



Office on Asian Pacific Islander Affairs OAPIA (AP)

MISSION

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

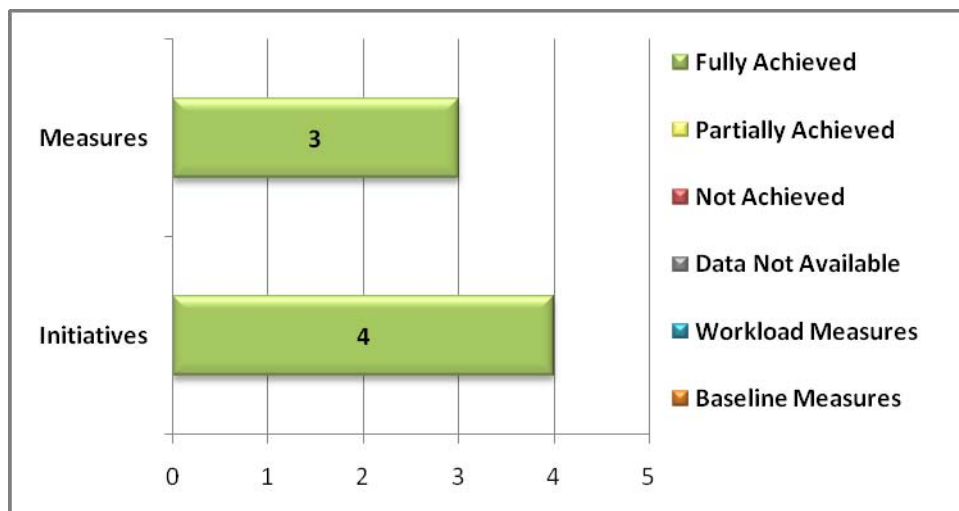
SUMMARY OF SERVICES

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

ACCOMPLISHMENTS

- ✓ Significantly increased awareness of Census 2010 amongst DC Asian Pacific Islander American (APIA) residents by serving as the central contact and as a resource for the APIA community.
- ✓ Improved cultural awareness and competency in regards to the API community amongst 300 frontline employees by providing 26 cultural sensitivity training sessions.
- ✓ Established the first ever OAPIA Case Assistance Clinic to assist the District's Limited English Proficient API community members, holding 68 sessions and resolving 207 cases.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

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

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

● **INITIATIVE 1.1: Case Assistance Clinic.**

This initiative assists API individuals, families, and small business owners who struggle to navigate government services because of language barriers. OAPIA has held a Case Assistance Clinic every Wednesday at OAPIA, and three Thursdays a month in the community, with the intention of being more accessible to the constituents. Mid-year evaluations showed that the sessions held in the community were not as well attended as those held in office, and therefore OAPIA cancelled the community case clinics. Evaluations also showed that people who needed assistance from OAPIA preferred to call or visit the office on their own schedules. In FY 2010, a total of 68 sessions were held, 208 cases were received, and 207 cases were resolved. One case was closed without resolution due to non-response from the client.

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

OAPIA completed the following activities in support of the 2010 Census:

- Created information packets and an online Census Information Center with materials translated into multiple Asian languages;
- Briefed 25 community leaders through two informational workshops;
- Educated 15 API Embassies about the importance of the Census, so they could reach the “hard to reach,” including the new, API immigrant community;
- Conducted an education campaign, coordinating seven informational workshops and reaching over 300 community members, educating APIs on the importance of Census participation and dispelling myths about use of the information;
- Distributed over 4,000 Census Fact Sheets, 900 Asian Language Census Posters, 3,000 Census Bags and 2,000 Census giveaways;
- Organized seven workshops in partnership with community organizations to assist 50 individuals in completing the Census; and
- Became an official Questionnaire Assistance Center providing an accessible venue to the community for questionnaire support.

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

- #### ● **INITIATIVE 2.1: Develop and conduct “Working with API Community Trainings.” OAPIA implemented a three-pronged approach to engaging the Asian and Pacific Islander community in the District of Columbia for Census 2010.**



The purpose of this initiative is to build upon previous dialogue, and to provide tools to frontline and outreach staff to more effectively serve API communities. The goals were to: (1) increase awareness and/or knowledge of specific, DC Agency related issues facing the API community, and (2) identify strategies for frontline staff to address those issues. OAPIA held 21 trainings held with 300 employees from the Department of Motor Vehicles and the Department of Human Services, and all employees from the Alcoholic Beverage Regulatory Administration.

OBJECTIVE 2: Support community organizations/entities to provide supplemental services to district’s API community.

- **INITIATIVE 2.1: Launch online RFP and reporting process for OAPIA grantees.**
To simplifying the process the grant application process and to reduce printing costs for applicants, OAPIA gave applicants the option to submit proposals via email this year. While OAPIA found that developing and managing an online grant application system would be cost prohibitive, OAPIA is exploring other ways to implement a technology solution that would allow for online reporting.

Key Performance Indicators – Details

Performance Assessment Key:

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

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
●	1.1 Number of DC API residents, business owners and organizations in OAPIA Community Database	800	1100	2101	191%	APIA Programs
●	2.1 Percent of DC agencies giving a satisfactory or above rating on OAPIA’s technical assistance efforts.	100%	90%	100%	111.11%	APIA Programs
●	3.1 Number of capacity building efforts provided to API community organizations and individuals.	110	121	182	150.41%	APIA Programs