

# U.S. GENERAL SERVICES ADMINISTRATION

The U.S. General Services Administration (GSA) delivers the best customer experience and value in real estate, acquisition, and technology services to the government and the American people. GSA leverages the buying power of the federal government to provide federal purchasers with cost-effective, high-quality products, and services from commercial vendors.

## BUILDING ON GSA'S ACCOMPLISHMENTS

- **PROMOTING BELONGING AND INCLUSION FOR THE AA AND NHPI WORKFORCE:** In March 2021, GSA launched an AA and NHPI affinity group, which held numerous activities, including monthly community meetings to network and build relationships; establishing communications plan through consistent emails and a monthly newsletter; fireside chats with members across grade levels and offices; and presentations about different countries in Asia to promote education and knowledge about the broad Asian diaspora. The group also planned an agency-wide event for AA and NHPI Heritage Month in May 2021.
- **SUPPORTING THE CAREER DEVELOPMENT AND LEADERSHIP OF AA AND NHPI EMPLOYEES:** The GSA AA and NHPI affinity launched a mentoring program to encourage career growth and development by systematically matching mentors and mentees according to desired growth areas of mentees with skills and experiences possessed by mentors. It also regularly communicates job opportunities and vacancies to its members.

# **PRIORITY PROGRAM GOALS FOR THE ASIAN AMERICAN, NATIVE HAWAIIAN, AND PACIFIC ISLANDER COMMUNITIES**

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*Per Executive Order 14031, GSA has identified four high-priority goals that will span the next two years. These goals will advance equity, justice, and opportunity for AA and NHPI communities.*

## **GOAL 1**

**Promote equity and supplier diversity in federal procurement:** GSA has a comprehensive plan that includes: awarding certain categorized and remaining new government-wide acquisition contracts to Small Disadvantaged Businesses (SDB); simplifying the solicitation process and improving vendor education; establishing a robust post-award engagement strategy; establishing a supplier diversity plan; and enhancing the Forecast of Contracting Opportunities Tool.

## **GOAL 2**

**Advance equity in government service delivery and language access in federal technology:**

To provide an equitable remote identity-verification experience, GSA's Technology Transformation Services will perform research studies on equity and bias in facial matching services. GSA will also invest in expanded stakeholder engagement and usability testing with communities that have been historically underrepresented in the design process and are most vulnerable to negative impacts of inequitable delivery of federal digital services. In addition, GSA's Office of Civil Rights will reassess and update the agency's Language Access Plan to afford meaningful access for individuals with limited English proficiency to GSA's programs and activities.

## **GOAL 3**

**Advance equity across an employee lifecycle, operational policies, and practices:** GSA will develop targeted community/employee outreach partnerships and leverage its affinity groups to expand qualified applicant pools; conduct a review of the recruiting and hiring process to identify and implement improvements; review workforce human capital goals to ensure diversity, equity, inclusion, and accessibility-related goals and measures are communicated as priorities; and provide education and training programs targeted at hiring managers and human capital staff.

## **GOAL 4**

**Amplify agency-wide acknowledgement and solidarity with AA and NHPI employees:** Among other activities, GSA will establish an awareness campaign to foster allyship and communicate the experiences, contributions, and needs of the AA and NHPI community; improve agency awareness, activity tracking, and transparency of anti-harassment programs and anti-discrimination resources; and improve complainant experience by identifying and closing process gaps, reducing barriers to accessibility and information, and prioritizing a culture of care and inclusivity.