



WHITE HOUSE INITIATIVE ON ASIAN AMERICANS AND PACIFIC ISLANDERS

Department/Agency: Department of Homeland Security

HPPG or Program Goal 1: Ensuring Resilience from Disasters

Objective 1 (specific to AAPIs): Reduce cultural and language barriers that hinder AAPI and other immigrant communities during disaster response and post-disaster recovery.

Strategic Activity	Timeframe	Driver/Contact Info	Performance Outcomes
1. Identify the overlap, if any, between locations where there are high concentrations of immigrant populations and relatively predictable incidence of major disasters or emergencies, as identified by FEMA.	0-30 days	Co-team leads at Civil Rights and Civil Liberties and FEMA. (Led by Rebekah Tosado, Disaster Preparedness Section, Civil Rights and Civil Liberties Office of DHS and Andrea Williams with the FEMA Intergovernmental Affairs office.)	a. Map identifying overlap.
2. Select 2-4 of the locations where there is a substantial immigrant population (particularly AAPI	3-6 months	Co-team leads at Civil Rights and Civil Liberties and FEMA.	a. Select 2-4 locations to beta test the focus groups. b. Hold the focus groups with FEMA/ DHS

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<p>populations) and predictable disaster incidence. Seek out community leaders and members, local government agencies, and emergency management personnel for focus groups asking the questions of how the community would react to the likely major disasters or an evacuation, how the community delivers information to LEP members, and what barriers to services the community may encounter post-disaster.</p>		<p>(Led by Rebekah Tosado, Disaster Preparedness Section, Civil Rights and Civil Liberties Office of DHS and Andrea Williams with the FEMA Intergovernmental Affairs office.)</p>	
<p>3. Produce a report of the highest value/lowest investment best practices state and/or local emergency management personnel and FEMA's post disaster recovery staff should know and adopt for AAPI community X in city Y. We are looking for practices emergency managers can relatively easily adopt into their standard operating procedures that will increase substantially their ability to communicate with and direct otherwise hard to reach AAPI community members during an emergency.</p>	<p>1 year</p>	<p>Co-team leads at Civil Rights and Civil Liberties and FEMA. (Led by Rebekah Tosado, Disaster Preparedness Section, Civil Rights and Civil Liberties Office of DHS and Andrea Williams with the FEMA Intergovernmental Affairs office.)</p>	<p>a. Identify best practices that will make communications and disaster response more efficient with the identified AAPI community in city Y. b. Inform local emergency management personnel and FEMA regional troops how to help themselves help the local AAPI immigrant community in a disaster situation</p>
<p>4. Present report to local FEMA and state and/or local emergency management personnel and push for implementation. Present report to</p>	<p>1 to 2 years</p>	<p>Co-team leads at Civil Rights and Civil Liberties and FEMA. (Led by Rebekah</p>	<p>a. Obtain buy in and adoption by local emergency management personnel and FEMA of best practices.</p>

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FEMA HQ's disaster planning group and push for expansion of the process to other target groups.		Tosado, Disaster Preparedness Section, Civil Rights and Civil Liberties Office of DHS and Andrea Williams with the FEMA Intergovernmental Affairs office.)	

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HPPG or Program Goal 2: Strengthening the Homeland Security Enterprise by Reducing Language Barriers to Asian Pacific American (APA) Access of DHS Programs/Agencies

Objective 1 (specific to AAPIs): Ensure implementation and efficacy of Limited English Proficiency (LEP) programs throughout DHS, particularly with reference to major AAPIs languages.

Strategic Activity	Timeframe	Driver/Contact Info	Performance Outcomes
DEVELOPING THE PLAN			
<p>1. CRCL and the Chief Learning Officer will lead the development of a language assistance implementation plan for the Department of Homeland Security through the formation of a language task force.</p> <p>2. DHS and its components will internally survey language needs and identify critical entry points to important Departmental activities and programs that need expanded access for limited English proficient communities.</p> <p>3. CRCL and DHS component leadership will conduct meetings with the stakeholder community, including APA organizations and entities, to seek feedback and consultation on the draft language assistance implementation plan.</p>	6 months-1 year	DHS CRCL Senior Advisor (to be hired)	<p>a. Ensure that DHS federally-conducted activities are carried out pursuant to Executive Order 13166 and the DHS language assistance implementation plan. DHS offices and components that have contact with the public through federally conducted activities will be included in the plan (i.e., TSA, CBP, ICE, USCIS, USCG, Secret Service, and FEMA).</p> <p>b. The DHS language assistance implementation plan will reflect the input and the needs of limited English proficient communities, including the APA stakeholder community.</p> <p>c. Critical public documents, activities, programs, and entry points will be more meaningfully accessed by limited English proficient customers, including APA LEP communities (e.g. forms, notices, advisories, customer hotlines, engagement events, and websites).</p>
OPERATIONALIZING THE PLAN			

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<p>4. CRCL will provide technical assistance and support to DHS and its component leadership and personnel on emergent language access issues and projects.</p>	<p>6 months – 1 Year</p>	<p>DHS CRCL Senior Advisor</p>	<p>d. The DHS language assistance implementation plan will be incorporated within appropriate DHS component operations, policy, and planning through ongoing support.</p>
<p>REVIEW & QUALITY CONTROL</p> <p>5. CRCL and the Chief Learning Officer will develop a quality control process in which the DHS language assistance implementation plan is reviewed internally and externally through engagement with external stakeholders, including APA organizations and entities.</p> <p>6. Each DHS component will submit bi-annual updates of the implementation of the language assistance implementation plan to DHS CRCL, including usage, effectiveness, and sustainability.</p> <p>7. CRCL and each DHS component will hold annual meetings with external stakeholders, including APA organizations and entities, to assess efficacy of language assistance implementation plans and obtain feedback.</p>	<p>1-2 years</p>	<p>DHS CRCL Senior Advisor</p>	<p>e. The DHS language assistance implementation will be improved and updated on an annual basis based on recommendations resulting from internal reports on implementation and based on feedback from external stakeholders.</p>

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HPPG or Program Goal 1: Administering and Enforcing our Immigration Laws

Objective 1.1 (specific to AAPIs): Increasing communication between AAPI -serving organizations and USCIS Field Offices so that the AAPI community is better informed about opportunities to engage with USCIS, learn valuable information about the immigration process, and better inform USCIS about specific needs in the AAPI community. This effort will not only better serve the AAPI immigrant communities around the country but also expand USCIS ability to interact with diverse communities and the public it serves.

Strategic Activity	Timeframe	Driver/Contact Info	Performance Outcomes
1. Identify list of immigrant-serving AAPI organizations across the country (with email and contact information).	3 months	White House AAPI and other national AAPI groups and DHS OGC—Laura Shin.	a. Identify and develop list for dissemination to USCIS Community Relations Officers (CROs)
2. Conduct baseline assessment of number of AAPI focused organizations that submitted applications for the 2010 Citizenship and Integration Grant Program.	1 month following step 1.	USCIS Office of Citizenship; Victoria Lia as USCIS lead.	a. Establish baseline for future evaluation of increased outreach effort.
3. Distribute list of immigrant-serving AAPI organizations to USCIS CROs across the country. (CROs in 26 district offices, 4 service centers, and the NBC)	2 weeks following step 2.	USCIS Office of Public Engagement/Field Operations Directorate; Victoria Lia as USCIS lead.	a. All organizations on the list will be contacted by USCIS personnel. Note: If preferable, list of CROs with contact information can also be provided to the identified AAPI organizations.
4. National email to be sent to all identified organizations inquiring whether they want to be added to national USCIS stakeholder email list.	1 month following step 3.	USCIS Office of Public Engagement; Victoria Lia as USCIS lead.	a. All organizations will be sent an opt-in or opt-out email, dependent on privacy requirements. Where organization expresses interest, they will be added to the national stakeholder email list.
5. All USCIS CROs to contact identified AAPI organizations, establish contact, and include in all future stakeholder	3 months following step 4.	USCIS Office of Public Engagement/Field	a. All CROs will report back to headquarters on progress. Information dissemination will include USCIS grant funding opportunities, which all

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information distribution and engagement opportunities.		Operations Directorate; Victoria Lia as USCIS lead.	immigrant serving organizations and stakeholders receive when on USCIS stakeholder lists.
6. Compare how many of the identified AAPI serving organizations applied for a 2011 Citizenship and Integration Grant as compared to 2010 baseline (determined in step 2).	March 2011	USCIS (Office of Citizenship); Victoria Lia as USCIS lead.	a. Impact of increased outreach effort will be assessed.
7. Assess progress and re-evaluate strategy based on findings. Consider this outreach as a model for other target groups.	Spring, 2011	DHS (OGC—Laura Shin) and USCIS (Office of Public Engagement & Office of Citizenship) with Victoria Lia as USCIS lead.	a.