



Office on Asian Pacific Islander Affairs OAPIA (AP)

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.

ACCOMPLISHMENTS:

✓ **Increased Information and Data on Asian American and Pacific Islander (AAPI) Community**

OAPIA looked to the web to provide information and created two new webpages. OAPIA also created a webpage within its official agency website that is dedicated to environment-related information.

- (<http://apia.dc.gov/DC/APIA/I+Need+Help+In/Subject+Matter+Liaison/Environment>)

The webpage includes translated documents on nail salon safety, excessive heat, carbon monoxide, and women's health in Chinese, Korean, Vietnamese, and Hindi. Additionally, OAPIA developed a resource page on its main website to include all Chinatown-related information such as a history of Chinatown, old and new images of Chinatown, and many others. The page can be accessed via OAPIA's main website at:

- <http://apia.dc.gov/DC/APIA/I+Need+Help+In/Subject+Matter+Liaison/Economic+Development/Chinatown+Cultural+Development+Strategy>.

✓ **Improve Community Outreach**

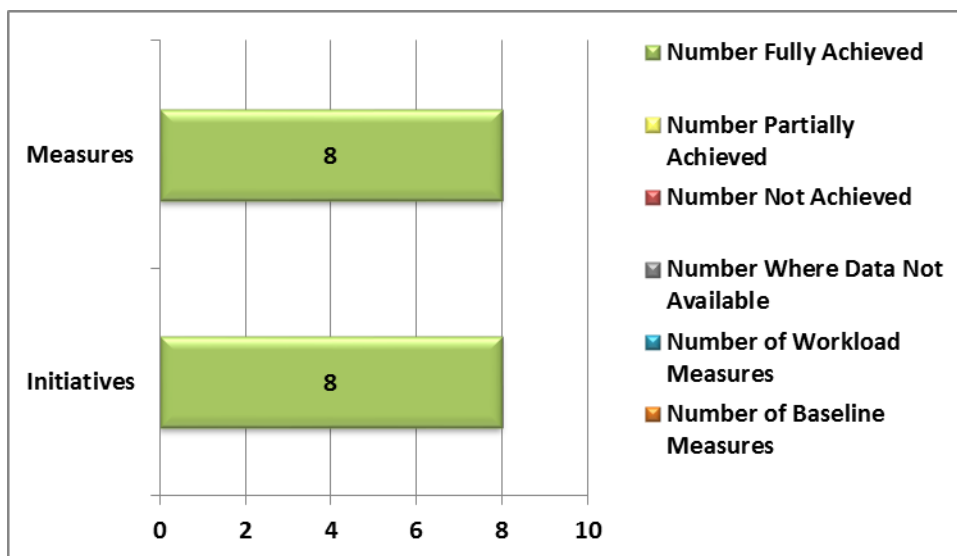
OAPIA conducted the following;

- 18 community workshops in the areas of safety, human services, employment, and housing:
- 4 hate crime prevention workshops
- 4 safety workshops
- 2 Healthcare Reform Medicaid Program workshops
- 2 Food Stamp workshops
- 2 youth workshops on the MPD Cadet Program
- 2 workshops on housing for first-time home buyers, a workshop on the Grandparent Caregiver Program, and one on emergency preparedness. [A total of 277 residents attended the workshops.]
- Conducted 25 door-to-door merchant outreach sessions in all wards in collaboration with the Metropolitan Police Department, reaching 534 AAPI merchants.



- OAPIA's grant program was responsible for reaching 8,471 residents through outreach efforts; hosting 872 workshops; and engaging 136 youth in programming.
 - A total of 130 cases were received and resolved. 14,619 people were reached via all OAPIA outreach efforts.
- ✓ **Building One City through the Promotion of Asian American and Pacific Islander culture, contributions and identity**
- Celebrated Asian American and Pacific Islander (AAPI) Heritage Month in May during an OAPIA-organized celebration event with over 300 people.
 - OAPIA organized an event to recognize the AAPI appointees of the Gray administration which was attended by more than 150 community leaders, advocates, and constituents. Additionally, OAPIA organized a Lunar New Year celebration.
 - Over 180 AAPI community leaders and advocates attended and met with key District agency directors. The event provided an opportunity for everyone to meet, exchange ideas, and explore the possibility of sharing resources through program collaboration
 - Over 60 residents and merchants from the neighborhood actively participated in the exchange of information and ideas.


OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

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.**

FULLY ACHIEVED

OAPIA worked with DDOE to distribute translated materials on the Energy Efficiency Program for small businesses to 534 API business owners. The materials were in Chinese, Vietnamese, and Korean. The materials were distributed via mail, door-to-door outreach, and through existing workshops.

OAPIA also created a webpage within its official agency website that is dedicated to environment-related information

(<http://apia.dc.gov/DC/APIA/I+Need+Help+In+Subject+Matter+Liaison/Environment>). The webpage includes translated documents on nail salon safety, excessive heat, carbon monoxide, and women's health in Chinese, Korean, Vietnamese, and Hindi.

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

FULLY ACHIEVED

OAPIA reached out to 1,446 AAPI small business owners and 1,032 residents distribute safety tips. OAPIA, in collaboration with the Metropolitan Police Department, conducted 25 door-to-door merchant outreach sessions in all wards reaching 534 AAPI merchants in the District. All merchants received packets of information about OAPIA's services, along with information on other government services and safety tips. In addition, safety tips were also distributed via direct mail to 912 AAPI merchants and 646 residents. During the outreach sessions, OAPIA staff introduced PSA officers to AAPI merchants and facilitated their communications. OAPIA held 4 safety workshops for residents at the Chinatown Cultural Community Center, Chinatown Service Center, Vietnamese American Community Service Center, and Asian American LEAD Community Center to provide safety tips and information on in-language 911 emergency services. A total of 86 residents attended the workshops. Safety tips were also distributed to the 300 residents who attended the Asian Heritage Month Celebration and to residents living in low-income housing around the Chinatown and Columbia Heights areas.

- **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.**

FULLY ACHIEVED

OAPIA met with 4 organizations that serve over 1,200 API residents with mental health services in the District of Columbia to distribute 56 translated fact sheets and develop a list of 75 providers.



OAPIA collected and distributed information packets with translated fact sheets on mental health disorders to various community based organizations in Chinese, Korean, Vietnamese, and South Asian languages. OAPIA met with the Vietnamese American Community Service Center, API Domestic Violence Resource Project, Asian Service Center, and Chinatown Service Center on the mental health resources available in the District of Columbia. OAPIA also developed a resource database of mental health providers in the Washington, DC area that offer language capabilities to address the mental health needs of limited English proficient individuals.

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.**

FULLY ACHIEVED

OAPIA conducted a total of 6 information sessions: 4 sessions with the Metropolitan Police Department, 1 session with the Department of Housing and Community Development, and 1 session with the Office of Human Rights. OAPIA used two main methods to provide these trainings: through a panel of community leaders and through one-on-one sessions that highlighted optimal methods to reach the AAPI community. Using the PowerPoint presentations and data from these sessions, OAPIA developed an online training video that can be found here:

<http://apia.dc.gov/DC/APIA/Language+Access/Resources+for+Agencies?nav=4&vgnnextrefre sh=1> . This video provides detailed background information on the AAPI community.

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

FULLY ACHIEVED

OAPIA prepared the *State of Asians in DC* report and distributed it to 35 District agencies, covered under the Language Access Act of 2004. The report included data on the AAPI community. The topics covered were: *Population & Demographics, Health, Employment & Civic Engagement, Housing & Poverty, Safety, Education, and Next Steps*. The report used data from a variety of sources, with a major focus on data from the American Community Survey estimates, US Census Decennial Survey, and local data extrapolated from a variety of reports and sources in order to highlight issues affecting the AAPI population.

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

FULLY ACHIEVED

OAPIA developed and distributed a Language Access disclaimer in 6 languages to 30 District agencies. The disclaimer reads, *“No Cost Language Assistance. Residents of the District of Columbia have the right to receive services from D.C. government offices in languages other than English. For free, you can request interpretation over the phone or in-person, and have some documents translated for you. Please call us at (202) XXX –XXXX, if you need help with this document. For more information about your rights or to make a complaint, call the D.C. Office of Human Rights at (202)727-4559.”* OAPIA provided written suggestions and specific examples on where agencies could apply the disclaimer. OAPIA also demonstrated the cost-benefit outcomes of using a disclaimer while agencies face increased budgetary constraints and are unable to fund the translation of all documents. The disclaimer can also be found here:



<http://apia.dc.gov/DC/APIA/Language+Access/Resources+for+Agencies?nav=4&vgnextrefre sh=1>.

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.**

FULLY ACHIEVED

OAPIA coordinated 197 information distribution efforts to help 101 AAPI community groups gain access to funding sources and learn how they can apply for various grants and other funding opportunities. OAPIA coordinated six meetings with AAPI community groups where OAPIA provided an opportunity for the groups to meet and discuss funding concerns with both District Government Agencies and Private Foundations.

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

FULLY ACHIEVED

OAPIA conducted individual organizational need assessment sessions with 5 community based organizations that have volunteered to be a part of this project. The five organizations are: API Domestic Violence Resource Project, Moving Forward, the Hepatitis-B Initiative of Washington, DC, the Newcomer Community Service Center, and the Vietnamese American Community Service Center. Each organization representative met with OAPIA and the Office of Partnerships and Grant Services. The sessions focused on examining the challenges and strengths of each organization using a Strengths, Weaknesses, Opportunities, Threats (SWOT) model. The confidential results were then discussed with each organization and recommendations were provided. Through this process, OAPIA was able to better understand each organization and its capacity to serve the AAPI population.



Key Performance Indicators – Details

Performance Assessment Key:

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

		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	1.1	Number of API community members reached by outreach efforts.	1,100	1,150		6,184	537.74%	APIA PROGRAMS
●	1.2	Percent of constituent issues/cases resolved.	0	95%		100%	105.26%	APIA PROGRAMS
●	2.1	Number of DC agencies who receive technical assistance through OAPIA efforts	0	34	33	33	100%	APIA PROGRAMS
●	2.2	Percentage of DC agencies giving a satisfactory or above rating on OAPIA's technical assistance efforts.	0	90%		100%	111.11%	APIA PROGRAMS
●	2.3	Percentage of satisfactory or above rating on OAPIA services.	0	90%		100%	111.11%	APIA PROGRAMS
●	3.1	Number of capacity building efforts provided to API community organizations and individuals.	135	149		197	132.21%	APIA PROGRAMS
●	3.2	Subgrante % of budget spent on programmatic costs	0	65%		100%	153.85%	APIA PROGRAMS
●	3.3	% of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	0	100%		100%	100%	APIA PROGRAMS