



FY2010 PERFORMANCE PLAN
Mayor's Office on Asian & Pacific Islander Affairs (OAPIA)

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 community grants, advocacy, and community outreach services to DC APIs, so they can have access to a full range of health, education, employment, business, and social services opportunities.

OBJECTIVE 1: Increase community understanding of District government services and utilization of OAPIA through expanded outreach efforts.

INITIATIVE 1.1: Case Assistance Clinic.

OAPIA will launch Case Assistance Clinics in October 2009. Through this program, OAPIA will assist the District's Asian and Pacific Islander (API) individuals, families, and small business owners who have trouble navigating DC government services due to language barriers. The clinics will be held weekly at OAPIA and monthly at locations easily accessible to the API community. Mandarin, Cantonese, Korean and Vietnamese interpretation will be available based on the location. By June, 2010, OAPIA will complete a review of the model thus far, including changes that need to be made. In July, 2010, OAPIA will incorporate the analysis and modify the program to establish it as an on-going program.

INITIATIVE 1.2: Help to ensure full participation of DC Asian Pacific Islander (API) Community in 2010 Census.

Every ten years, the U.S. Constitution mandates a headcount of people residing in the United States. In FY2010, the OAPIA will work with the Office of Planning to promote and execute the District of Columbia's 2010 Census Initiative plan. Specifically, OAPIA will 1) reach out to the DC API community to increase awareness of the Census (October, 2009-February, 2010), 2) educate DC API residents on the importance of completing the 2010 Census questionnaire (October, 2009-January, 2010), and 3) provide language assistance to Limited English Proficient residents to help fill out the questionnaire (March, 2010-April, 2010).

OBJECTIVE 2: Increase capacity of District Agencies to provide culturally and linguistically competent services to the API community through useful technical assistance.

INITIATIVE 2.1: Develop and conduct "Working with API Community Trainings".

OAPIA will use the toolkit developed in FY2009 to provide comprehensive training to DC Government Agencies on working in and with the API community. These trainings will be working sessions that will go further in depth with each agency on their projects for the year. The trainings will be unique in that they will focus on the agency. For



example, the training will be “How the Department of Health can work with the API Community” versus a generic training on “How DC Agencies can conduct data collection in the API community”. Planning of training will be completed by December 2009 and a minimum of ten training sessions will occur between January and September 2010.

OBJECTIVE 3: Support community organizations/entities to provide supplemental services to the Districts API community.

INITIATIVE 3.1: Launch on-line RFP and reporting process for OAPIA grantees.

OAPIA will develop an on-line request-for-proposals process and reporting tool. Proposals will be submitted and evaluated electronically and grantees will be able to submit quarterly reports online. The submission piece will be partially completed by March 2010. The reporting and evaluation tools will be completed by June 2010.

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY07 Actual	FY08 Target	FY 08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projectio
Objective 1						
Number of DC API residents, business owners and organizations in OAPIA Community Database. ¹	N/A	N/A	500 (baseline)	800	1100	1400
Objective 2						
Number of DC agencies giving a satisfactory or above rating on OAPIA’s technical assistance efforts. ²	N/A	N/A	N/A	30	32	34
Objective 3						
Number of capacity building efforts ³ provided to API community organizations and individuals.	N/A	100	100	110 10% increase	121 10% increase	135 10% increase

¹ As of FY 09, OAPIA has created DC only data base to build its contact of DC API residents, merchants, and organizations.

² Technical assistance include: Providing information on API community from U.S. Census and assisting in data collection design, providing information on API community through reports, articles and other informational sources, providing information on resources to receive cultural competency training, providing guidance and/or support from OAPIA in recruitment of bilingual personnel and Reviewing of BLAP/Baseline Assessments/Reports.

This KPI initially measured the % of DC agencies giving a satisfactory or above rating on OAPIA’s technical assistance efforts. Because the number of agencies involved is static and relatively small, a raw figure is more telling than a percentage.

³ Capacity building efforts include: training sessions, consultation sessions, information dissemination, resource sharing, and CBO visit.