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

Goal Area	Agency Objective	Strategic Activity	Benchmarks
Capacity Building	Increase understanding of Social Security programs among AAPIs.	Enhance national outreach efforts to AAPI communities.	Target 1) In FY 2014-2015, we will increase our participation in AAPI events to provide information about our programs and services.
Capacity Building	Increase understanding of Social Security programs among AAPIs.	Coordinate an AAPI roundtable with the leadership of AAPI national/regional organizations.	Target 2) Continue to increase communications with national/regional/local AAPI organizations and participate in WHIAAPI's National/Regional Interagency Work Group.
Capacity Building			Target 3) Conduct three regional roundtables in FY 2014-2015.
Capacity Building	Increase AAPI small business access to Federal opportunities.	The Agency Office of Small and Disadvantaged Business Utilization will work together to: 1) partner with national AAPI business groups and technical assistance providers to ensure more AAPI small businesses are aware of agency contract and procurement opportunities; and 2) conduct at least two regional engagements with local Asian American organizations.	In FY 2014-2015, we will communicate with AAPI-owned businesses to raise awareness about our agency procurement or contracting opportunities.
Data	Expand data access and analysis on AAPI communities.	Identify existing AAPI data on Social Security Administration (SSA) programs/services by AAPI ethnic sub-populations.	In FY 2014-2015, we will continue to publish quarterly updates and additional data sets. This data can be viewed at http://www.socialsecurity.gov/open/data/AAPI.html
Language Access	Enhance service to AAPIs through SSA's various service access options, including telephone, field and hearing offices, online, and smartphone.	In coordination with the Limited English Proficiency (LEP) Oversight Workgroup, promote agency's Telephone Interpreter Services.	Continue to increase usage of our Telephone Interpreter Services in AAPI languages. By December 2013, develop a telephone interpreter services PowerPoint presentation outlining service access objectives.

Language Access	Enhance service to AAPIs through SSA's various service access options, including telephone, field and hearing offices, online, and smartphone.	Maintain agency's provision of Video Service Delivery in the South Pacific.	Target 1) Provide Video Service Delivery (VSD) connections in the South Pacific. Target 2) Provide assistance (through VSD) to Pago Pago, and American Samoa by our field office employees in Kapolei, Hawaii. Target 3) Coordinate video hearings for AAPI individuals in Guam, American Samoa, and Saipan by our hearing office employees in Hawaii.
Language Access	Enhance service to AAPIs through SSA's various service access options, including telephone, field and hearing offices, online, and smartphone.	Provide interpreters for AAPI individuals with limited English proficiency.	In FY 2014-2015, we will continue to provide AAPI language interpreters and translators, including telephone interpreter services.
Language Access	Enhance service to AAPIs through SSA's various service access options, including telephone, field and hearing offices, online, and smartphone.	Increase awareness and market use of our online services and those services available via smartphone.	In coordination with the LEP Oversight Workgroup, we will increase the number of translated publications online and via smartphones.
Language Access	Enhance service to AAPIs through SSA's various service access options, including telephone, field and hearing offices, online, and smartphone.	Monitor and analyze data regarding civil rights complaints filed by members of the public that allege discrimination on the basis of AAPI ethnicity.	In FY 2014-2015 we will identify and assess complaint filings based on AAPI ethnicity or an AAPI speaker's limited English proficiency.
Language Access	Utilize multilingual employees for translation and interpretation purposes.	In coordination with the LEP Oversight Workgroup evaluate SSA's current database and system for utilizing bilingual employees for effectiveness and efficiency.	Target 1) In FY 2014-2015 complete evaluation of SSA's process for utilizing bilingual employees for language services. Target 2) In FY 2015 provide findings and recommendations to ensure that SSA services are reaching LEP AAPI communities.
Language Access	Promote access to services and information dissemination to LEP individuals.	In coordination with the LEP Oversight Workgroup, enhance online and smartphone access through national and regional communication access options. In addition, continue to collect community feedback and engage with LEP advocates.	In FY 2014-2015, we will develop AAPI Public Service Announcements, press releases, etc. to promote online and smartphone access to our services.

Workforce Diversity	Foster the recruitment, career development, and advancement of AAPIs within our agency.	Continue to offer career development training and resources to employees, including AAPIs.	Target 1) In FY 2014-2015, revisit the feasibility of expanding the number of certified mentors within the SSA community. Target 2) Continue to partner with the Pacific Asian American Advisory Council (PAAAC) to provide workshops, guidance, and career development training for employees. Target 3) Ensure career development programs are equally accessible to all minority groups.
Workforce Diversity	Foster the recruitment, career development, and advancement of AAPIs within our agency.	Participate in national/regional job fairs designed to recruit AAPI candidates at all levels.	In FY 2014-2015, revisit the feasibility of conducting recruitment activities at AAPI-focused job fairs.
Workforce Diversity	Foster the recruitment, career development, and advancement of AAPIs within our agency.	Enforce anti-discrimination and equal opportunity laws.	Target 1) Keep track of complaints from an EEO perspective. Target 2) Monitor and analyze complaints alleging discrimination to AAPIs. Target 3) Develop methods to track additional demographic information about complaints. Target 4) Monitor and analyze Federal sector reports produced by the Office of Personnel Management, Equal Employment Opportunity Commission, and the Merit Systems Protection Board for general trends and patterns in the Federal workforce. Develop a final report by end of FY 2014.
Workforce Diversity			Target 5) Conduct annual workforce profile meetings with all Deputy Commissioners to ensure they are aware of the representation of AAPIs in their workforce and areas of underrepresentation. Target 6) Conduct barrier analysis: Investigate identified triggers to ascertain whether barriers exist. If found, work with stakeholders to ensure that adequate solutions are developed to resolve problems.
Workforce Diversity	Foster the recruitment, career development, and advancement of AAPIs within the agency.	Partner with SSA's PAAAC to establish/increase participation of AAPIs in career development programs.	Increase AAPI awareness and participation in national career development programs.

Workforce Diversity	Increase AAPI workplace diversity.	Identify opportunities to increase AAPI workplace diversity that do not rely upon additional recruitment activities.	Create a list of possible methods for increasing workplace diversity that do not conflict with budgetary constraints. Can include actions such as adding AAPI-specific content to existing promotional materials or targeting Asian American and Native American Pacific Islander Serving Institutions (AANAPISIs) for campus recruiting. Partner with PAAAC through the Diversity and Inclusion Council to identify areas for improvement in the workplace for AAPI employees.
Agency-specific	Communicate with AAPI communities on office closures.	Establish a workgroup to create an action plan to notify AAPIs on options for SSA service.	Target 1) In FY 2014, we will increase our communications with AAPI communities to provide information about SSA service delivery options.
Agency-specific	Increase the understanding of online and mobile app services available to the AAPI community.	Promote the *my* Social Security account to the AAPI community and encourage AAPIs to sign up.	In FY 2014, we will increase our communications to market the *my* Social Security account at national/regional/local AAPI events.
Agency-specific	Increase awareness of Special Veterans Benefits among Filipino World War II veterans.	Monitor Special Veterans Benefits among Filipino Veterans of World War II who served in the U.S. military.	In FY 2014-2015, we will monitor Special Veterans Benefits among Filipino Veterans of World War II and resolve eligibility requirements issues.

Agency-specific	Increase understanding in the AAPI community of availability and ease of access to transparent agency AAPI-related data.	Promote the AAPI subpage on Open Government portal. This data can be viewed at http://www.socialsecurity.gov/open/data/AAPI.html	Target 1) In FY 2014 - 2015, we will publish data on AAPI language preferences for initial claims. Target 2) In FY 2014 - 2015, we will publish data on AAPI access and usage of Telephone Interpreter Services. Target 3) In FY 2014 - 2015, we will publish data on AAPI usage of video service delivery connections. Target 4) In FY 2014 - 2015, we will publish data on video hearings in the South Pacific. Target 5) In FY 2014 - 2015, we will identify the number of field offices that are using AAPI language(s) in the Visitor Intake Process (VIP). Target 6) In FY 2014 - 2015, we will publish data on complaints that allege discriminations because of being AAPI. Target 7) In FY 2014 - 2015, we will publish data on workforce demographics. Target 8) In FY 2014 - 2015, we will publish data on the public usage of interpreters and translated publications in AAPI languages.