



# **OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS**

## **FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT**

**JANUARY 15, 2023**

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## **1 OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS**

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*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 2022 OBJECTIVES

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

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### 3 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services.</b>		
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
<b>Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance.</b>		
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
<b>Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs.</b>		
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
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>		

*(continued)*

Operation Title	Operation Description	Type of Operation
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 2022 STRATEGIC INITIATIVES

In FY 2022, Office on Asian and Pacific Islander Affairs had 2 Strategic Initiatives and completed 100%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Counter anti-AAPI discrimination and harassment through community building	The purpose of this initiative is to address anti-AAPI discrimination amid the COVID-19 pandemic and build a stronger and more resilient AAAP community in DC. MOAPIA will partner with organizations and advocates to host anti-racism and bystander trainings to arm AAAP residents and allies with the tools to prevent discrimination, harassment, and violence in school, workplace, and public settings.	Complete	MOAPIA continued its efforts to promote the #HateStopsWithUs campaign and host a training session to discuss anti-Asian violence throughout the Q4. As part of the initiative, MOAPIA held a presentation on August 10 for the Mayor's Immigrant Justice Legal Services (IJLS) Grantees to equip them better serve AAAP constituents by learning more about Asian/Asian American history and the recent anti-Asian violence. The training reached 11 grantees. MOAPIA's #HateStopsWithUs campaign and posters remained shared across the District, on Capital Bikeshare stations and its native mobile application, as well as on NBC 4 Washington's website, reaching producing impressions and engagements.	
Support public safety through promoting security camera rebate program and community policing with an emphasis on wards 7 and 8.	To contribute to public safety, MOAPIA will promote the security camera rebate program to AAAP owned businesses. Emphasis will be given to wards 7 and 8 where public safety has been identified as a concern for community members. MOAPIA will conduct outreach for the security camera rebate program in its weekly outreach. It will leverage its partnerships with MPD to conduct outreach in wards 7 and 8 to increase community policing and facilitate connections between MPD and AAAP business owners. This will contribute to reducing the crime rate and creating safer neighborhoods in the District.	Complete	Throughout the Q4, MOAPIA shared public safety-related resources such as Security Camera Programs and Victim Compensation Program with 122 small business owners and residents from Ward 7 and 8. MOAPIA arranged joint public safety outreach with MPD officers to ensure the constituents were connected with officers and follow up on any issues regarding community safety. Additionally, MOAPIA also sent out emails in English, Chinese, Korean, and Vietnamese reaching 44 small businesses in Ward 7 and 8 to share step-by-step instructions on Security Camera Programs applications.	

## 5 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
<b>Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services.</b>											
Number of clients served by MOAPIA's AAPI Community Grant Program grantees	Up is Better	6156	10,681	2010	767	4774	4753	1632	11,926	Met	
Percent of constituent cases resolved	Up is Better	100%	99.8%	95%	100%	100%	100%	100%	100%	Met	
<b>Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance.</b>											
Number of AAPI small businesses visited	Up is Better	1157	1574	280	420	412	125	216	1173	Met	
Percent of satisfactory or above ratings for MOAPIA's technical assistance provided to other District agencies	Up is Better	New in 2021	100%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
<b>Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs.</b>											
Number of community meetings/events attended	Up is Better	461	535	220	105	69	71	62	307	Met	
Number of people that attend MOAPIA events	Up is Better	22,686	14,585	3900	1547	2447	2271	5132	11,397	Met	
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>											
Percent of satisfactory or above ratings at MOAPIA outreach events	Up is Better	95.1%	100%	90%	100%	100%	100%	94.2%	97.5%	Met	
Percent of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	Up is Better	100%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	



Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
<b>Case Assistance</b>							
Number of calls case assistance requests	7934	10,556	1086	1195	2877	2165	7323
<b>Outreach</b>							
Number of grant proposals received	20	17	Annual Measure	Annual Measure	Annual Measure	Annual Measure	14
Number of documents translated for partner agencies	430	435	72	113	58	76	319
Number of social media followers	5914	6522	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	13,918
<b>Agency Technical Assistance</b>							
Number of website hits	40,638	6422	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	4967