



## Mayor's Office on Asian & Pacific Islander Affairs

### OAPIA (AP)

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#### MISSION

The mission of the Office on Asian & Pacific Islander Affairs (OAPIA) is to ensure delivery of a full range of health, education, employment, business, and social services opportunities to the Asian and Pacific Islander (API) community in the District of Columbia.

#### SUMMARY OF SERVICES

OAPIA provides three core services: 1) assist DC APIs in accessing equitable services from the District agencies as well as advocate on behalf of DC APIs on issues affecting their quality of life; 2) assist District agencies to build their capacity to provide culturally and linguistically competent services to DC APIs, and 3) provide API community-focused grants and support API community organizations' capacity building efforts.

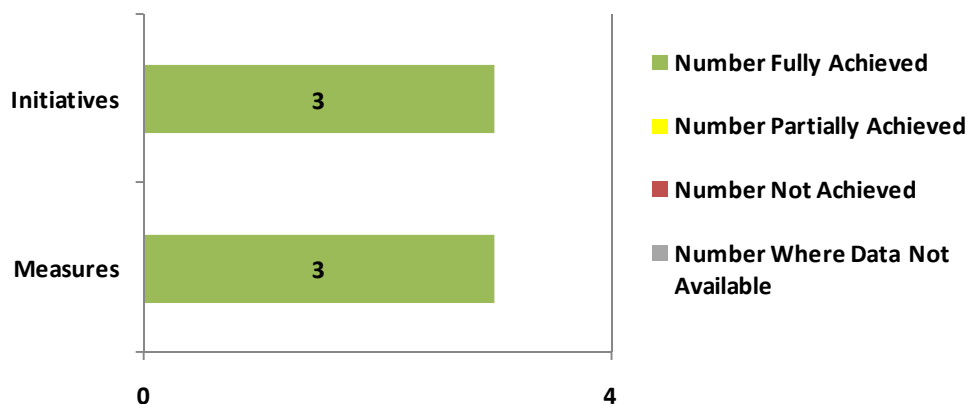
#### AGENCY OBJECTIVES

1. To improve and enhance the District agencies' capacity to provide equitable, effective service to API-limited English proficient residents and merchants through advocacy and technical assistance.
2. To foster a better understanding between the API community and the District government through grassroots efforts.
3. To support community groups/entities' developmental activities to provide supplemental services to Asian and Pacific Islander (API) residents and/or merchants.

#### 3 KEY ACCOMPLISHMENTS

- ✓ Conducted cultural training sessions with over 200 DC Employees to educate on the DC API community and culture in order to improve government services to this community.
- ✓ Enhanced community communication and engagement through regularly scheduled community meetings and correspondence.
- ✓ Expanded community outreach efforts to emerging API community by establishing new South Asian community network which includes 45 organizations and 35 community leaders.

#### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

-  Fully achieved       Partially achieved       Not achieved       Data not reported

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**OBJECTIVE 1: To improve and enhance the District agencies' capacity to provide equitable, effective service to API-limited English proficient residents and merchants through advocacy and technical assistance.**

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 **INITIATIVE 1.1: Monitor DC agencies' frontline centers.**

**Fully Achieved.** OAPIA conducted unscheduled visits to 21 government frontline centers. The evaluators were given guide questions that help rate each agency. Examples of the questions include whether the availability of multilingual services was clearly advertised at the initial points of contact or whether there was any language identification poster/ desktop display where customer points to his/her language. The results of the assessment will be published in FY09 and will include suggestions on how to improve customer service to limited English population.

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**OBJECTIVE 2: To foster a better understanding between the API community and the District government through grassroots efforts.**

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 **INITIATIVE 2.1: Expand outreach efforts to emerging API populations and the entire API population as a whole.**

**Fully Achieved.** OAPIA was able expand its outreach by organizing meetings with South Asian leaders and also reaching out to large pockets in the South Asian community. OAPIA accomplished 21,093 number of outreach efforts in FY08 which consists various activities such as 56 organized meetings and events, 289 attended meetings and others. OAPIA also held a Cultural Dialogue with District employees to provide information about the diversity of South Asian cultures. Over 100 employees were trained on cultural diversity and how to better interact with constituents from the South Asian community.

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**OBJECTIVE 3: To support community groups/entities' developmental activities to provide supplemental services to Asian and Pacific Islander (API) residents and/or merchants.**

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 **INITIATIVE 3.1: Develop resource initiatives and/or collaborations with government and/or non-governmental agencies focused on the API community.**

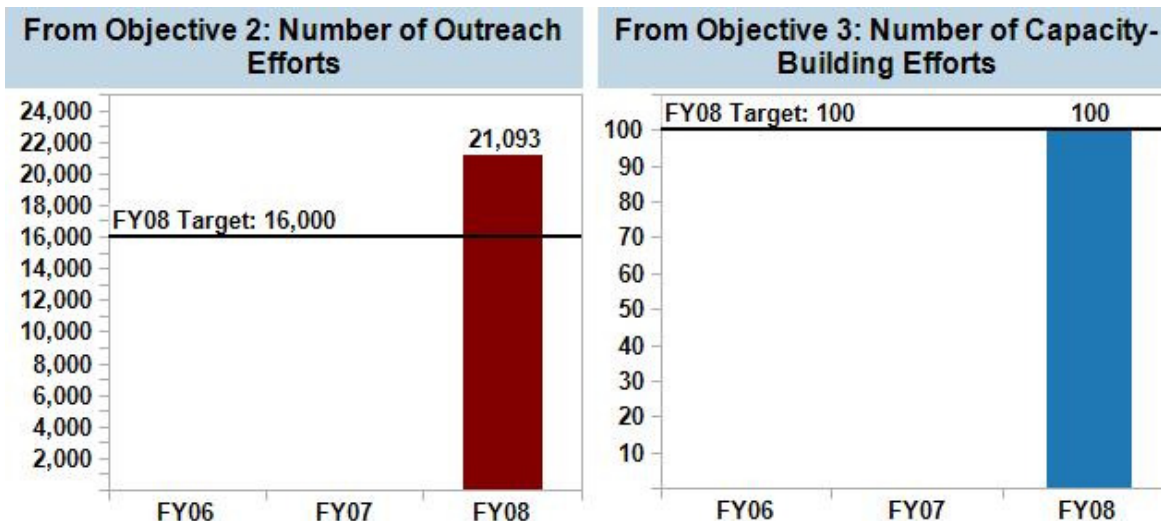
**Fully Achieved Initiative.** OAPIA conducted 35 meetings with Asian and Pacific Islander (APIs) serving community-based organizations (CBOs). Meeting focused on 1) increasing collaborations between organizations to access funding opportunities 2) increasing programmatic and organizational capacity through monetary and non-voluntary sources, and 3) using technical assistance (i.e., board development, strategic planning, etc.) to improve organization's ability to acquire resources. Currently, 75% of OAPIA's grantees are collaborating in programs serving the API community. OAPIA also participated in 12 inter-agency meetings focused on potential funding opportunities targeting special populations (e.g., APIs, immigrants, refugees). These meetings provided one grant opportunity to an API CBO to provide training. Eight external meetings were held with foundations to develop capacity building and funding initiatives partially focused on API community. Out of these meetings, OAPIA became a part of a regional capacity building dialogue focused on



developing API organizations, in addition to, being a part of a APIs in philanthropy organization. Finally, OAPIA participated in four meetings with business organizations. Two businesses funded focused on the API community.



## Key Performance Indicators – Highlights



↑  
**FULLY ACHIEVED**  
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**FULLY ACHIEVED**  
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### More About These Indicators:

#### *How did the agency's actions affect this indicator?*

- Increased number of regular community meetings organized by OAPIA.
- Increased number of meetings coordinated by OAPIA between API community and District agencies .
- Increased number of community outreach activities conducted by OAPIA which include weekly emailing, door to door outreach, and community visits.
- Increased number of volunteers and interns that provide outreach support. OAPIA had 60 interns and volunteers in FY 08.
- Increased visibility of OAPIA through first ever publicity campaign using posters and media campaign.

#### *What external factors influenced this indicator?*

- Willingness and support of District Agency heads to meet and listen to API community concerns.

#### *How did the agency's actions affect this indicator?*

- Established regular communication with DC API Community Based Organizations (CBO) to provide support and information.
- Funded a Technical Assistance Provider to conduct a series of capacity building sessions with API CBOs.
- Provided additional funding to API community.
- Secured additional funding and in-kind donation to support OAPIA's community programs.

#### *What external factors influenced this indicator?*

- Received additional funding from Office of Human Rights which was awarded to an API CBO via a competitive process.



## Key Performance Indicators – Details

**Performance Assessment Key:**

● Fully achieved     
 ● Partially achieved     
 ● Not achieved     
 ● Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
<b>OBJECTIVE 1: To improve and enhance the District agencies' capacity to provide equitable, effective service to API-limited English proficient residents and merchants through advocacy and technical assistance.</b>					
● Number of Covered Entities under the Language Access Act that receive comprehensive guidance and technical assistance from OAPIA . . . . .	N/A	N/A	20.0	23.6	21.0
<b>OBJECTIVE 2: To foster a better understanding between the API community and the District government through grassroots efforts.</b>					
● Number of outreach efforts that lead to better understanding between the API community and District government agencies. . . . .	N/A	N/A	16,000	21,093	16,480
<b>OBJECTIVE 3: To support community groups/entities' developmental activities to provide supplemental services to Asian and Pacific Islander (API) residents and/or merchants.</b>					
● Number of capacity building efforts provided to API community organizations and individuals . . . . .	N/A	N/A	100	100	110