

The State of Washington

# CAPAA

COMMISSION ON  
ASIAN PACIFIC  
AMERICAN AFFAIRS

Improving the lives of Asian Pacific Americans



## Executive Director's Report

June 18, 2011  
Filipino Community Center  
211 West 2<sup>nd</sup> Street  
Wapato, WA 98951

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### 1. FINANCIAL REPORT:

- **Operating Budget:** The agency's operating budget for the 2009-2011 Biennium is \$216,000 for FY 2010 and \$221,000 for FY 2011 with a total of \$437,000. The operating budget for FY 2011 includes a \$15,000 reduction in compliance with Executive Order 10-04.
- **2011-2013 Biennium Operating Budget:** During the special session, the legislature passed an operating budget for the 2011-2013 biennium amounting to \$232,000 for FY 2012 and \$219,000 for FY 2013 with a total of \$451,000. The agency will be able to maintain current staffing levels but will continue to have limited discretionary funding for printing, purchased services, and supplies.
- **Salary Reductions:** In the previous year, the legislature passed a furlough bill resulting in a \$3,000 reduction in staff salaries and benefits. This past session, legislation was enacted resulting in a 3% reduction for all state employees and a greater contribution towards health care costs.

### 2. MANAGEMENT AND ADMINISTRATION:

- **Operational Assessment:** To meet the current and projected demands of assistance requests, over the past two months, staff completed an internal assessment on incoming casework. In implementation are several programs and practices built on the foundations of data collection and language access. This long-standing infrastructure will increase staff's ability to respond, assist, manage, report, and track the growing needs of our statewide Asian American and Pacific Islander community.
- **Casework System:** In April, the agency developed and launched a casework system to streamline operations, strengthen accountability, and offer top-rated customer service. This system is modeled after several government and non-profit service providers and expands our agency's ability to collect data on Asian American and Pacific Islander ethnic groups going beyond federal and state requirements. One highlight of this system is the automation of requests through an intake form for processing on our website and database. The internal casework system is complete and the external website integration is in progress.
- **Language Access:** Ensuring access for the Asian American and Pacific Islander community is part of the commission's mission. Effective May 2011, our agency is able to deliver over-the-phone interpretation services in over 240 languages through *LanguageLink*. Example languages include but are not limited to: Tagalog, Mandarin, Cantonese, Vietnamese, Korean, and Japanese.

### 3. LEGISLATIVE SESSION:

- **Legislative Session:** The regular legislative session adjourned on April 21<sup>st</sup> and the commission concluded its weekly statewide legislative updates to the community. Special recognition to Commissioner Aragon who serves as our legislative liaison for her invaluable service monitoring

the budget, bills, and public hearings on issues impacting the Asian American and Pacific Islander community.

- **Special Session:** On April 22<sup>nd</sup>, Governor Gregoire called for a special session lasting up to 30 days. On May 25<sup>th</sup>, lawmakers adjourned from the special session approving the 2011-2013 biennium operating budget. More information on the budget and legislation can be found on our website.

#### 4. UPDATE ON PROGRAMS AND PROJECTS:

- **Asian Pacific American Heritage Month:** In honor of Asian Pacific American Heritage Month, staff and commissioners participated in numerous statewide events with federal agencies, state agencies, cities, corporations, educational institutions, and community based organizations. Special thanks to Commissioner Takamura for serving as our liaison in planning the Seattle Center event on May 1<sup>st</sup> and Commissioner Pritchard for her work on the joint base Lewis-McChord military observation on May 17<sup>th</sup> in Pierce County.
- **Launch of Asian Pacific American Business Directory:** In April, the commission launched an online business directory featuring Asian American and Pacific Islander state certified businesses. The purpose of this resource is to expand economic development opportunities. This resource was prepared with data provided by the Office of Minority and Women's Business Enterprises (OMWBE) and a generous in kind donation by the National Association of Asian American Professionals (NAAAP) – Seattle Chapter. The directory can be accessed at [www.capaa.wa.gov](http://www.capaa.wa.gov)
- **Constituent Relations Management System:** In April, staff developed and implemented an internal infrastructure to manage assistance requests from the community. This system was created in response to an increase in calls, emails, and informational inquiries.
- **Ethnic Media and Government Services:** In May, staff met with the editors of our state's largest circulation print papers serving the Asian American and Pacific Islander community to discuss ways to increase information on government services. The agency is currently in development of a pilot to be tested in partnership with the *Northwest Asian Weekly* and the *International Examiner*.
- **Expansion of Radio Program:** Over the past year, thanks to Commissioner Lee's efforts, the commission has been able to provide a public platform to engage Korean-speaking Washington residents through a monthly radio pilot program with *Radio Hankook*. The pilot program covers topics pertaining to the policy issues that have an impact on the Korean community. Our agency hopes to replicate this successful pilot with other ethnic radio programs to ensure the Asian American and Pacific Islander community has access to government information. Our agency welcomes referrals to work with other stations that reach our diverse community.
- **Brochure Update:** Staff is updating the commission's brochure to include Census 2010 data. Once completed, an electronic version will be available on the agency's website.

#### 5. OUTREACH:

- **Statewide Outreach:** Despite limited resources, staff continues to conduct community outreach and provide advocacy on policy related issues facing the AAPI community and provide outreach to underrepresented communities. Over 90 meetings and events with stakeholders, governmental

entities, and community organizations have occurred in the last three months, in addition to the numerous events our commissioners have attended in each of their counties.

- **Federal Outreach:** Staff continues to maintain relationships with federal agencies to stay apprised of policies impacting the Asian American and Pacific Islander community.
  - **White House Initiative on Asian Americans and Pacific Islanders Briefing:** On May 4<sup>th</sup>, the executive director attended a White House briefing for Asian American and Pacific Islander community leaders across the country. Senior Obama Administration officials presented on the economy, jobs, immigration, education, healthcare, and innovation. The White House unveiled, *Winning the Future: President Obama's Agenda and the Asian American and Pacific Islander Community* which can be found at <http://www.whitehouse.gov/administration/eop/aapi>.
  - **Federal Asian Pacific American Council Leadership Conference:** The Federal Asian Pacific American Council, an organization representing Asian American and Pacific Islander employees in the federal government held its 26<sup>th</sup> Annual National Leadership Conference in May at the Bellevue Hyatt. Special thanks to Commissioner Pritchard for speaking at the plenary session on health disparities. The executive director also spoke at a session on working with government alongside other federal, state, and city officials.
  - **Convening of AAPI Commissions on a National, State, and Municipal Level:** The executive director participated in a national conference call and an in-person gathering of national, state, and city commissions in May. Through the work of the White House Initiative on Asian Americans and Pacific Islanders, an exchange of best practices and resources was made available.
  - **Asian Pacific American Institute for Congressional Studies Leadership Symposium:** In May, the executive director moderated a national panel on *AAPI Commissions: Our Voice in Executive Policymaking*. This historic national panel brought together Asian American and Pacific Islander commissions on a federal, state, and city level.
  - **U.S. Department of Housing and Urban Development:** On May 26<sup>th</sup>, staff attended a town hall led by John D. Trasvina, Assistant Secretary for Fair Housing and Equal Opportunity, to discuss equity, opportunity, and housing discrimination issues impacting the Asian American and Pacific Islander community.
  - **Office of Advocacy of the U.S. Small Business Administration:** Last month, staff met with Jennifer M. Clark, Regional Advocate, to advocate for the development of programs and policies that encourage entrepreneurial success for Asian American and Pacific Islander small business owners. Regional advocates help identify issues and concerns for small business owners and monitor the impact of federal policies on small businesses at the local level.
  - **Asian American Justice Center Briefing:** On April 6<sup>th</sup>, Commissioner Pritchard and the executive director attended a briefing held by the Asian American Justice Center, one of the nation's leading voices advocating for the rights and interests of Asian Americans. This national briefing covered topics on immigration, language access, and the impact of the federal budget on the Asian American and Pacific Islander community.

- **Agency Outreach:** Since the launch of the Asian Pacific American State Agency Liaison-Network (APASAL-Network), staff continues to meet with our agency liaisons. Meetings cover current policies and programs for the AAPI community, partnership opportunities, assistance requests, recommendations, and policy issues. This infrastructure bridges communication and access to services and programs for the community.
  - **Department of Social and Health Services:** Staff met with Victor Chacon to discuss the launch of an upcoming *Cultural Competency Initiative*. The initiative will be comprised of an internal survey and the ratification of a cultural competency policy and guidelines. Staff also discussed the impact of budget cuts on several programs impacting the Asian American and Pacific Islander community. In the beginning of June, community members should be aware that there will be a consolidation of departments from six to three.
  - **Employment Security Department:** Staff met with Eddie Maiava, our new agency liaison. Asian American and Pacific Islander businesses facing a temporary decline in business should be aware of the *Shared-Work program* offering an alternative to laying off workers. This program allows for a reduction in the work hours of full-time employees while the workers collect partial unemployment benefits to replace a portion of their lost wages. Eligibility requirements and details can be found at [www.esd.wa.gov](http://www.esd.wa.gov)
  - **Department of Financial Institutions:** Staff continues to meet with Lyn Peters on policies and programs impacting the AAPI community. Based on recommendations from the commission for more translated materials, the Department of Financial Institutions is currently translating a foreclosure guide to Vietnamese based on need. Community members should also be aware of a recent law requiring lenders to notify borrowers prior to foreclosure of the availability of foreclosure counseling and the potential for mediation. The foreclosure prevention hotline is 1-877-894-4663. More information can be found at [www.dfi.wa.gov](http://www.dfi.wa.gov).
  - **Office of the Attorney General:** Staff connected with Elena Granados last month resulting in the Office of the Attorney General presenting at the next statewide board meeting and on our upcoming radio pilot program. Staff is also providing recommendations on ways to increase awareness through the use of ethnic media on immigration fraud, especially in the Vietnamese community, where there is the highest number of cases among the AAPI populations.
  - **Workforce Training and Education Coordinating Board:** Walter Wong provided an update to staff on programs, policies, and publications for the AAPI community. Recently, an online career guide called "*Where Are You Going?*" became available. This guide provides details on more than 400 occupations, how much they pay, whether they're in demand, and where you can get the education and training needed for the position. More information can be found at [www.wtb.wa.gov](http://www.wtb.wa.gov)
  - **Office of Minority and Women's Business Enterprises:** Staff continues to provide policy recommendations and input through our representation on the Office of Minority and Women's Business Enterprises Ad Hoc Advisory Committee. The executive director also continues to meet with Cathy Canorro, our liaison, on a monthly basis to discuss economic development opportunities for AAPI small business owners.

- **Office of the Education Ombudsman:** Staff met with Cathy Liu to discuss outreach strategies to ensure the Asian American and Pacific Islander community is aware of the services the Office of the Education Ombudsman (OEO) provides. Recently, our commission posted several language specific informational audio ads on OEO's services focusing on conflict resolution and assistance with school problems.
- **Human Rights Commission:** In May, staff met with Sharon Ortiz. This coming month, the Human Rights Commission will be presenting at the commission's statewide board meeting and will be featured on our radio pilot program to increase awareness of their purpose, mission, and services. Discussions on expanding information on the agency's work in AAPI ethnic print papers are underway.
- **Department of Early Learning:** Staff connected with Bonnie Beukema to discuss early learning programs and policies affecting the AAPI community. Several representatives from the Asian American and Pacific Islander community currently sit on standing committees working on the redesign of the *Washington State Child Development Benchmarks* document which will soon be renamed *Guidelines*. Representatives are advocating for the inclusion of up-to-date and culturally appropriate language. Feedback is currently sought from the community.
- **Department of Labor and Industries:** Staff continues to meet with Dave Wasser, our agency liaison, to ensure access for the AAPI community. Community members should be aware that the Department of Labor and Industries recently began offering over-the-phone interpreter service for health care providers caring for injured workers who do not speak English. More information is available at [www.lni.wa.gov](http://www.lni.wa.gov)
- **Department of Licensing:** Staff met with Doron Maniece to discuss current licensing policies and rules impacting the AAPI community. While there should be no impact on applicants, the Master Licensing Service will be transferred from the Department of Licensing to the Department of Revenue on July 1<sup>st</sup>. There have also been changes in the process to apply for and obtain a Washington driver license, ID card, or photo instruction permit. More details can be found at [ww.dol.wa.gov](http://ww.dol.wa.gov)
- **Secretary of State:** Our agency liaison, Patrick Reed, provided an update to staff on current laws impacting AAPI business owners and companies. Recent legislation passed allowing for corporate and charitable renewal notices to be sent by electronic mail.
- **Department of Revenue:** Staff connected with Rick Stedman to discuss current policies and programs for the AAPI community at the Department of Revenue. Over the past few months, upon the recommendation of the commission, unclaimed property ads were placed in print ethnic media to ensure the AAPI community is aware of the program. In addition, in the month of July, the Department of Revenue will be on our radio pilot program and Commissioner Lee will speak to the agency's diversity committee.
- **Office of the Insurance Commissioner:** Staff continues to meet with Chewon Lee. The commission is pleased to endorse the production of a Chinese language version of the *Health Care Appeals Guide* that will be available in July at [www.insurance.wa.gov](http://www.insurance.wa.gov). Staff is also assisting in the development of several programs for the AAPI community. On September 17<sup>th</sup>, a program entitled, "New Health Care Benefits and Options" will be held in multiple languages at Everest College in Renton. Additionally, on October 1<sup>st</sup> in

Snohomish County, a program focused on the Affordable Healthcare Act held in multiple languages will be at the Ethnic Elder Fair.

- **Department of Commerce:** Joe Olson is our agency liaison at the Department of Commerce. More information on the work of our commissioners and staff can be found under the economic development section of this report. Community members should be aware of the “Share Your Washington” campaign where individuals can enter a special drawing for every electronic postcard sent to their friends and family, inviting them to come to Washington. This purpose of this campaign is to boost our local economies. More information is available at [www.doc.wa.gov](http://www.doc.wa.gov)
- **Office of the Superintendent of Public Instruction:** Staff continues to meet with Susanne Beauchaine, our agency liaison. Through the assistance of our agency liaison, the commission helped facilitate the hosting of a Pacific Islander education exhibit (PISI Photovoice Project) at OSPI and a meeting with agency officials, including Superintendent Randy Dorn. This exhibit will be on display for a month. Special acknowledgment to Commissioner Pritchard and the Asian Pacific Cultural Center for their donation of tea.
- **Department of Veterans Affairs:** Commissioner Pascua continues to work with the Department of Veterans Affairs on providing translation assistance on a service pamphlet for the Filipino American community.
- **Department of Health:** Staff met with Jovie Swanson on programs, policies, and events of interest to the AAPI community. Noteworthy is Secretary Selecky’s recent trip to Taiwan where she was exchanging information with their government on public health risks and equities. Delegates from the Vietnamese Ministry of Health also made a visit to our state to find out ways to offer low-income people high-quality, low-cost family planning services. Community members should be aware that in May, the Department of Health launched a “WashYourHandsingTon” campaign to promote washing your hands, covering your coughs, and getting the flu vaccine.
- **Department of Corrections:** Last month, Commissioner Lee spoke on diversity in the workplace at the Cedar Creek Correction Center on behalf of the commission in honor of Correctional Pride Month.

## 6. CAPAA COMMISSION:

- **Board Meetings:** The remaining 2011 board meetings will take place on September 17<sup>th</sup> and November 19<sup>th</sup>. A special thanks to the Filipino American Community of Yakima Valley and Commissioner Pascua for their work on the June meeting.
- **Commission Vacancies:** The commission is currently accepting applications for open positions. There is an online application form on the Governor’s website. For more information on the process and to submit an application, please visit [www.governor.wa.gov/boards/application](http://www.governor.wa.gov/boards/application)
- **Standing Committees:** Standing committees continue to meet on the commission’s three priority areas of education, health care/human services, and economic development. Most committees meet on a monthly basis in-person or by conference call.

## 7. UPDATE ON ISSUE AREAS:

- **Education:**

- **Educational Opportunity Gap Oversight and Accountability Committee:** Commissioner Takamura and Sili Savusa continue to represent our community on this committee. This past session, legislation was enacted changing the name of the committee to the Educational Opportunity Gap Oversight and Accountability Committee. Commissioner Takamura will provide an update.
- **Education Workgroups:** Representatives from our community continue to sit on the following workgroups: Early Learning, Gangs in Schools, and Ed Tech. More recently, representatives were added to the QEC Compensation Workgroup and the Bilingual Education Advisory Committee.
- **Pacific Islander Task Force:** The Pacific Islander Task Force continues to meet on a regular basis with Sili Savusa serving as the acting chair.
- **Education Meeting with the White House Initiative on AAPI's:** In May, South Seattle Community College hosted a forum with Christine Lagdameo, deputy director of the White House Initiative on Asian Americans and Pacific Islanders. South Seattle community college is designated as an Asian American Native American Pacific Islander Serving Institution (AANAPISI). Staff and community members provided policy recommendations to federal representatives.

- **Health Care and Human Services:**

- **Governor's Interagency Council on Health Disparities:** Commissioner Pritchard represents our commission on this council. On May 12<sup>th</sup>, the council began finalizing their selection on setting priorities for its next state action plan to eliminate health disparities. Commissioner Pritchard will provide a more detailed update on the work of the council.
- **Native Hawaiian and Pacific Islander Youth Health and Fitness Day:** In collaboration with the Governor's Interagency Council on Health Disparities, the Asia Pacific Cultural Center, and the Commission on Asian Pacific American Affairs, a Native Hawaiian & Pacific Islander Youth Health and Fitness Day will take place on July 1<sup>st</sup> in Pierce County. Special acknowledgments to Commissioner Pritchard for her work on this event. Funding for this project was made possible by the federal Office of Minority Health. More information will be on our agency website.

- **Economic Development:**

- **Upcoming Sustainable Growth Summit:** On June 9<sup>th</sup>, Commissioner Dash, the executive director, and several community leaders met with Commissioner Hyeok Kim in a plenary meeting for an upcoming summit. On July 8<sup>th</sup>, the White House AAPI Initiative will host a Sustainable Growth Summit at North Seattle Community College. There will be discussions on federal efforts to promote sustainable communities, encourage



innovation, and support economic growth. More information will be available on our agency's website.

- **Department of Commerce:** On April 1<sup>st</sup>, Commissioner Dash, the executive director, and several members of the Economic Development Committee met with Secretary Rogers Weed to advocate for policies and programs on behalf of the community. The meeting resulted in the selection of representatives from the AAPI community to participate on many standing committees and workgroups within the agency.
- **Economic Development Workgroups and Committees:** Albert Shen, a member of the Economic Development Committee, is a representative on the Small Business Advisory Committee. He is providing input on the state's small business credit initiative (SCBI). SCBI was created through the federal Small Business Jobs Act of 2010 to support state programs that increase capital access to small businesses. Commissioner Dash serves as a representative to the Export Initiative which hosts quarterly working group meetings. Maiko Winkler-Chin is working with staff on the Microenterprise program and Mohan Gurung on the Efficient Regulation exercise.

## 8. OTHER IMPORTANT ANNOUNCEMENTS:

- **Census 2010:** In Washington State, the total number of AAPIs increased from 438,502 in 2000 to 674,843 in 2010. The counties with the largest number of the state's total AAPIs are King County with 353,702 and Snohomish County with 84,201. The top six highest AAPI populations in Washington State are: Chinese with 94,198, Filipino with 91,367, Vietnamese with 66,575, Korean with 62,374, Asian Indian with 61,124, and Japanese with 35,008.
- **Redistricting Forums:** Washington State's legislative and congressional district boundaries are redrawn every 10 years following the United States Census. Redistricting forums in all parts of the state are underway. Upcoming forums will be held on June 30<sup>th</sup> in Bremerton, July 11<sup>th</sup> in Tacoma, July 12<sup>th</sup> in Spokane, and July 13<sup>th</sup> in Walla Walla. Dates are subject to change. More information on times and locations can be found at [www.redistricting.wa.gov](http://www.redistricting.wa.gov)