

Office on Asian and Pacific Islander Affairs FY2019

Agency Office on Asian and Pacific Islander Affairs

Agency Code APO

Fiscal Year 2019

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.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
MOAPIA successfully set up, launched the 2020 Census Outreach Grant program for Mayor's Census Complete Count Committee, which has become a model for other jurisdictions, disbursing \$800,000 to 16 community based organizations in a record time.	The accomplishment proves MOAPIA's ability to coordinate a city wide and complex project. The heightened engagement in the 2020 Census as a result of the grant program and the work of community partners will help ensure a more complete count of the District's population and will bring a good new set of data for the District and MOAPIA to plan its future work to serve its community.	The grant builds an extensive network of trusted community-based partners to engage with the diverse communities across the District, especially the hard to count communities including immigrants, low-income neighborhoods, limited-English speakers, and families with children under 5. This has expanded our direct impact beyond the AAPI community to include other constituencies in all eight wards.
MOAPIA continued its strong support to AAPI businesses by conducting door to door outreach to 561 businesses in all 8 wards; Co-hosted 2 DCRA In Your Neighborhood sessions, reaching 302 business owners; Providing direct bilingual assistance to 867 cases for small business owners and residents.	This enabled MOAPIA to learn more about the challenges that AAPI business owners face and provide assistance to help resolve their issues.	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.
MOAPIA hosted 40 community events and built partnerships with 53 public and private entities that increased MOAPIA's presence in the community and engaged 34,142 constituents.	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.	These community events allowed more community members become more engaged and aware of available government services that we promote at these events.
MOAPIA's AAPI Community Grant offered various programs that served 5320 AAPI community members.	The direct services provided by the grantees are designed for residents and have no direct impact to the agency beyond improving relationships with the community.	The level of impact varies but is significant as the programs range from youth after school programs, to health services, to legal assistance.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services. (2 Measures)											
Percent of constituent cases resolved	Quarterly	99.6%	100%	95%	100%	100%	100%	100%	100%	Met	
Number of clients served by MOAPIA grantees	Quarterly	6496	5261	1622	957	867	1104	1003	3931	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	38	32	Annual Measure	Annual Measure	Annual Measure	Annual Measure	38	Neutral Measure	
Number of AAPI small businesses visited	Quarterly	894	521	221	110	154	123	174	561	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	271	215	216	68	56	142	144	410	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Number of people that attend MOAPIA events	Quarterly	3843	3498	3850	592	30,000	2836	714	34,142	Met	
4 - Create and maintain a highly efficient, transparent, and responsive District government (2 Measures)											
Percent of satisfactory or above ratings at MOAPIA outreach events	Quarterly	100%	100%	90%	91.9%	No applicable incidents	98.7%	96.3%	96.5%	Met	
Percent of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	Annually	100%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Case Assistance (1 Measure)							
Number of calls case assistance requests	3269	4450	1380	1073	987	1492	4932
1 - Outreach (1 Measure)							
Number of grant proposals received	12	11	Annual Measure	Annual Measure	Annual Measure	Annual Measure	41
2 - Agency Technical Assistance (1 Measure)							
Number of documents translated for partner agencies	17	37	6	23	22	27	78
4 - Outreach (2 Measures)							
Number of social media followers	2504	3960	4172	4408	5047	5224	18,851
Number of website hits	21,107	17,282	9804	11,501	13,002	10,746	45,053

2019 Operations

Operations Header	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 Activities)			
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
2 - Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance. (2 Activities)			
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

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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
4 - Create and maintain a highly efficient, transparent, and responsive District government (2 Activities)			
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

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Agency Technical Assistance (2 Strategic initiatives)				
Promote job skills and readiness training programs to AAPI community through outreach and grants.	The purpose of this initiative is to promote information on job training programs and other related services, to the AAPI community. MOAPIA will promote a translated list of available job skills and readiness training programs via CBOs, news media, and various community outreach events. MOAPIA will promote its grant opportunities to more CBOs that provide adult education/workforce development programs and encourage more of such programs for AAPIs.	Complete	MOAPIA has continued to promote job prep and readiness programs widely throughout the DC AAPI community. By tabling at MOAPIA events such as Chinatown Park Movie Nights and other community events such as the 2019 Asian American Literature Festival and the Metropolitan Police Department's Beat the Streets, MOAPIA took advantage of well-attended events to promote job prep and readiness program flyers widely throughout the community.	
Support Promoting MPD Cultural Competency Training	The purpose of this initiative is to provide police officers in-depth information about the AAPI community and its diverse cultural values so that they can better understand the AAPI community in DC. MOAPIA will promote a cultural competency training video which includes not only cultural aspects of the community but also a variety of suggestions on how to be more culturally sensitive and better comprehend different challenges the community faces.	Complete	(Complete as of 2Q) MOAPIA has created and launched a cultural competency training video tailored to police officers in the District of Columbia. After successfully launching the video, MOAPIA has continued to work with MPD to ensure that approximately 3,500 police officers and 500 civilian MPD staff have a better understanding of how to work with the AAPI community. MOAPIA and MPD arranged a 1-day panel discussion which allows an in-depth discussion on a broad set of topics including cultural bias, stereotypes, and different cultural values. MOAPIA also shared a variety of challenges AAPI communities face and suggestions on how to better understand and serve the AAPIs in DC with participants.	
Event Planning (2 Strategic initiatives)				
Publicize an implementation plan for the AAPI Action Forum 2	The purpose of the initiative is to share updates with the AAPI community about the discussion items and feedback from the AAPI Leadership Action Forum 2. As part of the agency's commitment to stay transparent and follow through on what AAPI leaders and stakeholders recommended at the forum, the plan will include an action plan to tackle diverse issues discussed from the different policy areas.	Complete	(Complete as of 2Q) MOAPIA released the AAPI Leadership Action Forum 2 report and implementation plan in February 2019. The report has been shared on its website, listserv, and social media. MOAPIA is engaging with the community, AAPI Commission, and District agencies to put the implementation plan into motion. This is part of the agency's commitment to stay transparent and follow through on what AAPI leaders and stakeholders recommended at the forum in April 2018.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Advocate for more resources to better meet the needs for mental health services from AAPI community	The purpose of this initiative is to explore ways to improve access of mental health services to the AAPI community. MOAPIA will advocate for resources and explore partnership opportunities with the DC Dept. of Behavioral Health (DBH) to identify practical ways to increase mental health awareness and resources to meet the mental health needs within this community.	Complete	Continuing its efforts to meet the mental health needs from the AAPI community, during the fourth quarter of FY19, MOAPIA met with the new leadership of DBH to share the report from the participants from the AAPI Action Forum on mental health as well as the general needs for mental health services from the AAPI community. MOAPIA advocated for more services tailored to address the cultural and linguistic barriers facing the community and offer to act as an extended outreach arm for DBH. DBH at the moment doesn't have the resource for an MOU with MOAPIA, but the meeting opened up a channel of communication among the agencies leadership that is much needed for collaboration in the future.	
Outreach (1 Strategic Initiative)				
Include civic engagement activities around other cultural events	The purpose of this initiative is to promote civic engagement among District AAPIs. MOAPIA will incorporate various civic engagement activities (i.e. voter's registration drives) in some of the agencies signature cultural events.	Complete	MOAPIA's civic engagement activities in Q4 had a primary focus on Census. MOAPIA is continuing to educate the community members on 2020 Census through door-to-door small business visits and engagements at various events including: the mobile farmers market in Chinatown (weekly throughout the summer), AALEAD's Family Day Event (September 2019), Immigrant Resource Fair (August 2019), MPD's Beat the Streets (September 2019). We have also successfully launched and are administering the District's Census grant program, which has become a model for other jurisdictions, disbursing \$450,000 to 15 community based organizations in a record time of 8 weeks. The grant program will also provide additional funds in FY2020, leading up to the Decennial Census in April 2020.	