



FY2011 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 that the full range of health, education, employment, business, and social opportunities are accessible to the District’s Asian and Pacific Islander American (API) community.

SUMMARY OF SERVICES

OAPIA provides advocacy, community outreach, and community grants to DC APIs and advise District agencies on API community, so DC APIs can have access to a full range of health, education, employment, business, and social services opportunities.

AGENCY WORKLOAD MEASURES

Measure	FY2009 Actual	FY2010 YTD
Number of inquiries or assistance requests from District Agencies	Not Available	Not Available
Number of inquiries or assistance requests from the public	Not Available	Not Available
Number of Asian and Pacific Islander Americans reside in the District	23,321 (based on American Community Survey in 2008)	TBD
Number of Asian and Pacific Islander Americans own business in the District	3,795 (based on US Census Bureau report in 2007)	TBD

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

INITIATIVE 1.1: Work with the District Department of the Environment (DDOE) to educate API merchants on environmental issues to create a greener District.

Environmental issues are at the forefront of cities all across the country, including the District of Columbia. Not only does a greener DC mean a cleaner DC, but the business community also stands to benefit from going green as well. In FY 2011, OAPIA will begin to bridge the knowledge gap between API business owners and DDOE business-related programs. OAPIA, in conjunction with DDOE, will create and distribute in-language information to 1,500 API merchants on the various programs available to business owners in the District. This information will outline the benefits to both the business and the environment by going green. Completion Date: September 30, 2011.

INITIATIVE 1.2: Work with Metropolitan Police District (MPD) to reach out to API businesses and residents to provide safety tips.

OAPIA will work with MPD to conduct door-to-door outreach and informational workshops to reach 1,000 API residents and businesses to disseminate safety tips. Completion Date: September 30, 2011.



INITIATIVE 1.3: Work with Department of Mental Health (DMH) to educate API residents through community organizations about mental health services in the District of Columbia.

OAPIA will work with DMH to organize 4 meetings with API community organizations about mental health services offered by DC government. An improved understanding by community groups will allow them to refer more APIs to appropriate mental health services. OAPIA will provide additional non-government resources and distribute a mental health provider contact database. Completion Date: September 30, 2011.

OBJECTIVE 2: Ensure capacity of District Agencies to deliver culturally and linguistically competent services to API community by providing technical assistance and policy guidance.

INITIATIVE 2.1: Conduct information sessions on DC API community and develop online training module.

OAPIA will conduct 6 information sessions on the API community to highlight data and information on the API population in the District of Columbia. These sessions will give DC employees a better understanding of the community and allow them to better serve the API community. In addition, OAPIA will develop and launch an online training module so that it can be available for all DC employees who can't take face to face training. Completion date: September 30, 2011.

INITIATIVE 2.2: Increase and advocate for information and data on Asian populations.

OAPIA will finalize and distribute the *State of Asians in DC* report to 35 District Agencies covered under the Language Access Act of 2004. The report will highlight available data on the API population both locally and nationally and gaps in data on the Asian population. OAPIA will also work with Agencies to develop recommendations on how to collect data on Asians in DC. This initiative will help Agencies to develop culturally competent programs and policies for the API community. OAPIA will also develop an additional document that discusses Pacific Islander Issues. Completion Date: September 30, 2011.

INITIATIVE 2.3: Assist Agencies in using the Language Access disclaimer.

OAPIA has developed and translated a Language Access disclaimer in five Asian languages (Chinese, Hindi, Korean, Vietnamese, and Urdu) to assist District agencies to provide effective service to API Limited English Proficient (LEP) customers. In FY 2011, OAPIA will provide guidance to at least ten (10) District agencies to include the Language Access disclaimer in their vital documents. The Language Access Disclaimer is a tool that provides constituents a means to get the District agency's vital document information in their own languages. By having the Language Access disclaimer included in the English-only documents, LEP readers will have an option to contact the Agency to request translated version of documents. Completion Date: September 30, 2011.



OBJECTIVE 3: Assist in maintaining and ensuring quality service of API-serving community organizations to the API community by providing capacity building support.

INITIATIVE 3.1 Coordinate information distribution efforts on grant availability and funders including foundations and District Agencies for Asian and Pacific Islander community groups.

Asian and Pacific Islander serving community based organizations have all stated that finding sources of funding is a top priority. In order to maintain and grow the level of service provided by these CBOs, we must continually alert the community of available funding. In 2011, OAPIA will coordinate at least 100 information distribution efforts to help API community groups gain access to funders, and to learn how they can apply for various grants or other funding opportunities. These efforts will include sending out notices of funding, arranging meetings between various charitable foundations and the CBOs, and more. Completion Date: September 30, 2011.

INITIATIVE 3.2 Conduct needs assessment survey of community-based organizations that serve API community.

Many APIs rely on local community-based nonprofits for social services. In FY2011, OAPIA will conduct a needs assessment to identify the current needs of API community-based organizations and the community. OAPIA will use the results to develop a plan on how to provide assistance to these organizations. Completion Date: September 30, 2011.

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY2009 Actual	FY2010 Target	FY2010 YTD	FY2011 Projection	FY2012 Projection	FY2013 Projection
Number of API community members reached by outreach efforts.	Not Available	Not Available	11,000	11,550	12,127	12,733
Percent of constituent issues/cases resolved.	Not Available	Not Available	Baseline	95%	95%	95%
Percentage of satisfactory or above rating on OAPIA services.	Not Available	Not Available	Baseline	90%	90%	90%
Number of technical assistance efforts to DC Agencies ¹ .	Not Available	Not Available	Baseline	34	34	34
Percentage of DC agencies giving a satisfactory or above rating on OAPIA's technical assistance efforts.	100%	90%	TBD	90%	90%	90%

¹There are total of 34 covered entities (DC agencies) under the Language Access Act which was enacted in 2004.



Measure	FY2009 Actual	FY2010 Target	FY2010 YTD	FY2011 Projection	FY2012 Projection	FY2013 Projection
Number of capacity building efforts ² provided to API community organizations and individuals.	115	121	135	149	164	179
Subgrantee's % of budget spent on programmatic costs. ³	Not Available	Not Available	Not Available	65%	65%	65%
% of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award. ⁴	Not Available	Not Available	Not Available	100%	100%	100%

² Capacity building efforts include: training sessions, consultation sessions, information dissemination, resource sharing, and CBO visit.

³The Wise Giving Alliance of the Better Business Bureau identifies 65% to be an industry standard for this measure <http://www.bbb.org/us/Charity-Standards/>. This metric measures all subgrantees' programmatic costs as a percentage of their overall costs.

⁴ Pursuant to 11.4 of the Grants Manual and Source Book all District agencies must complete monitoring reports. All District agencies should be in compliance with this standard. The standard is 100%.