

# Office on Asian and Pacific Islander Affairs FY2021

**Agency** Office on Asian and Pacific Islander Affairs

**Agency Code** APO

**Fiscal Year** 2021

**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.

## Strategic Objectives

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

## Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
<b>1 - Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services. (2 Measures)</b>					
Percent of constituent cases resolved	Up is Better	100	100	100	95
Number of clients served by MOAPIA's AAPI Community Grant Program grantees	Up is Better	5261	3931	6156	2010
<b>2 - Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance. (2 Measures)</b>					
Number of AAPI small businesses visited	Up is Better	521	561	1157	280
Percent of satisfactory or above ratings for MOAPIA's technical assistance provided to other District agencies	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
<b>3 - Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs. (2 Measures)</b>					
Number of community meetings/events attended	Up is Better	215	410	461	220
Number of people that attend MOAPIA events	Up is Better	3498	34,142	22,686	3900
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measures)</b>					
Percent of satisfactory or above ratings at MOAPIA outreach events	Up is Better	100	96.5	95.1	90
Percent of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	Up is Better	100	100	100	100

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services. (3 Activities)</b>			

Operations Header	Operations Title	Operations Description	Type of Operations
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
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
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
<b>2 - Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance. (2 Activities)</b>			
INTERAGENCY COORDINATION	Agency Technical Assistance	This operation includes providing technical assistance to a few partnering DC agencies in the areas of language translations and outreach recommendations.	Daily Service
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
<b>3 - Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs. (2 Activities)</b>			
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
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
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)</b>			
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
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

## Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
<b>1 - Case Assistance (1 Measure)</b>			
Number of calls case assistance requests	4450	4932	7934
<b>1 - Outreach (1 Measure)</b>			
Number of grant proposals received	11	41	20
<b>2 - Agency Technical Assistance (1 Measure)</b>			

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of documents translated for partner agencies	37	78	430
<b>4 - Outreach (2 Measures)</b>			
Number of social media followers	3960	18,851	5914
Number of website hits	17,282	45,053	40,638

## Strategic Initiatives

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Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
No strategic initiatives found		