



**OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS
FY 2024 PERFORMANCE PLAN**

MARCH 22, 2023

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1 OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS

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.

Services: MOAPIA provides a diverse range of services that are critical to ensuring the District delivers equal access to its programs and services for District AAPI residents and merchants. MOAPIA serves as the primary access point for AAPI residents and merchants with language and cultural barriers and also serves as the primary liaison to engage AAPI residents to participate in the community as a whole, both economically and socially.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services.

Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance.

Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services.		
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
Case Assistance	This operation includes case intake and inter-agency coordination to solve constituent issues. The issues are usually in regard to housing, health, employment, human services, business or safety concerns.	Daily Service
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
Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance.		
Agency Technical Assistance	This operation includes providing technical assistance to DC agencies in the areas of quality control of translated materials, cultural competency training, and outreach recommendations and support, as well as handling outreach and language translation for a few partnering agencies.	Daily Service
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
Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs.		
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
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

(continued)

Operation Title	Operation Description	Type of Operation
Create and maintain a highly efficient, transparent, and responsive District government.		
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
Event Planning	This operation covers various event planning and coordination that MOAPIA does throughout the year to reach more community members.	Daily Service

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services.					
Number of clients served by MOAPIA's AAPI Community Grant Program grantees	Up is Better	10,681	11,926	2,010	2010
Percent of constituent cases resolved	Up is Better	99.8%	100%	95%	95%
Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance.					
Number of AAPI small businesses visited	Up is Better	1574	1,173	310	310
Percent of satisfactory or above ratings for MOAPIA's technical assistance provided to other District agencies	Up is Better	100%	100%	90%	90%
Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs.					
Number of community meetings/events attended	Up is Better	535	307	230	230
Number of people that attend MOAPIA events	Up is Better	14,585	11,397	3,960	3960
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of satisfactory or above ratings at MOAPIA outreach events	Up is Better	100%	97.5%	90%	90%
Percent of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	Up is Better	100%	100%	100%	100%

Workload Measures

Measure	FY 2021	FY 2022
Case Assistance		
Number of calls case assistance requests	10,556	7,323
Outreach		
Number of grant proposals received	17	14
Number of documents translated for partner agencies	435	319
Number of social media followers	6522	13,918
Agency Technical Assistance		
Number of website hits	6422	4,967