



**OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS  
PROPOSED FY 2025 PERFORMANCE PLAN**

**APRIL 3, 2024**

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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 PROPOSED 2025 OBJECTIVES

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### Strategic Objective

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Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services.

Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance.

Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs.

Create and maintain a highly efficient, transparent, and responsive District government.

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### 3 PROPOSED 2025 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
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
Case Assistance	This operation includes case intake and inter-agency coordination to solve constituent issues. The issues are usually in regard to housing, health, employment, human services, business or safety concerns.	Daily Service
<b>Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance.</b>		
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
Agency Technical Assistance	This operation includes providing technical assistance to DC agencies in the areas of quality control of translated materials, cultural competency training, and outreach recommendations and support, as well as handling outreach and language translation for a few partnering agencies.	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

(continued)

Operation Title	Operation Description	Type of Operation
<b>Create and maintain a highly efficient, transparent, and responsive District government.</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 covers various event planning and coordination that MOAPIA does throughout the year to reach more community members.	Daily Service

## 4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
<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	11,926	Not Available	2010	2010
Percent of constituent cases resolved	Up is Better	100%	Not Available	95%	95%
<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	1,173	Not Available	310	310
Percent of satisfactory or above ratings for MOAPIA's technical assistance provided to other District agencies	Up is Better	100%	Not Available	90%	90%
<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	307	Not Available	230	230
Number of people that attend MOAPIA events	Up is Better	11,397	Not Available	3960	3960
<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	97.5%	Not Available	90%	90%
Percent of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	Up is Better	100%	Not Available	100%	100%
Percent of new hires that are District residents	Up is Better	New in 2023	40%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	57.1%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	No Applicable Incidents	No Target Set	No Target Set
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set



Workload Measures

Measure	FY 2022	FY 2023
<b>Case Assistance</b>		
Number of calls case assistance requests	7,323	Not Available
<b>Outreach</b>		
Number of grant proposals received	14	Not Available
Number of documents translated for partner agencies	319	Not Available
Number of social media followers	13,918	Not Available
<b>Agency Technical Assistance</b>		
Number of website hits	4,967	Not Available