



Training, Advancement & Leadership For a Growing Part of America's Workforce



Secretary of Labor Elaine L. Chao, U.S. Department of Labor • Director Kay Coles James, Office of Personnel Management





SECRETARY OF LABOR ELAINE L. CHAO

Dear Friends,

The second annual Asian Pacific American Federal Career Advancement Summit was a tremendous success! Drawing over 650 participants, the Summit provided federal employees with opportunities to learn about leadership and management techniques and other skills necessary to become leaders in the 21st century.

Enclosed please find highlights of the Summit and Department of Labor initiatives impacting one of the fastest growing segment of the American workforce. For more information on this and other Asian Pacific American Federal Career Advancement Summits, you can visit, www.apasummit.gov.

President George W. Bush and I are committed to ensuring that all Americans, including Asian Pacific Americans, have access to the full array of leadership opportunities our country has to offer. The President has appointed more than 150 Asian Pacific Americans to office, including, for the first time in history, two Asian Pacific Americans in the Cabinet. At the Department of Labor, I am pleased to have appointed the highest number of Asian Pacific American appointees, with a record 19 Asian Pacific Americans in leadership positions.

This Summit was a testament to the efforts of the federal government to provide opportunities for Asian Pacific Americans. I hope you find this brochure informative and useful as we look confidently towards a promising future, for our nation and community.

With all good wishes,

A handwritten signature in black ink that reads "E. L. Chao".



“I am committed to cultivating a new generation of leaders.”

– Secretary of Labor Elaine L. Chao

“...Interesting, inspiring, enjoyable, and relevant.”

– 2003 Summit Participant



“I enjoyed this summit very much. Please continue to have this event every year, to give Asian employees opportunities to network and exchange ideas.”

– 2002 Summit Participant

Meeting a Need and Building on Success

In celebration of Asian Pacific American Heritage Month in May 2003, the U.S. Department of Labor and the Office of Personnel Management, in conjunction with the U.S. Department of Agriculture and the Federal Asian Pacific American Council, hosted the second annual Asian Pacific American Federal Career Advancement Summit in Washington, D.C. Drawing over 650 participants, the Summit was designed to address the needs of one of the fastest growing segments of the American federal workforce – the Asian Pacific American community.

In 2002, U.S. Secretary of Labor Elaine L. Chao and Director Kay Coles James of the Office of Personnel Management initiated the annual Federal Career Advancement Summit to provide Asian Pacific Americans with the training and skills that would help them become leaders, both in the government and in their community.

Following President George W. Bush’s example of nominating a record number of Asian Pacific Americans to his administration, this ongoing summit seeks to equip Asian Pacific Americans already in public service with the management and interpersonal skills to promote themselves as viable Senior Executive Service candidates.

Under Secretary Chao’s leadership, the Department of Labor has introduced a number of key initiatives addressing issues of worker safety, small business advocacy, skills training, and inter-cultural communication. Among its recent efforts, the Department has begun translating material on safety and employment standards, offered millions of dollars in aid for worker retraining programs, and offered a mentoring program for federal employees at the GS 11-13 levels. In an effort to encourage a new generation of emerging leaders, the Department also hosts an internship program designed to give students a first-hand look at how government agencies operate. The Department of Labor has taken great initiative to advance training and opportunities for one of the fastest growing segments of the 21st century workforce. The Asian Pacific American Federal Career Advancement Summit is a testament to this commitment to community outreach and workforce training.

Summit Workshops

Teach Soft Skills

The Asian Pacific American Federal Career Advancement Summit illustrated Secretary Chao's desire to help every worker take advantage of the opportunities available in America. Drawing twice the number of attendees as the first Summit, the event provided the tools and knowledge to enhance the vitally important soft skills in communication and interpersonal relations for anyone crossing a cultural divide.

Workshops were carefully chosen with the intention of helping Asian Pacific Americans acquire skills critical to succeeding in the 21st century workforce. Courses such as: *Personal Power and Presence*, *Decision Making*, *Persuasion and Conflict: Options for Managing Across Borders*, *The Exceptional Presenter* and *Leadership Training for Managers* all offered the tools and knowledge to help Asian Pacific Americans better understand and begin to develop these soft skills. Secretary Chao stated, "Happiness is part of being an American. People want to enjoy their work—that's why interpersonal 'soft skills' are so important in the workplace."

"I care deeply about helping individuals advance within our mainstream society. I know from my own experience that it's not always easy. This summit seeks to provide you with the tools and knowledge necessary in your advancement path."

– Secretary of Labor Elaine L. Chao



An Unparalleled Commitment to the Asian Pacific American Community

Opening Remarks: Edmund Moy, Special Assistant to the President and Associate Director of Presidential Personnel at the White House. According to Moy, there has been an ever increasing number of non-career Asian Pacific American Presidential appointments since 1980. The trend has continued with an additional leap in Asian Pacific Americans in the current Administration. Mr. Moy was first appointed to the Health Care Financing Administration at HHS in 1989. After working in venture capital firms for eight years, he returned to government service where he now recommends appointees for a number of positions throughout the



President George W. Bush is committed to finding the best talent and assembling the strongest team possible. Under his Administration, Asian Pacific Americans have been appointed to over 150 positions including, for the first time in history, two Asian Pacific Americans serving in the Cabinet. This is the highest number of appointments of Asian Pacific Americans in just two years. The Department of Labor currently boasts the largest number of Asian Pacific American appointees, with a record 18 Asian Pacific Americans in leadership positions.

According to the 2000 Census, Asian Pacific Americans accounted for 3.6% of the United States population. That number is projected to reach 10% by the year 2050. Currently, Asian Pacific American representation in the federal workforce is 4.5%, increasing slightly from 4.3% the previous year. However, Asian Pacific Americans account for only 2.3% of federal workers serving in the senior executive levels of the government. While the President is leading by example, it is clear from the GAO's report "Senior Executive Service: Enhanced Agency Efforts Needed to Improve Diversity as the Senior Corps Turns Over" (GAO-03-34) that there is room for improvement within the career civil service ranks.

With SES pools projected to decline overall due to the retirement of "baby boomers" in the coming years, a pool of Asian Pacific American candidates can boost the current figure of 1.6% in the SES Corps. If Asian Pacific Americans in the SES are to match their growth in the United States overall, proactive training and skill-building measures will be needed on the part of both Asian Pacific Americans and the federal government.

Speaker: Alex Chan, President of the Federal Asian Pacific American Council (FAPAC). FAPAC was established in 1985 as an interagency organization which seeks to be "a nationally recognized organization that pursues Asian Pacific Americans' interests and representation in the Federal and District of Columbia Governments, and provides a bridge between Asian Pacific Americans and the Federal leadership." More information is available at www.fapac.org.

OPM Launches SES Candidate Development Program

At the Summit, Dan Blair, Deputy Director of the Office of Personnel Management, addressed the small gains that have been made in the number of Asian Pacific Americans in the senior executive service and at the highest levels of government civil service. To increase those gains, he announced OPM's new Senior Executive Service Candidate Development Program which will provide the extra training and support that candidates need.

OPM Director Kay Coles James stated, "The Administration is committed to expanding opportunities to move into the executive ranks, and the program we are beginning today will make them more available – for everybody."

The SES CDP offers programs that will prepare promising employees an alternate entry point to the SES via rotational assignments, formal training, mentoring, and performance assessment. The goal of this program is to provide the additional training and experience to "high-potential" candidates that will make them highly qualified and competitive. The duration of the program is between 12-24 months.

OPM expects to publish the application process at <http://www.usajobs.opm.gov> by October 1, 2003.



Speaker: Dan Blair, Deputy Director of the Office of Personnel Management (OPM). Mr. Blair's government service, much of it focusing on the civil service, is extensive. Having begun his career 17 years ago, he has served on the staffs of both House and Senate committees charged with federal civil service oversight. Mr. Blair started at OPM as Senior Policy Advisor and was then nominated by President George W. Bush on December 20, 2001 to serve as Deputy Director.

"We must do a better job of lowering barriers."

– Deputy Director Dan Blair, OPM

Department of Labor Mentoring Program

Announced by Secretary Chao

The Department of Labor's Office of Continuous Learning and Career Development test-piloted an innovative program for DOL employees where employees at the GS-11 to GS-13 levels are mentored by GS-13 through SES employees. The objectives of the program are to:

"The mentoring program is designed to empower employees and help them focus on their strengths, gain self-awareness, and develop skills and strategies for their own career development."

– DOL Mentoring Program Guide

- Serve as a tool to enhance career development
- Promote a diverse, high-performing workforce
- Support succession planning and knowledge management
- Facilitate and enhance interagency collaboration

At the successful conclusion of the pilot year, the participant feedback stated that mentoring had accelerated learning, provided access and exposure beyond one's work group, enhanced sharing organizational information and skills, built future talent for the agency, and helped sharpen existing skills and learn new ones. Most significantly, 98% recommended that the program be offered department-wide and 85% of the supervisors involved said that the program had helped their staff gain better focus on their career goals.

"A mentor program is critical for career advancement."

– 2003 Summit Participant

Department of Labor Internship Program



July 30, 2002

SECRETARY OF LABOR
ELAINE L. CHAO
WELCOMES SUMMER
INTERNS

*Asian Pacific American
Interns hail from across the
country for Internships in
Washington, D.C.*

Each year, the Department of Labor welcomes students from across the nation to participate in the Secretary's student internship program. The program provides students with the opportunity to learn more about how federal government agencies operate and to interact with the leaders of various agencies within the Department.

Through the internship program, Secretary Chao aims to mentor and cultivate a new generation

of leaders by giving them a chance to serve their country. Open to all students, the program is another initiative the Department of Labor is taking to increase opportunities and skills training for younger generations of the fastest growing segments of the American workforce.

More information on Department of Labor internships can be found at www.dol.gov/internships.



“To be an American is not just about birth or an oath. It is an attitude and a commitment. It is empowerment.”

– Julia Chang Bloch, Former Ambassador to the Kingdom of Nepal

Closing Remarks



In just one day, speakers and workshop presenters at the second annual Asian Pacific American Federal Career Advancement Summit provided a great deal of information for participants, concluding with former Ambassador to Nepal Julia Chang Bloch and her “call to arms” for all Asian Pacific Americans: “Personal ability, leadership, and being a team player are the most important tools for success.”

Initiatives on the part of the Department of Labor (Mentoring Program) and the Office of Personnel Management (SES Candidate Development Program) continue to pave the way and support Americans with the desire and the drive to achieve their own personal summit.

“Excellent presenters with practical and useful tips that could be used in real life.”

– 2003 Summit Participant

Julia Chang Bloch, Former U.S. Ambassador to the Kingdom of Nepal. She is Interim Director and Ambassador-in-Residence at the University of Maryland, Institute for Global Chinese Affairs. She is also the Starr Senior Fellow for US-China Relations at Peking University in Beijing and Fudan University in Shanghai, China, concurrently serving as Distinguished Adviser of the School of International and Public Affairs and Visiting Professor at the Center for American Studies at Fudan University.

Beginning as a Peace Corps Volunteer in Sabah, Malaysia, in 1964, and culminating as U.S. Ambassador to the Kingdom of Nepal in 1989, Bloch became the first Asian American to hold such rank in U.S. history. A native of China who came to the U.S. at age nine, Ambassador Bloch grew up in San Francisco and earned a bachelor’s degree in Communications and Public Policy from the University of California, Berkeley in 1964, and a master’s degree in Government and East Asia Regional Studies from Harvard University in 1967.

Susan Ralston, Executive Assistant to Karl C. Rove, the Senior Advisor to the President of the United States. Ms. Ralston assists Mr. Rove in overseeing the strategic planning, political affairs, public liaison, and intergovernmental affairs efforts of the White House.

Prior to her current public service, Ms. Ralston was the Assistant Director of Governmental Affairs at Greenberg Traurig and also worked for the lobbying firm of Preston Gates Ellis & Rouvelas Meeds, LLP. Before moving to Washington, D.C., Ms. Ralston was an office administrator for M&J Wilkow, Ltd., a commercial real estate firm in Chicago, Illinois.

Ms. Ralston received a Bachelors of Arts degree with honors from the University of Loyola at Chicago and has an M.B.A. from Keller Graduate School of Management.

The U.S. Department of Labor and the Asian Pacific American Community

Under the leadership of Secretary Elaine L. Chao, the Department of Labor has launched a number of initiatives aimed at increasing opportunities for the Asian Pacific American community.

May 10, 2002

\$1.2 million National Emergency Grant Money for Chinatown

49 Individuals to Graduate from Entrepreneurial Training Program

Assistance to New York's Chinatown

From New York's Chinatown to Georgia, the Department of Labor has been active in addressing the growing needs of the workforce. With the disruption of the economy in Manhattan after September 11, the Department of Labor stepped forward and provided over \$349 million to assist New York. In addition, a National Emergency Grant of \$1.2 million supported the work of several community organizations assisting workers in the Chinatown community. The range of supportive services has been broad-based and contributed to developing the employment, skills, and retraining programs necessary to keep dislocated workers on the payroll.

After manufacturing closures in Georgia, the Department of Labor provided a \$584,700 grant to retain workers. Many of the workers are Thai and Korean Americans with limited English proficiency. Services provided to workers include skills assessment for transferable skills, job referrals, career counseling and supportive services, such as relocation assistance, childcare and needs-related payments.



Secretary Chao visits New York Chinatown
December 1, 2001. Photo courtesy of Joseph
Chu, New York.



Worker Safety and Protection

To ensure the safety and protection of all American workers, the Department of Labor provides materials in over 170 languages, including multiple Asian languages. The most requested areas of the Department of Labor Web site are now translated into Chinese.

Questions about pensions?

<http://askebsa.dol.gov>

A toll-free participant and compliance assistance number has been developed in selected foreign languages to provide employers, workers, job seekers, and retirees with clear and easy-to-access information on how to comply with federal employment laws. In addition, compliance guides on pension rights are available to help Americans understand their rights and obligations under each pension plan. As Secretary Chao has stated, "Assisting workers and employers by answering their questions about their benefit plans and providing information about the federal benefits law is vital to building confidence in America's private benefit system."

Questions about compliance assistance?

1-866-4-USA-DOL

Other agencies within DOL have also expanded their communication abilities with non-English speakers as well. The Occupational Safety and Health Administration has translated worker safety awareness materials into Chinese and Vietnamese. The Wage and Hour Administration now provides materials for youth workers in Chinese.

Chinese

您有权要求工作场所安全卫生。
这是法律！



电话: 1-800-321-OSHA
网址: www.osha.gov

Filipino

May Karapatan Kang Magkaroon ng ligtas at Malusog na Lugar sa Pagtatrabaho
IYAN ANG BATAS!



1-800-321-OSHA
www.osha.gov

Korean

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인간적 환경을 요구할 권리가 있습니다.
이건 법률입니다.



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인터넷: www.osha.gov

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Tại Một Nơi An Toàn Và Lành Mạnh
ĐÓ LÀ LUẬT



1-800-321-OSHA
www.osha.gov

Vietnamese

At Your Service: DOL Compliance Tools at Your Fingertips

Small businesses are a pillar of the Asian Pacific American community and continue to grow at a rapid rate. The number of Asian Pacific American-owned businesses in the last decade almost doubled, from 414,340 to 785,480. In 1997, Asian Pacific Americans owned 4.4 percent of all firms in the United States, employed over 2.2 million people, and provided \$46 billion in payroll.¹ Keeping these businesses in compliance with federal regulation will foster business development while securing a safe and healthy workforce.

There are a number of compliance assistance Web sites developed by the U.S. Department of Labor to help all employers and employees prevent employment law violations. These tools are especially helpful for recent immigrants such as Asian Pacific Americans who are unfamiliar with the laws and need to determine which ones apply to their business or workers. They are also particularly useful for small and/or new businesses, both areas in which Asian Pacific Americans are clearly a growing force.

¹ U.S. Department of Commerce, Bureau of the Census, SMOBE, 1997.

Main Call Center Number:
1-866-4-USA-DOL

Employment and Training
Questions:
1-877-US-2JOBS

Wage and Hour Questions:
1-866-4-US-WAGE

Workplace Safety and Health
Questions:
1-800-321-OSHA

Federal Employees' Compensation
Questions:
1-866-999-3322

TTY Number for all DOL
Questions:
1-877-889-5627

ELAWS ADVISORS

A web-based, interactive system that provides easy to understand, tailored information about federal employment laws and safety and health standards using a question and answer format (www.dol.gov/elaw).

MAJOR LAWS & REGULATIONS ENFORCED BY THE DEPARTMENT OF LABOR

Access to compliance assistance on more than 20 DOL laws and regulations (www.dol.gov/do./compliance/compliance-majorlaw).

SMALL BUSINESS COMPLIANCE ASSISTANCE

Compliance assistance issues for small businesses and links to DOL tools and initiatives designed specifically for small businesses (www.dol.gov/osbp/sbrefa).

EMPLOYMENT LAW GUIDE

Requirements of major Department of Labor laws and help for employers in determining which requirements apply to their businesses or workers (www.dol.gov/asp/programs/handbook/contents).

WORKPLACE POSTER ADVISOR

Helps employers determine which workplace posters they must display. Users can also download and print posters directly from the Advisor (www.dol.gov/elaws/posters).

RULEMAKING

Links to information about plans for rulemaking and any rulemakings currently underway at the Department of Labor (www.dol.gov/dol/compliance/compliance-rulemaking).

SMALL BUSINESS COMPLIANCE ASSISTANCE INFORMATION INVENTORY

List of compliance assistance documents, publications and printed information published by various DOL agencies. Users can browse by agency or topic. Or search by term, agency and/or title (www.dol.gov/osbp/regs/compliance/matrix_main).

NATIONAL CALL CENTER

A toll-free, universal access point of reference that provides callers with general information and promptly relays detailed inquiries to the proper Department of Labor office - Main Call Center Number: 1-866-4-USA-DOL (www.dol.gov/dol/contact/contact-phonecallcenter).

Project GATE: Growing America Through Entrepreneurship

Secretary Chao and Administrator Hector Barreto of the U.S. Small Business Administration initiated the innovative GATE project to help emerging entrepreneurs. GATE will stimulate small business creation by helping urban and rural populations create, support and expand small businesses. Reaching out to diverse communities is a high priority for Project GATE, making this initiative an invaluable opportunity for Asian Pacific Americans.

Project GATE is now online.
Visit www.projectgate.com

Further reinforcing this commitment, Project GATE offers services to assist limited English proficiency participants. Project GATE will partner with faith-based, community-based, and ethnic organizations and with local businesses to ensure that every project develops locally through community outreach efforts. The financial commitment to Project GATE is significant: \$9 million in funding over 5 years will go to support two urban and four local project sites.

Association Health Plans



Secretary Chao joined a bipartisan group of congressional members to introduce legislation that would give millions of American small business owners and employees access to quality health insurance through Association Health Plans (AHPs). Asian Pacific Americans account for 30

percent of minority-owned small businesses, yet are one of the largest uninsured group of the workforce. Secretary Chao has said, "Association Health Plans can provide more options and reduce the cost of health coverage for small employers and their employees. A majority of the 41 million uninsured are working and employed in small businesses. The President and I are committed to addressing this critical issue of access to quality, affordable healthcare for the uninsured."

AHPs will provide small businesses the opportunity to band together through trade and professional associations to purchase affordable health benefits. By joining together, small employers will enjoy greater bargaining power, economies of scale, and administrative efficiencies. In this way, AHPs will level the playing field and give participating small employers the same advantages as larger employers and employers who provide benefits through Taft-Hartley plans (plans sponsored jointly by a union and two or more employers).

- AHPs will allow bona fide trade and professional organizations to offer health benefits to their memberships under uniform federal regulation.
- AHPs will help small businesses lower their administrative costs and receive more favorable treatment from insurers. In addition, by operating under federal law, AHPs can avoid the cost of state benefit mandates.

“I am committed to helping all Americans advance by equipping them with the training, skills, and resources necessary to succeed. I hope to extend this commitment to all areas of this great nation by seeing firsthand the changing needs of the Asian Pacific American community.”

- Secretary of Labor Elaine L. Chao



In the last two years, Secretary Chao has visited numerous Asian Pacific American communities across the country and hopes to visit many more in the coming year:

- San Jose, California
- Las Vegas, Nevada
- Chicago, Illinois
- San Francisco, California
- Los Angeles, California
- Seattle, Washington
- Houston and Dallas, Texas
- New York, New York
- Pittsburgh, Pennsylvania
- Philadelphia, Pennsylvania
- St. Paul, Minnesota



AAsian
PPacific
AAmerican



Federal Career Advancement Summit

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