



DEPARTMENT OF VETERANS AFFAIRS
Assistant Secretary for Human Resources and Administration
Washington DC 20420

NOV 22 2013

Ms. Kiran Ahuja
Executive Director of the
White House Initiative on
Asian Americans and Pacific Islanders
Department of Education
400 Maryland Avenue, SW
Washington, DC 20202

Dear Ms. Ahuja:

Enclosed is a copy of the United States Department of Veterans Affairs' (VA) White House Initiative on Asian Americans and Pacific Islanders (WHIAAPI) fiscal year (FY) 2013 Accomplishment Report and FY 2014 -15 Agency Action Plan.

The enclosed report illustrates VA's progress and accomplishments regarding our stated objectives under VA's High Priority Performance Goals, WHIAAPI Cross-Cutting Goals, and Agency-Specific Goals, as outlined in our FY 2013 Action Plan, that are pertinent to increasing the Asian Americans Pacific Islander (AAPI) community's participation in and access to VA programs.

VA will continue to fully support Executive Order 13515 by working to improve the quality of life and opportunities for AAPI through increased access to, and participation in, VA programs in which they may be underserved.

Questions regarding this submission should be directed to Ms. Georgia Coffey, Deputy Assistant Director, Office of Diversity and Inclusion, at (202) 461-4131 or Georgia.Coffey@va.gov.

Sincerely,

A handwritten signature in black ink, which appears to read "Gina S. Farrisee".

Gina S. Farrisee

Enclosures

White House Initiative on Asian Americans/Pacific Islanders FY 14 and FY 15 Action Plan

Agency Name: Department of Veterans Affairs

Agency POC: Georgia Coffey, Deputy Assistant Secretary Office of Diversity and Inclusion, georgia.coffey@va.gov

Alternate Agency POC: Andy Gonzalez, Asian American/Pacific Islander Employment Program Manager, Andy.gonzalez@va.gov (202) 299-4320

Goal Area	Agency Objective	Strategic Activity	Benchmarks	Responsible Offices
1. Capacity Building	Increase access to VA resources such as small and disadvantaged business development counseling and small business loans to ensure AAPI have needed information on available VA resources.	Strategic Activity: Conduct community outreach to underserved AAPI populations in support of VA Small Business procurement goals	VA will conduct a minimum of three outreach events to the AAPI community in FY14 and FY15, budget permitting.	Office of Small & Disadvantaged Business Utilization
	Promote AAPI presence on VA and other Federal Advisory Councils which promote the goals of Executive Order 13515, Increasing Participation of Asian Americans and Pacific Islanders in Federal Programs	Strategic Activity: Increase AAPI representation on VA and Federal Advisory Councils, committees and work groups	By September 2015, increase AAPI representation on VA's advisory committees.	Office of Advisory Committee Management; VACO Office of Diversity and Inclusion

	<p>Increase access to information on VA Grants, to include grant programs for research and development, Cemetery Grants, homeless Veterans, Specially Adapted Housing (SAH) grant and the Special Housing Adaptation (SHA) grant</p>	<p>Strategic Activity: Conduct community outreach to underserved AAPI populations in support of VA grant programs; ensure social inclusion language</p>	<p>VA will conduct a minimum of three outreach events to the AAPI community in FY14 and FY15, budget permitting. In FY 2014 and FY 2015, NCA will continue to include the following social inclusion language in Veteran Cemetery Grants Program/Grant information kit for applicants: <i>"States, territories, and tribal governments are eligible to receive grants to establish, expand or improve State or Tribal Veterans cemeteries. The term "state" means each of the several states, territories and possessions of the United States, including Guam, American Samoa, the Virgin Islands and the Commonwealth of the Northern Marianas Islands. The District of Columbia and the Commonwealth of Puerto Rico are also eligible to receive grants. The term "tribal government" refers to the 564 federally recognized tribal governments."</i></p>	<p>Veterans Health Administration; Veterans Benefits Administration, National Cemetery Administration</p>
	<p>Establish a VA Work Group to address issues and concerns related to the WHAAPI initiative.</p>	<p>Strategic Activity: Establish a VA Work Groups to monitor and assess the implementation of the WHAAPI FY14 and FY15 Plan.</p>	<p>In FY 2014 and FY 2015, the VA WHAAPI work group will convene on a quarterly basis.</p>	<p>VACO Office of Diversity and Inclusion, VACO Center for Minority Veterans, Veterans Health Administration, Veterans Benefit Administration, and National Cemetery Administration</p>

	Improve federal civil rights protections for the AAPI community	Strategic Activity: Rigorously enforce civil rights statutes/laws that require equal access and non-discrimination in federal programs that involve grants, loans, contracts, financial aid and	During FY 2014 and FY 2015, VA's Office of Resolution Management will continue current efforts to enforce civil rights statutes/laws.	Office of Resolution Management
	Work with the Department of Defense and Veterans Groups to address the compensation of Filipino Veterans of World War II.	Strategic Activity: Continue to work with Department of Defense and veterans groups to address compensation of Filipino Veterans of World War II.	During FY 2014 and FY 2015, VA Center for Minority Veterans (CMV) AAPI Veterans Liaison will meet with Filipino community leaders and Filipino WWII Veterans on an annual basis; and post monthly data related to the Filipino WWII Veterans Equity Compensation on the CMV website.	VACO Center for Minority Veterans and Veterans Benefit Administration
2. Language Access	Increase access to VA programs by providing culturally and linguistically appropriate services.	Strategic Activity 1: Continue to implement VA Limited English Proficiency (LEP) Plan.	During FY 2014 and FY 2015, VA's Office of Resolution Management will meet with DOJ to review the VA LEP Plan; LEP guidance will continue to be provided on an on-going basis.	Office of Resolution Management
		Strategic Activity 2: Identify agency materials that reach an AAPI audience and monitor to ensure that materials are culturally and linguistically appropriate.	During FY 2014 and FY 2015, the Equal Employment/Affirmative Employment Office (EEO/AEO) will monitor the effectiveness of VHA's language assistance programs to ensure written documents for applicants, clients, and the public are available in regularly encountered languages as needed. VHA offices will monitor the need for written material requirements for the AAPI community to insure our materials are culturally and linguistically appropriate.	Veterans Health Administration

		Strategic Activity 3: Assess and address need for in-language services across programs.	For FY 2014 and FY 2015, the EEO/AEO will monitor VHA Facilities continue to use contract medical interpreters for Veterans and their family members. This practice will reduce the need for "in-language services," that is, interpretation by VHA employees.	Veterans Health Administration
3. Workforce Diversity	Foster the recruitment, career development and advancement of AAPIs in the VA workforce	Strategic Activity 1: Increase outreach to AAPI communities to improve AAPI application rates for VA employment.. Market and brand the VA as a model employer.	In FY 2014 and FY 2015, VA will: <ul style="list-style-type: none"> • Enhance outreach to AAPI communities for programs such as VA's National Diversity Internship and Pathways Programs, and will continue partnerships with AAPI affinity organizations • Increase outreach/assistance to the AAPI communities and Veteran population via participation in affinity group national and regional conferences, activities sponsored by Veterans and professional organizations, and Asian American/Native American/Pacific Islander Education Serving Institutions (AANAPISIs). 	VACO Office of Diversity and Inclusion, Veterans Health Administration, Veterans Benefits Administration and National Cemetery Administration

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

		<p>Strategic Activity 5: Include diversity and affirmative employment measures as critical elements in executive and management performance plans.</p>	<p>During FY 2014 and FY 2015, VA will continue to include diversity and affirmative employment measures in SES performance plans VA-wide.</p>	<p>Corporate Senior Executive Management Office</p>
		<p>Strategic Activity 6: Implement training to educate AAPI employees on leadership, career development, and educational programs.</p>	<p>In FY 2014 and FY 2015,</p> <ul style="list-style-type: none"> • Continue the development and delivery of VA-wide leadership and career development training. • The VHA organizational "Designated Learning Officers" (DLOs) in partnership with the VA Learning Management System (LMS) Domain, Learning Managers, and VA LMS Administrators will collaborate to ensure educational opportunities are provided to all employees. DLOs will promote and market VHA leadership, career development, and educational programs. Descriptions of VHA national leadership and employee development programs as listed in the yearly VHA Workforce Succession Strategic Plan. 	<p>VACO Office of Diversity and Inclusion, VA Learning University, Veterans Health Administration, Veterans Benefits Administration and National Cemetery Administration</p>

<p>4. Data</p>	<p>Work within VA and across other federal agencies to improve the data that is available on Asian American and Pacific Islander (AAPI) Veterans groups and to facilitate public access to the data</p>	<p>Strategic Activity 1: Utilize and disseminate information available from the U.S. Census Bureau to provide estimates of AAPI Veteran groups. This information will be utilized, as it becomes available, to report more granular estimates of AAPI Veteran populations. Improve the availability of AAPI data on Veteran populations through online mechanisms such as VA's public website for Veteran data (http://www.va.gov/vetdata/)</p>	<p>By 30 September 2015, VA will update its FY 2013 published data and statistics on Veteran populations, including AAPI Veteran populations, as new information becomes available.</p>	<p>National Center for Veterans Analysis and Statistics</p>
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		<p>Strategic Activity 2: Support development of standards and methods for reporting more detailed information on minority groups, including AAPI populations, in keeping with OMB Directive 15.</p> <ul style="list-style-type: none"> • VA's ODI Office of Policy and Planning will work within VA and across other federal agencies to identify robust methods for estimating AAPI subpopulations, and will examine ways that these methods may be incorporated into VA's data reporting and analysis. 	<p>In FY14 and FY15, VA will continue to work with other federal agencies, including the US Census Bureau, to report the most complete information possible on Veteran populations, including AAPI Veterans and other minority Veteran groups. As new information becomes available, VA will update its statistical reports and actuarial projections.</p>	<p>National Center for Veterans Analysis and Statistics</p>
<p>5. Agency-Specific</p>	<p>In conjunction with HUD, assist 24,400 additional homeless Veterans (12,200/year) in obtaining housing and reduce the number of homeless Veterans to 35,000 in 2013, to be measured by the January 2014 Point-In-Time homeless count</p>	<p>Strategic Activity 1: Identify locations of high populations of homeless Veterans and develop measures and tracking system to track status of homeless Veterans, by race, ethnicity, and gender.</p>	<p>In FY 2014 and FY 2015, utilize data from the Homeless Operations Management and Evaluation System (HOMES) and other VA data systems to identify homeless Veterans by race, ethnicity, and gender.</p>	<p>VHA Homeless Program Office</p>

		<p>Activity 2: Develop and implement plans to assist AAPI Veterans with employment services and housing.</p>	<p>In FY 2014 and FY 2015,</p> <ul style="list-style-type: none"> • VA will utilize Supportive Services for Veteran Families (SSVF) and Grant and Per Diem (GPD) grantees across the US, including areas with large concentrations of Asian Americans and Pacific Islanders, to assist homeless and at risk Veterans in accessing housing and employment service. • VA will continue to work with the Department of Labor to leverage existing programs to help homeless Veterans secure job training, education, and employment. • VA will also work with HUD on joint Agency Priority Goal of housing 12,200 homeless Veterans in FY 2013 using HUD-VASH vouchers. 	<p>VHA Homeless Program Office</p>
	<p>Improve the quality, access, and value of health care, including mental health care, provided to AAPI Veterans</p>	<p>Strategic Activity 1: Increase AAPI awareness of health and other resources and accessibility to healthcare, including behavioral health care services.</p>	<p>By 30 September 2015, increase outreach/assistance to AAPI Veteran population via participation in two affinity group national annual conferences, budget permitting</p>	<p>VACO Center for Minority Veterans, Veterans Health Administration, Veterans Benefits Administration and National Cemetery Administration</p>

		<p>Strategic Activity 2: Improve the quality, access, and value of mental health care provided to AAPI Veterans.</p>	<p>For FY 2014 and FY 2015, the VHA Office of Mental Health (MH) Operations identifies the following targets for Veterans, to include AAPIs: Target 1 – Complete 70 percent of new mental health appts. within 14 days of created appt. date. Target 2 – Schedule appts. within 14 days of the desired date for the appt. for 95 percent of established MH patients. Target 3 – 75 percent of Veterans being discharged from an inpatient MH unit will receive outpatient mental health follow-up care within 7 days. Target 4 - Offer a minimum of eight psychotherapy sessions within a 14-week period to 83 percent of Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Veterans with a primary diagnosis of Post-traumatic Stress Disorder.</p>	<p>Veterans Health Administration</p>
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		<p>Strategic Activity 3: Identify and implement culturally competent practices and interventions.</p>	<p>During FY 2014 and FY 2015, each quarter, the VHA Office of Diversity and Inclusion (VHA ODI) will conduct training events to increase cultural competency awareness for AAPI and other groups. Training will target select VHA groups to enable a train-the-trainer model of dissemination. The training audience will include Veterans Integrated Service Networks (VISN) Diversity Champions, facility Diversity Champions, Selective Placement Coordinators, Special Emphasis Program Mangers, Equal Employment Opportunity (EEO) Technical Career Field (TCF) Interns, and EEO Program Managers.</p>	<p>Veterans Health Administration</p>
		<p>Strategic Activity 4: Develop relationships between regional VA offices and entities and community organizations to improve outreach to the AAPI community on health and other VA services.</p>	<p>During FY 2014 and FY 2015, VA will continue relationships with AAPI community organizations.</p>	<p>Veterans Health Administration, Veterans Benefits Administration and National Cemetery Administration</p>

		Strategic Activity 5: Promote adherence to HHS National Standards for Culturally and Linguistically Appropriate Services (CLAS) in health care facilities.	By July 2015, VHA Office of Diversity and Inclusion, Office of Health Equity, Office of Ethics in Health Care, and the Office of Deputy Under Secretary for Health for Operations and Management will identify and establish national standards for cultural competency that are consistent with the Culturally & Linguistically Appropriate Services (CLAS) in health care.	Veterans Health Administration
	Increase awareness and access to health services for AAPI Veterans in rural areas	Strategic Activity 1: Identify and conduct outreach to Asian American, Native Hawaiian and Pacific Islander Veterans in rural areas throughout the U.S. and the Pacific Jurisdictions	By 30 September 2015, the VA Office of Rural Health (ORH) will support VA staff site visits to the VA Pacific Islands Health Care System community clinics to assess OIF/OEF/OND barriers to care through outreach and interviews with OIF/OEF/OND Veterans in the Pacific Islands.	VHA Office of Rural Health
		Strategic Activity 2: Identify and implement effective rural health delivery practices (e.g. telehealth) which target AAPI communities.	By 30 September 2015, ORH will fund three telehealth projects targeting Asian Americans, Native Hawaiian, and Pacific Islander Veterans.	VHA Office of Rural Health
		Strategic Activity 3: Develop partnerships with rural organizations to provide services, assist with outreach activities, and identify and address barriers to access.	By 30 September 2015, ORH will develop partnerships with two rural organizations serving Asian Americans, Native Hawaiian, and Pacific Islander Veterans.	VHA Office of Rural Health

		<p>Strategic Activity 4: Increase health services in rural areas (health clinics, mobile centers, CBOCs, transportation initiatives, etc.)</p>	<p>By 30 September 2015, ORH will support two transportation initiatives focused on creating better access to care for Asian American, Native Hawaiian, and Pacific Islander Veterans.</p> <ul style="list-style-type: none"> • The first initiative will support Veterans air flight from the Pacific Western Insular Islands (Guam, American Samoa, Northern Mariana Islands) to Oahu for necessary medical appointments at the VA Pacific Islands Health Care System. • The second project will support Veterans air flight from the neighboring Hawaiian Islands (Maui, Molokai, Lanai, Hilo, Kona, and Kauai) to Oahu for necessary medical appointments. 	<p>VHA Office of Rural Health</p>
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		<p>Strategic Activity 5: Identify and implement culturally competent interventions and practices.</p>	<p>In FY 2014 and FY 2015, the VHA Office of Diversity and Inclusion (VHA ODI), and the EEO/AEO will conduct training that advances cultural competency to improve health care delivery and communication across cultures. The VHA EEO Institute will provide EEO Managers, Diversity and Inclusion (D&I) Champions (both Veterans Integrated Service Network and medical facility), Special Emphasis Program Managers, and members of the VHA ODI Community of Practice training that focuses on workplace inequities, unconscious biases, and other related courses. An objective of this training is to equip the participants to conduct this training at their local facilities.</p>	<p>Veterans Health Administration</p>
		<p>Strategic Activity 6: Expand ORH pilot programs for outreach to target Asian American, Native Hawaiian, and Pacific Islander populations.</p>	<p>By 30 September 2015, ORH will support two rural caregiver projects that target Asian American, Native Hawaiian, and Pacific Islander Veterans. The first project will place a Mental Health focused Registered Nurse at the American Samoa Community-Based Outpatient Clinics to conduct required home visits and provide training for Veteran caregivers in American Samoa. The second project will focus on providing culturally appropriate psychological interventions with a special focus on the needs of Veterans and their support persons living in rural parts of the Pacific Insular regions (Outer Hawaiian Islands, Guam).</p>	<p>VHA Office of Rural Health</p>

		<p>Strategic Activity 7: Evaluate feasibility of expansion of Project ARCH to serve Native Hawaiian and Pacific Islander populations.</p>	<p>By 30 September 2015, ORH will recommend the VA Chief Business Officer evaluate the applicability of the newly launched "Patient-Centered Community Care (PC3)" program to provide specialty care closer to home for Asian American, Native Hawaiians, and Pacific Islander Veterans. The evaluation will focus on identifying opportunities for rural Veterans in the Pacific Islands to access the Patient-Centered Community Care (PC3) for service specialty care contracts to remove barriers to care.</p>	<p>VHA Office of Rural Health</p>
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

Goal Area	Agency Objective	Strategic Activity	Benchmarks	Progress
Data	Improve the collection, analysis, dissemination of data on Asian American and Pacific Islander (AAPI) data collected on AAPIs communities to encourage and improve targeted outreach.	Activity 1: Disaggregate Native Hawaiian, Pacific Islander, and Asian American data.	Data collected on AAPIs in compliance with OMB Directive 15: Race and Ethnic Standards for Federal Statistics and Administrative Reporting and EEOC MD 715 .	<ol style="list-style-type: none"> 1. Race, ethnicity, and gender information is collected by Veterans Affairs (VA) at the time of Veteran registration for services. Data is self-reported on VA FORM 10-10EZ, "Application for Health Benefits." In addition, Veterans may update their demographic information at any time. 2. Veterans Health Administration (VHA) has expanded its efforts to offer more opportunities for enrollees to report this information through implementation of patient's kiosks at medical centers.
Capacity Building	(1) Increase the AAPI community's access to federal funding	Activity 1: Evaluate funding opportunity outreach process and track applications/bids and awards to capture stats on race, national origin, and gender.		<ol style="list-style-type: none"> 1. To ensure funding opportunities are disseminated to all demographic groups, Dept. of Veterans Affairs (VA) follows the Secretary's approved socio-economic goals when using purchase cards to purchase office supplies. The approved socio-economic goals contain the agency's Federal Strategic Sourcing Initiative for office supplies. Contract sourcing is done through VA Office of Acquisitions' contracting officers who ensure compliance with VA approved socio-economic goals. VA's Office of Acquisition, Logistics and Construction utilizes standard advertising methods (e.g., the Federal Business Opportunities and USAJobs Websites) to promote funding opportunities (e.g., contracts, internship programs, etc.). 2. The National Cemetery Administration (NCA), included on its Fiscal Year (FY) 2013 Priority List are 17 pending grant awards (noted w/ *) that were approved after August 15, 2012. There are 70 ranked projects where the states or tribal governments have certified as meeting the requirement for certification of state or tribal

Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>government, matching architectural and engineering (A&E) funds, and legislation for group 1 status. A&E funds are necessary to fully develop a proposed project in a timely manner. Following grant award, the states or tribal governments will be fully reimbursed for all allowable A&E expenses associated with the project. The current estimated value of the 70 projects is approximately \$162 million. Other contractual and grant opportunities for AAPI communities include: grounds maintenance, headstone engraving, and community development. In FY 2013, NCA has continued utilizing Small, Disadvantaged, Veteran-Owned Businesses for the majority of services needed at national cemeteries nationwide.</p> <p>3. NCA Under Secretary of Memorial Affairs (USMA) spoke at 42 events where he discussed one or more of the following topics: Veterans' benefits, hiring Veterans, contracting with Veteran-Owned/Disabled Veteran-Owned businesses and the value of diversity. In FY 2013, NCA continued to provide grants to assist states, territories, and federally recognized tribal governments in providing gravesites for Veterans in those areas where VA's national cemeteries cannot fully satisfy their burial needs. In accordance with VA policy, NCA seeks out Service Disabled Veteran Owned Small Business and Veteran Owned Small Businesses first for all contracts. In FY 2013, Kaneohe, HI, was awarded \$1,019,500.00 for improvements. The State Cemetery Grants Program sends e-mails and holds individual conference calls to deliver program updates to State cemeteries and other organizations with pending grants. The practice of conducting individual conference calls has been sustained in FY 2013, with the state of Hawaii and</p>
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>Guam, affording those territories with real time guidance on pending and ongoing projects.</p> <p>4. During FY 2013, VHA:</p> <ul style="list-style-type: none"> • Provided funding to vendors in excess of \$7.6 Billion as of September 1st in the following areas: <ul style="list-style-type: none"> • Information Technology (hardware, software, maintenance & other services); • Medical, Dental and Veterinary Equipment & Supplies; Pharmaceuticals (FSG65); • Instruments & Laboratory Equipment (FSG 66); • Perishable and Non-Perishable Subsistence; • Nursing Home Services; Prescription Eyeglasses; • Readjustment Counseling Services; • Home Oxygen & Medical Gases; Security Services; • Medical Transcription Services; Grounds Maintenance; Transportation Services; • Integrated Pest Management Services; • Trash, Garbage & Infectious Waste Disposal; • Architect & Engineer Services; • Construction Services; • Office Supplies & Equipment; • Office Equipment Maintenance; <p>5. VHA actively strives to provide funding opportunities to stimulate growth for all small business segments. It supports VA's department-wide goal of awarding contracts to small businesses owned and controlled by socially and economically disadvantaged individuals. The Office of Small and Disadvantaged Business Utilization (OSDBU) is responsible for the Department's program to encourage greater economic opportunity for minority entrepreneurs.</p> <p>VHA implemented steps to strengthen support to</p>
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>OSDBU. VHA exceeded its established goals for awarding contracts to small disadvantaged businesses and Plus 8(a). OSDBU's goal for VHA's awarding contracts was 5 percent for FY 2013. As of Sept. 1, 2013, VHA exceeded the goal by 3.56 percent; the actual rate for VHA was 8.65 percent, a total of \$658,105,004. VHA captures statistics on race, national origin, and gender through the vendor's self-registration in the System for Award Management (SAM) within the Federal Procurement Data System (FPDS).</p> <p>6. The Veterans Benefit Administration (VBA) follows the Federal Acquisition Regulation guidance that all open market procurements under \$150,000 are automatically set aside for small businesses unless a strong justification exists for going to a large business. In FY13, sixty percent of dollars obligated by VBA contracting officers has gone to small business concerns.</p>
		Activity 2: Promote AAPI presence on Federal Advisory Councils.	Increase AAPI representation on VA's advisory committees.	The Advisory Committee on Minority Veterans currently consists 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.
(2) Institutionalize VA's implementation of this initiative	Activity 1: Formal or informal internal working groups will respond to the AAPI initiative and EO 13515 compliance accountability; meet on a regular basis to work on a range of issues, including suggesting policy changes and ways to improve outreach to AAPIs.	Convene VA Interoffice AAPI workgroup three times per fiscal year, beginning 1 Qtr. /FY 13.	<p>1. As part of VA's implementation of the AAPI initiative, the VACO Office of Diversity and Inclusion (ODI) AAPI Special Emphasis Program Manager (SEPM) conducted the Agency's 2nd and 3rd Interoffice Workgroup Initiative quarterly meetings on April 2 and Sept. 6, 2013, to monitor VA's accomplishments towards meeting WHIAAPI accountability goals.</p> <p>2. The NCA has systemically implemented strategies encompassed in VA's AAPI plan as a component of the agency's own strategic plan. These strategies include targeted recruitment at National Cemeteries nationwide to increase AAPI</p>	

Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>opportunities for participation in Federal funding; collaborating with AAPI institutions, and organizations on outreach and employment opportunities.</p> <p>3. NCA conducted a series of training events for the 3rd quarter of FY 2013, including; Championing Diversity, Reasonable Accommodations, Leadership and Execution Fundamentals. These training events are being marketed internally and promoted by the Under Secretary of Memorial Affairs to all NCA leaders to improve diversity and inclusion and cultural competency. In FY 2013, NCA implemented two diversity committees, EDC and the SEPAC, both of which held meetings throughout the FY. NCA plans to begin implementing special employee programs in FY 2014, including the AAPI employee program.</p> <p>4. VHA has conducted the following actions:</p> <ul style="list-style-type: none"> • VHA's Office of Diversity and Inclusion (VHA ODI) staff gained access to the VHA Support Services Center (VSSC) database and conducted training with VA ODI to enable use of VSSC by VHA Diversity champions for reporting capabilities. • In addition, the VHA ODI conducted diversity and inclusion training events for Equal Employment Opportunity Managers, SEPMs, managers and supervisors, and Human Resource Professionals. Collectively this training promoted individual and organization awareness and sensitivity of treatment of all employees and Veterans: <ul style="list-style-type: none"> • "Unconscious Bias" • "Understanding Micro-Inequities" • "REACH 360 – Supporting Veteran
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>Employees, Patients, and Customers”</p> <ul style="list-style-type: none"> • “Managing Change in the Workplace” <p>During the 2nd Quarter of FY 2013, the NCA (January 2013) implemented the Executive Diversity Council and a Sub-Committee, the Special Emphasis Program Advisory Committee to develop and implement a recruitment plan and Special Emphasis Programs as a solution to less than expected participation rates of identified groups including AAPI. The Under Secretary of Memorial Affairs briefed the Department’s Advisory Committee on Women Veterans and the Advisory Committee on Minority Veterans on committee recommendations and progress.</p> <ol style="list-style-type: none"> 5. VBA regional offices regularly attend job fairs at local colleges and universities whose diverse student populations include AAPIs. These events are used to promote VBA employment opportunities and provide equal access to all students, including AAPIs. VBA’s goal is to have all facilities take reasonable steps to ensure meaningful access to programs and activities to recruit AAPI persons. VBA’s AAPI plan for increasing employment of AAPIs includes increased outreach activities, the establishment of relationships for participation in job fairs, distribution of recruitment announcements to the AAPI community, and utilization of community newspapers. 6. The Center for Minority Veterans (CMV) maintained continuous dialogue with the White House Initiative on AAPI staff. The CMV was the lead and the coordinator for the first AAPI Round Table in Jan 2012 and continues to dialogue with many of the AAPI community participants from the 2012 meeting on an adhoc basis. CMV hosts meetings with the White House representatives on the AAPI
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				to follow up on Actions from 2013 meeting with the SECVA's AAPI Advisory Commission.
		Activity 2: Increase the attendance of EEO and Special Emphasis Program Managers at annual AAPI conferences for them to gain a better understanding and knowledge of AAPI cultures.	Increase attendance of EEO, Special Emphasis Program Managers, and senior leadership at AAPI National Annual Conferences, in accordance with VA policy and budget permitting.	<ol style="list-style-type: none"> 1. VA Central Office (VACO) Staff Offices; CMV, NCA, and ODI conducted recruitment outreach to the AAPI community during the Conference on Asian Pacific American Leadership (CAPAL) Career Fair held on Friday, July 19, 2013. VA participated as an exhibitor and provided benefits information to the Veteran population as well as diversity program information to the general public. The Career Fair was open to the general public and presented an opportunity for students and young professionals to interact with employers in the Washington, DC area. 2. ODI produced a Department level memorandum commemorating May 2013 as AAPI Heritage Month. The memo was disseminated throughout the VA. 3. The VA Central Office AAPI Heritage Month planning committee executed three AAPI Heritage Month (May 2013) related events: <ul style="list-style-type: none"> • Kick-off event on May 2 • AAPI educational presentation on May 16 • Cultural event on May 30 4. VA produced a departmental memorandum announcing and encouraging participation in the 28th Annual Federal Asian Pacific American Council (FAPAC) 2013 National Leadership Conference held May 2013 in Long Beach, CA. The memo was disseminated throughout the VA.

Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>5. As part of VA's targeted development and retention outreach efforts to the AAPI community, specifically VA employees and Veterans, ODI in partnership with VHA, VBA, NCA, CMV, and VA Long Beach Healthcare, actively participated in FAPAC's 28th Annual National Leadership Conference.</p> <ul style="list-style-type: none"> • ODI hosted a no-cost VA Agency Forum on Monday, May 6, 2013. The forum was a diversity training opportunity designed to provide VA employees and Veterans with information on VA goals and objectives as they pertain to the AAPI including the White House Initiative on AAPI. A total of 26 individuals (VA employees, Veterans, and other Federal and FAPAC attendees) participated in the Forum. VA continues to demonstrate its commitment to Diversity and Inclusion and express its support for employee development and outreach with AAPI affinity organizations. • During the conference, ODI partnered with CMV as exhibitors to provide benefits information to the Veteran population as well as diversity program information to the general public. We also had the Asian Medal of Honor display onsite portraying AAPI Veterans recipients of the Medal of Honor. • VA personnel conducted extensive outreach to Veterans via workshops by partnering with VA regionally located offices; VHA, NCA, and VBA.
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

	<p>(3) Improve federal civil rights protections for the AAPI community</p>	<p>Activity 1: Rigorously enforce civil rights statutes/laws that require equal access and non-discrimination in federal programs that involve grants, loans, contracts, financial aid and other benefits.</p>	<p>Continue current efforts to enforce civil rights statutes/laws.</p>	<p>The VA enforces Federal civil rights protections through the EEO complaint process and promotes resolution through the ADR process.</p> <ol style="list-style-type: none"> 1. VHA distributed and held training session with Veteran Integrated Service Network (VISN) Lead EEO Managers to ensure adheres to VA Directive 5975 "Diversity and Inclusion" and The Secretary's EEO, Diversity, and No FEAR Policy Statement. VA Directive 5975 establishes the Department of Veterans Affairs' policy, program requirements, and coordinated responsibilities for workforce diversity and inclusion in accordance with: <ul style="list-style-type: none"> • Executive Order (EO) 13583, "Establishing a Coordinated Government-wide Initiative to Promote Diversity and Inclusion in the Federal Workforce"; • Government-wide Diversity and Inclusion Strategic Plan; • VA Diversity and Inclusion Strategic Plan; • Applicable equal employment opportunity (EEO) laws, regulations, and directives; • EEO, Diversity, and No FEAR Policy Statement provide a summary of VA's workplace policies; • VHA ODI, the D&I Subcommittee, and the Equal Employment Opportunity/Affirmative Employment Office coordinated on the VA Directive 5975 revision; • VHA ODI discussed the VA Directive 5975 and the EEO, Diversity, and No FEAR Policy Statement on the VHA VISN Lead EEO Manager's call during this quarter; and, • VHA EEO/AEO completed the Equal Employment Opportunity Commission's (EEOC) Management Directive (MD) 715.
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

		Activity 2: Continue to work with Department of Defense and veterans groups to address compensation of Filipino veterans of World War II.	Meeting conducted with DoD and Veterans groups.	VA's CMV continued posting the Filipino WWII Veterans Equity data received from VBA on a monthly basis on the CMV website. CMV maintained continuous dialogue with the White House Initiative on Asian American and Pacific Islanders staff. The CMV was the lead and the coordinator for the first AAPI Round Table in January 2012 and continues to dialogue with many of the AAPI community participants from the 2012 meeting on an adhoc basis. CMV host meetings with the White House representatives on the AAPI to follow up on Actions from 2013 meeting with the SECVA's AAPI Advisory Commission. <ol style="list-style-type: none"> 1. VA's AAPI Veterans Liaison in the CMV regularly maintains contact with Filipino community leaders and, Filipino WWII Veterans. 2. VA's VBA's Minority Veterans Program Coordinators (MVPC) provides status of claims updates to Filipino WWII Veterans and their family members. Updates are also provided to the Filipino Veterans Equity Compensation (FVEC) Data via the VA's website.
Language Access	Increase access to VA programs by providing culturally and linguistically appropriate services.	Activity 1: Confer with Department of Justice to evaluate status of agency plan related to Executive Order 13166.	Meeting conducted with DOJ.	VA submitted its updated Limited English Proficiency (LEP) plan to the Department of Justice (DOJ) in January 2012. DOJ conducted a primary and secondary review of the plan. Follow-up communication with DOJ on April 10 and September 19, 2013 confirm that final review of VA's LEP is still pending. When the final review is complete, DOJ will contact VA to discuss the results.
		Activity 2: Identify agency materials that reach an AAPI audience and monitor to ensure that materials are culturally and linguistically appropriate.	Agency materials identified for cultural and linguistic appropriateness.	<ol style="list-style-type: none"> 1. NCA has hired its first bi-lingual (English-Spanish speaking) employee at the NCA Scheduling Office in St. Louis, MO. In FY 2013, NCA sent out announcements for three additional bi-lingual positions, which were marketed in targeted group regional areas, including areas with large concentrations of AAPI populations. NCA continues to employ the implementation plan (Directive 5979)

Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>to institute LEP at NCA. This policy provides guidance to the national cemeteries and other NCA locations on how to ensure LEP populations have meaningful access to the services and benefits provided by NCA for eligible Veterans and their families. NCA has continued its usage of telephone interpreting services to further assist the LEP population in accessing our services. In FY 2013, NCA continues to ensure all national cemeteries have "I Speak" language identification cards and/or "Step by Step Language Identifier" handouts to increase LEP population access to NCA services and benefits.</p> <p>2. VHA Facilities use contract medical interpreters for LEP Veterans and their family members. VHA Directive 2012-024 is a policy that prohibits discrimination on the basis of national origin for persons with LEP in federally conducted, and federally assisted programs and activities. Executive Order 13166 covers the LEP policy. VHA maintains contracts for interpreter services for internal use. Most services are offered at the facility level, while some VISNs maintain contracts for the medical centers within their jurisdiction. Some of the contracted services are: Conduit Sign Language Service, Language Services Associates (Interpretable), CyraCom, Language Line Services, Language Services Associates, Pacific Interpreters, Interpretalk Services, Deaf and Hearing Services of Lancaster County, Krames on Demand, Certified Languages International, Compass Languages, Precision Language Services, Tembua, Bridge, Certified Languages International, World Language Services, and The Iowa Council for International Understanding.</p> <p>3. VBA components maintain a web page accessible to</p>
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>members of the general public is required to include information on the availability of language assistance. Where documents in languages other than English are placed on or made accessible through a web page, information on their availability is included in the appropriate languages on the web site home page or other initial points of access.</p> <p>Signage: Where signage within a VBA facility is provided in English, that facility is required to provide, at a minimum and as soon as reasonably practical, signage in the two most common non-English languages spoken in the area served by the VBA facility. The determination of the two most common non-English languages spoken in a VBA facility's area is based on available data indicating that more than 25 percent of the people within that language group speak English less than well. "Available data" includes, but is not limited to, language and demographic census information pertaining to the area or region served by the VBA facility.</p>
Workforce Diversity	Foster the recruitment, career development and advancement of AAPIs in the VA	Activity 1: Increase outreach to AAPI communities to improve the application rates for VA employment.	Increase outreach.	<ol style="list-style-type: none"> As of September 30, 2013, VA employed 24,700 AAPIs, including 23,880 Asians and 890 Native Hawaiian or Pacific Islanders (NHOPi) which represent 7.35 percent of the VA total workforce (336,119 employees). This reflects a FY 2013 net change of 8.49 percent and 7.74 percent, respectively, for Asian males and females, and of 23.38 percent and 21.64 percent for NHOPi males and females, respectively, which is above the VA net workforce growth of 4.01 percent. However, when compared to the VA Relevant Civilian Labor Force benchmark of 2.95 percent, Asian men experience a less than expected participation rate of 2.75 percent. Of the Non-Wage Grade

				<p>permanent workforce, 20.15 percent of VA’s permanent employees were in GS 13-15 or Title 38 equivalent pay grades, compared to 32 percent of AAPIs in those grades. Overall, AAPIs’ higher than expected representation in VA’s overall workforce and leadership pipeline (GS13-15 and equivalent Title 38 pay grades) can be directly attributed to VA’s recruitment outreach efforts, student training programs, and career development initiatives. VA employed a total of 8 AAPI SES/Title 38 equivalents. When compared to the SES/Title 38 equivalent pay level benchmark of 00.12 percent (356 employees), AAPIs have a less than expected participation rate of 00.02 percent.</p> <p>2. NCA Under Secretary of Memorial Affairs spoke at 42 events where he discussed one or more of the following topics: Veterans' benefits, hiring Veterans, contracting with Veteran-owned/Disabled Veteran-owned businesses or the value of diversity, including AAPI events. NCA Central Office Human Resources established that applicant flow data tables are built into the USA Staffing data system, and are currently working with key players at NCA and USA Staffing to establish processes for extracting data at all grade levels of the hiring process. In FY 2013, NCA conducted three webinar recruiting panels in three days to market NCA’s Cemetery Director Internship Program. The webinars included a panel of seven graduates from the program. Each graduate discussed different aspects of the program, including the mentoring program. Several of the questions by participants were selected for a FAQ listing to be utilized in future marketing strategies. These events were marketed to communities with high levels of AAPI populations.</p>
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>3. VHA currently works with AAPI Stakeholder organizations:</p> <ul style="list-style-type: none"> • FAPAC; • Organization of Chinese Americans; • International Leadership Foundation/Asian American and Pacific Islanders; and • Native Hawaiian and Pacific Islander Veterans Community Outreach (NHPI). <p>4. In addition, VHA Healthcare Recruitment & Marketing (HR&M) weaves diversity throughout VA's overall recruitment plan and promotional materials to numerous targets, including AAPIs.</p> <ul style="list-style-type: none"> • The FY 2013 specific AAPI health care prospect efforts and current results: • HR&M placed Job-posting announcements in Best Colleges for Asian-Pacific Americans (APA); • From the beginning of FY 2013 through September 1, 2013, HR&M posted general career announcements on the following university job boards. • These two universities have a significant percentage of AAPI students; <ul style="list-style-type: none"> • Polytechnic University of New York, 33% of student population is AAPI--114 individuals linked through to VACareers.va.gov to learn more about potential career opportunities; • Massachusetts Institute of Technology, Cambridge, 24 percent of student population is AAPI--24 students linked through to VACareers.va.gov to learn more about potential career opportunities; • Goldsea - Banner Advertising - Goldsea delivers recruitment information to Asian Americans. The career center at Goldsea.com is a general interest site for Asian American professionals.
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>Goldsea.com receives 11.8 million monthly unique visitors, with a total of 50.62 million monthly website visits. VHA maintains a banner ad on Goldsea.com that directs interested AAPI professionals to VACarrers.va.gov.</p>
		<p>Activity 2: Continue partnering with Asian American and Native American Pacific Islander Serving Institutions (AANAPISIs) and other AAPI organizations to increase awareness and participation in internship, fellowship, and work-study programs.</p>	<p>Increase awareness of programs and increase participation in programs.</p>	<ol style="list-style-type: none"> 1. Through the National Diversity Internship Program and Pathways Program (NDIP), VA has established partnerships with the International Leadership Foundation (ILF); Asian Pacific American Institute for Congressional Studies (APAICS); and the Organization of Chinese Americans (OCA). 2. VHA also has partnerships with the following AAPI-serving institutions: <ul style="list-style-type: none"> • California State University, Fresno, California • California State University, Long Beach, California • California State University, Sacramento, California • California State University, San Marcos, California • Mission College, Los Angeles, California • San Jose State University, San Jose, California • Santa Monica College, Santa Monica, California • University of Hawaii at Hilo, Hilo, Hawaii • University of Massachusetts, Boston, Massachusetts • The City University of New York Queens borough Community College, New York, New York

Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<ul style="list-style-type: none"> • South Seattle Community College, Seattle, Washington <ol style="list-style-type: none"> 3. NCA continued collaborating with ODI to utilize the NDIP and Pathways programs for recruiting AAPIs and increasing awareness of NCA career opportunities for AAPI employee candidates. NCA conducted a series of training events during the 3rd quarter FY 2013, including: Championing Diversity, Reasonable Accommodations, Leadership and Execution Fundamentals, and Project Management. These training events are being marketed internally and promoted by the USMA to all NCA leaders to improve diversity, inclusion, and cultural competency. 4. Also, NCA personnel have continued to participate in Federal Asian Pacific American Council (FAPAC) activities. The administration will continue working with the FAPAC to establish a collaborative partnership for outreach and recruitment initiatives. In partnership with the minority serving organizations, NCA has developed an enterprise to participate at various conferences and job fairs throughout the year, providing vacancy announcements to increase the representation of groups that have low participation rates within NCA. NCA has fully committed to participate in events that focus on Asian American Pacific Islander Veterans in FY 2014. In FY 2013, NCA has continued its partnerships with the Asian Pacific American Institute for Congressional Studies (APAICS), the International Leadership Foundation (ILF), and Embracing the Hopes and Aspirations of Asian Pacific Americans. NCA has continued to utilize several practices as a result of the agency's collaborations with AAPI stakeholders, including the International Leadership Foundation (ILF); Asian
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>Pacific American Institute for Congressional Studies (APAICS); and the Organization of Chinese Americans (OCA) through ODI to sponsor students throughout the year, placing them at various national cemetery sites nationwide. These activities are planned to continue in FY 2014.</p> <p>5. VBA is working to implement the goals of Executive Order 13515, to improve the quality of life of AAPIs. Their plans for increasing employment of AAPIs include increasing outreach activities, establishing relationships that will be a resource to conduct job fairs, distributing recruitment announcements to the AAPI community, and utilizing community newspapers. Additionally, VBA regional offices will continue to maintain relationships with local schools and other organizations. Regional offices inform members of the AAPI population about employment opportunities with VA and the rest of the Federal government. Human resources liaisons frequently participate in job fairs, providing information about Federal employment to members of minority populations. In addition, regional offices participate in summer internship programs, which provide summer employment opportunities for low-income students including AAPI participants.</p>
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

		<p>Activity 3: Increase applicants for Senior Executive Service (SES) positions.</p>	<p>Increase number of SES applicants.</p>	<ol style="list-style-type: none"> 1. NCA began conducting targeted recruitment webinar panels for the Cemetery Director Intern Program consisting of Cemetery Director Intern graduates from various leadership positions throughout the agency. This recruitment effort was marketed to targeted groups, including AAPIs in an effort to increase targeted group representation in NCA's leadership pipeline. 2. NCA implemented two diversity committees, the Executive Diversity Council and the Special Emphasis Advisory Committee, both of which held meetings throughout the FY. 3. In collaboration with VA's Corporate Senior Executive Management Office (CSEMO), ODI provides all of their diversity/affinity group networks (via their website at www.diversity.va.gov/org/default.aspx). Using information from this web site, CSEMO publicizes VA's SES opportunities with those groups. VHA will also use this website to share its SES EQV announcements.
		<p>Activity 4: Develop and include diversity and affirmative employment measures as critical elements in executive and management performance plans.</p>	<p>Measures identified and included in performance plans.</p>	<p>VA has included diversity and affirmative employment measures in SES performance plans.</p>
		<p>Activity 5: Implement training to educate AAPI employees on the available leadership, career development, and educational programs.</p>	<p>Employee training developed and implemented.</p>	<ol style="list-style-type: none"> 1. NCA has continued its Cemetery Intern Director's Program, which serves as the backbone of NCA's leadership pipeline. The program is marketed throughout the agency and to external sources, including those with high levels of AAPI populations. Upon successful completion of the program, participants are assigned to cemeteries as cemetery directors, assistant directors, or assistant to the

Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>director. The diversity of the Cemetery Director Intern classes continues to demonstrate the administration's commitment to diversifying the workforce in positions of leadership where progress is traditionally slower than in other areas. The FY 2012/2013 class included one Asian American woman, and the FY 2011/2012 class included one Pacific Islander woman.</p> <p>2. VHA offered five national development/leadership programs to employees that are voluntary and typically involve going through an application and selection process:</p> <ul style="list-style-type: none"> • Medical center and VISN Leadership, Effectiveness, Accountability and Development (LEAD) programs; • Health Care Leadership Development Program (HCLDP); • Health Care Executive Fellowship (HCEF) Program; • Graduate Health Administration Training Program (GHATP); • Technical Career Field (TCF) Program. <p>The LEAD and HCLDP are collateral duty leadership training programs where participants remain in their current positions while going through the programs and do not receive any promotions, assignments or other personnel actions upon graduation. HCEF, GHATP, and TCF, on the other hand, are training programs that result in placement in target occupations following the training. HCEF, GHATP, and TCF are open to external candidates, while LEAD and HCLDP are for VHA employees only. The TCF program is a 2-year program, so the data reflect hires brought on beginning in summer 2011 and summer 2012 and</p>
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>who were active in the program during FY 2013. This data does not include TCF hires entering the program during 4th Quarter FY 2013 because their class will continue through 1st Quarter FY 2014. HCLDP is a 1-year program, but the data are for the 2012 class, which did not graduate until June 2013 due to delays in securing approval to conduct the final training class. There was no new HCLDP class initiated in FY 2013. The HCEF participants entered the program in July 2012 and graduated in August 2013. The next class of HCEF fellows will not start until FY 2014.</p> <ul style="list-style-type: none"> The following data contains the total number of participants in each program for FY 2013 and the percentage who identified themselves as AAPI participants*: Program/Total # of Participants in FY 2013/ Percent AAPI Facility LEAD / 1,100 / 4.55 percent VISN LEAD / 391 / 6.14 percent HCLDP / 56 / 8.92 percent HCEF / 6 / 0.00 percent GHATP / 45 / 11.11 percent TCF / 547 / 6.76 percent *Note: The TCF program is a 2-year program; data reflects hires from summers 2011/2012 that were active during FY 2013. *Note: TCF hires for 4th Qtr. of FY 2013, are excluded from the calculations as hiring efforts continue through 1st Qtr./FY 2014. <p>3. During FY 2013, VBA offered the following leadership and development programs:</p> <ul style="list-style-type: none"> Presidential Mgt. Fellows - AAPI members 1 Leadership Enhancement and Development Pg. - AAPI members 2
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<ul style="list-style-type: none">• Leadership Development Pg. - AAPI members 1• Leadership Coaching Pg. - AAPI members 1• Assistant Director Development Pg. - AAPI members 1• Station Leadership Development Pg. - AAPI members 2
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

<p>Agency-Specific</p>	<p>(1) In conjunction with HUD, assist 24,400 additional homeless Veterans (12,200/year) in obtaining housing and reduce the number of homeless Veterans to 35,000 in 2013, to be measured by the January 2014 Point-In-Time homeless count</p>	<p>Activity 1: Develop and implement plans to assist AAPI Veterans with employment services and housing.</p>	<p>Supportive Services for Veteran Families (SSVF) and Grant and Per Diem (GPD) grantees are located in areas with large concentrations of Asian Americans and Pacific Islanders. SSVF grantees assist homeless and at risk Veterans in accessing housing and employment service. GPD grantees provide supportive housing and/or supportive services to homeless Veterans with the goal of helping them achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination. VA continues to work with the Department of Labor to leverage existing programs to help homeless Veterans secure job training, education, and employment.</p>	<ol style="list-style-type: none"> 1. The Center for Women Veterans (CWV) is a member of the Secretary's Working Group on Homelessness. The working group receives briefings on policies and inter-and interagency coordination, development of strategic external partnerships to implement VA's plan to end Veterans homelessness. 2. The Point in Time (PIT) estimate provides an estimated snapshot of Veterans homelessness on a single night in the United States, and it helps to track annual progress in ending homelessness. The 2012 Point in Time (PIT) count revealed there were 62,619 homeless Veterans on a single night in January 2012, continuing the downward trend in homelessness among Veterans. While the VA did not reach its joint goal with the Department of Housing and Urban Development (HUD) of reducing the count of homeless Veterans to 59,000 as measured in the January 2012 PIT count, the reduction of 7.2 percent since 2011 and 17.2 percent since 2009 is significant. Note: The January 2013 PIT Count information is not available at this time; however, we anticipate the data will be published in late October 2013. 3. VA continues to work with the Department of Labor to leverage existing programs (SSVF and GPD) to help homeless Veterans secure job training, education, and employment. VA also works with HUD on joint Agency Priority Goal of housing 12,200 homeless Veterans in FY 2013 using HUD-VASH vouchers. Approximately, 48,174 HUD-VASH vouchers were in use by formerly homeless Veterans as of June 2013.
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

	<p>(2) Improve the quality, access, and value of health care, including mental health care, provided to AAPI Veterans</p>	<p>Activity 2: Increase AAPI awareness of health resources and accessibility to healthcare, including behavioral health care services</p>	<p>Outreach/assistance to AAPI Veteran population increased.</p>	<ol style="list-style-type: none"> 1. The CWV participates on intra-agency working groups that address issues impacting the entire women Veterans population, to include health resources, and accessibility to healthcare, including behavioral health. 2. VHA, during FY 2013; <ul style="list-style-type: none"> • Between December 2012 and June 2013, VHA Mental Health significantly increased its mental health staff by hiring an additional 1,600 clinical staff members (as of April 2012). Additionally, VHA is in the process of hiring 800 peer specialists. Peer specialists are Veterans employed by VHA who are in recovery from various mental illnesses and substance use disorders. They help other Veterans successfully engage in mental health and substance use treatment. • VHA is piloting 24 newly developed contracts with community agencies in nine states. These community agencies are spread across seven VISNs; 7, 9, 11, 12, 16, 20 and 23, to improve Veterans' access to care. In the past, outpatient care and recruitment of health care providers were hampered due to geographic locations and lengthy travel time to VHA medical centers. • Access to care outcome metrics were collected and reported. VHA will continue this process in FY 2014. • VHA implemented new performance measures for mental health. These performance measures will provide VHA managers and care providers ways to monitor quality of care and timeliness. • VHA has continued implementation of mental health services into Patient Aligned Care Teams,
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>increased the use of evidenced-based psychotherapy, and expanded the use of recovery practices within inpatient mental health.</p> <ul style="list-style-type: none"> • As of June 30, 2013, 87.1 percent of Veterans Affairs (VA) Medical Centers (VAMC) and Health Care Centers (HCS) implemented 95 percent or more of requirements found in the Uniform Mental Health Services Handbook (UMHSH). This is an increase from December 2012, in which 66.4 percent of VAMCs and HCSs had implemented 95 percent or more of all required services. The UMHSH establishes minimum clinical requirements for VHA Mental Health Services and delineates the essential components of the mental health programs for national implementation in order to ensure Veterans have access to quality mental health services. <p>3. CMV has constantly partnered with VHA, VBA, NCA, and other staff office in outreach events. The CMV AAPI Veterans Liaison continued to notify MVPCs and facilities on AAPI events occurring in their in their local areas to provide opportunities for outreach.</p>
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

		<p>Activity 3: Improve the quality, access, and value of mental health care provided to AAPI Veterans.</p>	<p>Target 1 - Percent of New Mental Health Appointments Completed within 14 days of the Create Date for the Appointment and Percent of Established Mental Health Patients with a Scheduled Appointment within 14 days of the Desired Date for the Appointment. Target 2 - 97% of eligible patients will be screened at required intervals for Post-Traumatic Stress Disorder (PTSD). Target 3 - 97% of all eligible patients will be screened at required intervals for alcohol misuse. Target 4 - 96% of all eligible patients will be screened for depression. As per national policy, achieve a minimum of 95 percent implementation of all required services at all VHA medical facilities and Health Care Systems (HCS)</p>	<p>Target 1-</p> <ul style="list-style-type: none"> Based on the most current data available, as of June 30, 2013, 66.4 percent of Veterans new to a mental service had completed their appointment within 14 days of the created appointment date. Based on the most current data available, as of June 30, 2013, VHA screened 95.6 percent of established Veterans in a mental health services for follow-up appointments within 14 days of the desired date. <p>Target 2-</p> <ul style="list-style-type: none"> Based on the most current data, as of June 30, 2013, VHA screened 98.4 percent of eligible patients at required intervals for post-traumatic stress disorder. <p>Target 3-</p> <ul style="list-style-type: none"> Based on the most current data available, as of June 30, 2013, VHA screened 96.8 percent of eligible patients at required intervals for alcohol misuse. While VHA is still measuring, these are no longer performance metrics for VHA as of FY 2010. We continue to monitor and support facilities/ VISNs to develop action plans if the screening numbers fall off substantially. To date, performance remains high. <p>Target 4-</p> <ul style="list-style-type: none"> Based on the most current data available, as of June 30, 2013, VHA screened 96 percent of eligible patients at required intervals for depression.
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

		<p>Activity 4: Develop relationships between regional VA offices and entities and community organizations to improve outreach to the AAPI community on health and other VA services.</p>	<p>Relationships developed with the AAPI community.</p>	<ol style="list-style-type: none"> 1. CWV participates on intra-agency working groups that address issues impacting the entire women Veterans population, to include outreach with various segments of the women Veterans population. 2. CMV and their MVPCs targeted outreach to AAPI communities based on available funding. 3. CMV and VHA, VBA, and NCA MVPCs conduct outreach by briefing, exhibiting, and speak at seminars to Veterans, Military, and Family on VA services and benefits.
	<p>(3) Increase awareness and access to health services for AAPI veterans in rural areas.</p>	<p>Activity 1: Identify and conduct outreach to Asian American, Native Hawaiian and Pacific Islander Veterans in rural areas throughout the U.S. and the Pacific Jurisdictions.</p>	<p>Outreach identified and conducted to AAPI Veterans in rural areas.</p>	<ol style="list-style-type: none"> 1. CWV participates on intra-agency working groups that address issues impacting the entire women Veterans population, to include outreach with various segments of the women Veterans population. 2. CMV partners with VA Office of Rural Health (ORH) to conduct outreach to AAPI Veterans in rural areas. The CMV AAPI Veterans Liaison assisted Veterans in the Pacific Islands and Philippines. During the past year; one member of the Advisory Committee on Minority Veterans resides in Guam and another resides in Hawaii. These individuals provide information on VA benefits and services to local Veterans and assist the Committee information on how the needs of AAPI Veterans are being met. 3. To increase awareness (outreach) and access to health services for Veterans, including AAPIs, in rural areas, VA has: <ul style="list-style-type: none"> • Through VHA's Office of Rural Health (ORH) sponsored 25 projects for a total funding amount of \$15,769,121 in the VA Pacific Islands Health Care System. • Through the 3rd Quarter of FY 2013, approximately 7,000 rural Veterans in the Pacific Islands benefited from these innovative

Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>projects that resulted in increased access to care (4th Quarter FY 2013 data is not yet available). Examples of these efforts include:</p> <ul style="list-style-type: none"> • Expanded tele-health capabilities to serve more Pacific Islander Veterans living in rural areas; • ORH funding allowed travel for 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 outcome measures.; • 360 rural Veterans received mental health services in Saipan; • 165 Veterans living in rural areas in Oahu received mental health services including Post-Traumatic Stress Disorder; • 147 Veterans living in rural areas received Home Based Primary Care services in Guam; • 49 Veterans living in rural areas received Home Based Primary Care services on the Island of Maui.
	<p>(4) Increase and improve VA services and benefits to AAPIs</p>	<p>Activity 1: Partner with Asian American Native American Pacific Islanders Serving Institutions (AANAPISIs) and AAPI veterans groups to increase awareness of the GI Bill, Native American Direct Loan Program, and other VA benefits; and support the</p>	<p>Partnerships created with AANAPISIs and AAPI Veterans.</p>	<ol style="list-style-type: none"> 1. The Native American Veterans Direct Loan Program provides home financing to AAPI Veterans on trust lands, which include Hawaii and U.S. territories in the South Pacific. 2. VA's Automated GI Bill Benefits System, commonly referred to as Long Term Solution (LTS), is in a sustainment state. The LTS, developed to support chapter 33 claims processing, provides full automation for some claims and partial automation

Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

		<p>creation/development of veteran support centers.</p>		<p>for most other claims. Since end-to-end automation was fielded in September 2012, the average processing time for original Post-9/11 GI Bill claims improved from 33 days in September 2012 to 24 days in September 2013 (a 27-percent improvement from FY12). Timeliness for supplemental Post-9/11 GI Bill benefits improved from 21 days in September 2012 to 10 days in September 2013 (a 52-percent improvement from FY12). Response: As of September 16, 2013, the average month-to-date processing timeliness for original Post-9/11 GI Bill claims was 25.1 days. The timeliness target for original claims is 28 days.</p> <p>3. VBA electronic disability claims processing system, the Veterans Benefits Management System (VBMS), was fully implemented in all 56 regional offices and the Appeals Management Center effective June 10, 2013. On average, it currently takes 177 days to complete electronic claims and they are pending an average of 124.4 days. The average time to complete paperless claims is currently greater than 125 days due to the agency's priority processing of all disability claims pending greater than one year. VBA is committed to ensuring that Veterans waiting the longest are given a decision on their disability claims. Claims pending over one year are predominantly paper claims processed in VBA's legacy systems. As VBA continues to process claims in the backlog to reach 125 days and 98-percent accuracy in 2015, the average number of days to complete electronic claims will also reflect this.</p> <p>4. Veterans Relationship Management (VRM) has continued to build multiple ways to meet the needs of Veterans who contact VA. From 2009 through 2013, VRM has continued to build multiple ways to meet the needs of Veterans who contact VA by</p>
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>focusing on expanding and improving customer service initiatives through “agent-assisted” programs, as well as integrating and providing a single “view” of the Veteran. VRM has also expanded customer “self-service” capabilities, streamlining portal access to self-service capabilities, and improving processes used to identify and grant access to VA’s external stakeholders, business partners, and service providers. By improving telephone service and online web access, VRM is providing choice and flexibility to Veterans. Over the past 4 years, total contacts have increased by 40.9 million, going from 9.1 million to 50 million contacts.</p> <p>5. CMV's AAPI Liaison participated in several outreach events and six new partnerships. The purpose of these outreach efforts/events was to inform stakeholders of VA benefits and services.</p> <p>Outreach activities:</p> <ul style="list-style-type: none"> • April 2013; <ul style="list-style-type: none"> • Attended and participated in the following events in Washington DC: VA FAPAC Monthly Meeting at VA Central Office (VACO); VA Long Beach planning teleconference meeting VBA, NCA, and VHA MVPC at VACO; VA APA Heritage Planning Committee Meeting at VACO; VA Long Beach planning teleconference meeting VBA, NCA, and VHA MVPC at VACO; VA Long Beach planning teleconference meeting VBA, NCA, and VHA MVPC at VACO; APA Heritage Planning Committee Meeting at VACO and Advisory Committee on Minority Veterans Site Visit in Chicago, IL. • May 2013;
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<ul style="list-style-type: none"> • Attended APA Heritage Kick-Off Event at VACO, Washington, DC; Member of the APA Heritage Month Committee, *Planned, coordinated, and participated in a successful outreach to Pacific Islander Veterans and Community in Carson, CA; AAPI Veterans liaison organized this event which included VA staff from VBA representative, NCA MVPC, VHA MVPC, and Vet Center representative. Attended APA Heritage Cultural Fair at VACO, Washington, DC; Member of the APA Heritage Month Committee, *Attended and participated in 28th FAPAC National Leadership Training Program at Hilton in Long Beach, CA; AAPI Veterans liaison hosted two VA workshops (VBA and NCA, VHA and VA4Vets) and exhibited presenters (VBA and VHA). During the event, VA was recognized with an Award for its support and participation; APA Heritage Cultural Fair at VACO, in Washington, DC. And member of the APA Heritage Month Committee. • June 2013; <ul style="list-style-type: none"> • Attended and participated in monthly VA FAPAC Monthly Meeting at VACO in Washington, DC; WHIAPPI meeting in Washington, DC; FAPAC Congressional Seminar at the Rayburn House Building, Washington DC; 115th Anniversary of Philippines Independence in Washington, DC., an event encompassed all the Pacific Island Embassy; Pacific Day 2013 at the New Zealand Embassy in Washington, DC., an event encompassed all the Pacific Island Embassy and developed a Pacific Islander Fact Sheet on
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Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Fiscal Year 2013 Accomplishment Report

				<p>all VA facilities and departments serving the Pacific Islands.</p> <ul style="list-style-type: none"> • July 2013; <ul style="list-style-type: none"> • Attended and participated in monthly VA FAPAC Monthly Meeting at VACO in Washington, DC; WHIAAPI- Second annual Federal Employee Conference in Washington, DC; follow up meeting with WHIAAPI meeting in Washington, DC; Liberation of Guam and the Battle for the Northern Marianas Islands at the Cannon House Office building in Washington, DC; OCA National Convention in Omni Shoreham Hotel in Washington, DC; AAPI Veterans liaison exhibited and partnered with NCA; Chamorro Liberation Day event at the US Coast Guard Military Base in Alexandria, VA; AAPI Veterans liaison exhibited. The purpose of these outreach efforts was to inform stakeholders of VA benefits and services. Attended and participated WHIAAPI Roundtable at Federal Communication Commission (FCC) meeting in Washington, DC; *Partnered with Office of Survivors Administration at the Japanese American Citizens League (JACL) Convention at Washington, DC; *Attended and participated in the Filipino-American Event – East Coast Grand Canyon in Cheatham Annex Naval Base- Williamsburg, VA; AAPI Asian American and Pacific liaison exhibited. The purpose of these outreach efforts was to inform stakeholders of VA benefits and services. • August 2013; <ul style="list-style-type: none"> • Attended and presided in the monthly VA
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