

Office on Latino Affairs FY2017

FY2017 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 mission of the Office on Latino Affairs is to improve the quality of life of the District's Latino residents by addressing a broad range of social and economic needs through strategic management of public and private partnerships, expertise on policy, community relations, civic engagement and community-based grants.

Summary of Services

OLA awards community-based grants, forms strategic partnerships, conducts community relations, and provides outreach support and advocacy for DC Latinos so they can have access to a full range of human services, health, education, housing, economic development, and employment opportunities.

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
MOLA provided services to 21,150 low-income Latino DC residents through 86 community based programs in the following areas: education, workforce development, health & wellness, Art and creative economy, public safety, civic engagement, youth engagement, and housing.	Because of MOLA's financial support to community based programs DC Latino residents' need were connected to Mayor Muriel Bowser's priority areas building bridges to the middle class.	Improved the quality of life of MOLA's constituents by providing access to vital services that enable to create a path to the middle class.
MOLA monitored and provided technical assistance to 38 DC government agencies in translating vital documents, collecting relevant data to ensured the improvement of the implementation of the Language Access Act 2004.	MOLA promoted and facilitated a more inclusive government through the services that were provided by DC government agencies.	DC Latino residents were able to access vital services provided by DC government agencies in Spanish and enhanced their quality of life.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	Improve Latino-serving non-profit organizations' institutional capacity, skills, and service program quality for services offered to DC Latinos.
2	Facilitate greater access to economic development resources among DC Constituents (resident and/or Business owners).
3	Assist Latinos in acquiring workforce skills that help them succeed in and foster the growth of the new economy in the District.
4	Improve the quality of Life among Latinos.
5	Create and maintain a highly efficient, transparent and responsive District government**

2017 Key Performance Indicators

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Measure	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
1 - Improve Latino-serving non-profit organizations' institutional capacity, skills, and service program quality for services offered to DC Latinos. (1 Measure)									
Percent of grantees that show satisfactory performance according to grants monitoring program	Annually	98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98%	Met	
2 - Facilitate greater access to economic development resources among DC Constituents (resident and/or Business owners). (1 Measure)									
Number of Latino owned, small and local business who received technical assistance through MOLA initiatives.	Annually	5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	35	Met	
3 - Assist Latinos in acquiring workforce skills that help them succeed in and foster the growth of the new economy in the District. (1 Measure)									
Number of people that attended MOLA's employment fairs.	Annually	100	Annual Measure	Annual Measure	Annual Measure	Annual Measure	226	Met	
4 - Improve the quality of Life among Latinos. (1 Measure)									
Percent of attendees that report satisfactory experience with MOLA sponsored events.	Annually	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98%	Met	
5 - Create and maintain a highly efficient, transparent and responsive District government** (1 Measure)									
Number of Language Access Act covered agencies that implemented recommendations provided by the Language Access program	Annually	35	Annual Measure	Annual Measure	Annual Measure	Annual Measure	38	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.

2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
1 - Latino Community Development Grant (3 Measures)						
Number of Grant Applications Received	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	92
Number of Grants Awarded	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	78
Total dollar amount of grants awarded	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$1645636.2
3 - Community Outreach (1 Measure)						
Number of attendees at MOLA Employment Fairs	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	226

3 - Language Access (1 Measure)						
Number of bi-weekly newsletters produced	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	24
3 - Workforce Development (1 Measure)						
Number of grants awarded to provide workforce development .	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7
4 - Community Outreach (1 Measure)						
Number of MOLA orgaizaed events/ activities	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	115
4 - Demographics (1 Measure)						
Percent of Latinos residing in the District	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	10.9%
5 - Language Access Program (1 Measure)						
Number of recommendations provided to agencies named under the Language Access Act of 2004.	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	18
5 - Public Relations (1 Measure)						
Number of MOLA newsletters published	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	10

2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
COMM. INFO. EXCHANGE ACTIVITY (3 Strategic initiatives)				
Promote Employment Fairs.	MOLA will collaborate with District, CBO, and private sector partners to organize and promote employment fairs and disseminate information about available jobs and technical training available to the District's Latino residents.	Complete	MOLA collaborated with 7 CBO and promoted workforce development programs. In addition, MOLA collaborated with DC agencies.	
Ensure that the Latino business community has access to available technical assistance.	MOLA will work to make the Latino business community more competitive in the new economy by partnering with various government agencies and CBO's to provide technical assistance on how to register a business, compliance with D.C. regulations and development of business tools.	Complete	Completed through collaboration with community based organizations,	
Facilitate one round-table discussion per	MOLA will convene quarterly meetings with various community groups to discuss priority issues to the Latino community. OLA will	0-24%	MOLA is planning to make a call	MOLA was able to

<p>quarter on issues affecting the Latino community.</p>	<p>provide subject matter experts on social service issues impacting the Latino community to serve on panels and will bring relevant agency directors to interact with the community groups. Topics may include, but not be limited to, delivery of health services to the immigrant community, housing, public safety, education, and enhancing employment and economic development opportunities for DC Latinos.</p>		<p>for proposal for receiving the services of a contractor.</p>	<p>complete this initiative due to budgetary constraints.</p>
<p>GRANTS MGMT. ACTIVITY (1 Strategic Initiative)</p>				
<p>MOLA will support workforce development programs through grants.</p>	<p>MOLA will continue to invest in and support workforce development programs that help District Latino residents meet the job market demands of the new economy.</p>	<p>Complete</p>	<p>The initiative has been accomplished.</p>	<p>The initiative has been completed. MOLA provided support to 7 organizations in the area of workforce development.</p>
<p>LANGUAGE ACCESS ACTIVITY (2 Strategic initiatives)</p>				
<p>Promote bilingual hiring via bi-weekly newsletters</p>	<p>MOLA will promote bilingual hiring in district government and the non -profit sector via its bi-weekly newsletters. An average of six newsletters will be produced, published and disseminated via list serves and social media outlets on a quarterly basis.</p>	<p>Complete</p>	<p>MOLA distributed its biweekly Job Announcement bulletin. This publication connected the needs of Employers and applicants within District government, small business and local CBO's.</p>	
<p>The LA program, through its Language Access Monitor, will continue monitoring DC government sites, and maintaining visits to CBOs to continue identifying areas of technical support, and initiatives for OLA.</p>	<p>MOLA will continue monitoring of the next five prioritized DC government agencies' frontline sites and continuous fostering of OLA's relationship with employees at the different Latino-serving community based organizations in order to identify areas of improvement for the DC government agencies under the Language Access Act. This monitoring and fostering of relationships will also help OLA to determine development and implementation of the technical support that may be provided by OLA.</p>	<p>Complete</p>	<p>MOLA monitored and provided technical assistance to 38 DC agencies.</p>	