



**WHITE HOUSE INITIATIVE ON
ASIAN AMERICANS AND PACIFIC ISLANDERS (AAPI)
SOCIAL SECURITY ADMINISTRATION (SSA) ACTION PLAN**

PART I: EXECUTIVE SUMMARY

We are committed to ensuring fair and equal access to benefits and services for Asian Americans and Pacific Islanders (AAPI) as required by Executive Order 13515. We administer programs for Retirement, Survivors, and Disability Insurance benefits, Supplemental Security Income payments, Special Benefits for Certain World War II Veterans, and Medicare Part D Extra Help.

We recognize that strong diversity in the workplace translates into improved service for the public. As of February 3, 2011, AAPI employees represented 5.3% of our total workforce (1,310 males or 1.9% of our total workforce; 2,343 females or 3.4% of our total workforce).

Our mission is to deliver Social Security services that meet the changing needs of the public. Through our nationwide network, we conduct ongoing outreach to raise the AAPI community's awareness of our programs and services. We work with national and community-based AAPI organizations and share public information materials in Chinese, Korean, Vietnamese, and Tagalog. We also offer an agency-wide telephone interpreter service, which provides access to an interpreter by dialing a special toll-free number.

We have identified the following AAPI Priority Goals to enhance our service delivery to the AAPI community:

- Increase understanding of Social Security programs among AAPIs
- Enhance service to AAPIs through SSA's various service channels, including telephone, field and hearing offices, and online
- Foster the recruitment, career development, and advancement of AAPIs within the agency
- Increase SSA employees' cultural and linguistic awareness about AAPIs

In Part II, we have included detailed information on each of these goals.

PART II: SSA PLANNED ACTIONS

AAPI Priority Goal 1: Increase understanding of Social Security programs among the AAPIs

Strategic Activity	Timeframe	Driver/Contact Info	Performance Outcomes
1. Enhance national outreach efforts to AAPI communities	Year 1 and 2; Ongoing	Office of Communications, Office of External Affairs Office of Operations, Regional Communications Directors	a. Develop national outreach plan (e.g., strategic distribution of SSA’s informational materials to AAPI communities) b. Implement national outreach plan
2. Coordinate an AAPI roundtable with the leadership of AAPI national organizations	Year 2	Office of Communications, Office of External Affairs	a. Increase communications with AAPI organizations
3. Coordinate AAPI roundtables with local/regional AAPI organizations	Year 2	Office of Communications, Office of External Affairs Office of Operations, Regional Communications Directors	a. Increase communications with local/regional AAPI organizations

AAPI Priority Goal 2: Enhance service to the AAPIs through SSA’s various service channels, including telephone, field and hearing offices, and online

Strategic Activity	Timeframe	Driver/Contact Info	Performance Outcomes
1. Promote agency’s Telephone Interpreter Services	Ongoing	Office of Operations Office of Communications	a. Increase usage of SSA’s Telephone Interpreter Services in AAPI languages
2. Maintain agency’s provision of Video Service Delivery in the South Pacific	Ongoing	Office of Operations Office of Disability Adjudication and Review	a. Provide Video Service Delivery connections in the South Pacific b. Provide assistance (through Video Service Delivery) to Pago Pago, American Samoa by SSA field office employees in Kapolei, Hawaii c. Coordinate video hearings for AAPI individuals in Guam, American Samoa, and Saipan by SSA hearing office employees in Hawaii
3. Enhance design of the Visitor Intake Process in field offices	Year 1 and Ongoing	Office of Operations	a. Identify the number of field offices that are using an AAPI language(s) in the Visitor Intake Process b. Assess data on the public usage of the Visitor Intake Process in AAPI languages
4. Monitor and analyze data regarding civil rights complaints filed by AAPI members of the public	Year 2 and Ongoing	Office of the General Counsel	a. Identify and assess complaint filings by AAPIs and/or speakers of an AAPI language

Social Security Administration Action Plan

5. Provide interpreters for AAPI individuals with limited English proficiency	Ongoing	Office of Operations Office of Disability Adjudication and Review	a. Maintain agency’s provision of AAPI language interpreters
6. Increase awareness and market use of the agency’s online services	Ongoing	Office of Communications Office of Operations	a. Develop and distribute promotional materials
7. Monitor Special Veterans Benefits among Filipino veterans of World War II who served under the auspices of the U.S. military	Ongoing	Office of Operations	a. Identify and resolve issues affecting eligibility requirements

AAPI Priority Goal 3: Foster the recruitment, career development, and advancement of AAPIs within the agency

Strategic Activity	Timeframe	Driver/Contact Info	Performance Outcomes
1. Continue to offer career development training and resources to employees, including AAPIs	Ongoing	Office of Human Resources, Office of Personnel Office of Human Resources, Office of Civil Rights and Equal Opportunity	a. Expand the number of certified mentors within the SSA community b. Partner with the Pacific Asian American Advisory council to provide workshops, guidance, and career development training for employees c. Ensure Career Development Programs are equally accessible to all minority groups
2. Participate in national/regional job fairs designed to recruit AAPI candidates at all levels	Ongoing	Office of Human Resources, Office of Human Resources, Office of Civil Rights and Equal Opportunity Office of Operations Office of Disability Adjudication and Review Office of the General Counsel	a. Identify AAPI-focused job fairs b. Conduct recruitment activities at AAPI-focused job fairs c. Monitor recruitment plans used to target AAPIs through professional organizations, colleges, and universities d. Establish an outreach network with AAPI professional communities to help with recruitment and hiring issues

Social Security Administration Action Plan

<p>3. Enforce anti-discrimination and equal opportunity laws</p>	<p>Ongoing</p>	<p>Office of Human Resources, Office of Civil Rights and Equal Opportunity Office of the General Counsel</p>	<ul style="list-style-type: none"> a. Keep track record of complaints from an EEO perspective b. Monitor and analyze complaints filed by AAPI employees c. Monitor and analyze Federal sector reports produced by the Office of Personnel Management, Equal Employment Opportunity Commission, and the Merit Systems Protection Board for general trends and patterns in the Federal workforce d. Post anti-discrimination and equal employment laws on the Advisory Council website e. Conduct annual workforce profiles meetings with all Deputy Commissioners to ensure they are aware of the representation of their workforce and areas of underrepresentation f. Conduct barrier analysis: investigate identified triggers to ascertain whether barriers exist; if found, work with stakeholders to ensure that adequate solutions are devised to resolve problems
<p>4. Partner with SSA’s Pacific Asian American Advisory Council to establish/increase participation of AAPIs in national career development programs</p>	<p>Ongoing</p>	<p>Office of Human Resources, Office of Learning</p>	<ul style="list-style-type: none"> a. Increase AAPIs awareness and participation in national career development programs

Social Security Administration Action Plan

5. Provide library resources for employees to learn more about AAPI culture and concerns	Ongoing	Office of Budget, Finance, and Management	a. Provide written, video, and online resources to employees on AAPI culture and concerns, for example: <ul style="list-style-type: none">• Asian Pacific Americans in the Workplace• National Directory of Asian American Organizations• The Asian American Almanac: A Reference Work on Asians in the United States• Scholarships for Asian-American Students• A Resource Guide to Asian American Literature
--	---------	---	--

AAPI Priority Goal 4: Increase SSA employees’ cultural and linguistic awareness about AAPIs

Strategic Activity	Timeframe	Driver/Contact Info	Performance Outcomes
1. Conduct diversity events for employees	Ongoing	Office of Human Resources, Office of Civil Rights & Equal Opportunity Office of Operations Office of Disability Adjudication and Review	a. Hold agency diversity events b. Conduct annual diversity training and encourage all employees to view electronic training via Videos on Demand regarding sensitivity to diversity c. Provide an agency Special Emphasis Manager for AAPI advisory group
2. Work with SSA’s Pacific Asian American Advisory Councils for advice on issues that concern agency employees and the general AAPI public	Ongoing	Office of Operations Office of Disability Adjudication and Review	a. Consult with the council as needed
3. Provide training in AAPI languages/culture for certain categories of new employees	Ongoing	Office of Operations Office of Disability Adjudication and Review	a. Employees demonstrate increased linguistic/cultural awareness and capacity, re: AAPIs