

Office on Asian and Pacific Islander Affairs FY2023

Agency Office on Asian and Pacific Islander Affairs

Agency Code APO

Fiscal Year 2023

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 (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
1 - Ensure AAPI community’s access to District government services through outreach efforts, advocacy, and problem-solving services. (2 Measure records)						
Number of clients served by MOAPIA’s AAPI Community Grant Program grantees	Up is Better	6156	10,681	2010	11,926	2010
Percent of constituent cases resolved	Up is Better	100%	99.8%	95%	100%	95%
2 - Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance. (2 Measure records)						
Number of AAPI small businesses visited	Up is Better	1157	1574	280	1173	310
Percent of satisfactory or above ratings for MOAPIA’s technical assistance provided to other District agencies	Up is Better	New in 2021	100%	80%	100%	90%
3 - Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs. (2 Measure records)						
Number of community meetings/events attended	Up is Better	461	535	220	307	230
Number of people that attend MOAPIA events	Up is Better	22,686	14,585	3900	11,397	3960
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measure records)						
Percent of satisfactory or above ratings at MOAPIA outreach events	Up is Better	95.1%	100%	90%	97.5%	90%
Percent of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	Up is Better	100%	100%	100%	100%	100%

Operations

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

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - Case Assistance (1 Measure)			
Number of calls case assistance requests	7934	10,556	7323
1 - Outreach (1 Measure)			
Number of grant proposals received	20	17	14
2 - Agency Technical Assistance (1 Measure)			
Number of documents translated for partner agencies	430	435	319
4 - Outreach (2 Measure records)			

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
Number of social media followers	5914	6522	13,918
Number of website hits	40,638	6422	4967

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Outreach (2 Strategic Initiative records)		
Promote mutual understanding between AAPI business owners and the community they do business in	The purpose of this initiative is to promote mutual understanding between AAPI business owners and the community they do business in, at the same time increase civic participation by AAPI community members. MOAPIA will connect business owners with the respective ANCs and other civic organizations as appropriate to invite them to attend these groups meetings and facilitate communications if there are language and cultural barriers. This will help increase mutual awareness among AAPIs and non AAPIs and create opportunities for them to work together. A special emphasis will be given to wards 7 and 8.	09-30-2023
Enhance collaboration with other DC agencies and develop a training series that will prepare MOAPIA staff to effectively be the messenger for various programs in issue areas most frequently identified by AAPI residents and business owners.	The purpose of this initiative is to improve efficiency in disseminating information and providing services for District's constituents. MOPIA will create and provide information sessions so that MOAPIA staff can be trained in depth in various DC services and programs most frequently sought for by its AAPI constituents. MOAPIA will work closely with other agencies, which provide services AAPI constituents often need. This will enable MOAPIA to establish more solid partnerships with other DC agencies and help its team be more equipped to effectively and efficiently respond to case assistance requests and to better serve AAPI constituents.	09-29-2023