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

APR 25 2014

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 Department of Veterans Affairs' (VA) White House Initiative on Asian Americans and Pacific Islanders (WHIAAPI) Mid-Year FY 2014 Accomplishment Report.

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 2014 – 2015 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 Secretary, Office of Diversity and Inclusion, at (202) 461-4131 or Georgia.coffey@va.gov.

Sincerely,

Gina S. Farrisee

Enclosure

Dept. of Veterans Affairs White House Initiative on Asian Americans and Pacific Islanders Mid-Year Fiscal Year 2014 Accomplishment Report

Goal Area	Agency Objective	Strategic Activity	Benchmarks	Progress
1. Capacity Building	Increase access to VA resources such as small and disadvantaged business development counseling and small business loans to ensure Asian Americans and Pacific Islanders (AAPIs) have information on available VA resources.	Conduct community outreach to underserved AAPI populations in support of VA small business procurement goals.	VA will conduct outreach events to the AAPI community in FY14/FY15, budget permitting.	During FY14, Veterans Health Administration (VHA) continues to support this Department-wide goal for the award of contracts to small businesses owned and controlled by socially and economically disadvantaged individuals, including those owned by AAPIs. VHA has: - Provided funding to vendors in excess of $5.6 Billion. - Funded opportunities for vendors in the following areas: Information technology (hardware, software, maintenance, and other services); medical, dental, and veterinary equipment and supplies; pharmaceuticals; instruments and laboratory equipment; perishable and non-perishable substances; nursing home services; prescription eyeglasses; readjustment counseling services; home oxygen and medical gases; security services; medical transcription services; grounds maintenance; transportation services; integrated pest management services; trash, garbage, and infectious waste disposal; architect and engineer services; construction services; office supplies and equipment; office equipment maintenance; and consulting and advisory services.
	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.	Conduct community outreach to underserved AAPI populations in support of VA grant programs; ensure social inclusion language; and ensure VA Web site includes information about grant programs, to include the SHA grant.	VA will conduct a minimum of three outreach events to the AAPI community in FY14/FY15, budget permitting. In FY14/FY15, National Cemetery Administration (NCA) will continue to include the following social inclusion language in Veteran cemetery grants program and information kits for applicants: *"States,*	1. NCA has a 2014 Priority List of Pending State and Tribal Government Cemetery Construction Grant pre-applications, including the Commonwealth Northern Meridian Islands Tinian and Rota; AAPI communities can apply for grants by visiting grants.gov and searching for Funding Opportunity VA-GRANTS-NCA-FY2014. 2. Veterans Benefits Administration's (VBA) Regional Loan Guaranty Center performs regular outreach on reservations to promote the use of the Native American Direct Loan Program. Additionally, Regional Loan Guaranty Center staff attends outreach conferences and work to establish Memorandums of Understanding with reservations in order to operate with tribal lands. Information about the Native American Direct Loan Program is also spread though Transition Assistance Program briefings.

			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 Mariana 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."	

	Establish a VA work group to address issues and concerns related to the White House Initiative on Asian Americans and Pacific Islanders (WHIAAPI).	Strategic Activity: Establish a VA work group to monitor and assess the implementation of the WHIAAPI FY14/FY15 plan.	The VA WHIAAPI work group(s) will be established and convene on a quarterly basis by first quarter, FY14.	1. The VA Central Office (VACO) and the Office of Diversity and Inclusion (ODI) submitted VA's FY13 year-end WHIAAPI Accomplishment Report and FY14/FY15 Agency Action Plan on November 22, 2013. - As part of VA's implementation of the AAPI initiative, ODI conducted an AAPI work group meeting on February 20, 2014 to discuss VA's FY14/FY15 Strategic Plan, the upcoming WHIAAPI mid-year FY14 Accomplishment Report, and the WHIAAPI's FY13 Federal Agency Accomplishment Report. Representatives from VHA, VBA, NCA, and VACO participated in this effort. 2. NCA is currently establishing work groups within its two diversity committees, with the intent to establish work groups for each of the targeted group employee programs, including the AAPI employee program.
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 FY14/FY15, VA's Office of Resolution Management (ORM) will meet with the Department of Justice (DoJ) to review the VA LEP plan; LEP guidance will continue to be provided on an on-going basis.	1. The VA's Acting Deputy Assistant Secretary for ORM participated in a "Federal Forum on Outreach to the AAPI Limited English Proficient (LEP) Community" held January 31, 2014. The Forum, hosted by WHIAAPI and The White House Office of Public Engagement, "provided an opportunity to share best practices on how to provide meaningful access to Federal services to those with limited English proficiency in support of Executive Order 13166." 2. During FY14, NCA held a teleconference with State Cemeteries, in which a poll was conducted to determine which NCA facilities had "I Speak" cards on hand. These cards are used to assist LEP customers as they access Federally conducted and Federally assisted programs. The card contains a detachable, wallet-sized "I Speak" card that states the following: "I speak _____. I need language assistance. Please make note of my spoken language in your records, as well as my need for an interpreter." The purpose of the "I Speak" card is to eliminate language

				barriers that exist for LEP customers when attempting to access VA programs, benefits, and services. The majority of the cemeteries had the cards on hand, those that did not were advised to submit requests for the cards; "the NCA Title VI Coordinator is working with the other Administrations in VA to implement a new process to ensure that VA is in compliance to the applicable laws in Title VI and to track and monitor Title VI complaints." 3. VBA requires its facilities to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. - Electronic information: Each VBA component that maintains a Web page accessible to 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. - 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. - The Manila regional office maintains information in a second language: Tagalog. Regional offices responded to a LEP survey to respond to DoJ's request as related to Executive Order 13166.

		Strategic Activity 2: Identify agency materials that reach an AAPI audience and monitor to ensure that materials are culturally and linguistically appropriate.	During FY14/FY15, 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 ensure our materials are culturally and linguistically appropriate.	1. VHA's EEO/AEO is finalizing an electronic publication of a booklet entitled Translation of Frequently Asked Questions in the Emergency Department. This booklet will feature questions in 12 different languages including Chinese, Korean, Filipino, Thai, and Vietnamese. The anticipated date of completion and distribution is September 30, 2014. 2. VBA's Manila regional office and outpatient clinic has produced outreach materials in Tagalog. These documents include FAQs on VA benefits, a Tagalog version of the Filipino Veterans Equity Compensation (FVEC) program, etc.
		Strategic Activity 3: Assess and address need for in-language services across programs.	For FY14/FY15, the EEO/AEO will monitor VHA facilities' use of contract medical interpreters for Veterans and their family members. This practice will	VHA maintains contract interpreter services primarily at the facility level while some Veterans Integrated Services Networks (VISN) maintains contracts for the entire VISN. All VHA facilities utilize interpreter services.

			reduce the need for in-language services, that is, interpretation by VHA employees.	
3. Workforce Diversity	Build a diverse, high-performing workforce that is reflective of all segments of society, including the AAPI community and AAPI Veterans.	Strategic Activity: (1) Collaborate with Office of Human Resources Management to ensure human capital and workforce succession plans contain strategies that address VA's low male AAPI participation rates. The plans will identify VA mission critical occupations that have low AAPI participation rates, to inform and guide recruitment outreach efforts; (2) Establish a corporate recruitment process that will enable the strategic coordination of VA's presence at events targeted to diverse communities,	(1) Relevant workforce and succession plans issued in FY14/FY15 will contain AAPI-specific employment strategies; (2) A coordinating process will be established by second quarter, FY14. (3) VA will participate in a minimum of two national/local job fairs or events targeting outreach to AAPIs; (4) In FY14/FY15, VA will: (a) Enhance outreach to AAPI	1. In support of this goal VA has: - Formed an intra-agency WHIAAPI work group that meets quarterly to ensure WHIAAPI plan goals and objectives are met in a timely manner. - Created the National Diversity Internship Program (NDIP) with affinity organizations, including the Asian Pacific American Institute for Congressional Studies and the International Leadership Foundation to build a pipeline for workforce diversity. Representatives from the VHA, VBA, NCA, and VACO participated in this effort. - Implemented a MyCareer@VA career mapping program to address grade disparities and glass ceilings for all groups, including AAPIs. - Implemented cultural competency and unconscious bias training for employees, and mandatory Diversity and Inclusion (D&I) training for all managers. - ODI implemented its new Diversity Index and Inclusion Index to gauge workforce diversity and workplace inclusion. - Implemented mandatory D&I performance elements in SES plans that are tied to the VA FY 2012-2016 D&I Strategic Plan. - Will continue to meet with workforce planners to incorporate VA's EEO and Diversity and Inclusion goals into VA's Strategic Plan and to ensure EEO demographic data considerations (including AAPI representation in the workforce) are factored into VA's Workforce Succession and Human Capital Plans, annually. 2. As of March 31, 2014, VA employed 25,327 AAPIs, including 24,404 Asians and 923 Native Hawaiian or Pacific Islanders (NHOPI), which represent 7.43 percent of the VA total workforce (340,537 employees).

		including the AAPI community; (3) VA will continue to work with affinity groups such as Asian American Government Executives Network (AAGEN), Conference on Asian Pacific American Leadership (CAPAL), and others to market VA as a model employer, and to deliver employment and career information to affinity constituents and the general public. VA representatives will attend affinity conferences and career fairs to distribute, and where appropriate, train on Federal employment processes, Veterans' programs and benefits, and Veterans memorial services/benefits information; (4) Increase outreach to AAPI communities to improve AAPI	communities for programs such as VA's National Diversity Internship and Pathways Programs, and will continue partnerships with AAPI affinity organizations, and (b) Increase outreach/assistance to the AAPI communities and Veteran population via participation in affinity groups, national and regional conferences, activities sponsored by Veterans and professional organizations, and Asian American/Native American/Pacific Islander Education Serving Institutions (AANAPISIs).	- This is an increase of 0.02 percent from the end of FY13. It reflects a FY14 mid-year net change of 2.20 percent and 2.19 percent, for Asian males and females respectively, and of 4.74 percent and 2.86 percent for NHOPI males and females, respectively, which is above and beyond the VA net workforce growth of 1.32 percent. - However, when compared to the VA Relevant Civilian Labor Force benchmark of 2.94 percent, Asian men are currently experiencing a less than expected participation rate of 2.77 percent. - As to the overall workforce, 22.15 percent of VA's employees (non-AAPI) were in GS 13-15 or Title 38 equivalent pay grades, compared to 33.73 percent of the AAPIs workforce in those grades. AAPIs' higher than expected participation in VA's leadership pipeline (GS 13-15 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 16 AAPI SES/Title 38 equivalents. When compared to the SES/Title 38 equivalent pay level benchmark of 0.13 percent (457 employees), AAPIs have a less than expected participation rate of 0.06 percent. 3. VACO ODI published an article in the April 2014 VA Diversity@Work newsletter announcing the Federal Asian Pacific American Council's (FAPAC) 2014 National Leadership Training Program (May 5-9, 2014) which is to be held in Charlotte, North Carolina. The newsletter is electronically distributed VA-wide. VA will be conducting outreach to the AAPI community and Veterans at this event, and will be hosting a pre-conference training event for VA employees who will be in attendance. 4. The VA Assistant Secretary for Human Resources and Administration signed a VA-wide memo encouraging nominations for the FAPAC 2014 Outstanding Civilian Awards. As a result of this issuance, VA submitted four nomination packages to FAPAC.org for consideration in February 2014. Selection results have not yet been announced. 5. VHA's Healthcare Recruitment and Marketing Office continues to

		application rates for VA employment. Market and brand the VA as a model employer.		advocate for activities that support the recruitment of a diverse population of applicants. The FY14 marketing plan includes a recruitment booth at the National Association of Asian American Professionals (NAAAP) in Anaheim, CA on August 7-10, 2014. NAAAP is the premier leadership organization for Asian professionals. - In conjunction with the changes to marketing efforts from print to digital format, banner advertisements are used on two of the most popular websites for Filipino Americans and Asian Americans: Goldsea and Phil star, which allow targeted recruitment messages to reach the 588,235 annual impressions the sites report. 6. NCA will participate in FAPAC's 2014 National Leadership Training Program in Charlotte, NC, to market VA as a model employer and to deliver employment and career information to affinity constituents and the general public. 7. VBA regional offices maintain relationships with organizations like the Federal Executive Board, which provide outreach services to the AAPI community. - VBA is working to implement the goals of Executive Order 13515, to improve the quality of life of AAPIs. VBA's plans for increasing employment of AAPIs include increasing outreach activities, establishing networks through which job fairs can be effectively facilitated, 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 affinity groups. - VBA 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. - VBA's Denver regional office actively solicits applications from all racial and ethnic groups in order to hire a diverse and highly capable

				workforce. Recruitment activities are developed, monitored, and reported through Office of Personnel Management's (OPM) FEORP and the EEOC MD-715. As part of the analysis, Denver regional office looks at the recruitment and hiring patterns for AAPIs and all groups. - VBA's Human Resource Center consistently analyzes recruitment and hiring trends in order to achieve a diverse workforce representing the AAPI community served. - VBA's Manila regional office worked closely with the Philippine Veterans Affairs Office (PVAO) as well as other Philippine based Veterans Service Organizations to perform outreach to Filipino Veterans. Additionally, the Oakland regional office employed an AAPI summer intern through a local University. - VBA continues to build relationships with WHAAPI community groups and other AAPI organizations, and enrich the diversity in the pool of eligible candidates for employment, participation in work groups, and special assignments in the regional offices.
	Cultivate a work environment that is inclusive of AAPIs, as evidenced by increased retention, career development, and advancement of AAPI employees in the VA workforce, in keeping with merit principles.	Strategic Activity: (1) Establish a national mechanism to monitor and report participation by race, ethnicity, and gender in VA's leadership and career development programs; (2) Strengthen VA's AAPI employment programs through education and training events, and develop SEP programmatic	(1) Monitor participation and completion rates of AAPI in leadership and career development programs beginning Q3, FY 2014; (2) Education and training events will be hosted annually, budget permitting. (3) Information on MyCareer@VA will be incorporated into all Agency employee forums offered at	1. VA ODI held its first AAPI Program conference call in March 27, 2014 where Mr. David Williams, Director of the Workforce Analysis Team in ODI, presented on the VA AAPI workforce demographics. 2. VHA's Special Emphasis Program Advisory Committee is updating its Special Emphasis Program Training. Upon completion of updating the training, all VHA Special Emphasis Program Managers will be required to complete the training. - May is AAPI Heritage Month. To recognize the contributions of AAPIs to our Nation, VA managers and supervisors will be encouraged to support attendance at significant events and activities, such as, affinity group conferences like FAPAC's National Leadership Training Program, to continue to lead the efforts to create a diverse, results-oriented, high-performing workforce that reflects the communities we serve and the diversity of our Nation. 3. NCA continues to conduct quarterly Special Emphasis Committee meetings incorporating SEP training at every opportunity. The first meeting for FY14 was held on March 20, 2014. The next meeting is

		training for SEP/EEO and HR managers either virtually or in conjunction with national affinity conferences. (3) Promote the following: MyCareer @VA (career mapping system), Veterans Employment Services Office (VESO), VA for Vets Program, Veterans hiring initiatives and special hiring authorities for Individuals with Disabilities, Veterans at all diversity training forums, and incorporate this information into appropriate on-line and classroom SEP and AAPI training modules.	affinity conferences, effective third quarter, FY14.	scheduled for May 13, 2014. This practice will continue in FY15. 4. During the period of October 1, 2013 through March 31, 2014, VBA offered the following leadership and development programs: - Leadership Enhancement and Development Program (AAPI members – 3). - Leadership Development Program (AAPI attendees – 1). - Assistant Director Development Program (AAPI attendees – 1). - Station Leadership Development Program (AAPI attendees – 2). - Emerging Leaders Program (AAPI participants – 1).
	Facilitate outstanding, culturally competent public service and	Strategic Activity 1: (1) Continue partnering with AANAPISIs and other	(1) In FY14/FY15: Increase awareness of VA career development	1. The VA ODI, VA Learning University, and Corporate Senior Management Executive Office have partnered with two national affinity groups, the AAGEN and the African American Federal Executives Association, Inc. (AAFEA), to form a work group whose mission is to

	stakeholder relations through effective leadership and accountability.	AAPI organizations to increase awareness and participation in VA internships, fellow and work-study programs; (2) Increase the diversity of the applicant pool for SES positions in the VA; (3) Include diversity and affirmative employment measures as critical elements in executive and management performance plans.	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). (2) Increase number of minority SES applicants; (a) Conduct VA workforce data analysis to identify groups with less than expected participation rate in the SES pay level when compared to the total workforce participation rate. (b) Identify the existence of possible barriers to SES employment and provide	establish a collaborative relationship utilizing legal and available resources to increase the diversity of the SES candidate pool. ODI is the lead Office for this diversity initiative. 2. VHA's ODI and EEO/AEO, in its efforts to cultivate a diverse and multigenerational workforce, partnered with VA ODI to encourage VHA medical facilities and program offices to participate in the 2014 VA NDIP. VHA ODI forwarded announcements to VA Leadership, VHA Diversity and Inclusion Subcommittee Members, VHA VISN Diversity and Inclusion Chairpersons/Champions, VISN Lead Equal Employment Managers, Human Resource personnel, Special Emphasis Program Managers, supervisors, and managers. As of March 25, 2014, VA ODI received 73 NDIP internship requests from VHA and approved funding for 43 of the 73 requests. 3. NCA, In collaboration with ODI, by way of the Pathways program, will continue to recruit for summer interns nationwide in AAPI communities through partnerships with AAPI organizations such as the Asian Pacific American Institute for Congressional Studies (APAICS), the International Leadership Foundation (ILF), and Embracing the Hopes and Aspirations of Asian Pacific Americans. These programs will continue to be a vital source for recruiting AAPI employees in FY14/FY15. 4. VBA regional offices continue to support the implementation of Executive Order 13515. They assist in improving the quality of life for AAPIs through extensive outreach activities that encourage increased participation in VA benefits programs. - 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. - VBA works with EEO Managers, HR, Diversity Initiatives Steering

			guidance to increase numbers. (3) In 2015, VA will continue to include diversity and affirmative employment measures in SES performance plans VA-wide.	Committee and Special Emphasis Program Managers to promote diversity in all regional office's workforce arenas. - VBA's Los Angeles regional office developed outreach materials for AAPI businesses, community groups, and other organizations serving the AAPI community to increase awareness of programs within VBA. - VBA has leadership and career development programs that include the LEAD and LVA programs. The programs are designed to enhance the leadership potential of high-performing employees in mid-level grades. Additionally, these programs enable participants to develop their leadership skills through classroom training, individual and group projects, and shadowing assignments. A variety of training and career development opportunities are offered to VBA employees that include: Introduction to Leadership (ILT), Division Leadership Management Training (DLMT), Assistant Director Development Program (ADDP), Leadership Development Program (LDP), Leadership Coaching Program (LCP), Presidential Fellows Program (PMF), and the Senior Executive Series Career Development Program (SESCDP). The LVA program is a year-long corporate leadership development program designed to develop high performing employees.
		Strategic Activity 6: Implement training to educate AAPI employees on leadership, career development, and educational programs.	In FY14/FY15: (1) Continue the development and delivery of VA-wide leadership and career development training. (2) The VHA organizational Designated Learning Officers (DLOs) in partnership with the VA Learning Management System (LMS) Domain, Learning	1. On January 16, 2014, VHA ODI, in conjunction with its Diversity and Inclusion Subcommittee and the Leadership Management and Succession Subcommittee (LMSS) Senior Executive Pipeline and Diversity Workgroup, hosted the VHA Diversity and Inclusion Quarterly Community of Practice Conference (COP) leadership training. The theme of the COP conference call was "Ascending to Senior Executive Series: A Panel Discussion." Ms. Julie Brill, from the Office of Personnel Management, provided the keynote address on "How to Become a Senior Executive Series Employee." Ms. Brill's presentation was followed up by a panel discussion of VHA senior executives: Ms. Annie Spiczak (ADUSH for Workforce Services), Mr. Guy Richardson (VISN 5 Deputy Network Director), and Mr. Steven Young (Salt Lake City VA Medical Center). The training event was held using Microsoft Lync and was attended by over 250 VHA employees. - VHA informs the AAPI population about its Technical Career Field (TCF), Graduate Healthcare Administration Training Program

			Managers, and VA LMS Administrators will collaborate to ensure educational opportunities are provided to all employees. DLOs will promote and market VHA leadership, career development, and educational programs. Descriptions of VHA national leadership and employee development programs are listed in the yearly VHA Workforce Succession Strategic Plan.	(GHATP), and other employee developmental opportunities via the Designated Learning Officer (DLO) network, the MyCareer@VA, TMS, and training course/program announcements. - In FY13, the TCF program had the following representation: Asian American male (5.42%), Asian American female (1.48%), and Native Hawaiian/Pacific Islander female (0.49%). - In the GHATP program, representation was as follows: Asian American male (7.69%) and Asian American female (10.26%). - In FY14, representation was as follows for the Facility LEAD (Leadership, Effectiveness, Accountability, and Development) program: Asian male (0.80%) and Asian American female (0.99%) the VISN/CO LEAD program: Asian American male (1.19%) and Asian American female (4.58%); and the HCLDP (Health Care Leadership Development Program): Asian American male (5.77%) and Asian American female (3.85%). 2. NCA conducts Cemetery Director Intern Panel webinars. In February FY14, three webinars were directed at outreach groups with less than expected participation including AAPIs. This initiative is in alignment with VA's and NCA's strategic plans as a strategy to increase diversity in NCA's primary leadership pipeline program. - NCA, during March FY14, conducted a series of three informational webinars on Performance Based Interviews (PBIs) to provide opportunities for all employees, including AAPIs to gain knowledge on NCA's method of choice for interviews for Cemetery Director Intern positions which were announced in March FY14. This practice, which was directed from the Under Secretary of Memorial Affairs, will continue in FY15. 3. VBA provided the following developmental and training opportunities to eligible and interested employees, including AAPIs: (LEAD), Assistant Directors Development Program (ADDP), Emerging Leaders Program (ELP) and Supervisor Management Training (SMT).
. Data	Work within VA and across other Federal	Strategic Activity 1: Utilize and	By September 30, 2015, VA will update	1. VA's Office of Policy and Planning (OPP) continue to refresh VA's public facing website (http://www.va.gov/vetdata/index.asp) with data

	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.	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/).	its FY13 published data and statistics on Veteran populations, including AAPI Veteran populations, as new information becomes available.	and statistics as new information about Veteran populations and Veteran programs becomes available. Recent updates to this website include the posting of a series of maps reflecting 2013 Veteran population estimates. Although AAPI populations are not explicitly shown, these maps are helpful in illustrating broad Veteran population patterns across the US. - OPP also continues to work with other Federal agencies, including the U.S. Census Bureau, to report the most complete information possible on Veteran populations, including AAPI Veterans and other minority Veteran groups. 2. VBA continues to build relationships with AAPI community groups and other AAPI organizations by participation in work groups and special assignments. Additionally, 1.2 million users are enrolled in e-Benefits, which are used as a tool to offer benefits information to all Veterans. Outreach materials are sent to recently discharged service members through VA Discharge System (VADS).

5. Agency-Specific	FY14 goal statement: In partnership, Housing and Urban Development (HUD) and VA aim to reduce the number of Veterans living on the streets, experiencing homelessness, to zero (as measured by the 2016 point in time count).	Strategic Activity 1: Identify locations of high populations of homeless Veterans and develop measures and tracking systems to track the status of homeless Veterans by race, ethnicity, and gender.	In FY14/FY15, 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.	1. VHA Homeless Program Office (HPO) March 2014 Mid-Year update: - Eliminating homelessness among Veterans will advance the mission of VHA HPO, to ensure that all Veterans and their families achieve housing stability. - Access to accurate and timely data is fundamental to the success of VA's continuum of homeless services and support of VA's efforts to prevent and end homelessness among all Veterans. - The Homeless Operations Management and Evaluation System (HOMES) is used nationwide by VHA staff to enter and update homeless Veteran data. The system streamlines data collection processes and facilitates communication between VA homeless program staff and leadership on the local, regional, and national levels. By providing a centralized data collection system, HOMES enables VA to efficiently and effectively collect, manage, and access homeless Veteran data. - According to HOMES, in FY13, the national percentage of Veterans who self-identified as Asian American, who were assessed for homelessness in VHA's homeless programs, was 0.5 percent, and for Veterans who self-identified as Hawaiian/Pacific Islander was 0.7 percent. The greatest concentration of Asian American homeless Veterans assessed were in Veterans Integrated Service Networks (VISN) 3, 21, and 22. For Veterans who identified as Hawaiian/Pacific Islander, nationally, the highest percentages assessed were in VISNs 21 and 22. These concentrations are in line with the 2011 Census Bureau statistics, that the largest concentrations of individuals who identified as AA/PI were in CA, NY, HI, TX, NJ, and IL.

		Activity 2: Develop and implement plans to assist AAPI Veterans with employment services and housing.	In FY14: (1) 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 AAPIs, to assist homeless and at-risk Veterans in accessing housing and employment services. (2) VA will continue to work with the Department of Labor (DOL) to leverage existing programs to help homeless Veterans secure job training, education, and employment.	VA's Supportive Services for Veterans Families (SSVF) was authorized by Public Law 110-387 and provides supportive services to very low-income Veteran families in or transitioning to permanent housing. SSVF is designed to rapidly rehouse homeless Veteran families and prevent homelessness for those at imminent risk due to a housing crisis. Funds are granted to private non-profit organizations and consumer cooperatives that will assist very low-income Veteran families by providing a range of supportive services designed to promote housing stability. - In 2013, VA awarded $300M in grants to community providers throughout the nation to enable homeless prevention and rapid rehousing through the SSVF program. In FY13, SSVF served 65,303 Veterans and their family members, including 15,948 children. In its first two years of operation (FY12/FY13), the SSVF program served over 97,979 Veterans and their family members, including 24,774 children (59,503 of those served by SSVF were at-risk and homeless Veterans). Of those homeless and at-risk of homelessness served to date, 83% of those who exited the program secured permanent housing. - In January 2014, a Notice of Funding Availability (NOFA) for $600M was released in the Federal Register, which includes $300 million in "surge" funding for 76 high priority communities in an unprecedented effort to end Veterans' homelessness in these communities. Applications were due from community providers on Mar 14, 2014. This NOFA will allow increased services to Veterans and their families who are homeless or at risk of becoming homeless. Award announcements are expected to be made in fourth quarter of FY14. - The SSVF Program supports both the prevention of homelessness and the rapid rehousing of those who fall into homelessness, a way to continue bolstering the middle class. It is unique in its ability to provide services to both Veterans and their families. It is an essential tool in VA's effort to end homelessness among Veterans by the end of 2015. - VA's Homeless Providers Grant and Per Diem (GPD) Program currently has over 15,500 operational beds in every state, the District of Columbia, Puerto Rico, and Guam. The GPD Program

				allows VA to award grants to community-based agencies to create transitional housing programs and offer per diem payments. The purpose is to promote the development and provision of supportive housing and/or supportive services with the goal of helping homeless Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination. - Partnerships with Federal, state, and community agencies are critical in addressing unemployment among homeless Veterans. VA has ongoing collaborative relationships with DOL/Homeless Veterans Reintegration Program on both national and local levels. 2. VBA's Phoenix regional office has conducted numerous Stand-Downs statewide, and participated in several assessments and surveys conducted by the Arizona VA Medical Centers. - The Homeless Veterans Outreach Coordinator (HVOC) has participated in Project Connect at the Human Service Campus where 328 people were identified as homeless, of which 52 were Veterans. 3. NCA's Cemetery Caretaker Apprenticeship Program, established in 2012, supports the Department of Veterans Affairs (VA) strategic priority of ending Veteran homelessness by 2015, as well as President Obama's Veterans Employment Initiative (Executive Order 13518). The Apprenticeship is a one-year paid employment training program for Veterans who are homeless or at-risk for homelessness. Through this program, VA is helping homeless Veterans obtain employment with education and training assistance opportunities. This initiative has proven to be a resounding success story. Twenty three of the graduates are currently employed at National Cemeteries nationwide.

	Improve the quality, access, and value of health care, including mental health care, provided to AAPI Veterans.	Strategic Activity 1: Increase AAPI awareness of health and other resources and accessibility to healthcare, including behavioral health care services.	By September 30, 2015, increase outreach/assistance to AAPI Veteran population via participation in two affinity group national annual conferences, budget permitting.	1. VACO's Center for Minority Veterans (CMV) AAPI Liaison participated in the following events: - Monthly VA FAPAC meeting at VACO in Washington, DC on October 9, 2013. - VA FAPAC Leadership presentation via VACO and telecom in Washington, DC on October 30, 2013. Speaker was Boston VAMC Medical Center Director. - U.S. DOL Event: DOL Salute to Veterans in Washington, DC on November 6, 2013. - Veterans Day Ceremony sponsored by the Japanese American Veterans Association (JAVA) and the National Japanese American Memorial Foundation (NJAMF) in Washington, DC on November 11, 2013. - Meeting with the Filipino Community Leaders and University of Maryland on November 26, 2013. - MH Innovation Expo hosted by the FCC in Washington DC on December 6, 2013. - Advisory Committee on Minority Veterans (ACMV) Administration Briefings in Washington DC on December 9-12, 2013. - FAPAC Conference Committee meeting for the planning of 2014 FAPAC National Leadership Training in Falls Church, VA on January 4, 2014. - Meeting with the Filipino Community Leaders and University of Maryland on January 8, 2013. - Japanese American Veterans Association (JAVA) quarterly meetings in Falls Church, VA on January 11, 2014. - Monthly VA FAPAC meetings at VACO in Washington, DC on January 12, 2014. - FAPAC Conference Committee meeting for the planning of 2014 FAPAC National Leadership Training in Falls Church, VA on January 18, 2014. - Asian Pacific American Heritage monthly meeting on January 21, 2014. - Attended and met with the Executive Director of National Pacific Coalition for Action (NPCA) in Washington, DC on January 24, 2014. - Department of Veterans Affairs Services Showcase in Crystal City, VA on January 28, 2014.

				- VA APA Heritage Month Celebration planning meetings for the month of May, February 5, 2013. - Meeting with the Filipino Community Leaders and University of Maryland on February 7, 2014. - Follow-up meeting with WHIAAPI on February 11, 2013. - Attended and presided in the monthly FAPAC Monthly Meeting at VACO in Washington, DC on February 12, 2014. - 10th Annual Legislative Day sponsored by Coalition of Asian Pacific American of Virginia (CAPAVA) and Asian American Society of Central Virginia (AASOCV) in Richmond, VA on February 19, 2014. - Meeting with the Chinese American Citizen Alliance (CACA) in Richmond, VA on February 19, 2014. - Annual senior plenary session of the Interagency Group on Insular Areas (IGIA) with White House Intergovernmental Affairs in Washington DC on February 25, 2014. - Follow-up meeting with Filipino Community Leaders in Washington DC on February 27, 2014. - Monthly VA FAPAC meetings at VACO in Washington, DC on March 12, 2014. Speaker for the leadership presentation was Sacramento National Cemetery Director. - VA FAPAC joint network event with AAPI OPM on March 20, 2014. - Taste of Heaven Showcase in Dale City, VA on March 23, 2014. - Two Members of the Advisory Committee on Minority Veterans participated in the WHIAAPIs' Guam Community Tour and Regional Conference on April 3-4, 2014.

		Strategic Activity 2: Improve the quality, access, and value of mental health care provided to AAPI Veterans.	For FY14/FY15, 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 appointments within 14 days of created appointment date. Target 2 – Schedule appointments within 14 days of the desired date for the appointment 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	1. In support of this goal to ensure that all Veterans, including AAPI Veterans, have access to quality mental health services, VHA's Office of Mental Health has identified the following targets for Veterans as of March 2014: - Target 1 – 65.4%, Target = 70% - Target 2 – 95.5%, Target = 95% - Target 3 – 82%, Target = 75% - Target 4 – 55.72%, Target = 83% 2. NCA will share this strategic goal with NCA's Minority Veteran Program Coordinators (MVPC) during quarterly conference calls; the progress of this goal will be monitored on MVPC quarterly reports.

			percent of Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Veterans with a primary diagnosis of Post-traumatic Stress Disorder (PTSD).	

		Strategic Activity 3: Identify and implement culturally competent practices and interventions.	During each quarter of FY14/FY15, 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 VISN Diversity Champions, facility Diversity Champions, Selective Placement Coordinators, Special Emphasis Program Managers, EEO Technical Career Field (TCF) Interns, and EEO Program Managers.	In support of this goal, ten VHA employees attended the Cook Ross Unconscious Bias (UB) Train-the-Trainer Course, March 4-6, 2014 in Washington, DC. This initiative was supported by VA ODI and VALU. The VHA UB Trainers are tasked to deliver at least four face-to-face UB trainings per year in their respective VISN or program office region. The VHA UB Trainers are from VISN 4, 8, 9, 15, 16, 18, 20, 22, 23, and VHA Central Office. The VHA ODI will create a web-based UB training by the end of FY14. The goals of the UB training are to highlight the prevalence of bias, examine the evidence, assess progress, identify areas of ongoing concerns, and present new ideas and frameworks to support change and improve diversity and inclusion outcomes that contribute to optimal organizational performance.

		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.	During FY14/FY15 VA will continue to strengthen relationships with AAPI community organizations.	1. VHA's Health Administration Healthcare Recruitment and Marketing Office continues to advocate for activities which support the recruitment of a diverse population of applicants. The FY14 marketing plan includes a recruitment booth at the National Association of Asian American Professionals (NAAAP) in Anaheim, CA on August 7-10, 2014. NAAAP is the premier leadership organization for Asian professionals. 2. NCA will establish contacts with at least three AAPI organizations (Asian American Government Executives, Organization of Chinese Americans, and International Leadership Foundation) quarterly, and continue the practice of sending out NCA job announcements to AAPI organizations and NCA MVPCs. In FY14/FY15, NCA MVPCs will continue its collaboration with the CMV AAPI program analyst to increase outreach and partnerships with AAPI communities Nationwide. 3. VBA's Phoenix regional office outreach team consists of two full-time employees dedicated to homeless and minority Veterans. The public contact team, women's coordinator, and public affairs officer are dedicated to providing Veterans with housing and employment referrals.
	Increase awareness and access to health services for AAPI Veterans in rural areas.	Strategic Activity 1: Identify and conduct outreach to Asian American, Native Hawaiian and Pacific Islander Veterans in rural areas throughout the U.S. and the Pacific Jurisdictions.	By September 30, 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	During FY14, the VA Office of Rural Health (ORH) has funded the OEF/OIF/OND Outreach to Veterans in Rural Areas initiative in the VA Pacific Islands Health Care System (VAPIHCS). As a result, this will allow the VAPIHCS OEF/OIF/OND Outreach Team to visit Community Based Outreach Clinics (CBOCs) in the Pacific Islands by September 30, 2015. These site visits will permit OEF/OIF/OND outreach staff to assess barriers to care, and to educate CBOC staff and Veterans about OEF/OIF/OND services in the VAPIHCS rural service area.

			Veterans in the Pacific Islands.	
		Strategic Activity 2: Identify and implement effective rural health delivery practices (e.g. telehealth) which target AAPI communities.	By September 30, 2015, ORH will fund three telehealth projects targeting Asian Americans, Native Hawaiian, and Pacific Islander Veterans.	During FY14, ORH has funded four projects using telehealth and home monitoring technologies to provide mental health, traumatic brain injury (TBI), PTSD, and geriatric services to rural Veterans in the Pacific Islands. These projects are in various stages of implementation. The Geriatric and Telemental health programs are operational and served a total of 76 Veterans in the first quarter of FY14.
		Strategic Activity 3: Develop partnerships with rural organizations to provide services, assist with outreach activities, and identify and address barriers to access.	By September 30, 2015, ORH will develop partnerships with two rural organizations serving Asian Americans, Native Hawaiian, and Pacific Islander Veterans.	During FY14, ORH has funded the VAPIHCS Rural Health Care Coordinator position to build relationships with community partners. - The VAPIHCS Rural Health Coordinator has built relationships with Federal Qualified Health Centers, Native Hawaiian Health Clinics, and Critical Access Hospitals in an effort to facilitate care closer to home for rural Veterans in the Pacific Islands. - These discussions are ongoing as the goal is to develop more formal relationships by the end of FY14.
		Strategic Activity 4: Increase health services in rural areas (health clinics, mobile centers, CBOCs, transportation initiatives, etc.).	By September 30, 2015, ORH will support two transportation initiatives focused on creating better access to care for Asian American, Native Hawaiian, and Pacific Islander Veterans. (1) The first initiative will	During FY 2014, ORH has provided VAPIHCS $5M in funding to support Veteran travel from neighboring Hawaiian Islands and the Pacific Western Insular Islands to Oahu for necessary medical appointments and treatment at VA facilities. These initiatives provided access to care for a total of 1,300 Veterans through the first quarter of FY14.

			support Veterans' flights 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. (2) The second project will support Veterans' flights from the neighboring Hawaiian Islands (Maui, Molokai, Lanai, Hilo, Kona, and Kauai) to Oahu for necessary medical appointments.	
		Strategic Activity 5: Identify and implement culturally competent interventions and practices.	In FY14/FY15, 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	In support of this goal, VHA will schedule cultural competency training during FY14: - April 8, REACH for Diversity and Inclusion - May 13, Working with Difficult People – A Diversity and Inclusion Perspective - July 8, Unconscious Bias - June 24, Teachable Moments - September 9, Micro-Inequities - October 14, Bullying in the Workplace Target audiences for the training programs includes EEO Managers, Diversity and Inclusion Chairpersons/Champions, Special Emphasis

			Managers, D&I Champions (both VISNs and medical facilities), Special Emphasis Program Managers, and members of the VHA ODI Community of Practice, with training that focuses on workplace inequities, unconscious biases, and other related courses. An objective of this training is to equip the participants with the tools to conduct this training at their local facilities.	Program Managers, Human Resources personnel, supervisors and managers, line employees, and student interns.

		Strategic Activity 6: Expand ORH pilot programs for outreach to target Asian American, Native Hawaiian, and Pacific Islander populations.	By September 30, 2015, ORH will support two rural caregiver projects that target Asian American, Native Hawaiian, and Pacific Islander Veterans. The first project will place a MH focused Registered Nurse at the American Samoa Community-Based Outpatient Clinic 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).	During FY14, ORH has funded two initiatives, which have focused on providing greater support to caregivers and family members of Veterans living in the Pacific Islands. For example, the American Samoa based caregiver project is in the initial implementation phase, and the Rural PTSD Treatment for Veterans and Their Families project is operational. During the first quarter of FY14, this project impacted a total of 322 Veterans, 110 of which were OIE/OIF/OND Veterans and 48 were female Veterans.

		Strategic Activity 7: Evaluate feasibility of expansion of Project Access Received Closer to Home (ARCH) to serve Native Hawaiian and Pacific Islander populations.	By September 30, 2015, ORH will recommend the VA Chief Business Officer to 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 PC3 for service specialty care contracts, which will remove barriers to care.	During FY14, ORH has provided funding for the Analysis and Master Plan of Health Care for Veterans in the Pacific Region initiative. This project's goal is to produce a comprehensive analysis of health care for Veterans in the entire Pacific region including all nine island sub-market areas the VAPIHCS serves in the Pacific, along with an overview of the Republic of the Marshall Islands (Majuro and Kwajalein Atolls), the Federated States of Micronesia (Yap, Chuuk, Pohnpei, and Kosrae), the Republic of Palau, and the Republic of the Philippines. The project's official kick-off was March 31, 2014. The analysis will include commentary on the applicability of the new PC3 program. The VISN 21 (VA Pacific Islands Health Care System)/VAPIHCS Planning Team is leading the procurement of outside consulting services to conduct the analysis.