



## FY 2015 Performance Accountability Report Office on Asian and Pacific Islander Affairs

### 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 2015 by listing MOAPIA's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

### TOP THREE ACCOMPLISHMENTS

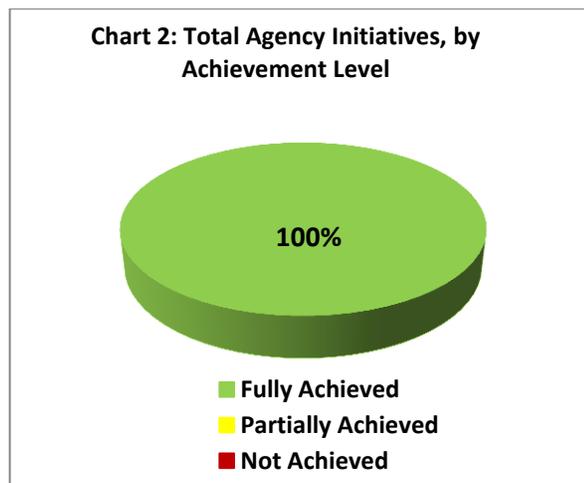
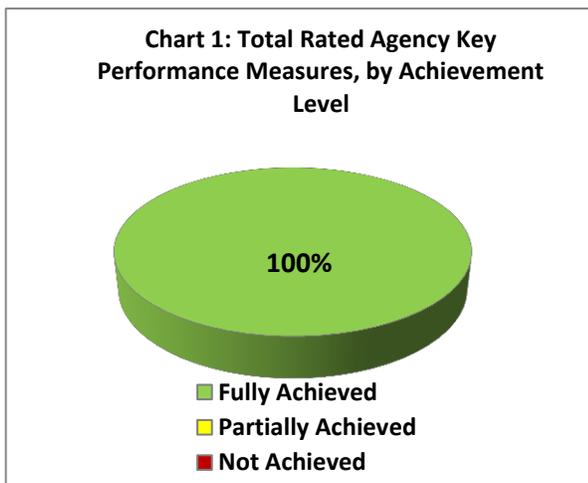
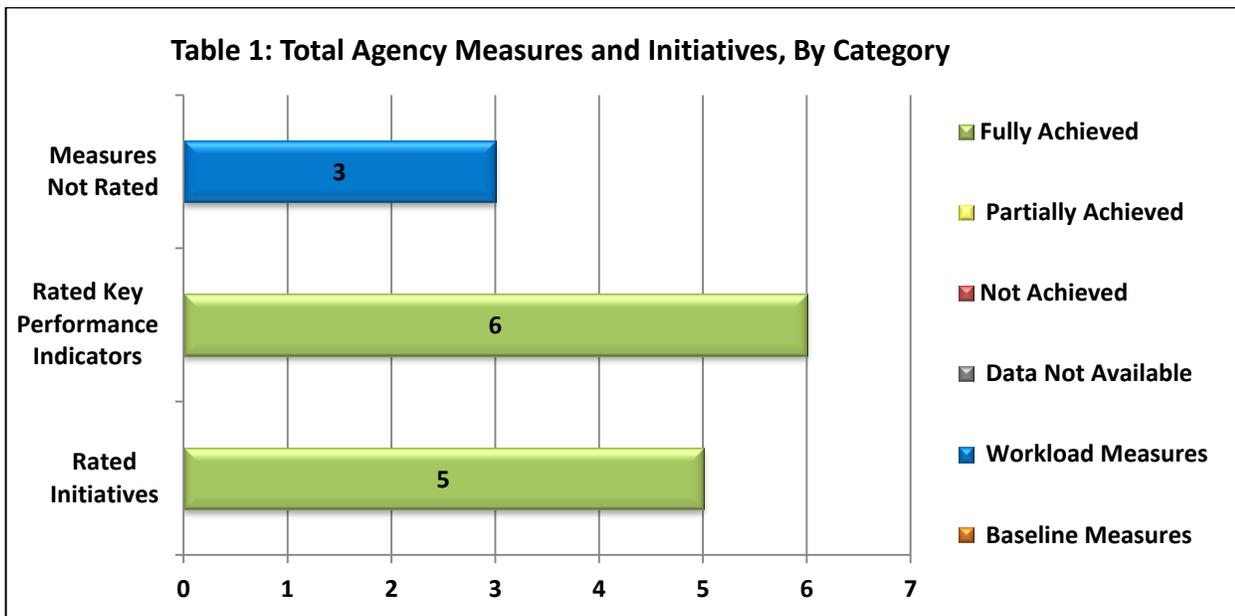
The top three accomplishments of MOAPIA in FY 2015 are as follows:

- ✓ MOAPIA raised awareness of the AAPI and multicultural communities' issues via District-wide outreach of the AAPI Action Forum event that was attended by over 200 community members.
- ✓ MOAPIA increased community engagement in Chinatown and neighborhood areas by spearheading 19 events and partnering with 22 organizations in the Chinatown Park Start Fresh! series. In addition, MOAPIA engaged emerging populations such as the AAPI LGBT and young professional communities.
- ✓ MOAPIA made District services more accessible through the agency Director's 21 business walkthroughs and 15 community office hour sessions.

### SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS



Table 1 (see below) shows the overall progress the MOAPIA made on completing its initiatives, and how overall progress is being made on achieving the agency's objectives, as measured by their key performance indicators.



Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved

In FY 2015, MOAPIA has fully achieved 100% of its initiatives and has fully achieved 100% of its rated key performance measures. **Table 1** provides a breakdown of the total number of performance metrics MOAPIA uses, including key performance indicators and workload measures, initiatives, and



whether or not some of those items were achieved, partially achieved or not achieved. **Chart 1** displays the overall progress is being made on achieving MOAPIA objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated performance measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. **Chart 2** displays the overall progress MOAPIA made on completing its initiatives, by level of achievement.

The next sections provide greater detail on the specific metrics and initiatives for MOAPIA in FY 2015.

## PERFORMANCE INITIATIVES – ASSESSMENT DETAILS

**OBJECTIVE 1: Ensure AAPI community’s access to District government services by providing expanded outreach efforts, advocacy, and problem-solving services.**

**INITIATIVE 1.1: Increase understanding of pre-K and school choice to 50 AAPI parents.**

**[Education]**

MOAPIA will research and develop an in-language one page document to promote the importance of pre-K to 50 AAPI parents. The document will be in a FAQ format using no more than 10 questions. MOAPIA will also work closely with My Schools DC to increase AAPI family participation in the lottery for pre-K and school choice options. MOAPIA will provide policy guidance to My Schools DC and collaborate on outreach to promote the lottery and engage community based organizations to assist their clients in using the lottery. **Completion Date: September 30, 2015**



**Performance Assessment Key: Fully Achieved.** MOAPIA worked closely with My Schools DC to promote school choice to AAPI family participation in the lottery for pre-K and school choice options. MOAPIA assisted by helping with quality control of Asian language documents, recording in-language voice reminder messages sent by My Schools DC, distributing information via social media, and connecting My Schools DC directly with 4 AAPI youth serving nonprofits. In addition, MOAPIA has developed a multilingual outreach flyer presenting research on the benefits of pre-K for infants and children in immigrant families and contact information for the lottery in a colorful, easy-to-read format for Chinese and Vietnamese-speaking LEP/NEP parents. MOAPIA’s outreach team promoted pre-K and school choice to 100 parents by distributing the multilingual flyer to community-based organizations and constituents during their regular outreach.

**INITIATIVE 1.2: Encourage AAPI residents to adopt stormwater-friendly landscaping practices. [Environment]**

DDOE’s RiverSmart Homes Program has been highly successful in helping to prevent polluted stormwater from entering the District’s waterways in areas of the city; however, participation rates in the RiverSmart Homes program have been historically lower in certain areas. MOAPIA will promote this program to AAPI residents through in-person and online outreach and sign-



up five AAPI residents to participate and thus help increase the overall participation rate. Participating residents would install green infrastructure such as rain barrels, green roofs, rain gardens, permeable pavement, shade trees, and more which will safeguard homes against flooding, beautify yards, increase property values, reduce mosquitoes, and reduce overall home energy use. **Completion Date: September 30, 2015**

● **Performance Assessment Key: Fully Achieved.** MOAPIA successfully signed up five AAPI residents to participate in DDOE's RiverSmart Homes Program. MOAPIA promoted the program by creating a flyer, cold calling, sending about 220 personalized email invitations to constituents to join the program, and communicating the program to its constituents on the MOAPIA Update newsletter. MOAPIA also encouraged young professional homeowners to participate by promoting it during the Chinatown Summer Social held in July 2015, in addition to conducting outreach to members of the Commission on Asian & Pacific Islander Affairs to participate. Overall, the outreach efforts to enroll DC AAPI homeowners to the RiverSmart Homes Program reached several hundred community members.

**INITIATIVE 1.3: Encourage disadvantaged AAPI residents to participate in job placement programs. [Employment]**

The Department of Employment Services (DOES) administers Project Empowerment, a transitional employment program that provides job readiness training, work experience, and job search assistance to District residents who face multiple barriers to employment (e.g. lack of a secondary education credential, homelessness, history of job cycling). MOAPIA will promote Project Empowerment along with vocational training opportunities and programs (e.g. trade schools, apprenticeship programs, etc.) through in-person and online outreach to 100 disadvantaged AAPI residents seeking employment. **Completion Date: September 30, 2015.**

● **Performance Assessment Key: Fully Achieved.** MOAPIA actively worked to promote Project Empowerment to the District's AAPI community through in-person and online outreach. MOAPIA worked closely with DOES to create a culturally and linguistically sensitive flyer to distribute to AAPI residents and business owners. The flyer was distributed to over 500 residents in-person and reached 5,260 people online via MOAPIA's bi-weekly newsletter.

**OBJECTIVE 2: Ensure capacity of District agencies to deliver culturally and linguistically competent services to the AAPI community by providing technical assistance and policy guidance.**

**INITIATIVE 2.1: Provide technical assistance to Department of Environment (DDOE) to effectively inform limited or non-English speaking AAPI retail business about the ban on the use of polystyrene (styrofoam) food service products. [Small Business]**

MOAPIA will provide technical assistance to DDOE to help develop culturally and linguistically appropriate outreach strategies and related materials to educate AAPI businesses about the ban of using polystyrene (Styrofoam) food service products, and information on alternative



compostable or recyclable food service products that should be used. The ban will take effect in 2016. **Completion Date: September 30, 2015.**

- **Performance Assessment Key: Fully Achieved.** MOAPIA provided DDOE input on developing culturally and linguistically appropriate outreach materials and strategies regarding the ban on the use of polystyrene food service products. MOAPIA informed 654 AAPI businesses of the ban in all 8 wards of the District via door-to-door outreach and mailing in-language flyers. MOAPIA also promoted awareness of the ban and alternative options to polystyrene at events and on social media.

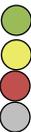
**OBJECTIVE 3: Ensure Mayor’s One City vision by enhancing connections between diverse communities and encouraging participation by AAPI residents and merchants in the District of Columbia’s civic, cultural, and social life.**

**INITIATIVE 3.1: Establish a structure that streamline the process of serving AAPI domestic violence victims to help with recovery and getting back to normal life. [Safety/Human Services]**

The purpose of this initiative is to help AAPI domestic violence victims with recovery and getting back to normal life. MOAPIA will develop a structure that will ensure all identified AAPI domestic violence victims, especially those facing language and cultural barriers, receive assistance needed in a culturally and linguistically sensitive manner. MOAPIA will work with the Metropolitan Police Department (MPD) and various community based organizations (CBOs) to identify AAPI victims of domestic violence and work with other District agencies as well as CBOs to address not only the safety concerns of victims, but also their human service needs. **Completion Date: September 30, 2015**

- **Performance Assessment Key: Fully Achieved.** An arrangement was made so that Metropolitan Police Department (MPD) is sharing its list of AAPI domestic violence victims with MOAPIA. So far MPD has identified only 2 AAPI domestic violence victims. In this fiscal year, MPD’s data on AAPI domestic violence victim is not inclusive because of the way data were entered into the system, which does not always identify a crime as a domestic violence case. This explains why the number of victims is very low. MPD is making changes to better capture the number in the next fiscal year. It will continue to monitor and share the list with MOAPIA if/when an AAPI DV victim is identified by the system.

**KEY PERFORMANCE INDICATORS**

	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program



●	1. Number of community members reached through outreach efforts	47,215	36,452		78,041	214%	Outreach
●	2. Percentage of constituent cases resolved	95%	95%		95%	100%	Advocacy
●	3. Percentage of satisfactory or above rating on MOAPIA efforts	90%	90%		98%	108%	Outreach
●	4. Number of outreach and capacity building/technical assistance efforts to AAPI community members and DC agencies	1270	311		3,278	105%	Outreach
●	5. Subgrantees' % of budget spent on programmatic costs	100%	65%		100%	153%	Outreach
●	6. % of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	100%	100%		100%	100%	Outreach

**WORKLOAD MEASURES – APPENDIX**

**WORKLOAD MEASURES ●**

Measure Name	FY 2013 YE Actual	FY 2014 YE Actual	FY 2015 YE Actual	Budget Program
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Number of inquiries or assistance requests from District Agencies	294	228	476	Interagency Coordination
Number of inquiries or assistance requests from the public	575	808	524	Outreach
Number of Asian American and Pacific Islanders residing in the District	26,857 (based on 2010 Census)	29,132 (based on US Census Bureau, 2012 American Community Survey 1 year estimate)	32,607 (based on US Census Bureau, 2014 American Community Survey 1 year estimate)	Outreach