

FEDERAL COMMUNICATIONS COMMISSION
2014-2015 Agency Plan for the White House Initiative on Asian Americans and Pacific Islanders

Goal Area	Agency Objective	Strategic Activity	Benchmarks
Capacity Building	Increase understanding of FCC programs among AAPIs.	Enhance outreach efforts to AAPI community.	Target 1) Continue and expand implementation of outreach plan by Consumer Affairs and Outreach Division's Asian American Outreach Team, such as by reviewing list of FCC's AAPI contacts and making any appropriate additions.
Capacity Building		Increase communication with AAPI community.	Target 1) Follow up on FCC's first AAPI roundtable in 2013 by holding another AAPI roundtable in 2014-2015. Target 2: Host quarterly phone call with AAPI groups.
Data	Evaluate the collection, analysis, and dissemination of data on AAPI communities in order to assess agency improvements in targeted outreach.	Collect data on current AAPIs enrolled in FCC programs. Of collected data, disaggregate into communities to see what services AAPI communities are using most and how to increase that reach to AAPI communities across the country.	Target 1) By December 2014, conduct a review to determine the feasibility of collecting data on AAPI participation in various FCC programs. Target 2) By April 2015, develop a plan, methodology, and budget for collecting data on AAPI participation in FCC programs where such collection is determined to be feasible.
Data	Disaggregate AAPI data in accordance with OMB directive 15.	Assess capability to disaggregate data into Asian and Native Hawaiian and Pacific Islander sub-groups.	Target 1) By December 2014, conduct a review to determine the feasibility of collecting data on AAPI participation in various FCC programs and disaggregating that data. Target 2) By April 2015, develop plan to disaggregate data in those areas where disaggregation is determined to be feasible.
Language Access	Utilize multilingual employees for translation and interpretation purposes.	Determine the method and policies for assessment of multilingual employees and a plan for how and when they can be used and shared within the agency to provide language services.	Target 1) By June 2014, develop list of bilingual employees at the FCC and identify which speak Asian languages. Target 2) Task Language Access Working Group with developing plan to utilize voluntary participation of bilingual employees appropriately.

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<p>Language Access</p>	<p>Comply with Federal language access policy.</p>	<p>Develop and submit to Department of Justice a language access plan that complies with EO 13166.</p>	<p>Target 1) By March 2014, establish a Language Access Working Group focused on Asian languages led by the Consumer Affairs and Outreach Division in coordination with other Bureaus and Offices and begin developing a language access action plan to comply with EO 13166.</p>
<p>Language Access</p>	<p>Improve delivery of services and information to LEP individuals.</p>	<p>Develop protocols within offices of public affairs or external communications to translate (or develop other media - video, webinars, radio announcements - for) public service announcements, press releases, and other information into AAPI languages, develop a list of AAPI ethnic media outlets for distribution, and develop plans for community feedback and engagement.</p>	<p>Target 1) By June 2014, complete study of adding an AAPI webpage to the FCC's website to tailor a unique entry point to the FCC's website for AAPI individuals. Target 2) By June 2014, develop a plan to improve service to AAPI communities at the FCC's call center through either contractors or in-house capabilities. Target 3) Task the AAPI Language Working Group to evaluate by June 2014 the feasibility of developing internal translation protocols and/or placing links to translation websites/services/applications on the FCC's website. Target 4) Complete by January 2014 current effort to develop list of AAPI media outlets.</p>
<p>Workforce Diversity</p>	<p>Foster the recruitment, career development, and advancement of AAPIs in the agency.</p>	<p>Promote employment opportunities and conduct analysis of AAPI applicants at the GS 11-13 levels.</p>	<p>Target 1) By October 2014, develop plan to partner with AAPI groups to promote employment opportunities at the GS 11-13 levels. Target 2) Expand AAPI participation in Pathways Program. Target 3) By October 2014, develop communications strategy targeting schools with high AAPI populations for recruitment.</p>
		<p>Continue to offer career development training and resources to full effect.</p>	<p>Target 1) Increase AAPI participation in leadership programs such as Management Excellence Program.</p>
		<p>Partner with AAPI organizations such as AAGEN's SES Development Program to increase AAPI applicants to SES.</p>	<p>Target 1) Promote participation of employees in AAGEN's SES Development Program. Target 2) Develop a process to track FCC AAPI participants in SES development programs.</p>

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Workforce Diversity	Foster the recruitment, career development, and advancement of AAPIs in the agency.	Survey existing barriers and development plans to address structural issues.	Target 1) Collect applicant data and conduct analysis to identify existing or potential barriers to AAPI individuals.
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