

**White House Initiative on Asian Americans/Pacific Islanders FY 16 and FY 17 Action Plan**

**Agency Name: Department of Veterans Affairs**

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Goal Area	Agency Objective	Strategic Activity	Benchmarks	Responsible Offices
<b>1. Capacity Building</b>	I. 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.	Strategic Activity 1: 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 2016 and FY 2017, budget permitting.	<b>Office of Small &amp; Disadvantaged Business Utilization</b>
	II. Increase AAPI community access to federal contract funding.	Strategic Activity 1: Evaluate funding opportunity outreach process and track applications/bids and awards to capture statistics on race, national origin and gender.	Increase in outreach/assistance to AAPIs and AAPI serving vendors/contractors in FY 2016 and FY 2017.	<b>VHA Procurement and Logistics Office</b>
		Strategic Activity 2: Ensure that meaningful metrics are incorporated into funding competitions to encourage the inclusion of minority communities, including AAPIs.	Metrics are identified and incorporated into funding competitions by September 30, 2016.	<b>VHA Procurement and Logistics Office</b>
		Strategic Activity 3: Track applications/bids and awards to capture statistics on race, national origin and gender.	Analyze statistics to determine usage levels in the AAPI communities by September 30, 2017.	<b>VHA Procurement and Logistics Office</b>
	III. Promote AAPIs 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.	Strategic Activity 1: Increase AAPIs representation on VA and Federal Advisory Councils, committees and work groups	By September 30, 2015, increase AAPIs representation on VA's advisory committees.	<b>Office of Advisory Committee Management, VACO Office of Diversity and Inclusion</b>
		Strategic Activity 2: Collaborate with the National Federal Asian Pacific American Council (FAPAC) and VA FAPAC Chapter to co-host and disseminate information to increase visibility and participation of AAPI programs.	By September 30, 2016, establish collaboration details with the National FAPAC and VA FAPAC Chapters in order to provide support to increase visibility and participation of AAPIs.	<b>Office of Information &amp; Technology (OI&amp;T), Diversity Management Advisory Chairperson</b>

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1. Capacity Building	IV. VA AAPI Work Group addresses issues and concerns related to the WHAAPI initiative.	Strategic Activity 1: Revitalize and sustain the VA AAPI Work Group to monitor and assess the implementation of the WHAAPI FY 2016 and FY 2017 Plan.	In FY 2016 and FY 2017, the VA WHAAPI work group will convene on a quarterly basis.	VACO Office of Diversity and Inclusion, VACO Center for Minority Veterans, Veterans Health Administration, Veterans Benefit Administration, and National Cemetery Administration
		Strategic Activity 2: Establish VA Workgroups to monitor and assess the implementation of the WHIAAPI FY 2016/FY 2017 Agency Plan as well as discuss AAPI issues on a quarterly basis.	a. By September 30, 2016, establish a VA Workgroup through OI&T's Diversity Management Advisory Council to monitor and assess the implementation of the WHIAAPI FY 2016/FY 2017 Agency Plan.	OI&T Diversity Management Advisory Council
			b. By February 2017, establish the Veterans Benefits Administration (VBA) Diversity Advisory Council to discuss AAPIs and other minority related topics.	VBA (Contributing Office: Employee Engagement, Diversity and Inclusion (EEDI))
	V. Improve Federal civil rights protections for the AAPI community.	Strategic Activity 1: Provide oversight and ensure compliance with civil rights statutes/laws that require equal access and non-discrimination with regard to employment and programs receiving Federal financial assistance.	During FY 2016 and FY 2017, ORM will continue to oversee VA's compliance with civil rights statutes/laws.	Office of Resolution Management
	VI. Increase access to information on VA Grants, to include grant programs for research and development, Cemetery Grants, homeless Veterans, Specially Adapted Housing grant and the Special Housing Adaptation grant.	Strategic Activity 1: Conduct community outreach to underserved AAPI populations in support of VA grant programs; ensure social inclusion language.	VA will conduct a minimum of four outreach events in FY 2016-2017.	Veterans Health Administration, Veterans Benefits Administration (Contributing ROs: Providence, San Diego, Columbia, Philadelphia, Wilmington, Phoenix, St. Louis, Waco, Buffalo, St. Petersburg, Milwaukee), and National Cemetery Administration
	VII. Work with the Department of Defense and Veterans groups to address the compensation of Filipino Veterans of World War II.	Strategic Activity 1: Continue to work with Department of Defense and Veterans groups to address compensation of Filipino Veterans of World War II.	During FY 2016 and FY 2017, continue to assist and process claims for compensation for the Veterans minority population, to include Filipino Veterans of World War II.	VBA (Contributing ROs: Phoenix, Providence, St. Louis, Milwaukee)

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2. Language Access	I. Increase access to VA programs by providing culturally and linguistically appropriate services.	Strategic Activity 1: Consolidate individual Administrations Limited English Proficiency (LEP) Plans into a Department-wide plan.	Complete consolidation of VHA, VBA, and NCA's LEP plans into a Department-wide plan by September 30, 2016.	<b>Office of Resolution Management</b>
		Strategic Activity 2: Identify agency materials that reach AAPI audiences and ensure they are culturally and linguistically appropriate.	a. Electronically distribute VA booklet entitled "Translation of Frequently Asked Questions in Your Native Language," which includes questions in 14 different languages including Chinese, Korean, Filipino, Thai and Vietnamese, by March 30, 2016.	<b>VHA, Equal Employment Opportunity Affirmative Employment Office (EEOAEO)</b>
			b. During FY 2016 and FY 2017, 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 insure the materials are culturally and linguistically appropriate.	<b>VHA, Equal Employment Opportunity Affirmative Employment Office (EEOAEO)</b>
		Strategic Activity 3: Assess and address the need for "in-language services" across programs.	a. During FY 2016 and FY 2017, continue to 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.	<b>VHA, Equal Employment Opportunity Affirmative Employment Office (EEOAEO)</b>

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2. Language Access			b. During FY 2016 and FY 2017: <ul style="list-style-type: none"> <li>• Monitor VBA facilities that utilize LEP services for Veterans and their families who are in need of dialect assistance.</li> <li>• Documents requiring translation will be done locally, if resources are available. If no local resources are available, documents will be sent to the Pittsburgh Regional Office for translation.</li> <li>• Routine checks to ensure document translation processes are following official regulations will be made.</li> </ul>	<b>VBA Office of Employee Engagement, Diversity and Inclusion</b>
			c. In FY 2016 and FY 2017, EEDI will monitor VBA Facilities that utilize LEP services for Veterans and their family members who are in need of dialect assistance. Documents that will require translation can be done locally if resources are available. If document translations cannot be obtained locally, document translation requests are sent to the Pittsburgh RO. EEDI will routinely check to ensure the process for translating documents is followed.	<b>VBA, EEDI (Contributing ROs: St. Petersburg, San Diego, Philadelphia, Phoenix, Buffalo)</b>

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<p><b>3. Workforce Diversity</b></p>	<p>I. Foster the recruitment, career development and advancement of AAPIs in the VA workforce.</p>	<p>Strategic Activity 1: Increase outreach to AAPI communities to improve AAPIs application rates for VA employment. Market and brand the VA as a model employer.</p>	<p>a. In FY 2016 and FY 2017, VA will:</p> <ul style="list-style-type: none"> <li>• Increase outreach to AAPI communities and Veterans for programs such as VA's National Diversity Internship and Pathways Programs, and will continue partnerships with AAPI affinity organizations.</li> <li>• Increase outreach to AAPI communities and Veterans population through 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); and by collaborating with the VHA Minority Veterans Program Coordinators.</li> <li>• Send out VA job announcements to AAPI organizational distribution lists beginning in the 1st quarter of FY 2016 to enhance outreach to AAPI communities.</li> </ul>	<p><b>VACO Office of Diversity and Inclusion, Veterans Health Administration (VHA EEOAEO, VHA Diversity and Inclusion Office, Healthcare Recruitment and Marketing Office (HRMO)), Veterans Benefits Administration (Contributing ROs: St. Petersburg, Cleveland, Seattle, San Diego, Columbia, Oakland, Philadelphia, Phoenix, Huntington, Providence, St. Louis), and National Cemetery Administration</b></p>
			<p>b. Partner with SEPAC to sponsor "Selective Placement Program Coordinator" training on special hiring authorities by June 30, 2016.</p>	<p><b>VHA SEPAC &amp; The VHA EEO Training Institute</b></p>
		<p>Strategic Activity 2: Develop Special Emphasis Program (SEP) programmatic training for SEP/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 updated and delivered annually and/or as needed for EEO and Human Resources Managers. All SEPMS will be required to complete the training as a requirement.</p>	<p><b>VACO Office of Diversity and Inclusion, Veterans Health Administration (VHA SEPAC &amp; The VHA EEO Training Institute), Veterans Benefits Administration (Contributing Office: EEDI; Contributing ROs: Phoenix, St. Louis), and National Cemetery Administration</b></p>

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		<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>a. In FY 2016 and FY 2017:</p> <ul style="list-style-type: none"> <li>• Increase awareness of and participation in VA career development programs, National Diversity Internship and Pathways Programs, and continue partnerships with the International Leadership Foundation; Asian Pacific American Institute for Congressional Studies; and the Organization of Chinese Americans.</li> <li>• 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 2016-2017 VA's National Diversity Internship Program and the Workforce Recruitment Program.</li> </ul>	<p><b>VACO Office of Diversity and Inclusion, Veterans Health Administration, Veterans Benefits Administration (Contributing Office: EEDI Contributing ROs: Philadelphia, Oakland, Phoenix, Huntington, St. Louis), and National Cemetery Administration</b></p>
			<p>b. VBA will update email distribution lists regarding internship, fellow and work-study programs to ensure AAPI serving organizations and AAPI issues are incorporated. VBA plans to use a \$95,000 internship budget to bring in highly qualified and diverse individuals into VBA nationwide.</p>	<p><b>VBA (Contributing Office: EEDI Contributing ROs: Philadelphia, Oakland, Phoenix, Huntington, St. Louis)</b></p>
		<p>Strategic Activity 4: Enhance outreach to AAPI communities for programs such as VA's National Diversity Internship and Pathways Programs and continue partnerships with AAPI affinity organizations.</p>	<p>a. Identify and participate in career fairs organized by AAPI organizations, e.g., Conference on Asian Pacific American Leadership, Federal Asian Pacific American Council, Asian American Government Executives Network, etc. in 2016 and 2017, and establish an annual plan to do so. Seek assistance from WHIAAPI for additional career fairs and outreach to AAPI communities.</p>	<p><b>VA Office of Diversity and Inclusion</b></p>

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3. Workforce Diversity			b. Hold general sessions on resume building and other developmental programs that could foster AAPI employee enhancement. The training will be recorded and placed into TMS. Host workshops for VBA employees to assist with career development programs for individuals.	VBA, VA Office of Diversity and Inclusion
		Strategic Activity 5: Increase the diversity of the applicant pool for Senior Executive Service (SES) positions in the VA.	In FY 2016 and FY 2017: Through outreach and training opportunities and awareness, encourage an increased number of minority SES applicants. <ul style="list-style-type: none"> <li>• Conduct VA workforce data analyses to identify groups with less than expected participation rates in the SES pay level when compared to the total workforce participation rates.</li> <li>• Identify the existence of possible barriers to employment and provide guidance to increase numbers.</li> </ul>	VACO Office of Diversity and Inclusion
		Strategic Activity 6: Include diversity and affirmative employment measures as critical elements in executive and managerial performance plans.	During FY 2016 and FY 2017, VA will continue to include diversity and affirmative employment measures in SES performance plans VA-wide.	Corporate Senior Executive Management Office

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3. Workforce Diversity		Strategic Activity 7: Implement training to educate AAPI employees on leadership, career development, and educational programs.	In FY 2016 and FY 2017: <ul style="list-style-type: none"> <li>• Continue the development and delivery of VA-wide leadership and career development training.</li> <li>• 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.</li> </ul>	<b>VACO Office of Diversity and Inclusion, VA Learning University, Veterans Health Administration, Veterans Benefits Administration (Contributing Office: EEDI Contributing ROs: Columbia, Portland, St. Petersburg, Cleveland, San Diego, Philadelphia, Phoenix, Huntington, Providence, St. Louis, Waco, Milwaukee), and National Cemetery Administration</b>
4. Data	I. 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.	Strategic Activity 1: Utilize and disseminate information available from the U.S. Census Bureau to provide estimates of AAPI Veterans groups. This information will be utilized, as it becomes available, to report more granular estimates of AAPI Veterans populations. Improve the availability of AAPI data on Veterans populations through online mechanisms such as VA's public website for Veterans data. ( <a href="http://www.va.gov/vetdata/">http://www.va.gov/vetdata/</a> )	By 30 September 2017, VA will update its FY 2013 published data and statistics on Veteran populations, including AAPI Veteran populations, as new information becomes available.	<b>National Center for Veterans Analysis and Statistics</b>
		Strategic Activity 2: Work with U.S. Census Bureau staff to link VA records to their data to produce aggregate race data and, if approved, incorporate that data into VA's data reporting and analysis.	In FY16 and FY17, 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 Veterans groups. As new information becomes available, VA will update its statistical reports and actuarial projections.	<b>National Center for Veterans Analysis and Statistics</b>



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		Strategic Activity 3: Support development of standards and methods for reporting more detailed information on minority groups, including AAPI populations, in keeping with Office of Management and Budget Directive 15.	In FY 2016 and FY 2017, 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 Veterans groups. <ul style="list-style-type: none"> <li>VA's 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.</li> </ul>	<b>VA Office of Policy and Planning; VBA (Contributing Office: EEDI); Contributing RO: San Diego)</b>
		Strategic Activity 4: Review internal and external data desegregation practices and explore the potential for replication of best practices and system.	By June 2017, collaborate with the Office of Diversity and Inclusion to identify a possible method to efficiently desegregate AAPI data by ethnic subgroup.	<b>VBA (Contributing Office: EEDI)</b>
<b>5. Agency-Specific</b>	I. Increase awareness and access to health services for AAPI Veterans in rural areas.	Strategic 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.	By September 30, 2016, the VA Pacific Islands Health Care System (VAPIHCS) Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) focused counselors will visit at least two VA operated community clinics to interview OEF/OIF/OND Veterans and familiarize local staff with specific needs of those Veterans.	<b>VHA Office of Rural Health</b>
		Strategic Activity 2: Identify and implement effective rural health delivery practices (e.g., telehealth) which target AAPI communities.	By September 30, 2016, VAPIHCS will increase telehealth specialty care encounters targeting AAPI Veterans by 10% compared to FY 2015.	<b>VHA Office of Rural Health</b>

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5. Agency-Specific		Strategic Activity 3: Increase access to health care for Veterans in the Pacific Islands through transportation initiatives.	By September 30, 2017, VAPIHCS will improve access to care through the coordination of transportation resources for Veterans in the Pacific Islands, by collaborating with the VA Veterans Transportation Program.	VHA Office of Rural Health
	II. Increase awareness and access to health services for AAPI Veterans in rural areas.	Strategic 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.	By September 30, 2016, the VAPIHCS Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) focused counselors will visit at least two VA operated community clinics to interview OEF/OIF/OND Veterans and familiarize local staff with specific needs of those Veterans.	VHA Office of Rural Health
		Strategic Activity 2: Identify and implement effective rural health delivery practices (e.g., telehealth) which target AAPI communities.	By September 30, 2016, VAPIHCS will increase telehealth specialty care encounters targeting AAPI Veterans by 10% compared to FY 2015.	VHA Office of Rural Health
		Strategic Activity 3: Increase access to health care for Veterans in the Pacific Islands through transportation initiatives.	By September 30, 2017, VAPIHCS will improve access to care through the coordination of transportation resources for Veterans in the Pacific Islands, by collaborating with the VA Veterans Transportation Program.	VHA Office of Rural Health
		Strategic Activity 4: Increase access to care for rural Veterans in American Samoa.	By September 30, 2016, a Rural Health Extension Team will provide Veterans primary care services closer to home in the Far West and Eastern parts of American Samoa on a weekly basis.	VHA Office of Rural Health

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5. Agency-Specific		Strategic Activity 5: Increase access to care for rural Veterans in Guam.	By September 30, 2016, a Rural Health Extension Team will travel from the Guam VA community clinic to provide Veterans primary care services closer to home in North and South Guam on a weekly basis.	VHA Office of Rural Health, VHA HRMO
	III. Improve the quality, access, and value of health care, including mental health care, provided to AAPI Veterans.	Strategic Activity 1: Increase AAPIs awareness of health and other resources and accessibility to healthcare, including behavioral health care services.	In FY 2016 and 2017, provide guidance and information regarding benefits to Veterans in their communities, including AAPI Veterans.	VBA (Contributing ROs: Portland, San Diego, Oakland, Honolulu, Phoenix, Hartford, St. Louis, Buffalo, Milwaukee)
	I. Build lasting relationships between the AAPI community and federal regional/local offices and increase access to key federal regional/local officials across the country.	Strategic Activity 1: Develop relationships between regional/local VA offices and entities and community organizations to improve outreach to the AAPI community on health and other VA services.	During FY 2016 and FY 2017, VA will continue relationships with AAPI community organizations.	Veterans Health Administration, Veterans Benefits Administration (Contributing ROs: Honolulu, Phoenix, Huntington, Hartford, St. Louis., Buffalo, Milwaukee), and National Cemetery Administration
		Strategic Activity 2: Work with WHIAAPI's Regional Network (RN) to engage in effective and meaningful outreach to the AAPI community.	a. By September 30, 2016, identify at least 5 regional/local staff members to serve on the RN. Publish outreach efforts to AAPIs to ensure AAPI community is aware of these efforts and can attend.	VACO Office of Diversity and Inclusion
			b. In FY 2016 and FY 2017, partner with the RN to convene at least 4 RN engagement activities across the VA. (Two each year)	VACO Office of Diversity and Inclusion