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) End-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. Karen Basnight, Director, Outreach and Retention, Office of Diversity and Inclusion, at (202) 461-4131 or Karen.Basnight@va.gov.

Sincerely,

Gina S. Farrisee

Enclosure
Capacity Building

Goal 1. 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.

- During Fiscal Year 2014, Veterans Health Administration (VHA) supported the 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.
- Veterans Benefits Administration’s (VBA) San Diego Regional Office (RO) provided community outreach services to the AAPI population, including recruitment efforts for Veterans.

Goal 2. Work with the Department of Defense and Veterans Groups to address the compensation of Filipino Veterans of World War II (WWII).

- VBA’s Manila RO worked closely with the National Personnel Records Center and the Philippine Veterans Affairs Office to verify WWII Filipino Veterans.
  - The RO participated in two outreach events per month in different provincial areas for the purpose of assisting all Filipino Veterans with information about benefits. In addition, the Manila RO worked closely with the Philippine Veterans Affairs Office to identify Filipino WWII Veterans and provide them with services that included assistance with compensation claims.

Goal 3. 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.

- VBA’s Denver RO carried out outreach services for Veterans and targeted audiences of Asian American/Pacific Islander background.
- The goal of three outreach events was not met due to fiscal constraints imposed on the Agency’s participation on non-VA external conferences/events during FY14.

Goal 4. Establish a VA work group to address issues and concerns related to the White House Initiative on Asian Americans and Pacific Islanders (WHIAAPI).

- 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.

Language Access

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

- VA continues to work with the DoJ to seek guidance and establish an LEP Plan.
VBA’s Milwaukee RO maintained a listing of multilingual employees in the event that a Veteran or family member seeking information/assistance language services was needed.

- Management officials of the RO ensured that persons who require LEP assistance receive such services in compliance with Executive Order 13166 and in a timely manner.
- The designated LEP Coordinator ensured that the program was managed annually updating the LEP roster of staff proficient in languages other than English and ensuring that a current roster is maintained on the RO intranet Web page and Including LEP program information on bulletin boards.


- The booklet will feature questions in twelve different languages including Chinese, Korean, Filipino, Thai, and Vietnamese. It will be distributed in FY15 for use in the VHA Emergency Departments.

VBA’s Milwaukee RO has an active EEO/Diversity Committee, which includes Special Emphasis Program Coordinators (SEPCs) for each represented EEO category, including a SEPC for Asian American/Pacific Islanders.

- During FY14, the committee implemented EEO/diversity activities. Additionally, they identified various culturally and linguistically appropriate materials to be used to reach out to all EEO diversity categories. Finally, diversity training was conducted by the VA ODI to create a greater level of sensitivity pertaining to language and cultural differences.

VHA uses contract medical interpreters for Veterans and their respective family members as a means to address in-language services that have been assessed across their health care programs.

VBA’s St. Paul RO provided language services based on local Veterans' demographics to include AAPI Veterans.

Workforce Diversity

Goal 1. Build a diverse, high-performing workforce that is reflective of all segments of society, including the AAPI community and AAPI Veterans.


- In addition, VA’s Diversity and Inclusion Strategic Plan (VA DISP) supports targeted diversity outreach to the Asian and Pacific Islander community, to realize VA DISP Goal #1, “Build a diverse, high-performing workforce that reflects all segments of society...”, and Goal #2, “ Cultivate a flexible, collaborative, and inclusive work environment that leverages diversity and empowers all contributors.”
VA produced a departmental memorandum announcing and encouraging participation in the 29th Annual Federal Asian Pacific American Council (FAPAC) 2014 National Leadership Training Program (NLTP) held May 2014 in Charlotte, North Carolina. The memo was disseminated throughout the VA.

VA participated in FAPAC’s 29th 2014 NLTP held in Charlotte, North Carolina.
  o During the conference, personnel from ODI staffed an exhibit booth to showcase VA Learning University (VALU) information, VA’s Diversity program information, internship opportunities and Veterans Services.
  o During the event, VA’s Asian American Medal Of Honor was displayed onsite.
  o In addition, personnel from the VA CMV, VBA, NCA, and the local VA Minority Veterans Program Coordinator personnel were in attendance to staff two exhibit booths to provide information on Veterans program/services and employment opportunities.
  o During the Training Program, VA’s Deputy Assistant Secretary for Diversity and Inclusion, Mrs. Georgia Coffey, had an important role, as a Guest Speaker and panelist.

ODI produced a Department level memorandum commemorating May 2014 as AAPI Heritage Month. The memo was disseminated throughout the VA.

The VA Central Office AAPI Heritage Month planning committee executed two AAPI Heritage Month (May 2014) related events: 1. Kick-off event on May 15, and, 2. cultural event on May 22.

VA 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.
  o Representatives from the VHA, VBA, NCA, and VACO participated in this effort.

VA currently has partnerships with the International Leadership Foundation (ILF), Asian Pacific American Institute for Congressional Studies (APAICS), and the Organization of Chinese Americans (OCA).

VA has 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.

The VA 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.

VHA’s Healthcare Recruitment and Marketing Office (HRMO) continued to advocate for activities which support the recruitment of a diverse population of applicants.
The FY14 marketing plan included 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. The Plan targets two of the most popular websites for Filipino Americans and Asian Americans: Goldsea and Philstar, which allow targeted recruitment messages to reach the 588,235 annual impressions the sites report.

- VBA’s Houston RO sponsored a luncheon with local AAPI colleges and high schools for the purpose of increasing VA employment awareness. The Lincoln RO participated in outreach activities that resulted in an increase of AAPI employees (now 2.1 percent). The Houston RO selected an Asian employee for the Pathways program.

- NCA has increased the NHPI male workforce representation by 0.10 percent from FY13. Its workforce representation of NHPI employees has demonstrated significant increases between September 2010 and August 2014. The NHPI male representation increased from 0.24 percent in FY10 to 0.96 percent in August of 2014 and the NHPI female representation increased from 0 percent in FY10 to 0.11 percent in August of FY14.

  - In the 2nd quarter of FY14, NCA conducted its second annual Cemetery Director Intern Job Information Webinar. The webinar was a strategy to increase diversity within NCA’s leadership. These events were marketed in AAPI communities.

- VA has entered into a Memorandum of Understanding (MOU) with the African American Federal Executives Association (AAFEA), and the Asian American Government Executives Network (AAGEN).

  - The intent of the MOU is to build on collaborations for performing outreach, and leveraging resources for talent management of diverse groups within the Federal sector. It is anticipated that VA’s partnership with AAFEA and AAGEN respectively, will encourage and promote more participation from diverse groups in the pipelines for the Senior Executive Service and senior level positions within the Department, and other Federal sector agencies. Develop a Senior Executive Service Candidate Development Program.

  - ODI is the lead Office for this diversity initiative. Supporting organizations of the MOU are the Office of Personal Management, White House Initiative on Asian Americans Policy Advisors, AAFEA, AAGEN, the VA Corporate Senior Executive Management Office (CSEMO), and VALU.

  - The AAGEN Memorandum was signed during its 10th annual Leadership Development Training Workshop at the Doubletree Hotel in Crystal City, VA on June 5, 2014, as part of Mrs. Coffey’s participation as a panelist during a Leadership seminar sponsored by AAGEN. The workshop was designed to provide valuable learning and networking opportunities for all public servants to enhance their professional careers.

- 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, HR personnel, SEPMs, supervisors, and managers. As of September 1, 2014, VHA had 78 NDIP interns.

- VA employed a total of 10 AAPI SES/Title 38 equivalents. This is a decrease of 60.00 percent from the mid-year reporting cycle of 16 AAPI SES.
  - When compared to the applicable pay level benchmark of 0.11 percent (359 employees), AAPIs have a less than expected participation rate of 0.04 percent.
- VHA informs its AAPI workforce of the Technical Career Fields (TCF) Program, Graduate Healthcare Administration Training Program (GHATP), and other employee developmental opportunities via its Designated Learning Officers (DLOs) network, the MyCareer@VA, TMS, and training course/program announcements. In FY13, the TCF program had the following representation: Asian American Male 5.42 percent, Asian American Female 1.48 percent and NHPI Female 0.49 percent, a decrease of 0.97 percent from FY12. In the GHATP, representation was as follows: Asian American Male 7.69 percent and Asian American Female 10.26 percent, an increase of 5.17 percent from FY12. In FY14, representation was as follows: the Facility’s Leadership, Effectiveness, Accountability and Development (LEAD) Program: Asian Male 0.80 percent, Asian American Female 0.99 percent; the VISN/CO LEAD program: Asian American Male 1.19 percent, Asian American Female 4.58 percent, a decrease of 1.99 percent from FY12; and the Health Care Leadership Development Program (HCLDP): Asian American Male 5.77 percent, Asian Americans represented 3.85 percent, an increase of 0.97 percent from FY12.

**Data**

**Goal 1. 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.**

- VA’s Office of Policy and Planning (OPP) continues to refresh VA’s public facing website (http://www.va.gov/vetdata/index.asp) with data and statistics as new information about Veterans populations and Veterans programs becomes available.
  - Recent updates to this website include the posting of the FY 2012 Profile of Unique Veteran Users. This report presents demographic (including race and ethnicity distributions), socio-economic, and utilization information for Veterans in FY 2012.
  - OPP also continues to work with other Federal agencies, including the U.S. Census Bureau, to report the most complete information possible on Veterans populations, including AAPI Veterans and other minority Veterans groups.

**Agency-Specific**

**Goal 1. 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).**
VHA Homeless Program Office (HPO) September 2014 End-Year update:
- According to HOMES, as of June 30, 2014, the national percentage of Veterans who self-identified as Asian American was 0.6 percent (an increase of 0.1 percent from fiscal year (FY) 2013) and for Veterans who self-identified as NHPI was 0.7 percent (no change from FY 13). The greatest concentrations of Asian American homeless Veterans assessed were in Veterans Integrated Service Networks (VISN) 20, 21 and 22. For homeless Veterans who identified as NHPI, nationally, the highest percentages assessed were in VISNs 21 and 22.

VBA’s Little Rock RO utilized data from the HOMES and other VA data systems to identify homeless Veterans by race, ethnicity, and gender. The data was used to secure housing for these individuals. Some of the individuals provided with housing were AAPI Veterans.

Goal 2. Improve the quality, access, and value of health care, including mental health care, provided to AAPI Veterans.
- During FY14, VA’s CMV AAPI Liaison participated in the following events:
  - Presided over the monthly VA FAPAC Monthly Meeting at VACO in Washington, D.C. on October 9.
  - Presided over the VA FAPAC Leadership Presentation via VACO and telecom in Washington, D.C. on October 30. Our Speaker was Boston VAMC Medical Center’s Director.
  - Attended the Veterans Day Ceremony sponsored by the Japanese American Veterans Association (JAVA) and the National Japanese American Memorial Foundation (NJAMF) in Washington, D.C. on November 11.
  - Attended a meeting with the Filipino Community Leaders and University of Maryland on November 26.
  - Attend the M-Health Innovation Expo hosted by the Federal Communications Commission in Washington D.C. on December 6.
  - Advisory Committee on Minority Veterans (ACMV) Administration Briefings in Washington D.C., December 9-12.
  - Attended the FAPAC Conference Committee meeting for the planning of 2014 FAPAC National Leadership Training in Falls Church, VA on January 4.
  - Attended meeting with the Filipino Community Leaders and University of Maryland on January 8.
  - Attended the Japanese American Veterans Association (JAVA) Quarterly Meeting in Falls Church, VA on January 11.
  - Attended and presided the monthly VA FAPAC Monthly Meeting at VACO in Washington, D.C. January 12.
  - Attended the FAPAC Conference Committee meeting for the planning of 2014 FAPAC National Leadership Training in Falls Church, VA on January 18.
- Met with the Executive Director of National Pacific Coalition for Action (NPCA) in Washington, DC. On January 24.
- Attended and participated in the VA APA Heritage Month Celebration planning meetings for the month of May on February 5.
- Attended a follow up meeting with the Filipino Community Leaders and University of Maryland on February 7.
- Attended and participated in a follow up meeting with the White House Initiative on Asian American and Pacific Islanders on February 11.
- Presided VA’s FAPAC Monthly Meeting at VACO in Washington, DC. On February 12.
- Attended the 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.
- Attended a meeting with the Chinese American Citizen Alliance (CACA) in Richmond, VA on February 19.
- Attended and participated in an annual senior plenary session of the Interagency Group on Insular Areas (IGIA) with White House Intergovernmental Affairs in Washington D.C. on February 25.
- Participated in a follow up meeting with Filipino Community Leaders in Washington D.C. on February 27.
- Attended a meet and greet with the Philippines Embassy’ Veteran Affairs Officer, General Delfin Lorenzana on April 2.
- Attended a regular Teleconference meeting with Filipino Community on the Congressional Gold Medal for the Filipino WWII Veterans held every Wednesday, April 2. An initial meeting and briefing with Defense Intelligence Agency (DIA) Veterans Assisting Veterans VAV on April 3. This is an initiative to educate the Federal Government’s Veterans, Military, and Family members on VA services and benefits.
- Present a workshop at the FAPAC 2014 National Leadership Training Program and coordinated the participation of MVPCs from VBA, VHA, and NCA. The event was held on May 5-9, 2014 in Charlotte, NC (Participants: 200-250 and Military Veterans and family: 35-40).
Exhibited at the Filipino American National Historical Society (FANHS) 15th Biennial National Conference. This year’s theme was “Kapwa: Moving Forward in Unity.” The event was from July 31-Aug 2 in San Diego, CA. Instrumental in finding FANHS a Keynote speaker (Participants: 200-250 and Military Veterans and family: 35-40)

Initiated and coordinated a VA television appearance of the local LA Vet Center in Elmonte, CA on Aug 6. VA was the guest on Veterans Corner. The Vet Center spoke about services and benefits that the center provides to Veterans. With the success of the Vet Center presentation, the host has requested the Minority Veterans Program Coordinator (MVPC) to appear on his Veterans Corner Television program.

Exhibited at the Organization for Chinese American (OCA) 2014 National Convention. This year’s theme was “On Location for Advocacy.” The event was from August 7-10 in Los Angeles, California. (Total participants: 400)


Attended the 2014 FAPAC Installation of Officers and Awards Ceremony Luncheon in Washington, D.C. on Sept 5.

Presided over VA’s FAPAC Monthly Meeting at VACO in Washington, DC. Sept. 10

Coordinated VA’s participation in the Pacific Islander Festival held Sept 20-21 in Huntington Beach, CA. At the event, MVPCs from VBA, VHA, NCA, and the Vet Center staffed tables to provide information and answer questions to attendees.

Coordinated and planned the follow up presentation of VBA at Defense Intelligence Agency (DIA) October 1st within attendance which included Active Duty Military, Veterans and Family members. The event was conducted in their conference center, and was broadcasted via VTC (Virtual Tele Conference). It was also linked to four outlying Units; two sites had six Veterans in their room. In addition, Quantico, Reston (x2), and the Pentagon locations were connected.

Assisted a grassroots effort to obtain the Congressional Gold Medal for the Filipino World War II Veterans. Main duties are assisting the Filipino WWII Veterans and Families with services and benefits.

Assigned as a point of contact for the WHIAAPI on issues concerning Veterans and their family services and benefits.

Served two terms as FAPAC’s Chapter President, an organization that works to promote equal opportunity, career growth, and cultural diversity for APAs within the Federal government and District of Columbia governments. FAPAC encourages the participation and advancement of APAs in the Government work force.

Provided a Leadership speaker series to Asian Americans, Native Hawaiians, and Pacific Islanders in the VA FAPAC Chapter.

Conducting regular quarterly coaching to VBA MVPC and serviced as the Asian American, Native Hawaiian, and Pacific Islander point of contact to MVPCs.

Managed day to day operations of the CMV Website. Provided monthly regular updates to MVPC Rosters and reports on the Filipino WWII Veterans Equity Compensation.

Introduced CMV’s Director and Deputy Director to local and national Asian American, Native Hawaiian, and Pacific Islander Community Leaders. Continued partnerships with Chinese American Citizen Alliance (CACA), Federal Asian Pacific
American Council (FAPAC), Organization of Chinese American (OCA), Filipino American National Historical Society (FANHS), Defense Intelligence Agency (DIA), Veterans Assisting Veterans (VAV), JAVA, National Organization Chamorro Veterans in American (NOCVA), National Federation of Filipino American Associations (NaFFAA), Philippines Embassy, Native Hawaiian and Pacific Islander Alliance (NHPIA), National Pacific Coalition

- VHA’s HR Management Office continues to advocate for activities which support the recruitment of a diverse population of applicants. The FY2014 marketing plan included a recruitment booth at the NAAAP in Anaheim, CA on August 7-10, 2014. NAAAP is the premier leadership organization for Asian professionals.
- The VBA Denver RO conducted VBA benefit workshops in numerous AAPI communities.
- During FY14, 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 the VALU. The VHA UB Trainers are tasked to deliver at least four face-to-face UB trainings per year in their VISNs or program office regions.
  - On September 9, 2014, as part of the EEO Training Institute, VHA ODI conducted a web-based training entitled “Understanding Unconscious Bias,” which was attended by 107 VHA employees.
  - The goals of the UB training are to highlight the prevalence of bias, improve diversity and inclusion outcomes that contribute to optimum organizational performance.

**Goal 3. Increase awareness and access to health services for AAPI Veterans in rural areas.**

- During FY14, the VA Pacific Islands Health Care System (VAPIHCS) conducted five Veteran outreach events in the Pacific Islands as part of the OEF/, OIF/, and OND Outreach to “Veterans in Rural Areas” project.
  - The Guam VA Community Based Outpatient Clinic staff has been trained to support future outreach events. They will conduct post-deployment health reassessments for the Guam National Guard and will attend additional "stand down" events.
- During FY14, VHA Office of Rural Health (ORH) funded four projects using tele health and home monitoring technologies to provide mental health, TBI, PTSD, and geriatric services to rural Veterans in the Pacific Islands.
  - All of these projects are operational. Through the 3rd quarter of FY 2014 these projects have provided TBI, Mental Health, PTSD and Geriatric services to approximately 1,800 Veterans in the Pacific Islands.
  - These projects also served Veterans through 1,000 tele health encounters which allowed Veterans to be treated closer to home.
- During FY14, the VAPIHCS is collaborating with multiple Native Hawaiian Health Care Systems in Hawaii. VAPIHCS has an MOU with Papa Ola Lakahi, the primary Native Hawaiian Health Organization in Hawaii.
Through the MOU, both VAPIHCS and Papa Ola Lakahi have mutually expressed intent to work closely together to provide quality and accessible care to rural Veterans in Hawaii with emphasis on rural Native Hawaiian Veterans. VAPIHCS has reached out to and asked TriWest Healthcare Alliance (TriWest), our Patient-Centered Community Care (PC3) contract partner, to solicit all Native Hawaiian Health Care Systems to join their Hawaii based TriWest Preferred Provider Organization (PPO).

TriWest has agreed and is now working through its PPO sub-contractor Hawaii Medical Service Association (HMSA) to promote all Native Hawaiian Health Care Systems the opportunity to join its PPO. At the suggestion of VAPIHCS, TriWest is also including all Federally Qualified Community Clinics (FQCC) into its PC3 PPO for the same reason.

- VBA’s New Orleans RO increased its percentage of AAPI Veterans by participating in outreach activities, such as job fairs.

During FY 2014, VHA ORH provided VAPIHCS $5 million in funding to support Veterans 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 1st quarter of FY 2014. VHA’s ORH investments have supported air travel to Oahu for over 3,600 Veterans through the 3rd quarter of FY 2014.
- This funding allows patients residing in the Hawaiian Neighboring Islands and the Pacific Insular Islands to access necessary medical appointments and services.
- ORH recently invested another $1 million to support emergency medevac services for rural Pacific Island Veterans. This investment will improve Veteran access to emergency medical treatment.

- VBA’s Honolulu RO supported the Vet Center Mobile Unit during FY14 with a Benefits Counselor attending outreach events held on the neighboring islands of Hawaii and Oahu.

- During FY14, ODI conducted 114 sessions of the training “Cultural Competency – Key Considerations for an Inclusive VA Workforce” at 24 VA Medical Centers, 35 associated Community Based Outpatient Clinics, 2 VA Staff Offices, and the Board of Veterans Appeals staff.

- VHA currently has a virtual training on TMS that provides cultural competency training to medical practitioners.

- The VBA Lincoln RO conducted outreach programs during FY14, Including outreach to the AAPI population.

- During FY14, VHA ORH funded two initiatives which focused on providing greater support to caregivers and family members of Veterans living in the Pacific Islands.
  - The American Samoa based caregiver project is in the initial implementation phase, but the "Rural PTSD Treatment for Veterans and Their Families" project is operational. In the 1st quarter of 2014, this project impacted a total of 322
Veterans, 110 of which were OIE/OIF/OND Veterans and 48 were female Veterans.

- The "Rural PTSD Treatment for Veterans and Their Families" project has served 1,000 Veterans through the 3rd quarter of FY 2014. Veterans served through this project have improved their clinical assessment scores and report improvement in personal relationships.

- The caregiver support project based in Samoa has served 77 Veterans through the 3rd quarter of FY 2014. There are now caregiver support groups offered in the islands of American Samoa and Guam, and the city of Hilo in the island of Hawaii.

- The VBA Director of the Honolulu RO partnered with the Department of Labor to sponsor job fairs in Native Hawaiian.

- During FY14, VHA ORH recently funded the "Analysis and Master Plan of Health Care for Veterans in the Pacific Region" initiative.

  - The project 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.

  - Official kick-off was tentatively planned for March 31, 2014. The analysis will include commentary on the applicability of the new PC3 program. The VISN 21 VAPIHCS Planning Team is leading the procurement of outside consulting services to conduct the analysis. Contracted consultants are currently conducting an evaluation of rural care options in the Pacific Islands. VAPIHCS staff and the consultants have traveled to many of the islands to better understand available resources. VAPIHCS is also working closely with the PC3 program to ensure Native Hawaiian Health Care Systems and Federally Qualified Health Centers are included in the PC3 provider networks.