

Office on Asian and Pacific Islander Affairs FY2018

Agency Office on Asian and Pacific Islander Affairs

Agency Code AP0

Fiscal Year 2018

Mission The Mayor's Office on Asian and Pacific Islander Affairs' (MOAPIA) mission is to improve the quality of life for District Asian Americans and Pacific Islanders (AAPI) through advocacy and engagement.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services.	2	3
2	Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance.	2	2
3	Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs.	2	2
4	Create and maintain a highly efficient, transparent, and responsive District government**	11	2
TOT		17	9

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services. (2 Measures)									
Percentage of constituent cases resolved.	<input type="checkbox"/>	95%	95%	95%	95%	97.8%	95%	99.6%	95%
Number of clients served by MOAPIA grantees.	<input type="checkbox"/>	2578	Not available	2638	Not Available	2260	1500	6496	1545
2 - Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance. (2 Measures)									
Share of agencies covered under the Language Access Act receiving technical assistance.	<input type="checkbox"/>	32	32	32	32	32	32	32	32
Number of AAPI small businesses visited	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	200	894	210

3 - Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs. (2 Measures)									
Number of community meetings/events attended.	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	200	271	206
Number of people that attend MOAPIA events.	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	350	3843	367
4 - Create and maintain a highly efficient, transparent, and responsive District government** (2 Measures)									
Percentage of satisfactory or above ratings at MOAPIA outreach events.	<input type="checkbox"/>	90%	90%	98%	90%	97.4%	90%	100%	90%
Percentage of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award.	<input type="checkbox"/>	100%	100%	100%	100%	100%	100%	100%	100%

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services. (3 Activities)					
OUTREACH/EDUCATION	Outreach	This operation includes MOAPIA's regular door-to-door visits to Asian American and Pacific Islander businesses and residents, relationship building with community based organizations, and attending various community meetings to promote government programs and services to more constituents.	Daily Service	1	2
OUTREACH/EDUCATION	Case Assistance	This operation includes case intake and inter-agency coordination to solve constituent issues. The issues are usually in regard to housing, health, businesses or safety concerns.	Daily Service	1	0
ADVOCACY	Event Planning	This operation includes all aspects of planning for events (meetings, workshops, special programs) that support the agency's mission and advance the District's priorities.	Daily Service	0	0
TOT				2	2
2 - Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance. (2 Activities)					
INTERAGENCY	Agency	This operation includes providing technical assistance to a few	Daily Service	1	2

COORDINATION	Technical Assistance	partnering DC agencies in the areas of language translations and outreach recommendations.			
INTERAGENCY COORDINATION	Review Language Access reports	This operation includes reviewing annual and biennial language access reports on District agencies that are mandated under Language Access Act, and providing them with recommendations and opportunities for potential collaboration in order to ensure District's capacity to serve AAPI community.	Daily Service	0	0
TOT				1	2
3 - Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs. (2 Activities)					
OUTREACH/EDUCATION	Outreach	This operation includes MOAPIA's regular door-to-door visits to Asian American and Pacific Islander businesses and residents, relationship building with community based organizations, and attending various community meetings to promote government programs and services to more constituents.	Daily Service	0	0
OUTREACH/EDUCATION	Event Planning	This operation includes all aspects of planning for events (meetings, workshops, special programs) that support the agency's mission and advance the District's priorities.	Daily Service	0	0
TOT				0	0
4 - Create and maintain a highly efficient, transparent, and responsive District government** (2 Activities)					
OUTREACH/EDUCATION	Outreach	This operation includes MOAPIA's regular door-to-door visits to Asian American and Pacific Islander businesses and residents, relationship building with community based organizations, and attending various community meetings to promote government programs and services to more constituents.	Daily Service	2	1
OUTREACH/EDUCATION	Event Planning	This operation covers various event planning and coordination that MOAPIA does throughout the year to reach more community members.	Daily Service	0	0
TOT				2	1
TOT				5	5

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Case Assistance (1 Measure)					

Number of calls case assistance requests	<input type="checkbox"/>	261	326	355	3269
1 - Outreach (1 Measure)					
Number of grant proposals received	<input type="checkbox"/>	Not available	11	15	12
2 - Agency Technical Assistance (1 Measure)					
Number of documents translated for partner agencies	<input type="checkbox"/>	Not available	Not Available	75	17
4 - Outreach (2 Measures)					
Number of social media followers	<input type="checkbox"/>	Not available	Not Available	3220	2504
Number of website hits	<input type="checkbox"/>	Not available	Not Available	1330	21,107

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Increase outreach resources for DC agencies' capacity to promote government programs to the AAPI community.	This initiative aims to support DC agencies in working more effectively with AAPI communities, creating more outreach activities to disseminate relevant information on relevant government programs. MOAPIA will create database of DC agency public information officers and other key outreach staffs to share available AAPI outreach opportunities.	09-28-2018
Raise awareness for language access services at DC-regulated health care facilities frequently visited by AAPIs through outreach.	The purpose of this initiative is to help raise awareness within the AAPI community about Language Access services available in DC-regulated hospitals and health clinics. MOAPIA will work with key health agencies in developing culturally competent messaging to promote the Language Access services.	06-29-2018
Promote job training programs to AAPI community	This initiative aims to help alleviate various challenges (i.e. costs, schedule, language...) that AAPI residents face in taking job trainings and English as a Second Language (ESL) classes. MOAPIA will compile, translate and disseminate information resources on available job training and ESL programs offered by the University of the District of Columbia, Department of Employment Services, and Office of the State Superintendent of Education.	09-28-2018
Create a new cultural sensitivity training for DC agencies	This initiative aims to enhance capacity of District agencies to deliver culturally and linguistically competent services. MOAPIA will work with Office of Human Rights to develop a training curriculum and hold training sessions for District Agencies on how to work effectively with the AAPI community.	09-28-2018
Create an online report of the 2015 AAPI Action Forum implementation plan	This aims to highlight the importance of civic engagement by sharing the outcomes from the 2015 AAPI Action Forum. MOAPIA will create an online report to show some of the progress that MOAPIA and its DC agency partners have made in addressing many of the concerns raised and ideas that the participants shared on various topics such (i.e. safety, employment).	04-27-2018

