

*LEVERAGING FEDERAL RESOURCES FOR THE  
ASIAN AMERICAN AND PACIFIC ISLANDER  
COMMUNITY*

---

FEDERAL AGENCY ACCOMPLISHMENTS



FEBRUARY 2014

## Table of Contents

HIGHLIGHTS OF FEDERAL AGENCY ACCOMPLISHMENTS .....	3
<b>U.S. Department of Agriculture</b> .....	6
<b>U.S. Department of Commerce</b> .....	9
<b>U.S. Department of Defense</b> .....	11
<b>U.S. Department of Education</b> .....	13
<b>U.S. Department of Energy</b> .....	14
<b>U.S. Department of Health and Human Services</b> .....	15
<b>U.S. Department of Homeland Security</b> .....	18
<b>U.S. Department of Housing and Urban Development</b> .....	19
<b>U.S. Department of the Interior</b> .....	20
<b>U.S. Department of Justice</b> .....	22
<b>U.S. Department of Labor</b> .....	25
<b>U.S. Department of State</b> .....	28
<b>U.S. Department of Transportation</b> .....	29
<b>U.S. Department of the Treasury</b> .....	31
<b>U.S. Department of Veterans Affairs</b> .....	32
<b>U.S. Environmental Protection Agency</b> .....	35
<b>U.S. Small Business Administration</b> .....	37
<b>U.S. Equal Employment Opportunity Commission</b> .....	39
<b>U.S. Office of Personnel Management</b> .....	41
<b>U.S. Social Security Administration</b> .....	43
<b>Corporation for National and Community Service</b> .....	45
<b>Federal Communications Commission</b> .....	46
<b>National Aeronautics and Space Administration</b> .....	47



## HIGHLIGHTS OF FEDERAL AGENCY ACCOMPLISHMENTS

Asian Americans and Pacific Islanders (AAPIs) are growing in every region of the country, emerging fast in an increasingly more diverse America. For nearly four years, the White House Initiative on Asian Americans and Pacific Islanders (Initiative) has worked in partnership with 23 Federal departments and agencies to respond to this tremendous growth, leverage resources across federal offices, and increase participation in and access to federal programs and services. Through the implementation of specific plans, each federal agency has identified activities and benchmarks related to four cross-cutting priority goals that are outcome-oriented. Agencies are making measurable progress to improving the quality of life and opportunities for AAPIs across the country. The four priority goals are:

- **Language Access:** Ensuring federal programs and services are reaching AAPI communities, where one in three AAPIs is limited English proficient (LEP) and language access services can make the difference between disaster and recovery.
- **Data Disaggregation:** Promoting data disaggregation systems to help us provide resources where they are most needed;
- **Workforce Diversity:** Expanding federal employment opportunities among AAPIs so that government truly represents the people it serves – not only through relevant programs and services but also in its composition;
- **Capacity Building:** Increasing outreach and access opportunities to federal grants, resources, and programs for underserved AAPIs.

Notable accomplishments over the past year in each cross-cutting area are highlighted below.

### Language Access

#### INNOVATIVE LANGUAGE ACCESS MODELS TO REACH LEP AAPIs

- The **Federal Emergency Management Agency** engaged in a number of activities to ensure post-disaster resilience of AAPI communities. FEMA conducted a [webinar](#) to address the AAPI community's needs during disaster and preparedness, and materials from that webinar were subsequently translated into [Vietnamese](#) and [Chinese](#); increased its outreach to AAPI media at the national and state levels; and evaluated and modified its telephonic language line to provide LEP callers with more direct access to language assistance.
- The **U.S. Department of Justice** partnered with the **U.S. Social Security Administration** and the Initiative to design a video vignette training series to help train the Federal workforce on strategies to provide meaningful access to LEP individuals. The videos were previewed at the Initiative's Federal Employee Conference in July 2013, and one vignette was viewed in full at the Initiative's Interagency Working Group and Regional Interagency Working Group meeting in December 2013. Acting Commissioner of SSA Carolyn Colvin introduced the project and video.
- The **U.S. Department of Labor** translated and distributed a number of documents to the AAPI community. The Wage and Hour Division translated [16 key documents](#) into Chinese, Hmong, Korean, Tagalog, Thai, Vietnamese, Hindi, Punjabi, and Urdu; the Women's Bureau translated "[A Guide to Women's Equal Pay Rights](#)" into [Chinese](#) and [Vietnamese](#)," as well as "[An Employer's](#)

[Guide to Equal Pay](#)” into [Chinese](#) and [Vietnamese](#); and DOL translated into [Chinese](#) and [Vietnamese](#) its [“How to File a Complaint”](#) guide and posted these translations on its website.

## Data Disaggregation

### ADVANCEMENTS IN COLLECTION, ANALYSIS, AND DISSEMINATION OF DATA ON AAPI COMMUNITIES

- The **U.S. Department of Agriculture** launched the Race, Ethnicity, and Gender Program Statistics Tool ([REGStats](#)), which provides aggregate race, ethnicity, and gender data for applicants and participants in USDA programs administered by the Farm Service Agency, the Natural Resources Conservation Service, Rural Development, and the Risk Management Agency. Data is available by fiscal year at national, state, and county levels, and will help identify underserved AAPIs, women, and other minorities.
- The **U.S. Department of Justice** successfully recommended the addition of an “Anti-Sikh” category, an “Anti-Hindu” category, and an “Anti-Arab/Anti-Middle Eastern” category to the hate crime reporting in the [FBI’s Uniform Crime Reporting Program](#) (UCR).
- The **U.S. Department of Transportation** completed a pilot project analyzing AAPI access to Sacramento’s light rail transit system using U.S. Census Bureau tract data and transit system data. The pilot will form the basis for further development of this extrapolation model applicable to other metropolitan areas.
- The Office of Management and Budget approved the **U.S. Equal Employment Opportunity Commissions’** changes to its [EEO-5 survey](#), which now requires employers to allow employees to self-identify more than one race, enabling individuals who are Asian and Pacific Islander to choose both categories on the survey.

## Workforce Diversity

### PROMOTING AND INCREASING AAPIs IN THE FEDERAL WORKFORCE

- The **U.S. Department of Defense** successfully expanded its AAPI strategic relationships and collaborated with the Federal Asian Pacific American Council (FAPAC), the Asian and Pacific Islander American Scholarship Fund (APIASF), Asian American Government Executives Network (AAGEN), and the Asian American and Pacific Islander Association of Colleges and Universities (APIACU). Through these relationships, DoD aims to enhance diversity by increasing the available pool of talented AAPI candidates, accomplishing equal employment opportunity objectives, and ensuring a pipeline of talented future AAPI leaders in the Federal government.
- The **U.S. Department of State** participated in numerous career fairs and information sessions, such as the East Coast Asian American Student Association National Conference in New York; the Federal Asian Pacific American Council in Long Beach, CA; the 2013 Ascend National Convention in Anaheim, CA; the National Association of Asian American MBAs in New York; the Korean American Association Job Fair in Annandale, VA; and the Organization of Chinese Americans National Career Fair in Washington, DC. These events provided State Department recruiters with the opportunity to share career paths with more than 1,000 candidates.
- The **U.S. Office of Personnel Management** and the **U.S. Equal Employment Opportunity Commission** participated in the development of the Federal Asian Pacific American Council (FAPAC) [Challenge Team Program](#), a project-oriented, experiential training based program that develops skills for emerging Federal employee leaders, especially those at the GS-9 to GS-14 levels. OPM and the EEOC served on the selection panel and as advisors to the different project

teams. OPM also identified a training component for program participants. Twenty-two Federal employees from across the country were selected to participate in the program's inaugural class.

- The **National Aeronautics and Space Administration's** National Space Grant College and Fellowship Program, also known as [Space Grant](#), is a national network of college and universities working to expand opportunities for Americans to understand and participate in NASA's projects by supporting and enhancing science and engineering, research, and public education efforts. Last year, AAPI-designated institutions participating in the Space Grant national network received 26% of the total funding designated for Minority Serving Institutions.
- The **U.S. Department of Transportation** hosted the Initiative's second annual Federal Employee Conference in July 2013, *Rise to the Challenge*, which drew over 300 participants from across the Federal government. The Conference launched a new professional development [Challenge Team Program](#), and provided participants with the opportunity to learn about the Initiative's cross-cutting issue areas and gain professional development skills.

## Capacity Building

### DYNAMIC MODELS OF ENGAGEMENT WITH AND IMPROVED INVESTMENTS IN AAPI COMMUNITIES

- The **U.S. Department of Health and Human Services** coordinated a number of technical assistance programs in 2013. In partnership with community organizations, the [Substance Abuse and Mental Health Services Administration](#) provided training and technical assistance to behavioral health providers and community organizations on outreach and enrollment practices for AAPIS; the Centers for Medicare & Medicaid Services hosted 9 in-language [webinars](#) on the Affordable Care Act; and the Health Resources and Services Administration hosted quarterly grants management technical assistance calls for the 6 U.S. affiliated Pacific Islands.
- The **U.S. Small Business Administration** streamlined its Small Loan Advantage Program, which is designed to expand access to loans under \$350,000. This program, combined with SBA's other financial assistance services, helped to put capital into the hands of many AAPI-owned small business owners. SBA made over 7,200 loans totaling over \$4.7 billion to AAPI small business owners in FY 2013.
- The **U.S. Environmental Protection Agency** continued to improve overall health outcomes for AAPIs in the Pacific Islands. For instance, a local utility completed the EPA-funded upgrades of the chlorination system and a treatment plant on Guam, and local utilities completed EPA-funded projects to rehabilitate a wastewater treatment plant on Saipan and to upgrade six sewage pump stations on Guam.
- In February 2013, the **U.S. Department of the Interior** announced that the National Park Service (NPS) will undertake an [AAPI theme study](#) to investigate the stories, places, and people of AAPI heritage across the country. The new study is part of a broader effort under President Obama's America's Great Outdoors program to commemorate and tell a more inclusive story of all Americans, including minorities and women who have made significant contributions to our nation's history and culture. The NPS convened a panel of AAPI scholars and stakeholders to identify potential theme study essay topics.
- The **U.S. Department of Labor's** Occupational Health and Safety Administration awarded more than \$600,000 through its Susan B. Harwood capacity building grants to organizations that provide training and resources in Korean, Vietnamese, Nepali, and Mandarin to hair and nail salon workers. Grants were also awarded to groups that serve AAPI workers in healthcare, construction, restaurant, and other industries.

### Language Access

#### **Goal 1. Expand limited English proficiency (LEP) programs for AAPIs to improve program delivery.**

- Throughout FY 2013, USDA conducted assessments of agency translation capabilities in AAPI languages. For instance, USDA's Risk Management Agency (RMA) regional offices identified the prominent AAPI languages in their regions and established relationships with AAPI communities (e.g., Hmong, Mien, and Laotian) to help assist with interpretation and translation needs. In addition, RMA identified employees who speak AAPI languages and utilized an LEP activity form to monitor translation requests when community members participate in USDA programs or activities. Similarly, USDA's Food and Nutrition Service (FNS) regional offices provided training on LEP requirements and technical assistance to state agencies and non-profit organizations.
- Several USDA agencies developed educational materials in AAPI languages in FY 2013. For instance, the Supplemental Nutrition Assistance Program (SNAP) translated materials into [51 languages](#), including AAPI languages, and the Animal and Plant Health Inspection Service (APHIS) [publications](#) are now available in traditional Chinese, simplified Chinese, Vietnamese, Tagalog, Hmong, Burmese, Lao, Korean, and Japanese.
- In FY 2012-2013, at least three state SNAP agencies (California, Wisconsin, and Minnesota) developed formal outreach plans that targeted low-income Hmong communities with information about the benefits of SNAP and how to apply.
- The U.S. Forest Service worked with the Central California Consortium to outreach to the Hmong community about the different Forest Service programs and opportunities. In addition, the Forest Service in Region 5 supported the Hmong Student Association Educational Conference, which aimed to empower and promote higher education.

#### **Goal 2. Identify areas where limited English Proficiency needs could be better addressed.**

- The National Institute of Food and Agriculture (NIFA) conducted four EEO/CR compliance reviews in four states during FY 2013.

### Data Disaggregation

#### **Goal 3. Disaggregate AAPI data beyond OMB Directive 15**

- USDA launched the Race, Ethnicity, and Gender Program Statistics tool, known as [REGStats](#), which provides aggregate race, ethnicity, and gender data for applicants and participants in USDA programs administered by the Farm Service Agency (FSA), the Natural Resources Conservation Service (NRCS), Rural Development (RD), and RMA. Data is available by fiscal year at national, state, and county level, and will help identify underserved AAPIs, women, and other minorities.

#### **Goal 4. Identify where AAPI farms and ranches are located and their characteristics.**

- The National Agricultural Statistics Service (NASS) collected data for Asian and Native Hawaiian or Other Pacific Islanders in the quinquennial [Census of Agriculture](#). Using the 2007 Census of Agriculture, NASS focused on collecting data from all socially disadvantaged farming operations, which resulted in more AAPI farms counted than ever before. After the Census results were released, NASS followed-up by providing race, ethnicity, and gender profiles by county. As a result, the general public can now see the economic impact that minority farmers have on their local communities and target outreach to areas with high concentrations of minority farmers.
- Throughout FY 2013, APHIS continued to provide assistance with outreach efforts to the Hmong community via a cooperative agreement with the National Hmong American Farmers (NHAF) Inc. which has been in place since 2010.

### *Workforce Diversity*

#### **Goal 5. *Expand AAPI Federal employment opportunities through increased recruitment, retention, and promotion efforts.***

- USDA hosted several roundtables and forums with the Conference on Asian Pacific American Leadership, Hmong National Development, and the Asian American Government Executives Network to obtain feedback and advice on the effectiveness of the agency's outreach and recruitment. USDA's national civil rights staff also hosted quarterly meetings with the Forest Service's Asian Pacific American Employees Association Chair and Executive Committee to discuss expanding partnerships with other organizations, official membership drives, and mentoring.
- The Forest Service was publicly recognized in May 2013 by the President of the Asian Pacific American Network in Agriculture (APANA) for outstanding program delivery and outreach achievement in the AAPI community.
- Last year, NIFA awarded approximately \$45.1 million to Asian American and Native American Pacific Islander-Serving Institutions (AANAPISIs), including \$17.4 million to the University of Maryland, College Park; \$12 million to the University of Hawaii, Manoa; and approximately \$2 million each to American Samoa Community College, University of Guam, College of Micronesia, and Northern Marianas College.
- In collaboration with the Diversity Program Managers, the Food, Nutrition, and Consumer Services (FNCS) implemented the course "Diversity on the Job: The Importance of Diversity and the Changing Workforce" and made it mandatory for all employees including senior executive employees. The course captured the importance of embracing and valuing differences in the workplace and offered suggestions to employees regarding how to adapt and prepare for the changing workforce ahead.
- The FNCS Multicultural Day committee, composed of employees at both national and regional offices, planned several events throughout FY 2013 that promoted an inclusive and diverse work environment.
- FNCS successfully established a Diversity Leaders' Council (DLC) to evaluate workforce diversity programs and initiatives. The council met monthly throughout FY 2013.
- The Forest Service's Multicultural Strategic Workforce Initiative dedicated \$2,000 to focus on targeted recruitment of AAPI students pursuing careers in natural resources at the University of California, Davis.

### *Capacity Building*

#### **Goal 6. *Establish public-private partnerships with non-profit organizations, foundations, or private entities to leverage and enhance access to USDA programs.***

- In FY 2013, FSA hosted several meetings with Hmong National Development to help address concerns facing the AAPI community. FSA also served as a sponsor of the Hmong National Farmers Conference in April 2013, and thereafter held quarterly calls with Hmong leaders.
- Through a cooperative agreement, APHIS provided approximately \$45,000 to the National Hmong American Farmers Inc. in FY 2013 to help conduct outreach to Hmong farmers.

### *Agency Specific*

#### **Goal 7. *Improve overall health outcomes for AAPIs by reducing health risks and promoting healthy living.***

- USDA worked with the White House Initiative on AAPIs, the Department of Education, and the First Lady's Let's Move! team to develop an [AAPI MyPlate cooking demonstration video](#) featuring two Asian Americans chefs: White House Executive Chef Cristeta Comerford and Chef Ming Tsai. The video emphasized the importance of choosing healthier food options through a cultural perspective.
- FNS promoted information about the nutritional benefits of USDA programs among the AAPI community in partnership with the state agencies that operate them. For instance, California developed a MyPlate publication in [Vietnamese](#).
- In early 2013, FNS translated a family-friendly version of the application package for free and reduced price meals into [33 languages](#), including Cambodian, Chinese, Korean, Hmong, Japanese, Laotian, Samoan, Tagalog, Thai, and Vietnamese.

**Goal 8. *Improve environmental quality for AAPI communities that include farming and ranching.***

- NRCS implemented a tracking system to monitor participation by AAPIs in farm bill conservation programs. In 2013, participation rates increased by 8.2% across 6 programs.



#### *Language Access*

**Goal 1. *Ensure efficacy of AAPI-focused LEP programs throughout the agency.***

- The Economic Development Administration (EDA) increased outreach to AAPI media. As a result, these outlets now receive monthly updates on the agency's activities including new initiatives and grant opportunities.
- The Minority Business Development Agency (MBDA) website, [www.mbda.gov](http://www.mbda.gov), now has the function to translate information into 60+ languages through the Google translate tool.

#### *Data Disaggregation*

**Goal 2. *Improve and implement uniform data disaggregation practices.***

- The Census Bureau provided a number of presentations about data disaggregation practices to highlight the demographic growth of the Asian population and the Native Hawaiian and Other Pacific Islander population, including at the June 6, 2013 *iCount: Equity Through Representation* conference and at the Initiative's Federal Employee Conference on July 12, 2013.
- The Census Bureau is the chair of the Initiative's Data and Research Interagency Working Group Subcommittee, which aims to share best practices and challenges across the Federal government. The subcommittee met twice in 2013. At those meetings, agencies discussed disaggregated data sets currently used by their agencies and technical assistance that might be useful as agencies move forward.

#### *Workforce Diversity*

**Goal 3. *Increase participation rate of AAPIs in fellowship, internship, and work study programs.***

- The International Trade Administration (ITA) continued to promote diversity awareness to its employees and managers in an effort to reinforce the importance of equal employment opportunity throughout its workforce. ITA sent job vacancies to Minority-Serving Institutions, including AANAPISIs, simultaneously as vacancies were sent to USAJOBS.

#### *Capacity Building*

**Goal 5. *Create streamlined process to ensure appropriate funding opportunities reach the AAPI community.***

- MBDA and the Small Business Administration (SBA) developed a joint newsletter to provide technical assistance to minority businesses, including AAPI-owned businesses.
- MBDA now has three AAPI operators running 5 of the 40 MBDA Business Centers across the country. In addition, MBDA had on-going discussions with national AAPI organizations and local governmental agencies to conduct outreach, offer webinars and training, and educate the community on different MBDA programs.
- EDA added the Asian American Multi-Technology Association and the National Council of Asian American Businesses Association to its email distribution list. EDA also launched a new webinar series with the National Association of Development Organizations designed to educate stakeholders on EDA-funded economic development tools and research.

#### *Agency Specific*

**Goal 6. *Increase the number of AAPI small and medium sized firms that the Commercial Service assists in exporting.***

- MBDA conducted outreach events with the Chinatown Chamber of Commerce and the Korean Association of Chicago. In addition, MBDA conducted a Global Business Forum with the Asian American Coalition of Chicago during the Lunar New Year conference in Chicago. MBDA, the Trade Promotion Coordinating Committee (TPCC), U.S. Export Assistance Center (USEAC) in Chicago, and SBA jointly presented on a panel about export assistance services. MBDA also launched an online Asian American Business Forum and Global Business Forum to address issues facing Asian American businesses.
- ITA, through its USEACs, conducted numerous events throughout the country to promote and assist small and medium sized companies. Many of these events attracted a significant number of Asian American-owned businesses. In an effort to reach out directly to the AAPI community, ITA worked with MBDA to identify state and local organizations that are influential in the AAPI community.

#### *Language Access*

**Goal 1. *Conduct outreach to promote and make available the National Language Service Corp (NLSC) to other Federal agencies on a reimbursable basis.***

- The representation of AAPI languages spoken by NLSC members grew by 20.3% since September 2012. The NLSC now has a list of 96 AAPI languages, an 8.3% growth from the previous year. In addition, NLSC membership has grown by 37% in Hawaii since the Honolulu member chapter was created in September 2012. NLSC exceeded its FY 2013 goal (increase by 5%) and achieved its FY 2016 goal of increasing coverage of AAPI languages by 20% as a result of leveraging the 2012 opening of the NLSC chapter in Hawaii.

#### *Data Disaggregation*

**Goal 2. *Collect and analyze data on DoD's AAPI-owned small business contracting performance.***

- DoD conducted analysis on AAPI-owned small business contracting participation rates on a monthly basis and shared the results with appropriate DoD staff throughout 2013.

#### *Workforce Diversity*

**Goal 3. *Increase AAPI applicants for positions in DoD.***

- The Office of Diversity Management and Equal Opportunity (ODMEO) successfully collaborated with the Asian and Pacific Islander American Scholarship Fund (APIASF) to conduct a half-day technical information session during the June 2013 APIASF Higher Education Summit to highlight DoD programs available to Asian American and Native American Pacific Islander-Serving Institutions (AANAPISIs). Participants included AANAPISI Presidents, faculty, staff, and administrators throughout the U.S. and the Pacific Islands.
- DoD launched pilot enterprise training courses for new supervisors in FY 2011, which included modules about using special hiring authorities and leveraging diversity. This Department-wide training effort was rolled out and conducted at quarterly intervals throughout the year. DoD components delivered training to hiring managers and other HR professionals.

**Goal 4. *Continue to increase opportunities for AAPIs to participate in innovative internship and fellowship programs.***

- DoD successfully expanded AAPI strategic relationships and awarded 4 individual contracts to the following: the Federal Asian Pacific American Council (FAPAC), APIASF, Asian American Government Executives Network (AAGEN), and, new to DoD, the Asian American and Pacific Islander Association of Colleges and Universities (APIACU). Through these relationships, DoD aims to enhance diversity by increasing the available pool of talented AAPI candidates, accomplishing equal employment opportunity objectives, and ensuring a pipeline of talented future AAPI leaders.

**Goal 5. *Increase AAPI applicants for DoD Senior Executive Service (SES) positions.***

- DoD continued to foster the career development of AAPIs at the agency, as well as all SES personnel by providing a coaching and mentoring course. DoD provided funding for this course in FY 2013 and filled all available spots (approximately 200) with DoD component executives, including AAPIs. DoD also implemented a new government-wide performance system which now includes a "Leading People" performance objective. The new objective requires executives to support workforce diversity, workplace inclusion, and equal employment policies. All DoD SES members were evaluated on this issue as part of their annual performance appraisal.

**Goal 6. *Expand workforce diversity outreach to key AAPI organizations and affinity groups.***

- In FY 2013, AAPIs represented 5.9% of the DoD General Schedule (GS) workforce, with 6.7% in GS-12, 4.9% in GS-13-15, and 2.5% in SES positions. These are all increases over the last decade.

In support of SES development, DoD supported private organizations with the capacity to develop civil service personnel, including AAGEN, which recently established an SES Development Program for Federal employees of which a DoD member was part of the inaugural class. In addition, since May 2012, DoD continued to promote its Diversity and Inclusion Strategic Plan, which incorporates both outreach and inreach goals, with key audiences including mass markets of key AAPI influencers, and during conferences of FAPAC in May, AAGEN in June, and APIASF in June.

#### **Capacity Building**

##### **Goal 7. Increase AAPI small business awareness of DoD contracting opportunities.**

- DoD's Office of Small Business Programs (OSBP) launched a new [website](#) which now includes the new Google translation tool, enabling the website to be translated into AAPI languages.

##### **Goal 8. Increase DoD staff awareness of capabilities of AAPI-owned small businesses.**

- DoD developed and enhanced market research tools, which are used by its acquisition workforce, and includes the Maximum Practicable Opportunity Model. Other tools are developed on an ongoing basis, including dashboards and comprehensive forecasting on future procurements that can be shared with the industry.

#### *Data Disaggregation*

**Goal 1. *Ensure that State Education Associations (SEAs), Local Education Associations (LEAs), and Institutes of Higher Education (IHEs) have resources necessary to disaggregate data on the AAPI community.***

- On June 6-7, 2013, the Department hosted the *iCount: Equity Through Representation* Symposium, which was sponsored by the White House Initiative on AAPIs (Initiative) and the National Commission on Asian American and Pacific Islander Research in Education. The Symposium was initiated as part of a larger effort to raise awareness about how the lack of data disaggregation masks significant educational needs of the AAPI community, identify barriers to data disaggregation and solutions at the local and state levels, and build a community of practice among data specialists, education policy experts, foundation partners, and Federal officials.

#### *Workforce Diversity*

**Goal 2. *Increase pipeline of AAPI applicants to managerial and SES positions.***

- ED's Office of Management established the AAPI Employment Program Committee, composed of 9 members that met monthly throughout 2013 to identify and address barriers affecting AAPIs at the Department. The Committee organized professional development sessions on several topics, including one about career advancement.
- ED remained committed to encouraging diversity in the workforce. As of January 2014, AAPIs comprised 4.8% of ED's SES positions.

#### *Capacity Building*

**Goal 3. *Increase awareness of inter-agency place-based grants and partnership opportunities among the AAPI community and AANAPISIs.***

- In FY 2013, ED partnered with the Initiative to host a White House Summit for Minority-Serving Institutions (MSIs) to better coordinate efforts among Asian American and Native American Pacific Islander-Serving Institutions (AANAPISIs), Historically Black Colleges, Tribal Colleges and Universities, and Hispanic Serving Institutions.
- ED undertook several actions to clarify that AANAPISIs also qualify as MSIs. In 2013, ED convened a workgroup that met biweekly to clarify and strengthen the Office of Civil Rights' website regarding the definition of AANAPISIs.
- The Department continued to make efforts to raise awareness of AANAPISIs among other Federal agencies that provide funding to MSIs. In June 2013, ED met with AANAPISI representatives, Department of Energy, National Aeronautical and Space Administration, Department of Agriculture, and the Department of State about capacity building and technical assistance webinars.

**Goal 4. *Create a support system to ensure programs and Department news are being distributed to the AAPI community and create a mechanism to ensure that the AAPI community has a point of contact to provide feedback.***

- In February, ED's Office of Communications and Outreach designated staff in its San Francisco office to manage AAPI outreach and feedback.

## U.S. Department of Energy (DOE)

---

### *Workforce Diversity*

#### **Goal 1. Foster the recruitment, career development, and advancement of AAPIs in DOE.**

- In FY 2013, AAPIs accounted for 11.5% of the 121 interns hired Department-wide. In addition, DOE participated in over 40 career fairs, 4 of which were specifically focused on AAPIs, special emphasis conferences, Veteran, and disability recruiting events during FY 2013.
- DOE partnered with Asian American Government Executives Network (AAGEN) and the Federal Asian Pacific American Council (FAPAC) to establish a committee that focuses on AAPI employees.
- DOE partnered with the White House Initiative on AAPIs (Initiative) to host a number of webinars about career opportunities targeting Asian American and Native American Pacific Islander-Serving Institutions (AANAPISIs).
- DOE utilized social media and became affiliated with several AAPI groups to expand its recruiting efforts. In addition, DOE promoted SES employment opportunities to the following: the National Association of Asian American Professionals (3,479 members), the Organization of Chinese Americans Professional Network (500 members), and the American Indian Science and Engineering Society (2,673 members).

#### **Goal 2. Ensure responsibility of workforce diversity, inclusion, and equal employment opportunities in all levels of the Federal government.**

- DOE developed and included diversity as a critical performance element in executive and management performance plans.

### *Capacity Building*

#### **Goal 3. Create streamlined process to ensure appropriate funding opportunities reach the AAPI community.**

- DOE developed a scorecard to hold program offices accountable for planned and actual funding goals to Minority Serving-Institutions.

### Language Access

**Goal 1. Ensure HHS programs and services are in compliance with DOJ Office for Civil Rights Language Access Plan Memo.**

- HHS released its 2013 Language Access Plan in February 2013. The plan included specific action steps for offices to develop agency-specific plans to increase access by LEP persons to HHS programs and activities.
- Developed by the Office of Minority Health (OMH), HHS released the enhanced [National Standards for Culturally and Linguistically Appropriate Services](#) in Health and Health Care on April 24, 2013. The enhanced standards include a focus on communication and language assistance.
- On September 24, 2013, in coordination with the National Association of State Mental Health Program Directors and Georgetown University's Center for Children's Mental Health, the HHS Office for Civil Rights (OCR) delivered a webinar presentation entitled "[Reducing Health Disparities Through Civil Rights Compliance and Culturally and Linguistically Appropriate Services](#)". The webinar reached state cultural competence coordinators across the country, who work with state mental health departments and staff to ensure that LEP and deaf and hard of hearing persons receive culturally and linguistically appropriate care in compliance with applicable civil rights laws.
- OCR completed 42 compliance reviews of Critical Access Hospitals, resulting in changes in policies and procedures to enhance the provision of language access services to LEP individuals.
- In FY 2013, the Centers for Medicare & Medicaid Services (CMS) released the [final rule](#) outlining standards for Health Insurance Marketplace Navigators and the funding opportunity announcement for the Federally facilitated and State Partnership marketplaces, including adherence to the CLAS Standards.

### Data Disaggregation

**Goal 2. Increase the capacity to collect more reliable health data and conduct research throughout the U.S. and U.S.-affiliated jurisdictions to better describe and understand the needs of the AANHPI population, consistent with the Affordable Care Act: Understanding Health Disparities: Data Collection and Analysis (Affordable Care Act, Sec. 4302).**

- The Health Resources and Services Administration's (HRSA) National Survey of Children's Health, the National Survey of Children with Special Health Care Needs, the Health Behavior in School-aged Children Survey, and the Early Childhood Longitudinal Study are in compliance with the HHS data collection standards.
- In 2013, the Substance Abuse and Mental Health Services Administration (SAMHSA) expanded the race and ethnic categories to be consistent with the HHS data collection standards in its Survey on Drug Use and Health Questionnaire.
- CMS included the new HHS race and ethnicity standards as well as the primary language standards in the streamlined Health Insurance Marketplace application.

**Goal 3. Improve the collection, reporting, and disaggregation of race, ethnicity, and primary language data on AANHPIs within HHS agencies to reflect the new HHS standards for data collection, analysis, and reporting of racial and ethnic data.**

- The National Health Interview Survey continued to oversample Asian Americans in 2013. Data from the 2012 cycle was released in June 2013.

- Data collection for the 2011-2012 National Health and Nutrition Examination Survey (NHANES) cycle was completed. The first public data files from that survey were made available on the NHANES website in September 2013.

#### *Workforce Diversity*

##### **Goal 4. *Promote outreach and efforts to increase AANHPI workforce and leadership in public health.***

- HRSA collaborated with the Center for Disease Control to provide training workshops in Federated States of Micronesia and in the Commonwealth of Northern Marianas, Palau, and Gaum to teach health workers to improve the diagnosis and treatment of Hansen’s Disease.

##### **Goal 5. *As part of a national program on prevention education, train AANHPIs to become ambassadors in their communities using the “train the trainer” model for prevention education.***

- HRSA’s Healthy Tomorrows Partnership for Children Program, Healthy Start Program, and Family-to-Family Information Centers included projects focused on training and educating peers to promote better health for AANHPI communities in Hawaii and California.

#### *Capacity Building*

##### **Goal 6. *Ensure greater inclusion of AANHPI populations in grant opportunities where feasible and appropriate.***

- In 2012, the National Institutes of Health (NIH) revised the standard language for eligible higher education institutions for all NIH research funding opportunity announcements (FOA) to include Asian American, Native American and Pacific Islander-Serving Institutions (AANAPISIs). In FY 2013, there were 597 FOAs containing the revised eligibility information to encourage AANAPISIs to apply for research opportunities, building research capacity and training.

##### **Goal 7. *Collaborate with leading organizations to deliver messages around the Affordable Care Act.***

- SAMHSA partnered with the National Asian American Pacific Islander Mental Health Association to provide training and technical assistance to behavioral health providers and community based organizations on outreach and enrollment practices for AANHPIs, including presentations at 3 events and a webinar.
- CMS, in partnership with the Asian Pacific Islander American Health Forum, hosted 9 in-language [webinars](#) on the health care law.
- HRSA hosted quarterly grants management technical assistance calls for the 6 U.S. affiliated Pacific Islands.
- The Office of Population Affairs provided technical assistance on work plan development to Pacific Jurisdiction Title X grantees during the 2013 National Grantee Meeting held in Seattle, WA.

##### **Goal 8. *Support USAPI population health and healthcare system partnerships/networks working to reduce the burden of chronic disease.***

- The diabetes registries are now partially operational in the Republic of Palau, Republic of Marshall Islands, Ebeye and Majuro, and within each state of the Federated States of Micronesia.

#### *Agency Specific*

##### **Goal 9. *Increase capacity of community-based organizations that advocate for programs for early detection and prevention of HBV infection in medically underserved AANHPI communities.***

- CDC awarded \$1.5 million to 9 grantees to increase testing for chronic Hepatitis B and linkage to care of foreign-born Asian Americans under the program, *Early Identification and Linkage to Care for Persons with Chronic HBV and HCV Infections*.



- CDC developed and launched a new national multi-media, multi-lingual [Hepatitis B campaign](#). Campaign materials are in 4 languages: English, Chinese, Vietnamese, and Korean.
- OMH funded the Hepatitis B United project, led by the Association of Asian Pacific Community Health Organizations (AAPCHO) and comprised of a coalition of local and federal partners.

**Goal 10. *Decrease the disease burden of HBV infection among AANHPI and improve HBV screening.***

- HRSA funded a national cooperative agreement with AAPCHO to provide training and technical assistance to AANHPI-serving health centers, including provision of webinars and dissemination of materials in health information exchange.

#### *Language Access*

**Goal 1. *Ensure post-disaster resilience of AAPI communities.***

- The Federal Emergency Management Agency (FEMA) conducted a webinar in January 2013 to address AAPI needs during disaster and preparedness. Materials from the webinar were subsequently translated into Vietnamese and Chinese. In addition, FEMA updated its AAPI media contacts at the national and state level to ensure the greatest media reach to AAPI communities.
- FEMA conducted an evaluation of cost-effective ways to enhance the language prompt on its main disaster line to clarify directions for AAPI callers. As a result of this evaluation, FEMA created a separate language line that now provides callers with more direct access to language assistance.

#### *Data Disaggregation*

**Goal 3. *Comply with OMB Directive 15 to disaggregate Asian American and Native Hawaiian and Other Pacific Islander data.***

- The DHS workforce analysis tool now disaggregates Asian American, Native Hawaiian or Other Pacific Islander, and American Indian or Alaskan Native data, and therefore complies with OMB Directive 15.

#### *Workforce Diversity*

**Goal 4. *Develop a targeted recruitment strategy to promote public service, eliminate barriers to employment, and ensure outreach to diverse communities, including the AAPI community.***

- DHS created a list of targeted AAPI events and attended events sponsored by the Asian American Government Executives Network (AAGEN) and the Federal Asian Pacific American Council (FAPAC) in FY 2013.

**Goal 5. *Demonstrate leadership commitment and accountability for promoting diversity and inclusion in the workplace.***

- DHS now includes a Diversity Advocacy Performance Standard in all Senior Executive Service Performance Agreements.

#### *Capacity Building*

**Goal 6. *Increase immigrant public education and awareness opportunities.***

- In October 2012, the U.S. Citizenship and Immigration Services (USCIS) held a national engagement in Mandarin Chinese in New York City, and in February 2013, held its first national public engagement session in Vietnamese in Santa Ana, CA. At the Vietnamese engagement, over 700 people participated to hear USCIS' presentation on naturalization and asked questions via phone, email, and in person.

## U.S. Department of Housing and Urban Development (HUD)

---

### *Language Access*

#### **Goal 1. Increase the number of AAPIs with access to linguistically appropriate resources.**

- HUD procured the services of an outside contractor – the National Virtual Translation Center (NVTC) – to provide written translation of the [Department's documents](#). In addition, HUD's oral interpretation contract services now make it possible for Department staff to communicate with callers in most languages in the U.S.

#### **Goal 2. Increase the utilization of HUD translated materials and resources.**

- The Department began developing a glossary of over 400 HUD terms in a number of languages including Mandarin, Vietnamese, Korean, Tagalog, Hindi, Bengali, and Urdu.
- On December 12, 2012, HUD reached an agreement with the Township of Hamilton, New Jersey where the Township agreed, among other things, to prepare a language assistance plan to address the needs of its Hispanic and Asian populations as required by Title VI.

### *Workforce Diversity*

#### **Goal 3. Foster the recruitment, career development, and advancement of AAPIs in the Federal government.**

- HUD co-hosted with the White House Initiative on AAPIs a panel about public sector careers. In addition, and in coordination with its Diversity Council, HUD continued to identify strategies to help attract and promote AAPIs at the Department through existing career development programs.

### *Capacity Building*

#### **Goal 4. Increase AAPI access to funding.**

- HUD actively participated in a number of forums, webcasts, and conferences sponsored by the Initiative and the White House Office of Public Engagement. In addition, HUD continued to outreach to the AAPI community about grant writing and other capacity building training opportunities.
- HUD's expanded Limited English Proficiency (LEP) [website](#) features factsheets, housing brochures, and other agency forms in Cambodian, Chinese, Korean, Tagalog, and Vietnamese.

### *Language Access*

**Goal 1. *Provide scientific data to protect and inform communities.***

- The U.S. Geological Survey (USGS) made available on its website information about [earthquakes](#) in English, Chinese, Vietnamese, and Korean. In addition, USGS provided information on landslides in English, Spanish, Portuguese, and Japanese.

### *Workforce Diversity*

**Goal 2. *Institute a reliable AAPI workforce analytics capability.***

- DOI identified resources and partnered with organizations to help address barriers to AAPI employment and retention at DOI. Specifically, DOI partnered with the Asian American Government Executives Network (AAGEN), the Conference on Asian Pacific American Leadership, and the DOI Chapter of the Federal Asian Pacific American Council (FAPAC) to supplement the Department's outreach and engagement efforts. The Department helped conduct mentoring sessions for AAPIs interested in advancing to senior level positions, increased participation at career fairs that included AAPI students, and initiated partnerships with AAPI organizations to promote STEM student mentorship programs.

**Goal 3. *Improve DOI's ability to recruit, hire, and retain AAPIs in its mission critical occupations.***

- The Department continued to build relationships with Asian American and Native American Pacific Islander-Serving Institutions (AANAPISIs) or schools with high AAPI student populations. Specifically, the National Park Service (NPS) awarded \$79,500 to AANAPISIs via grants and contracts.
- In addition, the U.S. Fish and Wildlife Service entered into partnerships with Oahu Refugees, the Department of Defense, Hawaii State's Division of Aquatic Resources, and private landowners to restore aquatic habitats for rare species. Through these partnerships, college students received mentoring and opportunities to gain skills in monitoring, capturing, and marking rare species. These students went on to teach in predominantly Native Hawaiian high schools.
- The Department's Youth in the Great Outdoors initiative leveraged various opportunities to engage the AAPI community. For instance, the Student Ambassadors program provided training and resources for current interns to recruit diverse candidates on their college campuses. The Office of Youth, Partnerships, and Service also coordinated with the U.S. Fish and Wildlife Service on a presentation at the 4<sup>th</sup> Annual Conference on Asian Pacific American Leadership (CAPAL) Career Fair.

**Goal 4. *Increase the pipeline of AAPI applicants to managerial and SES positions.***

- USGS led the implementation of a DOI-wide Memorandum of Understanding (MOU) with AAGEN in order to improve recruitment, hiring, promotion, and retention strategies, with an emphasis on increasing AAPI targeted recruitment efforts at all grade levels.

### *Capacity Building*

**Goal 5. *Empower insular communities and oversee Federal assistance to the U.S. Insular Areas.***

- DOI continued to create economic opportunities to promote tourism and attract industries to the Insular Areas by participating in an interagency effort with the Department of Homeland Security (DHS), the White House Tourism Initiative, Brand USA, and the Insular Areas.
- The Department helped to improve insular government financial policies and procedures. In 2012, three of the insular governments had on-time and unqualified single audits, an increase from the previous year.

### *Agency Specific*

**Goal 6. *Provide targeted outreach to the Native Hawaiian community when the Federal government engages in actions that specifically affect Native Hawaiian rights, resources, or land.***

- Throughout FY 2013, DOI utilized its Native Hawaiian organization list to notify the Native Hawaiian community about Federal actions affecting Native Hawaiian rights, resources, or lands that were published in the Federal Register.

**Goal 7. *Consider AAPI historic sites for appropriate National Park Service designation.***

- In February 2013, DOI announced that NPS will undertake an [AAPI theme study](#) to investigate the stories, places, and people of AAPI heritage across the country. The new study is part of a broader effort under President Obama's America's Great Outdoors program to commemorate and tell a more inclusive story of all Americans, including minorities and women who have made significant contributions to our nation's history and culture. The NPS subsequently convened a panel of AAPI scholars and stakeholders to identify potential theme study essay topics.
- In May 2013, DOI co-hosted a White House Forum on AAPI Heritage that drew over 400 people. The event brought together national leaders and scholars who discussed how the legacy of Asian Americans, Native Hawaiians, and Pacific Islanders should be recognized, preserved, and interpreted for future generations.

**Goal 8. *Employ a long-term strategy to reduce reliance on imported oil by maximizing use of renewable energy sources, increasing the efficiency of energy production and transmission, and by promoting consumer conservation.***

- Renewable and Energy Efficiency meetings with the Freely Associated States continued in FY 2013. The National Renewable Energy Lab (NREL) participated in a meeting with the Republic of the Marshall Islands in November 2012 and provided a presentation to Insular Areas' executive leaders describing their services. NREL also held local energy meetings with stakeholders in the Republic of the Marshall Islands in November.
- Energy assessment work was initiated in the Republic of the Marshall Islands in late 2012, and a draft report was completed to help guide future projects.

*Language Access*

**Goal 1. Participate in efforts to develop enhanced translation/interpretation services for Federal agencies.**

- The Federal Coordination and Compliance Section (FCS)-led Federally Conducted Committee of the Interagency Working Group on Limited English Proficiency partnered with the Social Security Administration and the White House Initiative on AAPIs (Initiative) to design a video vignettes training series to help train the Federal workforce on strategies to provide meaningful access to limited English proficient individuals. The videos were previewed at the Initiative’s Federal Employee Conference in July 2013, and one of the vignettes was viewed in full at the Initiative’s Interagency Working Group and Regional Interagency Working Group meeting on December 3, 2013. Acting Commissioner of SSA Carolyn Colvin introduced the project and video.

**Goal 2. Assist efforts to increase access for individuals with limited English proficiency (LEP) to Federal resources.**

- DOJ publicly disseminated 11 revised and comprehensive Departmental component language access plans on its [website](#) in accordance with Executive Order 13166 and the Attorney General’s June 2010 and February 2011 memoranda to ensure that all Federal agencies communicate effectively with limited English proficient individuals.
- DOJ provided significant technical assistance and training to Federal agencies, including serving as trainers for webinars hosted by the Migration Policy Institute, authoring a blog post on the White House website, and conducting targeted trainings and “train-the-trainer” sessions for USDA’s Forest Service, among others. The Department also conducted additional trainings about language access in fair lending, U.S. Attorney’s Office operations, and other Federal functions.
- DOJ provided training on language access policies, protocols, and procedures to its own staff, including a telephonic interpretation training.

*Data Disaggregation*

**Goal 3. Explore improving data access and analysis on hate crimes against AAPIs.**

- DOJ successfully recommended the addition of an “Anti-Sikh” category, an “Anti-Hindu” category, and an “Anti-Arab/Anti-Middle Eastern” category to the hate crime reporting in the [FBI’s Uniform Crime Reporting Program](#) (UCR).

*Workforce Diversity*

**Goal 4. Promote participation in fellowship, internship, and work study programs, including the Pathways Programs of the Office of Personnel Management, to eligible candidates, including AAPI candidates.**

- DOJ Component EEO and Human Resource offices and the Office of Attorney Recruitment and Management continued to conduct outreach and recruitment to AAPIs to raise awareness about DOJ careers and employment opportunities. Outreach activities included participating in the Conference on Asian Pacific American Leadership Annual Career Fair, the Initiative’s Federal Employee Conference, and electronic mailings to Minority-Serving Institutions, including those that enroll a large number of AAPI students.

**Goal 5. Broaden pipeline of applicants to managerial and SES positions.**

- The Department partnered with the DOJ Pan Asia Employee Association to host a Department-wide Town Hall Forum to discuss the Senior Executive Service and provide guidance on how to learn about SES employment opportunities and the hiring process.

**Goal 6. *Ensure responsibility of workforce diversity, inclusion, and equal employment opportunities at all levels of the Federal government.***

- The Department continued to implement diversity and performance standards for all Senior Executive Service members, managers, and supervisors. These standards are now included in all performance work plans.

***Agency Specific***

**Goal 7. *Enhance efforts to combat human trafficking.***

- In September 2013, DOJ's Civil Rights Division, Criminal Section partnered with the U.S. Attorney's Offices, the Department of Homeland Security, and the Department of Labor to conduct a third advanced human trafficking training course for additional anti-trafficking coordination teams (ACTeams). The highly interactive course focused on complex issues of human trafficking, such as discovery issues, immigration relief, search warrants, evidence gathering, and strategies concerning witness preparation.

**Goal 8. *Provide culturally competent, comprehensive services to foreign national victims of human trafficking.***

- During 2013, the Office for Victims of Crime (OVC) worked to improve access to services for foreign national victims of human trafficking and improved the capacity of victim service providers who offer comprehensive services through the administration of Federal grant funding and by implementing a number of training, technical assistance, and public awareness initiatives. In FY 2013, OVC provided new grant awards to 19 organizations, bringing the total number of OVC trafficking victim service providers to 45. Of this number, 35 organizations funded comprehensive services to foreign national victims of human trafficking such as case management, shelter, food, clothing, medical care, legal assistance, and mental health treatment.

**Goal 9. *Protect the civil rights of vulnerable AAPI immigrant populations.***

- In November 2012, the Special Litigation Section (SPL) of the Civil Rights Division gave a presentation to the Hawaiian Pacific Islander Stakeholder Conference to provide general information on the Section's work, including programs in juvenile justice, corrections, and mental health.
- Throughout FY 2013, SPL engaged in a number of community events and town halls related to law enforcement and Departmental investigations. These events included members from the AAPI community. For instance, SPL conducted outreach to the Vietnamese Young Leaders Association in New Orleans as well as the city's Language Access Coalition; met with Muslim Advocates to hear their concerns about law enforcement's treatment of Muslim community members in New York; and engaged with the AAPI community in Seattle.
- From October 2012 through September 2013, the Office of Special Counsel for Immigration Related Unfair Employment Practices (OSC) in the Civil Rights Division conducted 26 outreach sessions that targeted immigrant advocates, legal service providers, workers, and worker advocates. For instance, in March 2013, OSC conducted outreach in San Juan, Puerto Rico with the Asian Community Association, and in June 2013, OSC conducted outreach in Washington, DC with the Arab Anti-Discrimination Committee.

**Goal 10. *Protect the civil rights of vulnerable AAPI women.***

- States and Territories continued to develop implementation plans that include how to recognize and address the needs of underserved populations and ensure that monies set aside to fund linguistically and culturally specific services and activities are equitably among those populations. In February 2013, the Office on Violence Against Women (OVW) hosted an in-person meeting for

Services, Training, Officers, Prosecutors (STOP) administrators to address underserved populations.

- During FY 2013, OVW grantees held a number of technical assistance events and trainings addressing the needs of the AAPI community, including issues related to immigration relief, sexual assault, culturally appropriate services, and domestic violence.



### *Language Access*

**Goal 1. *Improve delivery of services to limited English proficient (LEP) individuals, especially where LEPs directly access agency services.***

- During FY 2013, the Office of Federal Contract Compliance Programs (OFCCP) participated in 17 outreach events targeting AAPI communities, reaching over 600 people. For instance, in October, representatives from the Midwest Region participated in an outreach event for the Lao Family Community Center in White Bear Lake, MN where OFCCP staff informed Hmong business owners about free technical assistance and additional resources available on its website and at the local district office. Complaint forms were made available to participants in Hmong, Lao, and Vietnamese. In August, representatives from the mid-Atlantic Region attended a Boat People SOS-Delaware Valley Asian Youth outreach event to educate Asian youth about employment opportunities with the Federal government and distributed materials in Chinese, Vietnamese, Lao, Hmong, Korean, and Thai. And in June, representatives from the Southeast Region participated in the Asian American Federal Association of Florida Summit in Orlando, FL where they led a panel discussion and distributed materials in Chinese, Vietnamese, and Korean.
- OFCCP's 2013 LEP Survey revealed enhanced metrics regarding Asian American populations as well as the agency's capacity to meet critical LEP needs. Survey data revealed a prevalence of Vietnamese and Mandarin-speaking communities among the Asian American service population nationally. The agency also used survey data to assess the demand, both at a regional and district-level, for additional translation and interpretation resources to serve these and other growing LEP populations. Moreover, DOL identified Cantonese and Hmong as languages in which the agency may face emerging resource needs in FY 2014.
- From April 2013 to September 30, 2013, the Wage and Hour Division (WHD) translated 16 key documents into major [AAPI languages](#) such as Chinese, Hmong, Korean, Tagalog, Thai, Vietnamese, Hindi, Punjabi, and Urdu.
- DOL translated into Chinese and Vietnamese "How to File a Complaint" and posted on the Civil Rights Center's (CRC) [website](#). In addition, CRC's [complaint form](#) was translated into [Chinese](#) and [Cambodian](#).
- The Women's Bureau translated into Chinese and Vietnamese "[A Guide to Women's Equal Pay Rights](#)" and "[An Employer's Guide to Equal Pay](#)", and its regional offices disseminated the translated guides to organizations serving the AAPI community, including the American Women's Coalition, Boat People SOS, and the Chinese American Service League.
- In FY 2013, the Employee Benefits Security Administration (EBSA) participated in 16 outreach events to the AAPI community, including rapid response events in Texas and Illinois. EBSA also distributed dislocated worker materials in Chinese, Korean, and Vietnamese and provided information on retirement and health benefit laws across the country.
- EBSA also assisted 41 individuals in responses that required translation services for languages spoken within the AAPI community.

### *Data Disaggregation*

**Goal 2. *Improve researcher access to disaggregated data for the AAPI community.***

- A variable identifying detailed Asian subgroups was added to the January 2013 Current Population Survey (CPS) public use file and will be included on all subsequent CPS public use files.

### *Workforce Diversity*

#### **Goal 3. *Increase participation rate of AAPIs in Student Pathways Program.***

- The Philadelphia Office of the Assistant Secretary for Administration and Management (OASAM) established recruitment partnerships with 5 Asian American and Native American Pacific Islander-Serving Institutions (AANAPISIs). OASAM Chicago partnered with North Park University, which has an AAPI student enrollment of 6%. And OASAM Boston/New York partnered with Queens College where they provided workshops on how to effectively compete for Federal jobs.

#### **Goal 4. *Provide employment opportunities to qualified AAPI candidates.***

- Various agency job announcements were shared with members of DOL's Asian Pacific American Council (APAC). APAC was established to further personal and professional development, promote diversity within the agency, and strengthen networking.
- Throughout FY 2013, EBSA continued to maintain relationships with higher education institutions that have a high population of AAPI students. Through the Career Pathways Program, EBSA recruited two AAPI employees at its regional offices. In addition, EBSA field offices participated in career fairs and workshops and ensured that vacancy announcements were forwarded to career offices at these institutions.

### *Capacity Building*

#### **Goal 5. *Create streamlined process to ensure appropriate funding opportunities reach AAPI communities.***

- In FY 2013, the Occupational Safety and Health Administration (OSHA) awarded more than \$600,000 in Susan B. Harwood capacity building grants to organizations that provide training and resources in Korean, Vietnamese, Nepali, and Mandarin to hair and nail salon workers. Grants were also awarded to groups that serve AAPI workers in healthcare, construction, restaurant, and other industries.

#### **Goal 6. *Partner with Asian American and Native American Pacific Islander-Serving Institutions (AANAPISIs)***

- The Office of the Assistant Secretary for Policy (OASP) completed an analysis of the geographic distribution of DOL grants compared to the population of Asian Americans, Native Hawaiians, and Pacific Islanders.
- The Employment and Training Administration (ETA) participated in a number of events in FY 2013 and discussed grant opportunities, including at a town hall meeting organized by the Asian Pacific Islander American Scholarship Fund in June 2013; on a panel at the annual Minority-Serving Institutions Community of Partners Council (COPC) Technical Assistance National Training Conference in September 2013; and at the Federal Summit for Minority-Serving Institutions in January 2013.
- In March 2013, ETA Assistant Secretary met with members of the Guam Legislature to discuss how they could best maximize their Workforce Investment Act (WIA) resources and Job Corps.
- In collaboration with DOL's Office of Public Engagement, ETA sent announcements of over \$1 billion in funding opportunities to 400 leaders of the AAPI community, including elected officials, advocates, and leaders of community organizations.

#### **Goal 7. *Improve access and increase technical assistance outreach to better serve AAPI populations.***

- In FY 2013, the WHD conducted and/or participated in 68 outreach events targeted at the AAPI community.

- Similarly, the Women's Bureau conducted and/or participated in 5 outreach events with AAPI community-based organizations throughout FY 2013.

#### *Agency Specific*

##### **Goal 8. *Improve overall workplace health outcomes for AAPIs through outreach and education.***

- During FY 2013, OSHA organized several AAPI events throughout its regions. For instance, OSHA's Manhattan Area Director issued 100+ letters to New York nail salon employers that included educational information and OSHA resources, and also spoke at several AAPI nail salon forums. OSHA staff attended a national briefing about Native Hawaiians in New York; delivered presentations and trainings at conferences for workers from Guam, Burma, the Philippines, Bhutan, and other Asian countries and Pacific Islands, with a total of more than 400 participants; and met with officials from India's Ministry of Labor and Employment to discuss strategies for enforcement and compliance assistance.
- OSHA's publication on [nail salon safety](#) was translated into [Korean](#) and [Vietnamese](#), and more than 17,000 print copies were distributed. In March 2013, OSHA published a new resource on Toluene in nail salon products, and also maintained web pages on safety in both nail and hair salons.
- WHD's Houston District Office participated in the White House Initiative on AAPIs (Initiative) Texas Regional Summit in February 2013 where a Chinese-speaking investigator discussed employee rights under various laws. The event was an opportunity for the community and government to work together to empower the AAPI community in Texas.
- On August 15, OFCCP's Northeast Regional Director participated in the Initiative's Regional Interagency Working Group AAPI Forum in New York that drew approximately 160 people. In June, the OFCCP's Northeast Regional Director also attended an event at the Ford Foundation in New York City to examine the challenges and opportunities facing the Native Hawaiian and AAPI communities and to share innovative practices and projects. The event gathered 50 leaders from the Native Hawaiian and AAPI communities and local and national foundations.

*Workforce Diversity*

**Goal 1: *Increase participation rate of AAPIs in student programs and applicant pools for Foreign and Civil Service positions.***

- Diplomats-in-Residence and Washington-based recruiters met with candidate at career fairs and information sessions at university campuses with a high percentage of AAPI students, including the University of California, San Diego; the University of Hawaii; the University of Washington, Seattle; and Brigham Young University-Hawaii.

**Goal 2: *Increase AAPI applicants to the Federal government in mission-critical positions.***

- Staff attended numerous career fairs and information sessions, such as the East Coast Asian American Student Association National Conference in New York; the Federal Asian Pacific American Council in Long Beach, CA; the 2013 Ascend National Convention in Anaheim, CA; the National Association of MBAs in New York; the Korean American Association Job Fair in Annandale, VA; and the Organization of Chinese Americans National Career Fair in Washington, DC. These events provided State Department recruiters with the opportunity to outline career paths to more than 1,000 potential candidates.
- The Department's marketing, communications, and advertising strategy focused on diversity recruitment.
- In April 2013, the Bureau of Democracy, Human Rights, and Labor (DRL) Acting Assistant Secretary Uzra Zeya delivered keynote remarks at the annual flagship leadership dinner for the Asian American Foreign Affairs Association (AAFAA) that drew approximately 100 State Department employees. Her remarks focused on career development and advancement for AAPI employees.
- To mark Asian American and Pacific Islander Heritage Month, the South Asian American Employee Association (SAAEA) and AAFAA hosted a kick-off event on May 1, 2013. Director General of the Foreign Service Linda Thomas-Greenfield delivered keynote remarks on the importance of joint efforts among affinity groups and diversity in the workplace.
- The Pickering and Rangel Fellowship Association, Hispanic Employee Council of Foreign Affairs Agencies, SAAEA, and AAFAA collaborated to host an inaugural joint networking event in October 2013.

#### *Language Access*

**Goal 1: *Assess agency employee language capability/skills.***

- DOT's Language Access Working Group drafted a plan regarding assistance to persons with limited English proficiency (LEP) in the Department's federally conducted activities. The plan was finalized and adopted in FY 2013.
- Utilizing the National Virtual Translation Center, DOT's Office of Civil Rights provided messaging and language access to LEP AAPI individuals.

**Goal 2: *Develop in-language messages to AAPI communities about DOT's safety campaigns.***

- DOT translated a series of "tweets" on Twitter into five AAPI languages – Mandarin, Cantonese, Korean, Vietnamese, and Tagalog. Messages focused on the dangers of distracted driving and urged individuals to refrain from using cell phones while driving.
- Pedestrian safety and walkability materials were [translated](#) into Chinese, Korean, Tagalog, and Vietnamese and disseminated to the 10 regional offices of the National Highway Traffic Safety Administration (NHTSA) for distribution to all 50 State Highway Safety Offices (SHSO) and other state and local partners. NHTSA staff also distributed translated materials to other national partners.

#### *Data Disaggregation*

**Goal 3: *Estimate the transit system ridership of disaggregated AAPI populations in metropolitan centers nationwide.***

- In FY 2013, DOT completed a pilot project analyzing AAPI access to Sacramento's light rail transit system using U.S. Census Bureau tract data and transit system data. The pilot will form the basis for further development of this extrapolation model applicable to other metropolitan areas.

#### *Workforce Diversity*

**Goal 4: *Expand AAPI Federal employment opportunities through increased recruitment, retention, and promotion efforts.***

- DOT hosted the White House Initiative on AAPIs' (Initiative) second annual Federal Employee Conference in July 2013, *Rise to the Challenge*, which drew over 300 participants from across the Federal government. The Conference launched a new professional development Challenge Team Program, and provided participants with the opportunity to learn about the Initiative's cross-cutting issue areas and gain professional development skills
- DOT launched a successful engagement effort with the Pacific Territories that enabled students in Guam and American Samoa to participate for the first time in the Federal Highway Administration's National Summer Transportation Institute, a career exploration program for at-risk youth.
- The Federal Aviation Administration initiated a first-time pilot collaboration of its Aviation Career Education (ACE) Academy Program in Guam and American Samoa.
- DOT leadership convened a listening session for AAPI employees in June 2013 to determine if any institutional barriers exist for AAPI employees from all levels within the Department, improve workplace inclusion, and further enhance DOT's organizational effectiveness and performance. Management will take feedback gathered at the listening session to build and sustain a more diverse and inclusive workforce.

### *Capacity Building*

**Goal 5: Increase participation from the AAPI community in key areas related to DOT policies and programs.**

- DOT selects nonprofit institutions of higher education on a competitive basis to be designated as a University Transportation Center to carry out transportation research. In FY 2013, one Asian American and Native American Pacific Islander-Serving Institution (AANAPISI) (the University of Maryland, College Park) was selected as a lead university and two AANAPISIs (California State University, Long Beach and the University of Illinois, Chicago) were named consortia partners.
- The Department developed a system to produce Geographic Information System maps to visually display AAPI populations in communities where DOT leaders are conducting outreach. In so doing, DOT is improving awareness of the diversity among AAPI communities.

**Goal 6: Increase AAPI participation in DOT's Office of Small and Disadvantaged Business Utilization (OSDBU) programs and in DOT's Small Business Transportation Resource Centers (SBTRC).**

- In FY 2013, DOT's OSDBU engaged in extensive AAPI outreach that resulted in short-term business loan guarantees totaling \$1,699,000. These activities included participating in 4 AAPI outreach events that reached 600 individuals, and providing technical assistance and training to 44 AAPI-owned businesses.
- DOT's Mentor-Protégé Pilot Program included 6 AAPI-owned companies. The program bolsters the capability of disadvantaged and small business owners to compete for Federal procurement opportunities.
- The Department's Small Business Transportation Resource Centers in the Southwest and Northwest participated in 3 conferences sponsored by AAPI business organizations.

*Language Access*

**Goal 1. *Improve delivery of services to limited English proficient (LEP) individuals who seek access to Treasury programs and services.***

- Materials from non-Internal Revenue Service (IRS) programs were [translated](#), and [www.irs.gov](http://www.irs.gov) can now be accessed in 5 different languages, including Chinese, Korean, and Vietnamese.
- The IRS developed a video about the importance of utilizing telephonic language lines and participated in an interagency project to create a training video for Federal employees about how to provide meaningful access to LEP individuals.

*Workforce Diversity*

**Goal 2. *Increase AAPI applicants to mission critical positions.***

- The Treasury bureaus completed MD-715 reports and reviewed workforce statistics quarterly. The MD-715 reports evaluated the agency's policies, procedures, and practices to identify barriers to equal employment opportunity.

**Goal 3. *Increase pipeline of AAPI applicants to managerial and SES positions.***

- The Office of Civil Rights and Diversity (OCRD) completed a trend analysis of AAPI employment at the Department which found steady progress in recruiting, hiring, and advancing AAPIs over the past 5 years, but also recognized that additional efforts should be undertaken given the growth of the AAPI population between 2000 and 2010. The analysis will assist in maintaining current participation levels and provide best practices for improving hiring for executive positions.

*Capacity Building*

**Goal 4. *Improve access and increase technical assistance and outreach to Treasury programs to better serve AAPI populations.***

- The Community Development Financial Institution (CDFI) Fund completed an overlay map and report analyzing AAPI communities with lending made by CDFIs. In addition, the CDFI Fund conducted 3 outreach sessions to AAPI communities in FY 2013.

**Goal 5. *Increase AAPI access to funding.***

- A delegation of Treasury's State Small Business Credit Initiative (SSBCI) conducted a series of Pacific Island Roundtable discussions to boost awareness of the small business lending opportunities SSBCI offers. The team held 5 meetings in February 2013.

### *Language Access*

#### **Goal 1. Increase access to VA programs by providing culturally and linguistically appropriate services.**

- Throughout FY 2013, NCA continued to ensure that all national cemeteries had “I Speak” language identification cards and/or “Step by Step Language Identifier” [handouts](#) to increase the LEP community’s access to NCA benefits and services.
- The Veterans Health Administration (VHA) facilities utilized contract medical interpreters for LEP Veterans and their family members, and also maintained contracts for interpreter services for internal use.
- The Veterans Benefits Administration (VBA) components maintained a [web page accessible](#) to members of the general public with information on the availability of language assistance.

### *Data Disaggregation*

#### **Goal 2. Improve the data collected on AAPIs in each program.**

- VA collects race, ethnicity, and gender information at the time of Veteran registration for services on VA FORM 10-10EZ, “Application for Health Benefits.” VHA expanded its efforts to offer more opportunities for enrollees to report this information through implementation of patient kiosks at medical centers.

### *Workforce Diversity*

#### **Goal 3. Foster the recruitment, career development, and advancement of AAPIs in the VA.**

- As of September 30, 2013, VA employed 24,700 Asian Americans and 890 Native Hawaiians or Pacific Islanders, which represents 7.35% of the total VA workforce. This reflects a FY 2013 net change of 8.49% and 7.74%, respectively, for Asian American men and women, and a 23.38% and 21.64% net change for Native Hawaiian or Pacific Islander men and women, respectively, which is above the VA net workforce growth of 4.01%.
- In FY 2013, the National Cemetery Administration (NCA) conducted 3 webinar recruiting panels to market NCA’s Cemetery Director Internship Program. The webinars included a panel of 7 graduates from the program who shared their experiences and the program details, including the mentoring component. The webinars were marketed to communities with high levels of AAPI populations.
- VHA worked with AAPI stakeholder groups, including the Federal Asian Pacific American Council, Organization of Chinese Americans, International Leadership Foundation/Asian American and Pacific Islanders, and Native Hawaiian and Pacific Islander Veterans Community Outreach. In addition, VHA Healthcare Recruitment & Marketing incorporated diversity throughout VA’s overall recruitment plan and promotional materials. For instance, during FY 2013, HR&M posted job announcements in Best Colleges for Asian Pacific Americans and on university job boards, including two universities with a significant AAPI student body: Polytechnic University of New York and the Massachusetts Institute of Technology. Finally, VHA maintained a banner ad on Goldsea.com, a general interest and career center website targeting AAPI professionals.
- Through the National Diversity Internship Program (NDIP) and Pathways Program, VA established partnerships with the International Leadership Foundation, the Asian Pacific American Institute for Congressional Studies, and the Organization of Chinese Americans. VHA also established partnerships with a number of AAPI serving institutions including California State University, Fresno; California State University, Long Beach; California State University, Sacramento; California State University, San Marcos; Mission College; San Jose State University; Santa Monica



College; University of Hawaii at Hilo; University of Massachusetts, Boston; City University of New York Queens Borough Community College; and South Seattle Community College.

- NCA collaborated with the Office of Diversity and Inclusion to utilize the NDIP and Pathways Program for recruiting AAPIs and increasing awareness of NCA career opportunities for AAPI employee candidates. NCA conducted a series of training events during the third quarter of FY 2013 including Championing Diversity, Reasonable Accommodations, Leadership and Execution, and Projects Management. These trainings were marketed internally and circulated to all NCA leaders to improve diversity, inclusion, and cultural competence.
- NCA established two diversity committees: the Executive Diversity Council and the Special Emphasis Advisory Committee, both of which held meetings throughout FY 2013.

### **Capacity Building**

#### **Goal 4. Increase the opportunities of the AAPI community's access to Federal funding.**

- VA's Office of Small and Disadvantaged Business Utilization (OSDBU) is responsible for encouraging greater economic opportunity for minority entrepreneurs. A total of \$658,105,004 was awarded in contracts to small disadvantaged businesses, including AAPI-owned businesses.
- In FY 2013, NCA continued utilizing small, disadvantaged, Veteran-owned businesses for the majority of services needed at national cemeteries nationwide.
- The Advisory Committee on Minority Veterans is composed of 12 members. Of the 12, two individuals are Asian American Veterans, one is a Pacific Islander Veteran, and one is a Native Hawaiian Veteran.
- Since 1988, VA has provided grants to 9 cemeteries that are located throughout Hawaii and Guam for their establishment, expansion, and improvement. VA has an active contract at the National Memorial cemetery of the Pacific, in Honolulu, HI.
- As part of VA's commitment to Executive Order 13515, the Office of Diversity and Inclusion's AAPI Special Emphasis Program Manager conducted the Department's first Interoffice Workgroup Initiative quarterly meeting in December 2012.
- ODI hosted a VA Agency Forum in May 2013 that provided VA employees and Veterans with information on Department goals and diversity strategies. During the event, ODI partnered with the Center for Minority Veterans (CMV) to provide information about benefits and also showcased display that portrayed AAPI Veteran recipients of the Medal of Honor.
- VA's CMV continued posting the Filipino WWII Veterans Equity data received from VBA on a monthly basis. In addition, VA's VBA's Minority Veterans Program Coordinators provided status of claims updates to Filipino WWII Veterans and their family members. Updates were also provided to the Filipino Veterans Equity Compensation (FVEC) Fund via the VA's website.

### **Agency-Specific**

#### **Goal 5. Increase awareness and access to health services for AAPI Veterans in rural areas.**

- To increase awareness and access to health services for Veterans, including AAPIs, in rural areas, VHA's Office of Rural Health (ORH) sponsored 25 projects (total funding amount of \$15,769,121) in the VA Pacific Islands Health Care System. As a result, approximately 7,000 rural Veterans in the Pacific Islands benefited from these innovative projects. Examples of these efforts include: expanded telehealth capabilities to serve more rural Pacific Islander Veterans; travel funding enabling 5,100 rural Veterans living in the Pacific Insular and Outer Islands to travel to the VA Medical Center in Honolulu for crucial medical services and procedures; 837 rural Veterans

benefitted from medication management pharmacist services through telehealth and face-to-face visits resulting in improved health outcomes; 360 rural Veterans received mental health services in Saipan; 165 rural Veterans in Oahu received mental health services including PTSD; 147 Veterans living in rural areas received Home Based Primary Care services in Guam; and 49 rural Veterans received Home Based Primary Care services on the island of Maui.

### *Language Access*

**Goal 1. *Reduce language barriers that hinder delivery of EPA services.***

- EPA updated the web links to materials available in simplified Chinese, traditional Chinese, Vietnamese, and Korean. All four sites are now accessible from [EPA's homepage](#).
- EPA launched its limited English proficient (LEP) [web page](#), which is now available in Chinese (traditional and simplified), Korean, Spanish, Tagalog, and Vietnamese.

### *Workforce Diversity*

**Goal 2. *Assess AANAPISI and other AAPI student participation in current EPA student programs and activities.***

- Throughout FY 2013, EPA continued its partnership efforts with Asian American and Native American Pacific Islander-Serving Institutions (AANAPISIs) to provide AAPI students with access to EPA programs and opportunities. EPA also collaborated with AAPI organizations to bring one interns to learn about the regulation of antimicrobial pesticides during their summer internships at the agency.

**Goal 3. *Continue to increase opportunities for AAPIs at all levels within EPA.***

- EPA continued to track the representation of AAPIs in the agency's workforce through the agency's quarterly Diversity Dashboard, which provides extensive workforce data, including information on hires, promotions, and awards. When compared to the Civilian Labor Force, the overall population of AAPIs in the EPA exceeds the CLF by 2.6%. AAPIs are represented in the permanent supervisor/manager distribution by an average of 6.3% and there have been 15 new hires within the last fiscal year. The data was used to inform outreach and training strategies.
- EPA continued to obtain updates on Asian American Government Executives Network's (AAGEN) SES training opportunities and shared them with agency personnel. In addition, EPA continued to informally track participation in the program.

### *Capacity Building*

**Goal 4. *Increase transparency and outreach to the AAPI community impacted by environmental issues.***

- EPA developed a plan for AAPI engagement on environmental issues that both focused on regulatory announcements and AAPI affinity events. In FY 2013, EPA invited AAPI stakeholders to several conference calls with senior EPA leadership and also convened calls to share agency announcements.

**Goal 5. *Increase AAPI access to funding.***

- EPA completed an assessment of its AAPI outreach and finalized its strategies to enhance the effectiveness of its continuing efforts.
- EPA's grants training outreach plan was finalized, and the training was completed in May and June of 2013.
- EPA updated the list of agency grant programs that was included in the White House Initiative on AAPIs' (Initiative) Guide to Federal Agency Resources.

**Goal 6. *Focus and coordinate EPA AAPI efforts***

- To ensure AAPI participation in agency outreach activities, EPA developed an outreach network of AAPI communities which its regional environmental justice (EJ) coordinators utilize during their community engagement efforts.

### *Agency Specific*

**Goal 7. *Continue education, sharing information, to build awareness and work towards reducing the hazardous impacts to AAPI nail salon owners, workers, and customers of chemical exposure to nail salon products.***

- EPA continued to co-chair the Salon Safety Interagency Working Group, convened a meeting in April 2013, and collected agency responses in coordination with the Initiative.
- With EPA's encouragement, Boat People SOS (BPSOS) engaged in several discussions with other stakeholders to identify opportunities for collaboration around strengthening health protections for nail salon workers. BPSOS partnered with New York University Center for the Study of Asian American Health and the Asian and Pacific Islander American Health Forum on the STRIVE (Strategies to Reach and Implement the Vision of Health Equity) Project. The STRIVE Project complements the EJ Small Grant. BPSOS trained more than 257 employees and reached more than 2,600 people through its outreach campaign.
- In FY 2013, EPA managed a new EJ Small Grant to Asian Health Services to train at least 45 salon owners on safe practices and concepts for greening the workplace. The project empowers Vietnamese salon workers to address the unique environmental and health challenges that result from chronic and cumulative exposures to chemicals known or suspected to be carcinogenic and harmful. Following the training, there was an increase in knowledge and self-reported positive behavior changes regarding safe work practices.

**Goal 8. *Improve overall health outcomes for AAPIs by reducing health risks.***

- During FY 2013, EPA continued to improve access to safe drinking water in the Pacific Islands to achieve parity with U.S. mainland drinking water quality. The local utility completed the EPA-funded upgrades of the chlorination system and a treatment plant on Guam.
- EPA also continued to improve wastewater treatment in the Pacific Islands to achieve compliance with wastewater permit requirements and local water quality standards. Local utilities completed EPA-funded projects to rehabilitate a wastewater treatment plant on Saipan and to upgrade 6 sewage pump stations on Guam.

**Language Access**

**Goal 1. Improve delivery of services to limited English proficient (LEP) individuals who seek access to SBA programs and services.**

- SBA joined with the Federal Deposit Insurance Corporation to present new resources for small businesses called [Money Smart for Small Business](#). These financial literacy resources provide an introduction to day-to-day business organization and planning and are written for entrepreneurs with limited or no prior business training. In FY 2013, SBA's San Francisco District Office offered this specialized training in Mandarin to small business owners.

**Data Disaggregation**

**Goal 2. Increase AAPI disaggregated data.**

- SBA launched a new initiative called *Smarter Data, Smarter Policy* which encourages investment in data that effectively measures the dynamics of America's small and startup businesses. The initiative focuses on 3 areas: access to capital, women and minority owned businesses, and job creation and growth. In FY 2013, the interagency team met several times and began discussing ways to improve women and minority data collection.

**Workforce Diversity**

**Goal 3. Increase diversity of SBA workforce and minority candidates for SES positions.**

- In FY 2013, SBA had 282 AAPI employees in its total workforce, representing a 5.2% increase from the previous year. In addition, approximately 7.7% of SBA's total number of permanent SES positions is AAPI. SBA continued to work with the Asian American Government Executives Network (AAGEN) to broaden inclusion within the SBA SES recruitment efforts.

**Capacity Building**

**Goal 4. Increase outreach to community partners.**

- In October 2012, Deputy Administrator Marie Johns delivered the keynote remarks at the Pan Asian American Economic Development, Small Business, and Homeownership Conference in San Francisco, CA. She also toured several AAPI-owned small businesses and hosted numerous small business roundtables.
- In May 2013, Deputy Administrator Johns signed a formal agreement with the Asian/Pacific Islander American Chamber of Commerce and Entrepreneurship (ACE) and participated in a small business roundtable with over 100 small business leaders. This new agreement enables the agency to more effectively support AAPI businesses throughout the nation and take advantage of numerous opportunities to engage with leaders from local AAPI chambers of commerce. SBA took part in ACE's membership fly-in, participating in roundtables on the Affordable Care Act and how to become a successful entrepreneur. During that event, SBA was awarded ACE's Government Agency Award.
- The SBA Office of Entrepreneurial Development's mission is to help small businesses start, grow, and compete in global markets by providing quality training, counseling, and access to resources. In FY 2013, approximately 14,000 self-identified AAPIs received counseling services and approximately 24,000 self-identified AAPIs participated in trainings provided through SBA's resource partner network.
- SBA's Office of Entrepreneurial Development also runs the agency's Emerging Leaders Initiative, which is a Federal training program that focuses on executives of businesses poised for growth in

historically challenged communities. In FY 2013, 7% of program participants self-identified as AAPI.

- SBA's Online Learning Center is a web-based portal that hosts a variety of self-paced online training courses, quick training videos, web chats, and other resources to help small business owners explore and learn about the many aspects of business ownership. In FY 2013, nearly 15,000 registrants were recorded for users that identified as AAPI.

**Goal 5. *Improve AAPI-owned small business access to SBA programs.***

- SBA streamlined its Small Loan Advantage program, which is a key 7(a) loan initiative designed to expand access to loans under \$350,000, and expanded the pool of lenders. This streamlining cut out over 100 pages of paperwork, making it easier for small businesses to utilize this program. The program, coupled with SBA's other financial assistance services, helped to put capital into the hands of many AAPI small business owners. SBA made over 7,200 loans totaling over \$4.7 billion to AAPI small business owners in FY 2013.
- SBA provided \$30 million in grant funds to states and territories across the U.S. via its State Trade and Export Promotion (STEP) program. In FY 2013, these grants supported nearly \$300 million in actual and projected worldwide export sales, engaging nearly 1,500 small businesses in inbound and outbound export activities. SBA continued to work closely with the White House, the Department of State, and the Department of Commerce to develop relationships with economies in Asia and around the world looking to work with U.S. businesses.

### *Language Access*

**Goal 1. *Improve the EEOC's ability to communicate with AAPIs and other groups who communicate primarily in a language other than English by increasing access to linguistically appropriate resources and improving the language capability of the EEOC workforce.***

- Mediators now track whether interpretation services (including those in AAPI languages) are requested or utilized by parties during mediation and how those services are provided.
- EEOC generated quarterly reports on interpretation services requested or used during mediation and what languages were requested. In FY 2013, 5 out of the 99 times when an interpreter was needed during mediation involved an AAPI language: Arabic, Sinhala, Cantonese, Mandarin, and Vietnamese.
- During the first quarter of FY 2013, EEOC completed an assessment of language capacity and needs for district offices. District offices currently share bilingual staff across offices using videoconferencing when possible for mediations and intake interviews. The language access officers in each district coordinated the sharing of staff as needed.
- Throughout FY 2013, EEOC continued to make information available in appropriate languages. For instance, the agency provided language assistance to telephone callers. In addition, some district offices received language assistance from other agencies via the local Federal Executive Boards.
- In FY 2013, EEOC participated in 240 events geared towards the AAPI communities, reaching more than 11,700 individuals. Outreach included: distributing brochures in Chinese and Vietnamese in Indianapolis; reaching out to the Cambodian community in Lowell, MA; conducting a bilingual workshop in Chuukese to Micronesians residents; distributing information in Chinese and Korean in Mobile, AL; conducting a workshop to Hmong community members and advocates in Fresno, CA; and attending a Burmese town hall meeting in Indianapolis.
- EEOC completed a legal sufficiency review of the agency's online publications translated into AAPI languages in March 2013. While vital documents have been translated into the most frequently requested AAPI languages, the EEOC is identifying additional documents (and additional AAPI languages) that should be translated for underserved AAPI communities.

### *Data Disaggregation*

**Goal 2. *Improve the AAPI workforce data collected from employers by modifying the racial categories on the equal employment opportunities surveys (i.e. EEO-3, EEO-4, and EEO-5).***

- In May 2013, OMB approved changes to the EEO-5 survey to make it consistent with OMB's 1997 Revision to the Standards for the Classification of Federal Data on Race and Ethnicity. The EEO-5 survey now requires employers to allow an employee to self-identify more than one race, allowing individuals who are Asian and Pacific Islander to identify both of those races.

**Goal 3. *Increase and improve data collection and disaggregation by national origin.***

- In 2012, EEOC expanded the number of AAPI national origin categories from 7 to 12. In FY 2013, EEOC reviewed the national origin data collected and assessed whether new AAPI national origin categories should be added in order to clarify and further disaggregate the AAPI groups that are included in the "Other Asian National Origin" and "Other or Unspecified" categories. A year after EEOC added those 5 new AAPI categories (Cambodian, Hmong, Laotian, Taiwanese, Thai), the number of charges with "Other Asian National Origin" category decreased by 13%. In addition, EEOC continued to monitor whether the agency is accurately capturing demographic data via the

1-800 number, whether the charging parties are routinely providing the national origin data on the intake questionnaire; and whether the demographic information is being accurately captured in the agency's information management system.

**Goal 4. *Improve public access to information on AAPI workforce, charge/complaint, and litigation data.***

- EEOC finalized a list of pending and resolved AAPI cases over the last decade for internal distribution. In FY 2012, EEOC settled 4 cases involving AAPI plaintiffs for a total of \$1.6 million. The list will be used to provide summaries the AAPI cases that will be included as part of the EEOC's AAPI Fact Sheets for the public.

**Workforce Diversity**

**Goal 5. *Increase AAPI applicants to the Federal government in mission critical positions.***

- The Director of the Office of Equal Opportunity met with the leadership of the Federal Asian Pacific American Council (FAPAC) to brief them on EEOC's workforce. In addition, the Affirmative Employment Team met with the Asian American Government Executives Network (AAGEN) leadership to discuss EEOC's signed Memorandum of Understanding (MOU) and ways to make the EEOC more inclusive.

**Goal 6. *Increase pipeline of AAPI applicants to managerial and SES positions.***

- To help other Federal agencies ensure equal employment opportunities for AAPIs, EEOC published online a compilation of ideas and practices called "A Practical Guide to Common Issues and Possible Barriers Which Asian and Native Hawaiian or Other Pacific Islander Employees May Face in the Federal Workforce."
- EEOC participated in the Federal Asian Pacific American Council (FAPAC) Challenge Team Program, a project-oriented, experiential training based program that develops skills for emerging Federal employee leaders, especially those at the GS-9 to GS-14 levels.

**Goal 7. *Ensure responsibility of workforce diversity, inclusion, and equal employment opportunities in all elves of the Federal government.***

- Diversity is now a critical performance element in performance plans for all EEOC SES, managers, and supervisors.



**Data Disaggregation**

**Goal 1. Improve data disaggregation practices**

- OPM utilizes the Enterprise Human Resources Integration (EHRI) Statistical Data Mart (SDM) which captures disaggregated data. In addition, OPM migrated reporting systems to disaggregate AAPI data into Asian American and Native Hawaiian and Pacific Islander, and currently provides data in this format.

**Workforce Diversity**

**Goal 2. Ensure AAPIs are able to participate fully in fellowship, internship, and work study programs.**

- During FY 2013, OPM participated in briefings targeting AAPI students including a Twitter Town Hall focusing on the Pathways Program and a webinar on the Pathways Program targeting AAPI students and recent college graduates.
- OPM worked with organizations such as the Conference on Asian Pacific American Leadership (CAPAL) and the Organization of Chinese Americans (OCA) to share opportunities with other Federal agencies on no-cost interns from which agencies could make their own selections.
- OPM participated in OCA's 40<sup>th</sup> Anniversary Convention in July 2013 and discussed topics such as Executive Orders impacting AAPIs, writing executive core qualifications (ECQs), and AAPI employee groups.
- As part of the White House Initiative on AAPIs' (Initiative) Interagency Working Group, OPM chaired the Workforce Diversity Subcommittee, convening the group twice in 2013.

**Goal 3. Ensure the AAPI community is aware of, and in the position to apply for, Federal government positions in mission critical occupations in OPM and across the Federal government.**

- OPM increased its outreach efforts to promote employment opportunities to the AAPI community throughout FY 2013. The agency implemented its AAPI outreach plan through social media, direct distribution of vacancy announcements to schools, and presentations to students at various universities.
- In March 2013, OPM signed a Memorandum of Understanding (MOU) with California State University, Fullerton and California State University, Dominguez Hills as part of the Careers in Public Service Collaboration Initiative, a pilot program that brings together Federal agencies and local universities in the Los Angeles area to create meaningful work and training experiences for students and to help them learn about and prepare for careers in Federal service.
- OPM conducted "Find & Apply for a Federal Job" workshops at AAPI conferences and other forums to outreach to the AAPI community.

**Goal 4. Ensure there is a robust pipeline of applicants, including AAPI applicants, to managerial and SES positions.**

- OPM implemented a Leadership Development Program Initiative through American University. The participation rate for AAPIs in the program was 5%.
- AAPI representation at the SES level is higher than in the overall OPM workforce (4.3% vs. 3.5%).
- OPM participated in, and provided support to, the Asian American Government Executives Network (AAGEN) SES Development Program through curriculum development and serving on the selection panel for the second cohort. OPM also outreached and announced the program through its 60+ partner agencies. One participant from the inaugural class was from OPM.

- AAPIs have steadily increased their participation in the SES levels government-wide (2.4% to 3.5%).
- OPM regularly met with Federal stakeholders (AAGEN, the Federal Asian Pacific American Council (FAPAC), and the Pan Pacific American Leaders and Mentors Organization (PPALM)) to develop recommendations to further increase participation rates of AAPIs in managerial and SES positions.
- OPM developed and distributed training for federal agencies focused on unconscious bias and micro-inequities.
- OPM supported the FAPAC Challenge Team Program by serving on the selection panel and as an advisor to the Workforce Diversity project team, and identifying a no-cost training component for program participants.
- OPM collaborated with the Initiative to brief 60+ agencies who submitted Diversity and Strategic Plans to OPM's Office of Diversity and Inclusion.

**Language Access**

**Goal 1. Enhance service to AAPIs through SSA's various service access options, including telephone, field and hearing offices, and online.**

- In FY 2013, SSA provided Video Service Delivery (VSD) connections in the South Pacific. Specifically, SSA installed a VSD unit at a partner site in Kona, HI to serve the AAPI population living on that side of the island. SSA also established VSD connections in Honolulu, Kapolei, Lihue, Hilo, and Wailuku, HI, and in American Samoa, Guam, and Saipan offices.
- The Kapolei District Office continued to use its VSD connection to assist American Samoa residents. Specifically, American Samoa received assistance through its VSD connection on 91 discreet customer service transactions in FY 2013.
- SSA managers continued to emphasize the agency's LEP policy and encourage the use of the Telephone Interpreter Services. SSA promoted its interpreter services and Multilanguage Gateway with members of the AAPI community. In addition, SSA field offices continued to provide in-person interpreter services, bilingual staff, and Video Remote Interpreter Services.
- Throughout FY 2013, SSA increased awareness and market use of the agency's online services. For instance, SSA developed an outreach incentive plan for Hmong language clients. In addition, the agency promoted the Multilanguage Gateway and SSA programs via TV and print media, and shared information with AAPI community partners and advocacy groups. SSA also hosted webinars for various AAPI communities, visited AAPI resource centers, and attended local and regional events.

**Workforce Diversity**

**Goal 2. Foster the recruitment, career development, and advancement of AAPIs within the agency.**

- In FY 2013, SSA provided career information and guidance to all employees via its Intranet, agency notices, and advisory councils. For instance, SSA partnered with the Pacific Asian American Advisory Council (PAAAC) to conduct a training workshop on the agency's Leadership Development Program.
- In an effort to enforce anti-discrimination and equal opportunity laws, in August 2013, OMB approved revisions to the public form – SSA-437 – used to file complaints of discrimination in SSA programs on the basis of race, ethnicity, and preferred language.
- SSA conducted 8 briefings for its Deputy Commissioners to provide workforce profiles and ensure that Deputy Commissioners were aware of the areas of AAPI workforce representation and underrepresentation.

**Capacity Building**

**Goal 3. Increase understanding of SSA programs among AAPIs.**

- In FY 2013, SSA conducted 24 seminars with over 300 AAPI organizations to share information about the agency's programs and services available to the AAPI community. SSA continued to produce and host the "The Korean Journal," a monthly public service television program in San Francisco, and published articles about SSA programs and services in a Vietnamese newsletter. SSA regional public affairs specialists also provided information about the agency's programs and services via AAPI television and radio show interviews.
- In September 2013, SSA hosted its second annual national AAPI Roundtable in Washington, DC. At the Roundtable, SSA shared the agency's accomplishments and activities and received

feedback about strategies to promote available interpreter and translation services to the AAPI community.

- Throughout FY 2013, SSA utilized its AAPI regional/local public affairs specialists to increase its communication with the AAPI community across the country. Activities included participating in roundtables, presentations/workshops, train-the-trainer events, recruitment activities, health fairs, webinars, and a variety of print and media outlets.
- As part of the White House Initiative on AAPIs' (Initiative) newly created Regional Interagency Working Group, in August 2013, SSA's New York regional office helped to organize and conduct an AAPI regional roundtable that drew over 150 community members, Federal agencies, and elected officials from the NY/NJ area. SSA provided information about its eServices, Multilanguage Gateway, and service delivery options.
- In September 2013, SSA's Philadelphia regional office conducted a regional roundtable where they discussed the agency's commitment to building partnerships with the AAPI community and shared information about language access tools.

#### *Agency-Specific*

##### **Goal 4. *Communicate with AAPI communities on office closure.***

- Throughout FY 2013, SSA worked with its Regional Commissioners to provide support to notify community leaders, advocates, and other stakeholders about office consolidations through face to face meetings, conference calls, and AAPI community print media.

##### **Goal 5. *Increase understanding in AAPI community of availability and ease of access to transparent agency AAPI related data.***

- SSA created a [sub-page](#) on the Open Government website that provides quick and easy access to AAPI information. Specifically, the page contains Asian and Pacific Islander language preferences data sets, including telephone interpreter services, call volume, and the number of bilingual or multilingual Social Security employees who volunteer their services as an interpreter and/or translator in API languages. .
- SSA captured data related to preferred interview language and actual interview language. In FY 2013, 445,812 visitors indicated an AAPI language as their preferred interview language, and 373,442 of those visitors completed their interview using their preferred language through bilingual employees and in-person interpreters. In addition, SSA held 237 hearings in AAPI languages.
- SSA has 42 publications and three forms available on its Multilanguage Gateway [website](#) available in four Asian languages: Chinese, Korean, Tagalog, and Vietnamese.

*Language Access*

**Goal 1. *Improve delivery of services to limited English proficient (LEP) individuals.***

- CNCS utilized Chinese, Tagalog, Vietnamese, Korean, and Hindi surveys to evaluate the Senior Companions Program and the Foster Grandparent Program.

*Workforce Diversity*

**Goal 2. *Develop and promote diversity and affirmative employment measures.***

- In FY 2013, CNCS reviewed and reissued agency civil rights policies for employees and grantees.
- CNCS reviewed and incorporated EEO, diversity, and inclusion as crucial performance elements in supervisory and managerial performance plans. In addition, CNCS certified that all managers and supervisors had been trained in EEO, diversity, and cultural competency issues.
- CNCS issued EEO Management Directive 715.

*Capacity Building*

**Goal 5. *Improve AAPI access to grants and funding program opportunities.***

- The Senior Corps program continued to include selection criteria in competition language that supports inclusion for minority communities, including AAPIs.

*Workforce Diversity*

**Goal 1. Foster the recruitment, career development, and advancement of AAPIs within the agency.**

- As of October 2013, 7.5% of the FCC's workforce self-identified as AAPI. Of those FCC employees who self-identify as AAPI, 12.9% are supervisors. In addition, 70% are engineers, attorneys, or economists.
- FCC established a Management Excellence Program (MEP), which is a 10-month developmental program where participants engage in training, personal assessments, coaching/mentoring and other leadership activities. Last year, 15% of the participants were AAPI.

*Capacity Building*

**Goal 1. Increase understanding of FCC programs among AAPIs.**

- Since 2011, the Consumer and Governmental Affairs Bureau's Consumer Affairs and Outreach Division Asian American Outreach Team (Outreach Team) has greatly enhanced the FCC's outreach efforts with AAPI advocacy groups and non-profits to refine the FCC's understanding of the vast array of complex communications-related issues facing the AAPI community.
- The Outreach Team participated in several AAPI national conferences and meetings to better understand the needs of the AAPI community and to identify potential partnerships and resources. In July 2013, the Outreach Team hosted its first AAPI Roundtable in Washington, DC. The Roundtable, attended by Acting Chairwoman Clyburn and Commissioner Pai, provided participants with updates on major FCC initiatives and projects.
- The Outreach Team regularly sent e-blasts with information about FCC rules, proceedings, and opportunities to provide comments, public notices regarding events, and information on the FCC's Lifeline program. The Outreach Team also wrote and posted blogs about its work and assisted the Office of Workforce Diversity in developing and publicizing programs for FCC employees as part of Asian American and Pacific Islander Heritage month.

#### *Language Access*

**Goal 1. *Improve delivery of services to limited English proficient (LEP) individuals.***

- NASA translated 4 documents relating to its strategic goals into AAPI languages and provided these materials on its [website](#).

#### *Workforce Diversity*

**Goal 2. *Increase AAPI participation in NASA leadership programs such as the Mid-Level Leadership Program (MLLP) and the NASA Foundation of Influence, Relationships, Success, and Teamwork (FIRST) Programs.***

- In FY 2013, the Office of Diversity and Equal Opportunity (ODEO) examined 5 years of data for AAPI participation in NASA FIRST (for grades 11-12) and 4 years of data in the MLLP (for grades 13-14). AAPIs comprised approximately 8% of the participants in NASA FIRST in FY 09 and FY 10, and approximately 5% in each of the three years prior to FY 09. In the MLLP, AAPI participation has consistently increased over the 4 year period, from 0% in FY 2009 to 4% in FY 2011 and FY 2012, to approximately 11% in FY 2013. The increase in AAPI applications in both programs indicates that the agency's efforts to encourage AAPI participation have succeeded.

**Goal 3. *Increase AAPI outreach, recruitment, and hiring in entry-level positions and examine entry level pipelines such as the Pathways Program.***

- In FY 2013, NASA recruiters participated in 8 recruiting events at 5 Asian American and Native American Pacific Islander-Serving Institutions (AANAPISIs). NASA technical recruiters and human resources staff directly partnered with those universities and educated participating AAPI students about Pathways opportunities at the agency. Of the 942 new hires in FY 2013, 66 were AAPI.

**Goal 4. *Increase the participation of AAPIs in NASA's education and research opportunities.***

- Through its National Community Aerospace Scholars program, NASA's Office of Education connected with faculty and student teams from 3 institutions with AAPI designations: Orange Coast College, San Diego Community College, and Southwest Tennessee Community College. Participants received information about education programs and initiatives and were encouraged to seek careers in science and technology. The program also provided an opportunity for NASA to recruit for its Pathways Program.
- NASA's Office of Education offers year round research experiences for all eligible students at the 10 NASA Centers. Last year, there were 6,671 certified student applications. Of that number, 906 were awarded internships, fellowships, or scholarships. AAPI students comprised 11% of the certified applications and 7% of awardees.
- NASA's National Space Grant College and Fellowship Program, also known as Space Grant, is a national network of colleges and universities working to expand opportunities for Americans to understand and participate in NASA's projects by supporting and enhancing science and engineering, research, and public education efforts. Last year, AAPI-designated institutions participating in the Space Grant national network received 26% of the total funding to Minority-Serving Institutions.

#### *Capacity Building*

**Goal 5. *Establish public-private partnerships with AAPI institutions and/or organizations.***

- NASA participated in a number of community events throughout FY 2013. In February 2013, the NASA Office of Small Business Programs (OSBP) attended the U.S. Pan Asian American Chamber of Commerce Business Matchmaking and Networking Reception in Rosslyn, VA; in June 2013, staff from NASA's Dryden Flight Research Center attended and spoke at the annual Celebrian

Business Opportunity Conference in California; and in August, OSBP attended an event for the Virginia Asian Chamber of Commerce.

- In September 2013, NASA conducted a webinar to brief participants from Minority-Serving Institutions on the agency's online grant applications system, NSPIRES, the webpage through which proposals are submitted. OSBP also presented on the agency's small business opportunities.