

SOCIAL SECURITY ADMINISTRATION

2016-2017 Agency Plan for the White House Initiative on Asian Americans and Pacific Islanders (WHIAAPI)

Goal Area	Agency Objective	Strategic Activity	Benchmarks
Capacity Building	Increase understanding of Social Security programs among the Asian American and Pacific Islanders (AAPI) community.	Enhance national and regional outreach efforts to AAPI communities.	<p>Target 1: In FYs 2016 and 2017, we will continue to participate at AAPI national/regional/local organizations' annual meetings and/or conferences, including career fairs.</p> <p>Target 2: We will continue to update/maintain contact information for national/regional/local AAPI organizations and associations on our database.</p>
Capacity Building	Increase understanding of Social Security programs among the AAPI community.	Coordinate with Senior Executive Leaders Agency-wide/Regional Communications Directors/local public affairs specialists for AAPI targeted outreach activities and with the leadership of AAPI national/regional organizations.	<p>Target 1: We will continue to reach out to AAPI organizations such as National Council of Asian Pacific Americans (NCAPA), Congressional Asian Pacific American Caucus, Asian Pacific American Institute of Congressional Studies, Organization of Chinese Americans, Japanese American Citizens League, and Asian & Pacific Islander American Health Forum through a variety of communication channels, where appropriate.</p> <p>Target 2: We will continue to participate at the National Council of Asian Pacific Americans monthly meetings to engage with AAPI organizations and to coordinate outreach opportunities with agency leadership.</p> <p>[New Benchmark]</p> <p>Target 3: Develop a regional public engagement plan to implement outreach strategies to AAPI communities.</p>

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Data	Expand data access and analysis on AAPI communities.	Identify existing AAPI data in our programs/services by AAPI ethnic sub-populations.	Distribute AAPI data updates on http://www.socialsecurity.gov/open/data/AAPI.html to share across all levels of the agency regarding AAPI communities through the agency's internal Communications channels.
Data	Improve data disaggregation practices.	Identify internal and external data disaggregation practices.	We will continue to review internal and external data disaggregation to promote best practices in systems.
Data	Improve data disaggregation practices.	Review internal and external data disaggregation practices and explore potential for replication of best practices and systems.	<p>Target 1: In FY 2016, identify at least two programs, offices or projects that have the capacity to disaggregate AAPI data by ethnic subgroup.</p> <p>Target 2: In FY 2016, produce qualitative and quantitative disaggregated Asian and Native Hawaiian/Pacific subgroup data for at least two programs.</p> <p>Target 3: In FY 2017, determine if production or reporting of disaggregated AAPI data can be done annually.</p>

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<p>Language Access</p>	<p>Enhance service to the AAPI community through SSA's various service channels, including telephone, field and hearing offices, and online.</p>	<p>Monitor and analyze data regarding civil rights complaints filed by members of the public that allege discrimination on the basis of AAPI ethnicity.</p> <p>Targeted outreach to communities and families who have older adult members who are in the U.S. half of their time and the other in their home country.</p>	<p>Target 1: In FYs 2016 and 2017, we will continue to assess complaint filings based on AAPI ethnicity or a AAPI speaker's Limited English Proficiency (LEP).</p> <p>Target 2: The LEP oversight workgroup will continue to explore potential training or policy change needs based on feedback collected from complaints, LEP workgroup representatives, and LEP advocates.</p> <p>Target 3: Continue to promote our various services channels for Interpreter Services in Asian and Pacific Islander (API) languages.</p> <p>Target 4: Continue to conduct educational seminars about our programs and services to AAPI community members in API languages.</p>
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<p>Workforce Diversity</p>	<p>Foster the recruitment, career development, and advancement of AAPI within our agency.</p>	<p>Continue to offer career development training and resources to employees, including AAPI.</p>	<p>Target 1: Expand the number of certified mentors within the SSA community. Target 2: Partner with the Pacific Asian American Advisory Council (PAAAC) to provide workshops, guidance, and career development training for employees. Target 3: Ensure career development programs are equally accessible to all minority groups. Target 4: Conduct annual workforce profiles meetings with all Deputy Commissioners to ensure they are aware of the areas of AAPI workforce representation and under representation. Target 5: Conduct barrier analysis: Investigate whether barriers exist; if found, work with stakeholders to ensure that adequate solutions are developed to resolve problems.</p>
	<p>Foster a safe and healthy work environment.</p>	<p>Enforce anti-discrimination and equal opportunity laws.</p>	<p>Target 1: Keep track record of complaints from an Equal Employment Opportunity perspective. Target 2: Monitor and analyze complaints filed by AAPI employees. 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>

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<p align="center">Workforce Diversity</p>	<p>Increase awareness of employment development and support networks for mid-level AAPI personnel.</p>	<p>Develop a mentoring program by pairing senior management with mid-level staff to increase access to senior level staff for mid-level employees. Provide training to the senior management mentors on working with AAPI personnel.</p>	<p>In FY 2016, implement mentorship framework created by the Diversity & Inclusion Council.</p>
<p align="center">Workforce Diversity</p>	<p>Ensure the AAPI community is aware of, and in position to apply for, Federal government positions in mission critical occupations (MCO) in OPM and across the Federal government.</p>	<p>Increase outreach efforts to AAPI to promote employment opportunities.</p>	<p>Target 1: Continue to participate in career fairs that target AAPI communities, e.g. Conference on Asian Pacific American Leadership. Target 2: Maintain list of Asian American and Native American Pacific Islander-Serving Institutions related career fairs and promote employment opportunities.D7</p>
<p align="center">Workforce Diversity</p>	<p>Expand AAPI federal employment opportunities through increased recruitment, retention, and promotion efforts.</p>	<p>Conduct barrier analysis on the advancement of AAPI employees and develop a focused strategy to address those issues.</p>	<p>In FYs 2016 and 2017, conduct barrier analysis and implement strategic plan to reduce barriers.</p>
<p align="center">Regional Network Language Access</p>	<p>Enhance LEP services to AAPI through SSA's various service channels, including telephone, field and hearing offices, online, and smart phone.</p>	<p>Work with WHIAAPI Regional Network to improve and track delivery of services to AAPI LEP individuals.</p>	<p>In FY 2016, we will assess our regional process on how our programs and services meet the AAPI LEP community and continue this effort in FY 2017.</p>

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<p align="center">Regional Network Capacity Building</p>	<p>Increase understanding of Social Security programs among AAPI.</p>	<p>Continue to collaborate with regional/local AAPI community partners.</p>	<p>Target 1: In FYs 2016 and 2017, we will continue to partner with the Regional Network and participate in AAPI community planned activities across the regions (two each year). Target 2: We will solicit regional AAPI staff to join Regional Networks. Target 3: Inform local AAPI communities about our participation at AAPI community activities through our various communications channels. Target 4: Regional Communications Directors/Regional/Local Public Affairs Specialist will coordinate AAPI planned outreach activities. Target 5: In FY 2016, we will utilize Regional Network best practices, models, tools, and goals as part of the agency's outreach to the AAPI community.</p>
<p align="center">Agency Specific</p>	<p>Increase awareness of Special Veterans Benefits among Filipino World War II veterans.</p>	<p>Provide outreach to Filipino veterans of World War II who served in the U.S. military that may be eligible for Special Veterans Benefits by establishing relationships with Filipino Associations.</p>	<p>Continue to work with organizations that serve Filipino WWII veterans and create programming that will promote Special Veterans Benefits.</p>
<p align="center">Agency Specific</p>	<p>Increase understanding in AAPI community of availability and ease of access to transparent agency AAPI related data.</p>	<p>Continue to publish quarterly updates to the AAPI subpage on Open Government portal at: http://www.socialsecurity.gov/open/data/AAPI.htm.</p>	<p>Target 1: In FYs 2016 and 2017, partner with community organizations to engage in discussions around the AAPI data. Target 2: Utilize social media to amplify and showcase the AAPI related data (i.e. infographic on Facebook, Twitter, etc.).</p>