

Office on Asian and Pacific Islander Affairs FY2017

FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

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.

Summary of 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.

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
MOAPIA's AAPI Community Grant offered various direct services and programs that served around 6496 DC AAPIs.	The direct services provided by the grantees are designed for community and has no direct impact to the agency.	The level of impact varies but is significant as the programs range from youth after school programs, health services to legal assistance.
MOAPIA continued its strong support to AAPI businesses by conducting door to door outreach to 894 businesses; Held 9 Director's office hours in the neighborhoods, reaching 190 residents and business owners; Providing direct bilingual business technical support for 132 cases from AAPI small businesses that participated in its Small Business Technical Assistance project	This enabled MOAPIA to learn more about the challenges that AAPI business owners face and provide available assistance to help them.	AAPI businesses receive updated information on safety and other government programs/services. They also received additional bilingual technical support that contributes providing product access to local residents in their neighborhoods.
MOAPIA developed 40 engaging community events, and partnerships with 48 public and private entities that increased MOAPIA's presence in the community. For example, MOAPIA engaged over 1,300 people via its Chinatown Park Series programs (fitness series, outdoor Asian-themed movie nights, etc)	MOAPIA is able to promote the agency's services and government programs to a wider group of audience.	These community events made more community members who were previously not participants in community events become more engaged and aware of available government services that we promote at these events.

2017 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**

2017 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
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.	Quarterly	95%	96.4%	100%	100%	100%	99.6%	Met	
Number of clients served by MOAPIA grantees.	Quarterly	2000	1571	1446	1601	1878	6496	Met	
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.	Annually	32	Annual Measure	Annual Measure	Annual Measure	Annual Measure	32	Neutral Measure	
Number of AAPI small businesses visited	Quarterly	200	213	274	275	132	894	Met	
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.	Quarterly	200	42	65	77	87	271	Met	
Number of people that attend MOAPIA events.	Quarterly	350	565	312	1759	1207	3843	Met	
4 - Create and maintain a highly efficient, transparent, and responsive District government** (2 Measures)									
Percentage of satisfactory or above ratings at MOAPIA outreach events.	Quarterly	90%	100%	No applicable incidents	100%	100%	100%	Met	
Percentage of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award.	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

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.

2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
1 - Case Assistance (1 Measure)						
# of calls case assistance requests	Quarterly	56	17	34	3162	3269

1 - Outreach (1 Measure)						
# of grant proposals received	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12
2 - Agency Technical Assistance (1 Measure)						
# of documents translated for partner agencies	Quarterly	7	0	6	4	17
4 - Outreach (2 Measures)						
# of social media followers	Quarterly	1245	3105	No data available	3162	2504
# of website hits	Quarterly	No data available	6701	6718	7688	21107

2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
INTERAGENCY COORDINATION (1 Strategic Initiative)				
Partner with MPD to enhance community policing in ways that produce better communication, increased trust, and stronger relationships, where officers know the residents, business owners, and their languages.	This initiative aims to increase police involvement at AAPI community events and enhance cultural competency among MPD officers. MOAPIA will involve the Asian Liaison Unit (ALU) in AAPI-related community events and will continue to conduct joint community visits in key AAPI-concentrated neighborhoods. MOAPIA will create a list of AAPI business owners who can commit to be active members of their neighborhood watch. MOAPIA will continue to monitor incidents in which AAPI business owners and residents have challenges to see how well the police respond.	Complete	MOAPIA engaged MPD in projects and promoted Safety Text Line and Fla. Ave. Market Auto Theft Prevention. Auto theft declined by 78%. MOAPIA helped communication to address safety concerns during outreach and organized the Chinatown Neighborhood Watch (CNW). Four community groups joined as official partners, plus businesses and residents. MPD provided training for 27 people at the CNW meeting. From this, MOAPIA created a listserv of active community members, partners and MPD who share safety information	
OUTREACH/EDUCATION (5 Strategic initiatives)				
Advocate for language access compliance at DC-regulated health care facilities frequently visited by AAPIs	The purpose of this initiative is to help ensure that DC-regulated hospitals and health clinics are providing language assistance when requested. MOAPIA will collaborate with the DC Office of Human Rights (OHR) to monitor and enforce compliance with the Language Access Act at various clinics and hospitals frequently visited by AAPI residents. MOAPIA will also raise awareness among AAPI residents of their right to receive medical interpretation services in all DC-regulated hospitals and assist residents in filing a complaint with OHR if a violation occurs	Complete	MOAPIA researched local hospitals frequently visited by AAPI residents and conducted language compliance testing for Korean, Chinese, and Vietnamese at 6 hospitals and 4 clinics. MOAPIA discussed the test findings with OHR and DOH, and examined ways to better advocate for Asian language compliance. MOAPIA also created Language Access Packet, which included a flyer explaining language access alongside 'I Speak' cards and a complaint form, to educate AAPI residents on how to use language assistance as well as how to	

			file a complaint if needed.	
Increase K-12 education language resources for AAPI families	The purpose of this initiative is to facilitate access to important educational resources among AAPI families, in which parents are limited- or non-English proficient. MOAPIA will publicize to the AAPI community the existing Mandarin and Vietnamese resources/documents on DCPS's Office of Language Acquisition website and will put efforts to increase awareness among AAPI parents of their right for language services.	Complete	MOAPIA compiled a list of key DCPS documents/resources available in Mandarin and Vietnamese, and shared it in MOAPIA's website. MOAPIA also created a flyer in English, Vietnamese and Chinese to inform the community about the availability of these resources and parents' Language Access rights. These flyers have been shared on social media, through the agency's bi-weekly newsletter and around 550 flyers were distributed at community events including May Heritage Month and the Chinatown Community Picnic.	
Promote DOES' Summer Youth Employment Program among AAPI small businesses	The purpose of this initiative is to engage AAPI small businesses and increase their capacity by encouraging them to participate in the District-wide Summer Youth Employment Program (SYEP). By collaborating with AAPI business associations and the Department of Employment Services, MOAPIA will conduct direct outreach to 500 AAPI businesses and register at least 15 AAPI businesses to participate as host agencies in SYEP.	Complete	In partnership with DOES, MOAPIA created a one pager flyer about the SYEP and translated into Chinese, Korean and Vietnamese. MOAPIA mailed the flyers to 480 AAPI businesses. MOAPIA also reached out to more than 252 AAPI owned/related firms and CBOs via phone banking and emails. MOAPIA successfully registered 19 AAPI businesses/organizations, as well as registering ourselves in SYEP to recruit two youth. Furthermore, MOAPIA constantly promoted the program on agency's social media.	
Utilize Salesforce for all constituent case management	The purpose of this initiative is to use Salesforce, a customer relations management system, to increase the agency's overall efficiency in casework management. MOAPIA will enter all cases and conduct all follow ups using Salesforce which will ensure accountability by allowing the agency to monitor the duration, progress, and communication flow of cases.	Complete	MOAPIA has been actively utilizing Sales Force CRM to accurately capture the Agency's casework, better monitor the needs of the community, and ensure government accountability and best practice. To date, MOAPIA has completed 392 case assistance. Utilizing Sales force has enhanced MOAPIA's ability to track and monitor all case assistance and outreach activity conducted.	
Partner with OCTO to increase access on District AAPI communities using Geographic Information System (GIS).	This initiative aims to increase information and resources on the District's AAPI community by mapping key neighborhoods with concentrated AAPI residents and business owners. The GIS map will increase MOAPIA and other District agencies' capacity to further engage the AAPI community in civic engagements and promote government programs and services. MOAPIA will partner with OCTO and various agencies to gather statistical data to utilize in creating GIS maps and analyzing trends and patterns among the AAPI community.	Complete	MOAPIA collected the Census data pertaining to DC's AAPI population change over time, and worked collaboratively with OCTO and OP to create a GIS map. The map showed AAPI's population pattern and various factors that affected the change. MOAPIA also created an infographic regarding the information of AAPI businesses in the District. The collection of data and its analysis used in the GIS map and the infographic assisted MOAPIA and other agencies better understand the AAPI community, and further suggested stronger outreach plans for engagement.	

