

Office on Asian and Pacific Islander Affairs FY2020

Agency Office on Asian and Pacific Islander Affairs

Agency Code APO

Fiscal Year 2020

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

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
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	Up is Better	99.6%	100%	100%	95%
Number of clients served by MOAPIA's AAPI Community Grant Program grantees	Up is Better	6496	5261	3931	2000
2 - Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance. (2 Measures)					
Number of AAPI small businesses visited	Up is Better	894	521	561	250
Share of agencies covered under the Language Access Act receiving technical assistance	Neutral	32	38	38	32
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	Up is Better	271	215	410	217
Number of people that attend MOAPIA events	Up is Better	3843	3498	34,142	3860
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measures)					
Percent of satisfactory or above ratings at MOAPIA outreach events	Up is Better	100%	100%	96.5%	90%
Percent of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	Up is Better	100%	100%	100%	100%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measures)				

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

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
3 - Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs. (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 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)			

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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

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - Case Assistance (1 Measure)			
Number of calls case assistance requests	3269	4450	4932
1 - Outreach (1 Measure)			
Number of grant proposals received	12	11	41
2 - Agency Technical Assistance (1 Measure)			
Number of documents translated for partner agencies	17	37	78
4 - Outreach (2 Measures)			
Number of social media followers	2504	3960	18,851
Number of website hits	21,107	17,282	45,053

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Agency Technical Assistance (1 Strategic Initiative)		
Assess Language Access Act compliance and areas of improvement of District Agencies with high number of AAPI clients	The purpose of this initiative is to identify DC agencies that serve a high AAPI population and assess their Language Access and outreach efforts towards the community. MOAPIA will conduct site visits to customer service centers of identified agencies and produce reports detailing its findings as well as discuss and recommend action items that could strengthen language and outreach support.	09-30-2020
Event Planning (1 Strategic Initiative)		
Highlight Mayor Bowser's priorities and gather community stakeholders' feedback through a new channel of regular public engagements	The purpose of this initiative is to provide the community with regular opportunities to interface with MOAPIA to learn about the Mayor's initiatives and programs, as well as to offer feedback on programs and new initiatives. Quarterly Community Meetings will address topical and timely subjects (e.g. the 2020 Census) and will be facilitated in a way that will allow District residents to provide their thoughts and recommendations.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Outreach (5 Strategic initiatives)		
Connect the AAPI immigrant community to free or low-cost legal and citizenship services	The initiative is aligned with Mayor Bowser's priorities of public safety and civic engagement. It will help AAPI immigrants find free or low-cost legal consultations and representation. MOAPIA will also connect qualified residents interested in becoming US citizens with resources that offer free citizenship application assistance.	09-30-2020
Promoting affordable housing preservation programs to the AAPI community	This initiative will increase the awareness among the AAPI community of different housing preservation programs the District offers. MOAPIA will identify materials to translate and conduct outreach to promote them to the AAPI community. The target audience is both AAPI tenants and landlords. MOAPIA plans to reach out to 1000 residents and landlords through its outreach efforts.	09-30-2020
Promote understanding and participation of the AAPI community through the use of a new educational video	MOAPIA will utilize a new video produced in FY19 that is educational, engaging, and fun to promote an accurate understanding of the AAPI community and its contributions in the District, as well as a reminder to AAPIs of what they can offer to the broader community. The target audience for this video includes both the general District community that may lack awareness about their AAPI neighbors or harbor negative beliefs about the AAPI community, as well as AAPI community residents that may need inspiration and examples of active engagement in the District. The video will be disseminated via social media channels and will be shown at events throughout the city.	09-30-2020
Help ensure a full participation of the hard to count populations including households in Wards 7 and 8 in the 2020 US Census	This initiative will help ensure a more complete count of the District's increasingly diverse and growing population by mitigating or eliminating some of the barriers that have historically prevented certain populations, including low income residents, immigrants, seniors, and children under five from participating in the Census. Since households in Wards 7 and 8 have been identified as one of the hard to count populations by the Census, MOAPIA will partner with community based organizations that are trusted by residents of Wards 7 and 8 and have a track record in successfully engaging the community. These trusted messengers will receive grants from the Census grant program that MOAPIA administers to be the boots on the ground for Census outreach efforts. This will lead to increased participation in the Census by District residents as a whole and Wards 7 and 8 in particular.	04-30-2020
Produce a report on the AAPI Action Forum 2 (AAF2) action plan	The purpose of the initiative is to share updates with the public on MOAPIA's progress on the implementation plan of the AAPI Leadership Action Forum 2 (AAF2). This is a follow up on MOAPIA's publication of an implementation plan of the AAF2 in FY19 and a demonstration of the agency's commitment to be transparent and follow through on the action plan which was produced from the community stakeholders' feedback to tackle diverse issues affecting the AAPI community discussed during AAF2.	05-31-2020