

DEPARTMENT OF VETERANS AFFAIRS

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 access to VA resources such as small and disadvantaged business development counseling and small business loans to ensure AAPIs have needed information on available VA resources.	Conduct community outreach to underserved AAPI populations in support of VA Small Business procurement goals.	VA will conduct a minimum of three outreach events to the AAPI community in FY 2014 and FY 2015, budget permitting.
Capacity Building	Promote AAPI presence on VA and other Federal Advisory Councils which promote the goals of Executive Order 13515, Increasing Participation of Asian Americans and Pacific Islanders in Federal Programs.	Increase AAPI representation on VA and Federal Advisory Councils, committees and work groups	By September 2015, increase AAPI representation on VA's advisory committees.
Capacity Building	Increase access to information on VA Grants, to include grant programs for research and development, Cemetery Grants, homeless Veterans, Specially Adapted Housing (SAH) grant and the Special Housing Adaptation (SHA) grant	Conduct community outreach to underserved AAPI populations in support of VA grant programs; ensure social inclusion language.	VA will conduct a minimum of three outreach events to the AAPI community in FY 2014 and FY 2015, budget permitting. In FY 2014 and FY 2015, NCA will continue to include the following social inclusion language in Veteran Cemetery Grants Program/Grant information kit for applicants: <i>"States, territories, and tribal governments are eligible to receive grants to establish, expand or improve State or Tribal Veterans cemeteries. The term "state" means each of the several states, territories, and possessions of the United States, including Guam, American Samoa, the Virgin Islands and the Commonwealth of the Northern Marianas Islands. The District of Columbia and the Commonwealth of Puerto Rico are also eligible to receive grants. The term "tribal government" refers to the 564 Federally recognized tribal governments."</i>
Capacity Building	Establish a VA Work Group to address issues and concerns related to the WHIAAPI initiative.	Establish a VA Work Groups to monitor and assess the implementation of the WHAAPI FY 2014 and FY 2015 Plan.	In FY 2014 and FY 2015, the VA WHAAPI work group will convene on a quarterly basis.
Capacity Building	Improve Federal civil rights protections for the AAPI community.	Rigorously enforce civil rights statutes/laws that require equal access and non-discrimination in federal programs that involve grants, loans, contracts, financial aid and other benefits.	During FY 2014 and FY 2015, VA's Office of Resolution Management will continue current efforts to enforce civil rights statutes/laws.

DEPARTMENT OF VETERANS AFFAIRS

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

Capacity Building	Work with the Department of Defense and Veterans groups to address the compensation of Filipino Veterans of World War II.	Continue to work with Department of Defense and Veterans groups to address compensation of Filipino Veterans of World War II.	During FY 2014 and FY 2015, VA Center for Minority Veterans (CMV) AAPI Veterans Liaison will meet with Filipino community leaders and Filipino WWII Veterans on an annual basis and post monthly data related to the Filipino WWII Veterans Equity Compensation on the CMV website.
Data	Work within VA and across other federal agencies to improve the data that is available on Asian American and Pacific Islander (AAPI) Veterans groups and to facilitate public access to the data	Activity 1) Utilize and disseminate information available from the U.S. Census Bureau to provide estimates of AAPI Veteran groups. This information will be utilized, as it becomes available, to report more granular estimates of AAPI Veteran populations. Improve the availability of AAPI data on Veteran populations through online mechanisms such as VA's public website for Veteran data (http://www.va.gov/vetdata/).	By September 30, 2015, VA will update its FY 2013 published data and statistics on Veteran populations, including AAPI Veteran populations, as new information becomes available.
Data		Activity 2) Support the development of standards and methods for reporting more detailed information on minority groups, including AAPI populations, in keeping with OMB Directive 15. <ul style="list-style-type: none"> • VA's ODI Office of Policy and Planning will work within VA and across other Federal agencies to identify robust methods for estimating AAPI subpopulations, and will examine ways that these methods may be incorporated into VA's data reporting and analysis. 	In FY 2014 and FY 2015, VA will continue to work with other Federal agencies, including the U.S. Census Bureau, to report the most complete information possible on Veteran populations, including AAPI Veterans and other minority Veteran groups. As new information becomes available, VA will update its statistical reports and actuarial projections.
Language Access	Increase access to VA programs by providing culturally and linguistically appropriate services.	Activity 1) Continue to implement VA Limited English Proficiency (LEP) Plan.	During FY 2014 and FY 2015, VA's Office of Resolution Management will meet with DOJ to review the VA LEP Plan; LEP guidance will continue to be provided on an on-going basis.

DEPARTMENT OF VETERANS AFFAIRS

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

<p>Language Access</p>		<p>Activity 2) Identify agency materials that reach an AAPI audience and monitor to ensure that materials are culturally and linguistically appropriate.</p>	<p>During FY 2014 and FY 2015, the Equal Employment/Affirmative Employment Office (EEO/AEO) will monitor the effectiveness of VHA's language assistance programs to ensure written documents for applicants, clients, and the public are available in regularly encountered languages as needed. VHA offices will monitor the need for written material requirements for the AAPI community to ensure our materials are culturally and linguistically appropriate.</p>
<p>Language Access</p>		<p>Activity 3) Assess and address need for in-language services across programs.</p>	<p>For FY 2014 and FY 2015, the EEO/AEO will monitor VHA Facilities that continue to use contract medical interpreters for Veterans and their family members. This practice will reduce the need for "in-language services," that is, interpretation by VHA employees.</p>
<p>Workforce Diversity</p>	<p>Foster the recruitment, career development, and advancement of AAPIs in the VA workforce</p>	<p>Activity 1) Increase outreach to AAPI communities to improve AAPI application rates for VA employment. Market and brand the VA as a model employer.</p>	<p>In FY 2014 and FY 2015, VA will:</p> <ul style="list-style-type: none"> • Enhance outreach to AAPI communities for programs such as VA's National Diversity Internship and Pathways Programs, and will continue partnerships with AAPI affinity organizations. • Increase outreach/assistance to the AAPI communities and Veteran population via participation in affinity group national and regional conferences, activities sponsored by Veterans and professional organizations, and Asian American/Native American/Pacific Islander Education Serving Institutions (AANAPISIs).

DEPARTMENT OF VETERANS AFFAIRS

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

<p>Workforce Diversity</p>		<p>Activity 2) Develop SEP programmatic training for Special Emphasis Program/EEO and HR Managers either virtually or in conjunction with national affinity conferences. All training should offer information about MyCareer@VA, Veterans hiring initiatives and special hiring authorities for People with Disabilities and Veterans.</p>	<p>SEP programmatic training will be delivered annually and/or as needed, budget permitting.</p>
<p>Workforce Diversity</p>		<p>Strategic Activity 3: Continue partnering with AANAPISIs and other AAPI organizations to increase awareness and participation in VA internship, fellow, and work-study programs.</p>	<p>In FY 2014 and FY 2015:</p> <ul style="list-style-type: none"> • Increase awareness of VA career development programs, increase participation in VA's National Diversity Internship and Pathways Programs, and continue partnerships with the International Leadership Foundation (ILF); Asian Pacific American Institute for Congressional Studies (APAICS); and the Organization of Chinese Americans (OCA). • The VHA Office of Diversity and Inclusion and the Equal Employment Opportunity/Affirmative Employment Office (EEO/AEO) will expand outreach to VHA Diversity Program Champions, EEO Program Managers, supervisors, and managers to increase participation in the FY 2014-2015 VA's National Diversity Internship Program (NDIP) and the Workforce Recruitment Program.
<p>Workforce Diversity</p>		<p>Activity 4) Increase the diversity of the applicant pool for Senior Executive Service (SES) positions in the VA.</p>	<p>In FY 2014 and FY 2015, increase number of minority SES applicants:</p> <ul style="list-style-type: none"> • Conduct VA workforce data analysis to identify groups with less than expected participation rate in the SES pay level when compared to the total workforce participation rate. • Identify the existence of possible barriers to employment and provide guidance to increase numbers.

DEPARTMENT OF VETERANS AFFAIRS

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

<p>Workforce Diversity</p>		<p>Activity 5) Include diversity and affirmative employment measures as critical elements in executive and management performance plans.</p>	<p>During FY 2014 and FY 2015, VA will continue to include diversity and affirmative employment measures in SES performance plans VA-wide.</p>
<p>Workforce Diversity</p>		<p>Activity 6) Implement training to educate AAPI employees on leadership, career development, and educational programs.</p>	<p>In FY 2014 and FY 2015:</p> <ul style="list-style-type: none"> • Continue the development and delivery of VA-wide leadership and career development training. • The VHA organizational “Designated Learning Officers” (DLOs) in partnership with the VA Learning Management System (LMS) Domain, Learning Managers, and VA LMS Administrators will collaborate to ensure educational opportunities are provided to all employees. DLOs will promote and market VHA leadership, career development, and educational programs. Descriptions of VHA national leadership and employee development programs are listed in the yearly VHA Workforce Succession Strategic Plan.
<p>Agency-specific</p>	<p>In conjunction with HUD, assist 24,400 additional homeless Veterans (12,200/year) in obtaining housing and reduce the number of homeless Veterans to 35,000 in 2013, to be measured by the January 2014 Point-In-Time homeless count.</p>	<p>Activity 1) Identify locations of high populations of homeless Veterans and develop measures and tracking system to track status of homeless Veterans by race, ethnicity, and gender.</p>	<p>In FY 2014 and FY 2015, utilize data from the Homeless Operations Management and Evaluation System (HOMES) and other VA data systems to identify homeless Veterans by race, ethnicity, and gender.</p>

DEPARTMENT OF VETERANS AFFAIRS

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

<p>Agency-specific</p>		<p>Activity 2) Develop and implement plans to assist AAPI Veterans with employment services and housing.</p>	<p>In FY 2014 and FY 2015:</p> <ul style="list-style-type: none"> • VA will utilize Supportive Services for Veteran Families (SSVF) and Grant and Per Diem (GPD) grantees across the US, including areas with large concentrations of Asian Americans and Pacific Islanders, to assist homeless and at-risk Veterans in accessing housing and employment service. • VA will continue to work with the Department of Labor to leverage existing programs to help homeless Veterans secure job training, education, and employment. <ul style="list-style-type: none"> • VA will also work with HUD on a joint Agency Priority Goal of housing 12,200 homeless Veterans in FY 2013 using HUD-VASH vouchers.
<p>Agency-specific</p>	<p>Improve the quality, access, and value of health care, including mental health care, provided to AAPI Veterans.</p>	<p>Activity 1) Increase AAPI awareness of health and other resources and accessibility to healthcare, including behavioral health care services.</p>	<p>By September 30, 2015, increase outreach/assistance to the AAPI Veteran population via participation in two affinity group national annual conferences, budget permitting.</p>
<p>Agency-specific</p>		<p>Activity 2) Improve the quality, access, and value of mental health care provided to AAPI Veterans.</p>	<p>For FY 2014 and FY 2015, the VHA Office of Mental Health (MH) Operations identifies the following targets for Veterans, to include AAPIs:</p> <p>Target 1) Complete 70% of new mental health appointments within 14 days of created appt. date.</p> <p>Target 2) Schedule appointments within 14 days of the desired date for the appt. for 95% of established MH patients.</p> <p>Target 3) 75% of Veterans being discharged from an inpatient MH unit will receive outpatient mental health follow-up care within 7 days.</p> <p>Target 4) Offer a minimum of eight psychotherapy sessions within a 14-week period to 83% of Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Veterans with a primary diagnosis of Post-Traumatic Stress Disorder.</p>

DEPARTMENT OF VETERANS AFFAIRS

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

<p>Agency-specific</p>		<p>Activity 3) Identify and implement culturally competent practices and interventions.</p>	<p>During FY 2014 and FY 2015, each quarter, the VHA Office of Diversity and Inclusion (VHA ODI) will conduct training events to increase cultural competency awareness for AAPI and other groups. Training will target select VHA groups to enable a train-the-trainer model of dissemination. The training audience will include Veterans Integrated Service Networks (VISN) Diversity Champions, facility Diversity Champions, Selective Placement Coordinators, Special Emphasis Program Mangers, Equal Employment Opportunity (EEO) Technical Career Field (TCF) Interns, and EEO Program Managers.</p>
<p>Agency-specific</p>		<p>Activity 4) Develop relationships between regional VA offices and entities and community organizations to improve outreach to the AAPI community on health and other VA services.</p>	<p>During FY 2014 and FY 2015, VA will continue relationships with AAPI community organizations.</p>
<p>Agency-specific</p>		<p>Activity 5) Promote adherence to HHS National Standards for Culturally and Linguistically Appropriate Services (CLAS) in health care facilities.</p>	<p>By July 2015, VHA Office of Diversity and Inclusion, Office of Health Equity, Office of Ethics in Health Care, and the Office of Deputy Under Secretary for Health for Operations and Management will identify and establish national standards for cultural competency that are consistent with the Culturally & Linguistically Appropriate Services (CLAS) in health care.</p>
<p>Agency-specific</p>	<p>Increase awareness and access to health services for AAPI Veterans in rural areas.</p>	<p>Activity 1) Identify and conduct outreach to Asian American, Native Hawaiian and Pacific Islander Veterans in rural areas throughout the U.S. and the Pacific Jurisdictions.</p>	<p>By September 30, 2015, the VA Office of Rural Health (ORH) will support VA staff site visits to the VA Pacific Islands Health Care System community clinics to assess OIF/OEF/OND barriers to care through outreach and interviews with OIF/OEF/OND Veterans in the Pacific Islands.</p>
<p>Agency-specific</p>		<p>Activity 2) Identify and implement effective rural health delivery practices (e.g. telehealth) which target AAPI communities.</p>	<p>By September 30, 2015, ORH will fund three telehealth projects targeting Asian Americans, Native Hawaiian, and Pacific Islander Veterans.</p>

DEPARTMENT OF VETERANS AFFAIRS

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

<p>Agency-specific</p>		<p>Activity 3) Develop partnerships with rural organizations to provide services, assist with outreach activities, and identify and address barriers to access.</p>	<p>By September 30, 2015, ORH will develop partnerships with two rural organizations serving Asian Americans, Native Hawaiian, and Pacific Islander Veterans.</p>
<p>Agency-specific</p>		<p>Activity 4) Increase health services in rural areas (health clinics, mobile centers, CBOCs, transportation initiatives, etc.).</p>	<p>By September 30, 2015, ORH will support two transportation initiatives focused on creating better access to care for Asian American, Native Hawaiian, and Pacific Islander Veterans.</p> <ul style="list-style-type: none"> • The first initiative will support Veterans air flight from the Pacific Western Insular Islands (Guam, American Samoa, Northern Mariana Islands) to Oahu for necessary medical appointments at the VA Pacific Islands Health Care System. • The second project will support Veterans air flight from the neighboring Hawaiian Islands (Maui, Molokai, Lanai, Hilo, Kona, and Kauai) to Oahu for necessary medical appointments.
<p>Agency-specific</p>		<p>Activity 5) Identify and implement culturally competent interventions and practices.</p>	<p>In FY 2014 and FY 2015, the VHA Office of Diversity and Inclusion (VHA ODI), and the EEO/AEO will conduct training that advances cultural competency to improve health care delivery and communication across cultures. The VHA EEO Institute will provide EEO Managers, Diversity and Inclusion (D&I) Champions (both Veterans Integrated Service Network and medical facility), Special Emphasis Program Managers, and members of the VHA ODI Community of Practice training that focuses on workplace inequities, unconscious biases, and other related courses. An objective of this training is to equip the participants to conduct this training at their local facilities.</p>

DEPARTMENT OF VETERANS AFFAIRS

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

<p>Agency-specific</p>		<p>Activity 6) Expand ORH pilot programs for outreach to target Asian American, Native Hawaiian, and Pacific Islander populations.</p>	<p>By September 30, 2015, ORH will support two rural caregiver projects that target Asian American, Native Hawaiian, and Pacific Islander Veterans. The first project will place a Mental Health focused Registered Nurse at the American Samoa Community-Based Outpatient Clinics to conduct required home visits and provide training for Veteran caregivers in American Samoa. The second project will focus on providing culturally appropriate psychological interventions with a special focus on the needs of Veterans and their support persons living in rural parts of the Pacific Insular regions (Outer Hawaiian Islands, Guam).</p>
<p>Agency-specific</p>		<p>Activity 7) Evaluate feasibility of expansion of Project ARCH to serve Native Hawaiian and Pacific Islander populations.</p>	<p>By September 30, 2015, ORH will recommend the VA Chief Business Officer evaluate the applicability of the newly launched "Patient-Centered Community Care (PC3)" program to provide specialty care closer to home for Asian American, Native Hawaiians, and Pacific Islander Veterans. The evaluation will focus on identifying opportunities for rural Veterans in the Pacific Islands to access the Patient-Centered Community Care (PC3) for service specialty care contracts to remove barriers to care.</p>