

U.S. SOCIAL SECURITY ADMINISTRATION

The U.S. Social Security Administration (SSA) administers national Social Security programs as prescribed by legislation in an equitable, effective, efficient, and caring manner. With retirement, disability, and survivor's benefits, Social Security is one of the most successful anti-poverty programs in our nation's history.

BUILDING ON SSA'S ACCOMPLISHMENTS

- **SUPPORTING LEADERSHIP DEVELOPMENT ACROSS THE AGENCY:**

SSA partnered with its advisory councils, including the Pacific and Asian American Advisory Council (PAAAC), to conduct a Senior Executive Service (SES) Readiness Seminar Series as part of the agency's ongoing leadership development initiatives to ensure a diverse and inclusive workforce.

- **EXPANDING LANGUAGE ACCESSIBILITY:** SSA expanded its Multi-Language Gateway internet site to include Tagalog and Simplified Chinese translated publications. SSA also made linguistic updates to its visitor intake kiosks to better facilitate the check-in process at local field offices. SSA partnered with volunteers from all 10 regions, including national PAAAC members, who possessed proficiency in reading, writing, and speaking 18 languages. These informal reviews helped identify nuances in the dialects of various languages, including Cambodian, Cantonese, Gujarati, Hindi, Hmong, Korean, Mandarin, Punjabi, Tagalog, and Vietnamese.

- **ESTABLISHING AN AA AND NHPI WORKGROUP:** SSA established an AA and NHPI workgroup, which identified priorities, recommended actions, and accountability measures in support of Executive Order 14031.

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

Per Executive Order 14031, SSA 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

Ensure effective and equitable outreach to AA and NHPI communities to promote access to services and programmatic awareness: SSA will identify and partner with national and regional AA and NHPI-serving agencies and organizations who can help amplify outreach to AA and NHPI communities, especially under the People Facing Barriers, Third-Party SSI Claims Taking, and Access to Service Campaigns.

GOAL 2

Improve public awareness about SSA programs and benefits through culturally and linguistically appropriate tools and services: SSA will expand access for people with limited English proficiency by translating certain materials into additional AA and NHPI languages, including its Social Security Statement, Multi-language Notice Insert, Social Security publications, and additional factsheets.

GOAL 3

Support WHIAANHPI's Regional Networks (RN): SSA will ensure consistent regional participation in the RN by having Regional Commissioners designate an official regional participant with decision making authority.

GOAL 4

Identify and address potential barriers in hiring and promoting AA and NHPI employees to ensure diversity within the SSA workforce, at all levels. SSA intends to increase engagement with component leadership and ensure consistent recruitment, retention, and opportunities for advancement are accessible for AA and NHPI employees.