Agency Office on Asian and Pacific Islander Affairs

Agency Code AP0

Fiscal Year 2017

**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.

### 2017 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**

## 2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Ensure AAPI comi services. (2 Measure		ess to Dist	rict govern	ment service	s through out	reach efforts,	advocacy, an	nd problem-so	lving
Percentage of constituent cases resolved.		Quarterly		Not available	95%	95%	95%		95%
Number of clients served by MOAPIA grantees.		Quarterly		Not available	Not available	2638	Not available		1500
2 - Ensure additional assistance. (2 Measu		District age	ncies to de	liver cultural	ly and linguis	tically compet	tent services	through techi	nical
Share of agencies covered under the Language Access Act receiving technical assistance.		Annually		Not available	Not available	32	Not available		32
Number of AAPI small businesses visited		Quarterly		Not available	Not available	Not available	Not available		200
3 - Increase understa AAPIs. (2 Measures)	_	e AAPIs am	nong other	diverse comn	nunities and p	romote civic	engagement	and participat	ion of
Number of community meetings/events attended.		Quarterly		Not available	Not available	Not available	Not available		200
Number of people that attend MOAPIA events.		Quarterly		Not available	Not available	Not available	Not available		350
4 - Create and mainta	ain a highly	efficient, tr	ansparent,	and respons	ive District go	vernment**	(11 Measure	s)	
Percentage of satisfactory or above ratings at MOAPIA outreach events.		Quarterly		Not available	90%	98%	90%		90%
Percentage of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award.		Annually		Not available	100%	100%	100%		100%
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	•			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Contracts/Procurement- Contracts lapsed into retroactive status	•			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Budget- Local funds unspent	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Budget- Federal Funds returned	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017

Customer Service- Meeting Service Level Agreements	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Vacancy Rate	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee District residency	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee Onboard Time	•		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	•		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

## 2017 Operations

Operations Header	Operations Title	Operations Description				
1 - Ensure AAPI comm services. (3 Activities		cess to District government services through outreach efforts, advocacy, and problem-sol	ving			
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.				
2 - Ensure additional of assistance. (2 Activition		District agencies to deliver culturally and linguistically competent services through techn	ical			
INTERAGENCY COORDINATION	5- 7					
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.				
3 - Increase understa AAPIs. (2 Activities)	nding of th	e AAPIs among other diverse communities and promote civic engagement and participati	on of			
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 mainta	in a highly	efficient, transparent, and responsive District government** (2 Activities)				
OUTREACH/EDUCATION	TREACH/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.					
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			

## 2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Case Assistance (1 I	Measure)							
# of calls case assistance requests			# of calls case assistance requests	calls	Quarterly	Not available	Not available	
1 - Outreach (1 Measur	e)							

# of grant proposals received			# of grant proposals received	applications	Annually	Not available	Not available
2 - Agency Technical Ass	sistance (1	Measure)					
# of documents translated for partner agencies			# of documents translated for partner agencies	documents	Quarterly	Not available	Not available
4 - Outreach (2 Measure	es)						
# of social media followers			# of social media followers	followers	Semi- Annually	Not available	Not available
# of website hits			# of website hits	website hits	Semi- Annually	Not available	Not available

# 2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
INTERAGENCY COORDINATION	(1 Strategic Initiative-Operation Link)	
Partner with MPD to enhance community policing in ways that produce better communication, increased trust, and stronger relationships, where officers know the residents, business owners, and their languages.	This initiative aims to increase police involvement at AAPI community events and enhance cultural competency among MPD officers. MOAPIA will involve the Asian Liaison Unit (ALU) in AAPI-related community events and will continue to conduct joint community visits in key AAPI-concentrated neighborhoods. MOAPIA will create a list of AAPI business owners who can commit to be active members of their neighborhood watch. MOAPIA will continue to monitor incidents in which AAPI business owners and residents have challenges to see how well the police respond.	09-29-2017
OUTREACH/EDUCATION (5 Str	ategic initiative-operation links)	
Advocate for language access compliance at DC-regulated health care facilities frequently visited by AAPIs	The purpose of this initiative is to help ensure that DC-regulated hospitals and health clinics are providing language assistance when requested. MOAPIA will collaborate with the DC Office of Human Rights (OHR) to monitor and enforce compliance with the Language Access Act at various clinics and hospitals frequently visited by AAPI residents. MOAPIA will also raise awareness among AAPI residents of their right to receive medical interpretation services in all DC-regulated hospitals and assist residents in filing a complaint with OHR if a violation occurs	09-29-2017
Increase K-12 education language resources for AAPI families	The purpose of this initiative is to facilitate access to important educational resources among AAPI families, in which parents are limited- or non-English proficient. MOAPIA will publicize to the AAPI community the existing Mandarin and Vietnamese resources/documents on DCPS's Office of Language Acquisition website and will put efforts to increase awareness among AAPI parents of their right for language services.	09-29-2017
Promote DOES' Summer Youth Employment Program among AAPI small businesses	The purpose of this initiative is to engage AAPI small businesses and increase their capacity by encouraging them to participate in the District-wide Summer Youth Employment Program (SYEP). By collaborating with AAPI business associations and the Department of Employment Services, MOAPIA will conduct direct outreach to 500 AAPI businesses and register at least 15 AAPI businesses to participate as host agencies in SYEP.	09-29-2017
Utilize Salesforce for all constituent case management	The purpose of this initiative is to use Salesforce, a customer relations management system, to increase the agency's overall efficiency in casework management. MOAPIA will enter all cases and conduct all follow ups using Salesforce which will ensure accountability by allowing the agency to monitor the duration, progress, and communication flow of cases.	09-29-2017
Partner with OCTO to increase access on District AAPI communities using Geographic Information System (GIS).	This initiative aims to increase information and resources on the District's AAPI community by mapping key neighborhoods with concentrated AAPI residents and business owners. The GIS map will increase MOAPIA and other District agencies' capacity to further engage the AAPI community in civic engagements and promote government programs and services. MOAPIA will partner with OCTO and various agencies to gather statistical data to utilize in creating GIS maps and analyzing trends and patterns among the AAPI community.	09-29-2017

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