Agency Office on Latino Affairs Agency Code BZO Fiscal Year 2017

**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.

## 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

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 - Improve Latino-so DC Latinos. (1 Measu		profit orgar	nizations' in	stitutional ca	pacity, skills,	and service p	orogram quali	ty for service	s offered to
Percent of grantees that show satisfactory performance according to grants monitoring program		Annually		Not available	95%	95%	98%	0%	98%
2 - Facilitate greater a Measure)	access to ec	onomic dev	velopment i	esources am	ong DC Const	ituents (resid	lent and/or B	usiness owne	ers). (1
Number of Latino owned, small and local business who received technical assistance through MOLA initiatives.	•	Annually		Not available	Not available	Not available	Not available	New Measure	5
3 - Assist Latinos in a District. (1 Measure)		rkforce ski	lls that help	them succe	ed in and fost	er the growth	of the new e	conomy in th	е
Number of people that attended MOLA's employment fairs.	₹	Annually		Not available	Not available	Not available	Not available	New Measure	100
4 - Improve the quali	ty of Life an	nong Latin	os. (1 Meas	sure)					
Percent of attendees that report satisfactory experience with MOLA sponsored events.		Quarterly		Not available	85%	90%	90%		90%
5 - Create and mainta	ain a highly	efficient, tı	ansparent	and responsi	ve District gov	/ernment**	(10 Measures	5)	
Number of Language Access Act covered agencies that implementaed recommendations provided by the Language Access program		Annually		Not available	Not available	Not available	Not available		
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	Forthcoming 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	Type of Operation
1 - Improve Lati to DC Latinos. (		nal capacity, skills, and service program quality for service	s offered
GRANTS MGMT. ACTIVITY	Latino Community Development Grant		Daily Service
2 - Facilitate gre Activity)	ater access to economic development resource	es among DC Constituents (resident and/or Business own	ers). (1
COMM. INFO. EXCHANGE ACTIVITY	Facilitate greater access to economic development resources among DC Constituents		Daily Service
3 - Assist Latino District. (3 Activ		succeed in and foster the growth of the new economy in th	ne
GRANTS MGMT. ACTIVITY	Workforce Development		Daily Service
COMM. INFO. EXCHANGE ACTIVITY	Community Outreach	MOLA will coordinate employment fairs to promote bilingual hiring.	Daily Service
LANGUAGE ACCESS ACTIVITY	Language Access	MOLA will promote bilingual hiring in district government and the non -profit sector via bi-weekly newsletters.	Daily Service
4 - Improve the	quality of Life among Latinos. (2 Activities)		
COMM. INFO. EXCHANGE ACTIVITY	Community Outreach		Daily Service
PERFORMANCE MGMT	Demographics		Daily Service
5 - Create and m	naintain a highly efficient, transparent and res	ponsive District government** (3 Activities)	
PERFORMANCE MGMT	Performance Management		Daily Service
COMM. INFO. EXCHANGE ACTIVITY	Public Relations		Daily Service
LANGUAGE ACCESS ACTIVITY	Language Access Program		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 - Latino Community Development Grant (3 Measures)									
Number of Grant Applications Received			Number of grant applications	85	Annually	Not available	Not available		

Number of Grants Awarded	~	Total number of grants awarded	1	Annually	Not available	Not available	New Measur
Total dollar amount of grants awarded	~	Dollar amount of grants awarded	1	Annually	Not available	Not available	New Measur
3 - Community Outreach (1 Measure)	·						
Number of attendees at MOLA Employment Fairs	•	Total Number of attendees at OLA Employment Fairs	1	Semi- Annually	Not available	Not available	New Measur
3 - Language Access (1 Measure)							
Number of bi-weekly newsletters produced	~	Total Number of bi- weekly newsletters produced	1	Quarterly	Not available	Not available	New Measur
3 - Workforce Development (1 Measur	·e)						
Number of grants awarded to provide workforce development .	~	Number of grants	1	Annually	Not available	Not available	New Measur
4 - Community Outreach (1 Measure)							
Number of MOLA orginaized events/ activities	₹	Number of MOLA events	1	Quarterly	Not available	Not available	New Measur
4 - Demographics (1 Measure)							
Number of Latinos residing in the District		Number of Latinos residing in the district	1	Annually	Not available	Not available	
5 - Language Access Program (1 Meas	ure)						
Number of recommendations provided to agencies named under the Language Access Act of 2004.	•	Number of recommendations	1	Annually	Not available	Not available	New Measur
5 - Public Relations (1 Measure)							
Number of MOLA newsletters published	~	Total number of newsletters	1	Quarterly	Not available	Not available	New Measur

# 2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description			
COMM. INFO. EXCHANGE ACTIVI	TY (3 Strategic initiative-operation links)			
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.	09-30-2016		
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.	09-30-2016		
Facilitate one round-table discussion per quarter on issues affecting the Latino community.	MOLA will convene quarterly meetings with various community groups to discuss priority issues to the Latino community. OLA will 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.	09-30-2016		
GRANTS MGMT. ACTIVITY (1 St	rategic Initiative-Operation Link)			
MOLA will support workforce development programs through grants.	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.	09-30-2016		
LANGUAGE ACCESS ACTIVITY (	2 Strategic initiative-operation links)			
Promote bilingual hiring via bi- weekly newsletters	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.	09-30-2016		
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.	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 Latinoserving 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.	09-30-2016		

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