

## SOCIAL SECURITY ADMINISTRATION

### 2013 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 Social Security programs among AAPIs.	Enhance national outreach efforts to AAPI communities.	<p>Target 1: Develop a national outreach plan (e.g., strategic distribution of SSA's informational materials to AAPI communities) by January 2013.</p> <p>Target 2: Implement national outreach plan by January 2013.</p>
Capacity Building	Increase understanding of Social Security programs among AAPIs.	Coordinate an AAPI roundtable with the leadership of AAPI national/regional organizations.	<p>Target 1: Increase communications with AAPI organizations.</p> <p>Target 2: Conduct annual roundtable with national AAPI organizations by June 2013.</p> <p>Target 3: Increase communications with regional/local AAPI organizations.</p> <p>Target 4: Conduct 3 regional roundtables by September 2013.</p>
Language Access	Enhance service to AAPIs through SSA's various service channels, including telephone, field and hearing offices, and online.	Promote agency's Telephone Interpreter Services.	Increase usage of SSA's Telephone Interpreter Services in AAPI languages.
Language Access	Enhance service to AAPIs through SSA's various service channels, including telephone, field and hearing offices, and online.	Maintain agency's provision of Video Service Delivery in the South Pacific.	<p>Target 1: Provide Video Service Delivery (VSD) connections in the South Pacific.</p> <p>Target 2: Provide assistance (through Video Service Delivery) to Pago Pago, American Samoa by SSA field office employees in Kapolei, Hawaii.</p> <p>Target 3: Coordinate video hearings for AAPI individuals in Guam, American Samoa, and Saipan by SSA hearing office employees in Hawaii.</p>
Language Access	Enhance service to AAPIs through SSA's various service channels, including telephone, field and hearing offices, and online.	Provide interpreters for AAPI individuals with limited English proficiency.	Maintain agency's provision of AAPI language interpreters.

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Language Access	Enhance service to AAPIs through SSA's various service channels, including telephone, field and hearing offices, and online.	Increase awareness and market use of the agency's online services.	Develop and distribute promotional materials.
Language Access	Enhance service to AAPIs through SSA's various service channels, including telephone, field and hearing offices, and online.	Monitor and analyze data regarding civil rights complaints filed by members of the public that allege discrimination on the basis of AAPI ethnicity.	Identify and assess complaint filings based on AAPI ethnicity or by an AAPI speaker's limited English proficiency.
Workforce Diversity	Foster the recruitment, career development, and advancement of AAPIs within the agency.	Continue to offer career development training and resources to employees, including AAPIs.	<p>Target 1: Expand the number of certified mentors within the SSA community.</p> <p>Target 2: Partner with the Pacific Asian American Advisory Council to provide workshops, guidance, and career development training for employees.</p> <p>Target 3: Ensure Career Development Programs are equally accessible to all minority groups.</p>
Workforce Diversity	Foster the recruitment, career development, and advancement of AAPIs within the agency.	Participate in national/regional job fairs designed to recruit AAPI candidates at all levels.	<p>Target 1: Identify and conduct recruitment activities at AAPI focused job fairs.</p> <p>Target 2: Monitor recruitment plans used to target AAPIs through professional organizations, colleges, and universities.</p>

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Workforce Diversity	Foster the recruitment, career development, and advancement of AAPIs within the agency.	Enforce anti-discrimination and equal opportunity laws.	<p>Target 1: Keep track record of complaints from an EEO perspective.</p> <p>Target 2: Monitor and analyze complaints filed by AAPI employees.</p> <p>Target 3: Monitor and analyze Federal sector reports produced by the Office of Personnel Management, Equal Employment Opportunity Commission, and the Merit Systems Protection Board for general trends and patterns in the Federal workforce.</p> <p>Target 4: Conduct annual workforce profiles meetings with all Deputy Commissioners to ensure they are aware of their representation of their workforce and areas of underrepresentation.</p> <p>Target 5: Conduct barrier analysis: Investigate identified triggers to ascertain whether barriers exist; if found, work with stakeholders to ensure that adequate solutions are devised to resolve problems.</p>
Workforce Diversity	Foster the recruitment, career development, and advancement of AAPIs within the agency.	Partner with SSA's Pacific Asian American Advisory Council (PAAAC) to establish/increase participation of AAPIs in career development programs.	Increase AAPI awareness and participation in national career development programs.
Agency-specific	Communicate with AAPI communities on office closures.	Establish a workgroup to create an action plan to notify AAPIs on options for SSA service.	<p>Target 1: Develop a communications strategy plan by June 2013.</p> <p>Target 2: Provide a report of Seattle office closure by November 30, 2012.</p>
Agency-specific	Increase awareness of Special Veterans Benefits among Filipino World War II veterans.	Monitor Special Veterans Benefits among Filipino veterans of World War II who served under the auspices of the U. S. military.	Identify and resolve issues affecting eligibility requirements.

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Agency-specific	<p>Increase understanding of agency support and ease of AAPI community accessibility to transparency of data related to agency.</p>	<p>Develop AAPI subpage on Open Government portal.</p>	<p>Target 1: Gather/report baseline data on AAPI language preferences for initial claims.</p> <p>Target 2: Gather/report baseline data on AAPI access and usage of Telephone Interpreter Services.</p> <p>Target 3: Gather/report baseline data on AAPI usage of video service delivery connections.</p> <p>Target 4: Gather/report baseline data on video hearings in the South Pacific.</p> <p>Target 5: Identify the number of field offices that are using AAPI language(s) in the Visitor Intake Process (VIP).</p> <p>Target 6: Assess data on the public usage of the VIP in AAPI languages.</p> <p>Target 7: Gather/report on complaints that allege discriminations because of being AAPI.</p> <p>Target 8: Report workforce demographics.</p> <p>Target 9: Gather/report recruitment/career development activities information to public on website by March 2013.</p> <p>Target 10: Gather/report data on the public usage of the interpreters in AAPI languages. Gather/report data on AAPI translated publications</p>