. the Department of Justice;
 - v. the Department of the Interior;
 - vi. the Department of Agriculture;
 - vii. the Department of Labor;
 - viii. the Department of Housing and Urban Development;
 - ix. the Department of Transportation;
 - x. the Department of Energy;
 - xi. the Department of Health and Human Services;
 - xii. the Department of Veterans Affairs;
 - xiii. the Department of Homeland Security;
 - xiv. the Office of Management and Budget;
 - xv. the Environmental Protection Agency;
 - xvi. the Small Business Administration;
 - xvii. the Office of Personnel Management;
 - xviii. the Social Security Administration;
 - xix. the White House Office of Cabinet Affairs;
 - xx. the White House Office of Intergovernmental Affairs and Public Engagement;
 - xxi. the National Economic Council;
 - xxii. the Domestic Policy Council;
 - xxiii. the Office of Science and Technology Policy; and
 - xxiv. other executive branch departments, agencies, and offices as the President may, from time to time, designate.

At the direction of the Co-Chairs, the Initiative may establish subgroups consisting exclusively of Initiative members or their designees under this section, as appropriate.

- c. Administration of the Initiative. The Department of Education shall provide funding and administrative support for the Initiative to the extent permitted by law and within existing appropriations. The Co-Chairs shall convene regular meetings of the Initiative, determine its agenda, and direct its work.

- d. Federal Agency Plans and Interagency Plan. Each executive department and agency designated by the Initiative shall prepare a plan (agency plan) for, and shall document, its efforts to improve the quality of life of Asian Americans and Pacific Islanders through increased participation in Federal programs in which Asian Americans and Pacific Islanders may be underserved. Where appropriate, this agency plan shall address, among other things, the agency's efforts to:
- i. identify Federal programs in which AAPIs may be underserved and improve the quality of life for AAPIs through increased participation in these programs;
 - ii. identify ways to foster the recruitment, career development, and advancement of AAPIs in the Federal Government;
 - iii. identify high-priority action items for which measurable progress may be achieved within 2 years to improve the health, environment, opportunity, and well-being of AAPIs, and implement those action items;
 - iv. increase public-sector, private-sector, and community involvement in improving the health, environment, opportunity, and well-being of AAPIs;
 - v. foster evidence-based research, data-collection, and analysis on AAPI populations and subpopulations, including research and data on public health, environment, education, housing, employment, and other economic indicators of AAPI community wellbeing; and
 - vi. solicit public input from AAPI communities on ways to increase and improve opportunities for public participation in Federal programs considering a number of factors, including language barriers.

Each agency, in its plan, shall provide appropriate measurable objectives and, after the first year, shall provide for the assessment of that agency's performance on the goals set in the previous year's plan. Each agency plan shall be submitted to the Co-Chairs by a date to be established by the Co-Chairs. The Co-Chairs shall review the agency plans and develop for submission to the President a Federal interagency plan to improve the quality of life of AAPIs through increased participation in Federal programs in which such persons may be underserved. Actions described in the Federal interagency plan shall address improving access by AAPIs to Federal programs and fostering advances in relevant research and data.

Sec. 4. General Provisions.

- a. This order supersedes Executive Order 13125 of June 7, 1999, and Executive Order 13339 of May 13, 2004.
- b. The heads of executive departments and agencies shall assist and provide information to the Commission, consistent with applicable law, as may be necessary to carry out the functions of the Commission. Each executive department and agency shall bear its own expenses of participating in the Commission.
- c. Nothing in this order shall be construed to impair or otherwise affect:
 - i. authority granted by law to an executive department, agency, or the head thereof; or
 - ii. functions of the Director of the Office of Management and Budget relating to budgetary, administrative, or legislative proposals.
- d. This order shall be implemented consistent with applicable law and subject to the availability of appropriations.
- e. For purposes of this order, the term "Asian American and Pacific Islander" includes persons within the jurisdiction of the United States having ancestry of any of the original peoples of East Asia, Southeast Asia, or South Asia, or any of the aboriginal, indigenous, or native peoples of Hawaii and other Pacific Islands.
- f. This order is not intended to, and does not, create any right or benefit, substantive or procedural, enforceable at law or in equity by any party against the United States, its departments, agencies, or entities, its officers, employees, or agents, or any other person.

Barack Obama
The White House,
October 14, 2009

APPENDIX B: Interagency Working Group Members

Co-chairs

U.S. Department of Education
Executive Office of the President

Arne Duncan, Secretary
Chris Lu, Assistant to the President and Cabinet Secretary

Executive Office of the President

Office of Communications
Office of Management and Budget
Office of National Drug Control Policy
Office of Science and Technology Policy

Shin Inouye, Director of Specialty Media
Thomas Lue, Deputy General Counsel
David Mineta, Deputy Director
Kei Koizumi, Asst. Dir. for Fed. Research and Developmt.

Federal Agencies

Consumer Protection Financial Bureau
Corporation for National and Community Service
Federal Communications Commission
National Aeronautics and Space Administration
Smithsonian Institution
U.S. Department of Agriculture
U.S. Department of Defense
U.S. Department of Energy
U.S. Department of Health and Human Services
U.S. Department of Homeland Security
U.S. Department of Housing and Urban Development
U.S. Department of the Interior
U.S. Department of Justice
U.S. Department of Labor
U.S. Department of State
U.S. Department of Transportation
U.S. Department of the Treasury
U.S. Department of Veterans Affairs
U.S. Environmental Protection Agency
U.S. Equal Employment Opportunity Commission
U.S. Office of Personnel Management
U.S. Small Business Administration
U.S. Social Security Administration

Nicholas Rathod, Assistant Director
Asim Mishra, Deputy Chief of Staff
Paul de Sa, Chief of the Office of Strategic Planning
Jaiwon Shin, Associate Administrator
Konrad Ng, Director of Asian Pacific American Program
Kathleen Merrigan, Deputy Secretary
Teri Takai, Chief Information Officer
Thomas Phan, Director of the Office of Business Policy
Dr. Howard Koh, Assistant Secretary
Ivan Fong, General Counsel
Frances Youngberg, Deputy Assistant Secretary
Anthony Babauta, Assistant Secretary
Marisa Chun, Deputy Associate Attorney General
Patricia Shiu, Director of Federal Contract Compliance
John Robinson, Chief Diversity Officer
Associate Administrator for FHWA Policy
Nani Coloretti, Deputy Assistant Secretary
W. Scott Gould, Deputy Secretary
Mathy Stanislaus, Assistant Administrator
Cathy Ventrell-Monsees, Senior Attorney Advisor
Veronica Villalobos, Director of the Office of Diversity
Michele Chang, Deputy Chief of Staff
Aviva Sufian, Senior Advisor

APPENDIX C: President’s Advisory Commission on Asian Americans and Pacific Islanders

Daphne Kwok, Chair

Executive Director of Asians and Pacific Islanders with Disabilities of California
San Francisco, CA

Sefa Aina, Vice Chair

Director of the Asian American Resource Center at Pomona College
Claremont, CA

Debra T. Cabrera

Faculty at St. John’s School
Tumon, Guam

May Y. Chen

Adjunct Professor at the City University of New York
New York, NY

Kamuela J. N. Enos

Director of Social Enterprise at MA`O Organic Farms
Wai`anae, HI

Frances Enseki Francis

Partner at Spiegel & McDiarmid LLP
Washington, DC

Farooq Kathwari

Chairman, President and Chief Executive Officer of Ethan Allen Interiors
Danbury, CT

Hyeok Kim

Executive Director of InterIm Community Development Association
Seattle, WA

Ramey Ko

Associate Judge of the City of Austin Municipal Court
Austin, TX

Rozita Villanueva Lee

National Vice Chair of the National Federation of Filipino American Associations
Las Vegas, NV

Dr. Tung Thanh Nguyen

Professor of Medicine at the University of California, San Francisco
San Francisco, CA

Apolo Anton Ohno

U.S. Olympic short track speed skater
Seattle, WA

Sunil Puri

President and Owner of First Rockford Group, Inc.
Chicago, IL

Amardeep Singh

Co-founder and Director of Programs at the Sikh Coalition
New York, NY

Unmi Song

Executive Director of the Lloyd A. Fry Foundation
Chicago, IL

Dilawar A. Syed

President and CEO of Yonja Media Group
San Francisco, CA

Dr. Khampha Thephavong

Primary Care Physician at the Veterans Affairs Hospital
Fresno, CA

Doua Thor

Executive Director of Southeast Asia Resource Action Center
Washington, DC

Hector L. Vargas, Jr.

Executive Director of the Gay & Lesbian Medical Association
Washington, DC

Hines Ward

Professional Football Player for the Pittsburgh Steelers
Pittsburgh, PA