



Office on Asian and Pacific Islander Affairs (MOAPIA) FY2016 Performance Accountability Report (PAR)

Introduction

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' progress and key performance indicators (KPIs).

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.

Summary of Services

MOAPIA provides a diverse range of services that are critical to ensuring the District delivers equal access to its programs and services for District AAPI residents and merchants. MOAPIA serves as the primary access point for AAPI residents and merchants with language and cultural barriers and also serves as the primary liaison to engage AAPI residents to participate in the community as a whole, both economically and socially.

Overview – Agency Performance

The following section provides a summary of MOAPIA performance in FY 2016 by listing MOAPIA’s top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
MOAPIA developed 11 innovative community events, and partnerships with 34 public and private entities that increased MOAPIA’s presence in the community and engaged more AAPI community members.	MOAPIA is able to promote the agency’s services to a bigger group of audience.	These innovative community events made more community members who were previously not participants in community events become more engaged and aware of available government services that we promote at these events.
MOAPIA implemented projects that help support Pathway to Middle Class initiatives. MOAPIA conducted extensive outreach to promote 2016 SYEP program, helping to enroll 99 AAPI youth. MOAPIA also educated the AAPI community about the Wage Theft Prevention Amendment Act of 2014 and the minimum wage laws. MOAPIA visited 327 AAPI businesses in all 8 wards, organized 3 workshops raising awareness of more than 430 employees and employers.	These were designed to help AAPI residents/businesses and has no direct impact to MOAPIA.	These contributed to increasing residents’ opportunities to success by helping increase awareness of their rights and providing them skill building experiences.
MOAPIA strengthened its support to AAPI businesses by conducting door to door outreach to 674 businesses; Held 6 Director’s office hours in the neighborhoods; Providing direct bilingual business technical support to 5 AAPI small businesses that participated in its Small Business Technical Assistance project; Successfully helped a business owner apply for and get Facade Program grant from DHCD that helped transform their store front.	This allowed MOAPIA to learn more about the challenges that AAPI business owners face and provide assistance to help them.	AAPI businesses receive updated information on safety and other government programs/services. They also received additional bilingual technical support that contribute providing product access to local residents in their neighborhoods.

In FY 2016, MOAPIA had 6 Key Performance Indicators. Of those, 0 were neutral. Of the remaining measures, 83% (5 KPIs) were met, 0% (0 KPIs) were nearly met, and 17% (1 KPIs) were unmet. In FY 2016, MOAPIA had 5 Initiatives. Of those, 100% (5) were completed and 0% (0) were nearly completed, and 0% (0) were not completed. The next sections provide greater detail on the specific metrics and initiatives for MOAPIA in FY 2016.

FY16 Objectives

Division	Objective
Agency Management	Ensure AAPI community's access to District government services by providing expanded outreach efforts, advocacy, and problem-solving services.
Agency Management	Ensure capacity of District agencies to deliver culturally and linguistically competent services to the AAPI community by providing technical assistance and policy guidance.
Agency Management	Enhance connections between diverse communities and encouraging participation by AAPI residents and merchants in the District of Columbia's civic, cultural, and social life.

FY16 KPIs

Objective: Enhance connections between diverse communities and encouraging participation by AAPI residents and merchants in the District of Columbia's civic, cultural, and social life.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percentage of satisfactory or above rating on MOAPIA efforts	90	Q		100	100	92.59	97.9	Met	

Objective: Ensure AAPI community's access to District government services by providing expanded outreach efforts, advocacy, and problem-solving services.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Subgrantees' percentage of budget spent on programmatic costs	65	A					100	Met	
Percentage of constituent cases resolved	95	Q	97.44	96.3	97.37	97.83	97.3	Met	
Percentage of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	100	Q			100		100	Met	
Number of community members reached through outreach efforts	60,523	Q	14,697	331	229	384	15,641	Unmet	In FY16, in order to ascertain an accurate count of community members reached specifically through targeted outreach efforts, MOAPIA amended the process for collecting this information and only counted the number of community members reached specifically through case assistance, community events and community outreach activities. Additionally, Salesforce also helped us avoid double-counting as it allowed us to log multiple call/email exchanges under one case.

Objective: Ensure capacity of District agencies to deliver culturally and linguistically competent services to the AAPI community by providing technical assistance and policy guidance.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Number of capacity building/technical assistance efforts to AAPI community members and DC agencies	3,442	Q	1,969	94	1,421	1,676	5,160	Met	MOAPIA met its FY16 goals for this KPI.

FY16 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	Total
Number of Asian American and Pacific Islanders residing in the District	A					32,607
Number of general inquiries or assistance requests from the public	Q	110	39	72	96	317
Number of inquiries or assistance requests from District Agencies	Q	17	4	29	25	75

FY16 Initiatives

Title: Increase assistance in connecting AAPI small businesses with resources to help expand their competitiveness.

Description: The purpose of this initiative is to help create a thriving business climate for AAPI small businesses across all 8 wards by connecting them with the proper resources to help them promote and improve their businesses. MOAPIA will also develop programming to support Chinatown small businesses so that they can remain competitive alongside other businesses in the area, i.e. developing community events that will promote Chinatown small businesses and build overall community relations.

Complete to Date: Complete

Status Update: MOAPIA reached out to 150 Chinatown and other District AAPI small business owners in all 8 wards to promote available neighborhood improvement grant programs and bilingual business technical services. Five AAPI businesses participated and met with business experts regularly to receive various assistance including marketing strategies to meet changing needs of their local markets and detailed explanation of the grant processes.

Title: Increase AAPI Youth Participation in DOES' Summer Youth Employment Program

Description: The purpose of this initiative is to empower AAPI youth with the skills to succeed by encouraging them to participate in the Department of Employment Services' (DOES) Summer Youth Employment Program. MOAPIA will work with community-based organizations and businesses to identify potential host employers interested in hosting AAPI youth at their worksites for summer 2016. MOAPIA will help register 75 youth for the program.

Complete to Date: Complete

Status Update: MOAPIA worked closely with 5 community based organizations that serve AAPI youth and over 80 AAPI college group associations to promote SYEP and provide registration information. Additionally, MOAPIA promoted SYEP via its social media platforms and reached out to Schools Without Walls Senior High School to promote the program since it has the largest concentration of AAPI students in DC.

Title: Reach out to new AAPI groups using new methods while continuing to serve traditional AAPI groups.

Description: The purpose of this initiative is to engage AAPI constituents who were previously not reached by MOAPIA. MOAPIA will use various outreach strategies such as organizing new events, activities, and locations to effectively engage a broader AAPI audience (i.e. South Asian community, Filipino community, LGBT community and young professional groups). The initiative will significantly increase the AAPI constituent database to be used to disseminate information from District government and engage them in MOAPIA and District's program and services.

Complete to Date: Complete

Status Update: MOAPIA used outreach strategies such as hosting new types of programs or events at new locations to effectively engage a broader AAPI audience (i.e. South Asian community, Filipino community, LGBT community and young professional groups). Some of those programs and events are culturally-themed fitness classes in Chinatown Park, Lunar New Year Happy Hour with AAPI young professionals, AAPI LGBT Youth Forum and MOAPIA Director's Office Hours in the community in all 8 wards and others

Title: Provide technical assistance to the Department of Employment Service (DOES) in educating the AAPI community about the Wage Theft Prevention Amendment Act of 2014

Description: The purpose of this initiative is to help ensure that more AAPI businesses and employees are aware of the requirements and their rights under the Wage Theft Prevention Amendment Act of 2014. MOAPIA will provide technical assistance to DOES in developing culturally and linguistically appropriate materials and assist in educating at least 150 AAPI businesses and residents combined regarding the Wage Theft Prevention Amendment Act of 2014 and other wage compliance laws.

Complete to Date: Complete

Status Update: MOAPIA conducted outreach to educate the AAPI community about the Wage Theft Prevention Amendment Act of 2014 (WTPAA) and other wage compliance laws. Through various outreach strategies such as regular door-to-door visits and workshops, MOAPIA visited 327 businesses in all 8 wards. Additionally, in partnership with DOES, MOAPIA also hosted three successful workshops, educating 72 AAPI small business owners and employees.

Title: Promote fitness and AAPI cultures in Chinatown for the residents, visitors and other community members.

Description: The purpose of this initiative is to promote healthy lifestyles and encourage partnerships among the multicultural communities in Chinatown with surrounding local area neighborhoods. MOAPIA will expand on its success from the FY15 Chinatown Park Start Fresh! Series to develop new, free outdoor programs in FY16 that will promote culturally sensitive recreational activities that can be enjoyed by all residents, regardless of background, age or income.

Complete to Date: Complete

Status Update: MOAPIA launched its second annual Chinatown Park Start FRESH! summer series in May 2016 to continue offering fun and healthy outdoor activities in the Chinatown neighborhood. To make this event series more successful, MOAPIA worked closely with 20 community-based organizations, 8 local businesses and 11 government agencies. MOAPIA has successfully hosted 1 Chinatown community picnic, 4 Asian movie nights, weekly Tai Chi and weekly yoga classes throughout the Summer, drawing close to 1000 participant