

Office on Asian and Pacific Islander Affairs FY2019

Agency Office on Asian and Pacific Islander Affairs

Agency Code APO

Fiscal Year 2019

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.

2019 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

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 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	97.8%	99.6%	100%	95%
Number of clients served by MOAPIA grantees	Up is Better	2260	6496	5261	1622
2 - Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance. (2 Measures)					
Share of agencies covered under the Language Access Act receiving technical assistance	Neutral	32	32	38	32
Number of AAPI small businesses visited	Up is Better	Not Available	894	521	221
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	Not Available	271	215	216
Number of people that attend MOAPIA events	Up is Better	Not Available	3843	3498	385
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	97.4%	100%	100%	90%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Percent of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	Up is Better	100%	100%	100%	100%

2019 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)			
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

Operations Header	Operations Title	Operations Description	Type of Operations
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

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Case Assistance (1 Measure)			
Number of calls case assistance requests	355	3269	4450
1 - Outreach (1 Measure)			
Number of grant proposals received	15	12	11
2 - Agency Technical Assistance (1 Measure)			
Number of documents translated for partner agencies	75	17	37
4 - Outreach (2 Measures)			
Number of social media followers	3220	2504	3960
Number of website hits	1330	21,107	17,282

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Agency Technical Assistance (2 Strategic initiatives)		
Promote job skills and readiness training programs to AAPI community through outreach and grants.	The purpose of this initiative is to promote information on job training programs and other related services, to the AAPI community. MOAPIA will promote a translated list of available job skills and readiness training programs via CBOs, news media, and various community outreach events. MOAPIA will promote its grant opportunities to more CBOs that provide adult education/workforce development programs and encourage more of such programs for AAPIs.	09-30-2019
Support Promoting MPD Cultural Competency Training	The purpose of this initiative is to provide police officers in-depth information about the AAPI community and its diverse cultural values so that they can better understand the AAPI community in DC. MOAPIA will promote a cultural competency training video which includes not only cultural aspects of the community but also a variety of suggestions on how to be more culturally sensitive and better comprehend different challenges the community faces.	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Event Planning (2 Strategic initiatives)		
Publicize an implementation plan for the AAPI Action Forum 2	The purpose of the initiative is to share updates with the AAPI community about the discussion items and feedback from the AAPI Leadership Action Forum 2. As part of the agency's commitment to stay transparent and follow through on what AAPI leaders and stakeholders recommended at the forum, the plan will include an action plan to tackle diverse issues discussed from the different policy areas.	09-30-2019
Advocate for more resources to better meet the needs for mental health services from AAPI community	The purpose of this initiative is to explore ways to improve access of mental health services to the AAPI community. MOAPIA will advocate for resources and explore partnership opportunities with the DC Dept. of Behavioral Health (DBH) to identify practical ways to increase mental health awareness and resources to meet the mental health needs within this community.	09-30-2019
Outreach (1 Strategic Initiative)		
Include civic engagement activities around other cultural events	The purpose of this initiative is to promote civic engagement among District AAPIs. MOAPIA will incorporate various civic engagement activities (i.e. voter's registration drives) in some of the agencies signature cultural events.	09-30-2019