

Office on Asian and Pacific Islander Affairs FY2018

FY2018 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.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
MOAPIA's AAPI Community Grant offered various programs that served around 6496 AAPIs.	The level of impact varies but is significant as the programs range from youth after school programs, health services to legal assistance.	The direct services provided by the grantees are designed for community and has no direct impact to the agency.
MOAPIA developed 35 engaging community events, and partnerships with 49 public and private entities that increased MOAPIA's presence in the community and engaged 4419 AAPI community members, higher than any previous years.	These community events allowed more community members become more engaged and aware of available government services that we promote at these events.	MOAPIA was able to expand its reach to a wider audience to promote its services and programs as well as that of other District agencies.
MOAPIA continued its strong support to AAPI businesses by conducting door to door outreach to 361 businesses; Held 9 Director's office hours in the neighborhoods, reaching 204 residents and business owners; Providing direct bilingual assistance for 212 cases from AAPI small businesses.	AAPI businesses receive updated information on a wide range of government programs/services. They also received technical support that contributes to improving their neighborhoods and providing product access to local residents in their neighborhoods.	This enabled MOAPIA to learn more about the challenges that AAPI business owners face and provide assistance to help resolve their issues.

2018 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.

Objective Number	Strategic Objective
4	Create and maintain a highly efficient, transparent, and responsive District government**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	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%	100%	100%	100%	100%	100%	Met	
Number of clients served by MOAPIA grantees.	Quarterly	1545	1398	1501	1232	1130	5261	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	38	Neutral Measure	
Number of AAPI small businesses visited	Quarterly	210	182	121	156	62	521	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	206	42	62	45	66	215	Met	
Number of people that attend MOAPIA events.	Quarterly	367	558	0	1255	1685	3498	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%	100%	100%	No applicable incidents	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.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
---------	------	----	----	----	----	---------

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Case Assistance (1 Measure)						
Number of calls case assistance requests	Quarterly	905	50	1764	1731	4450
1 - Outreach (1 Measure)						
Number of grant proposals received	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11
2 - Agency Technical Assistance (1 Measure)						
Number of documents translated for partner agencies	Quarterly	6	6	22	3	37
4 - Outreach (2 Measures)						
Number of social media followers	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3960
Number of website hits	Semi-Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	17,282

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
INTERAGENCY COORDINATION (2 Strategic initiatives)				
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.	Complete	MOAPIA has completed creating a database of the DC agency PIOs and other key outreach staffs. The agency utilize this list regularly to update other agencies on MOAPIA's activities.	
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.	Complete	MOAPIA has created, developed and produced a cultural competency training video for the police officers in the District. The training video contains information about the AAPI communities in DC, AAPIs' different sets of challenges and values, and it also includes suggestions on how to better serve and interact with the AAPIs. MPD's Policy Academy will utilize the training video as part of their required training courses starting from mid-October, and all MPD members	

Title	Description	Complete to Date	Status Update	Explanation
			including approximately 3,500 police officers and 500 civilian staff will be watching the video.	
OUTREACH/EDUCATION (3 Strategic initiatives)				
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.	Complete	To fulfill the purpose of this initiative in raising awareness within the AAPI community about Language Access services in DC-regulated hospitals and clinics, MOAPIA developed and distributed Language Access outreach materials that detail available services. The materials also inform the public that it is unlawful for any entities receiving public funds to prevent LEP/NEP constituents from receiving government services due to a language barrier. Moreover, MOAPIA shared the test results of the language access compliance testing from FY18 with Dept. of Health (DOH) and identified several ways to promote Language Access services. DOH reaffirmed its commitment to provide regular training for their frontline staff on the usage of Language Line service.	
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.	Complete	MOAPIA created a one-pager on free/low cost job training courses for DC residents, including UDC-CC's Workforce Development Lifelong Learning Program, Office of the State Superintendent of Education(OSSE)'s Integrated Education and Training (IE&T), Department of Employee Services (DOES)' Eligible Training Provider List and DC Infrastructure Academy in FY18, and a one-pager on Free/low cost ESL courses in FY17.	
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).	Complete	The 2015 AAPI Action Forum implementation plan updates were shared at MOAPIA's 2018 AAPI Action Forum event in January and is already uploaded on our website, available to the public.	