



## **Office on Asian Pacific Islander Affairs**

### **OAPIA (AP)**

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#### **MISSION**

The Mayor's Office on Asian and Pacific Islander Affairs' (OAPIA) mission is to improve the quality of life for District Asian Americans and Pacific Islanders (AAPI) through advocacy and engagement.

#### **SUMMARY OF SERVICES**

OAPIA provides a diverse range of services that are critical to ensuring the District delivers equal access to its programs and services for District AAPI residents and merchants. OAPIA serves as the primary access point for AAPI residents and merchants with language and cultural barriers and also serves as the primary liaison to engage AAPI residents to participate in the community as a whole, both economically and socially.

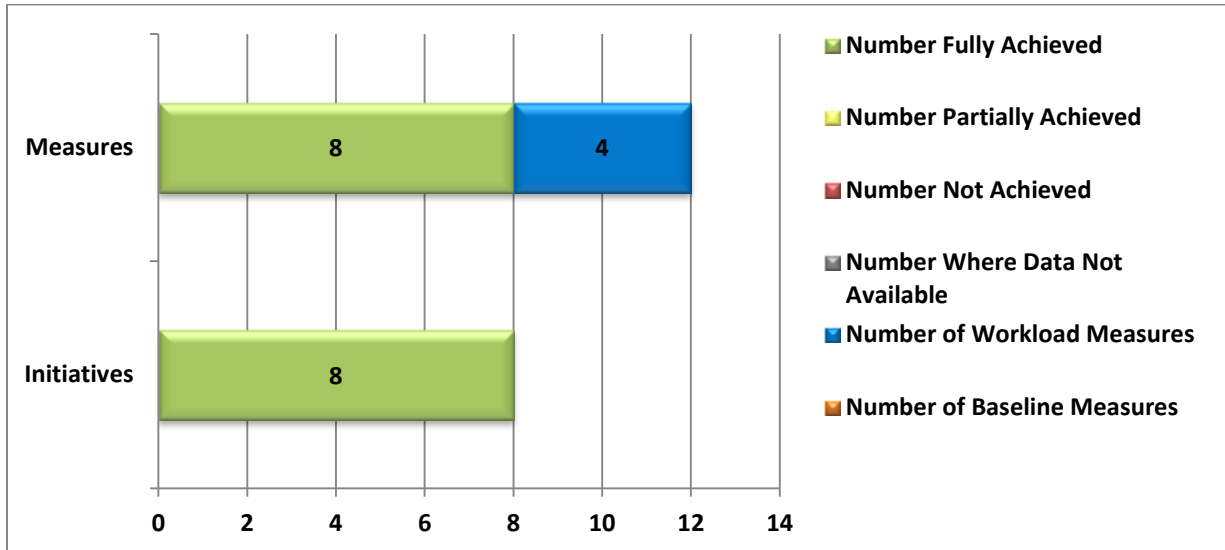
#### **ACCOMPLISHMENTS**

- ✓ OAPIA helped improve lives of AAPIs by connecting 53,451 individuals & groups on DC government programs
- ✓ Organized and attended 361 community events/meetings;
- ✓ Provided 624 technical assistances to District agencies to help improve services to AAPIs

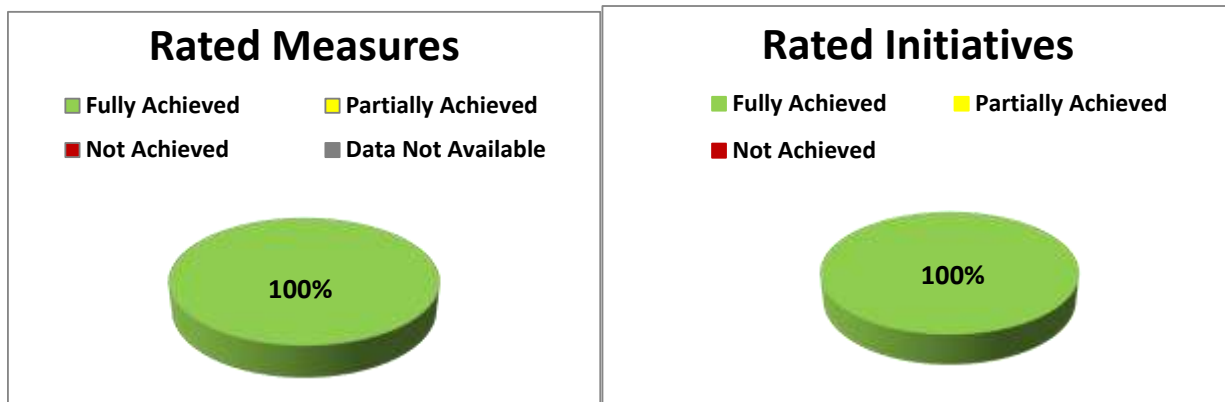


## OVERVIEW AGENCY PERFORMANCE

### TOTAL MEASURES AND INITIATIVES



### RATED MEASURES AND INITIATIVES



**Note:** Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



## Performance Initiatives – Assessments Details

### Performance Assessment Key:

-  Fully achieved     Partially achieved     Not achieved     Data not reported

## Agency Management

**OBJECTIVE 1: Ensure AAPI community's access to District government services by providing expanded outreach efforts, advocacy, and problem-solving services.**

**INITIATIVE 1.1: Coordinate efforts with Raise DC to increase awareness in the AAPI community.**

- **Fully Achieved.** OAPIA partnered with Raise DC to increase awareness of available early childhood education opportunities in the AAPI community. OAPIA reached out to 50 Chinese and Vietnamese parents through an education workshop, door-to-door outreach, emails, and social media to provide information on early childhood education opportunities; opportunities include the new pre-K lottery system, the enrollment process, and other information. Raise DC is a public/private partnership formed to promote a culture shift from competition over District resources to collaboration, by providing every youth with opportunities to succeed from cradle to career.

**INITIATIVE 1.2: Develop an awareness and education campaign around District AAPI residents to learn about their landlord/tenant rights.**

- **Fully Achieved.** OAPIA partnered with the Office of the Tenant Advocate (OTA) to set up groundwork for an AAPI Tenants' Rights Awareness Campaign scheduled to launch in FY14. To prepare for the implementation of the campaign, OAPIA reached 150 AAPI residents through a housing workshop and mailings to provide information about tenants' rights and existing community resources on housing services. The purpose of the campaign is to educate the AAPI community on housing issues; issues on how to review lease agreements, how to recognize unlawful rent increases, how to file a complaint with your landlord, and how to organize a tenants association.

**INITIATIVE 1.3: Increase awareness of workforce development opportunities for District AAPI residents by promoting opportunities**

- **Fully Achieved.** OAPIA reached out to over 297 AAPI community members through the use of email, social media, online newsletters, and ethnic media to promote available employment and workforce development opportunities. OAPIA also developed a brochure for low-income LEP and NEP AAPI residents which contains information on existing workforce development opportunities (e.g. English as a Second Language courses, on the job training) to increase employment prospects. OAPIA will translate the brochure into Chinese, Vietnamese, and Korean language for dissemination at community events in FY14.



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

**INITIATIVE 2.1: Reduce Agency costs by developing a bi-lingual community interpreter bank.**

**Fully Achieved.** OAPIA developed and set up a bilingual community interpreter bank known as the Language Bank. OAPIA set up an intake form for volunteers and developed a self-assessment to identify language capabilities. OAPIA also set up a registration form for District agencies. OAPIA will start accepting work requests from District agencies throughout FY14 and connect the agencies with the volunteers who signed up for the Language Bank.

**INITIATIVE 2.2: Assist Homeland Security and Emergency Management Agency (HSEMA) with an emergency communication plan for the AAPI LEP/NEP population.**

**Fully Achieved.** OAPIA translated all 26 of HSEMA's pre-scripted public announcements into Chinese, Vietnamese, and Korean to help ensure that the District has an effective communication plan for the LEP and NEP AAPI population during emergency situations; situations include an extreme heat disaster, snow disaster, hurricane, water shortage, and other scenarios. These translated scripts have been uploaded to the OAPIA website and are available for HSEMA to post via their website as needed. This will help ensure that LEP and NEP AAPI residents receive timely information on emergencies regardless of language barriers.

**INITIATIVE 2.3: Work with Department of Health (DOH) to educate AAPI residents on HIV/AIDS.**

**Fully Achieved.** OAPIA partnered with DOH to raise public awareness among the AAPI community on the issue of HIV/AIDS and the importance of HIV screenings. OAPIA reached out to 1,393 AAPI community members through mailings, door to door outreach, workshops, and emails. OAPIA develop multilingual outreach flyers that were culturally sensitive for the AAPI community. The flyers were also distributed widely at AAPI events and OAPIA outreach activities and were promoted through OAPIA's social media outlets. OAPIA organized two HIV educational workshops, one for adults and one for youth. The workshop participants received information on the nature and background of HIV/AIDS, ways HIV/AIDS is spread, and the measures to help protect oneself and other individuals. Participants also received a list of resources for prevention and screening services. OAPIA plans to continue this campaign by distributing the flyers during its outreach activities.

**INITIATIVE 2.4: Work with Board of Elections to help identify bilingual volunteers and support for general election.**

**Fully Achieved.** OAPIA partnered with the BOE to increase the engagement of AAPI residents for the general elections. OAPIA organized three voter registration drives at which bilingual staffs, interns and volunteers were present to assist LEP and NEP AAPI residents with voter registration; OAPIA registered 61 residents from these events. OAPIA reached out to 325 individuals through the use of social media, emails, and online newsletters to help recruit bilingual election workers and encourage people to register to vote. OAPIA also translated election worker recruitment announcements. OAPIA plans to continue registering AAPI voters as well as help recruit election workers in FY14.



**OBJECTIVE 3: Ensure Mayor's One City vision by enhancing connections between diverse communities and encouraging participation by AAPI residents and merchants' civic, cultural, and social life.**

**INITIATIVE 3.1: Develop a pilot program to help improve AAPI businesses to increase revenue and create jobs.**

**Fully Achieved.** OAPIA partnered with the Department of Small and Local Business Development (DSLBD), the Department of Housing and Community Development (DHCD), and Georgetown University to develop Project BUILD (Business University partnership to Innovate, Link and Develop small retail businesses). Project BUILD is an initiative to help improve existing

- AAPI small retail businesses by pairing them with bilingual Master of Business Administration (MBA) students who provide free business technical assistance. OAPIA reached out to 150 businesses through phone banking and emails to promote Project BUILD. Nine MBA students and nine AAPI businesses registered with Project BUILD. Five out of the nine businesses who registered completed their business plans together with the MBA students. The businesses also received information on funding opportunities and other business resources that were available through government assistance in their neighborhoods.



## Key Performance Indicators – Details

### Performance Assessment Key:

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

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
	1.1	Number of AAPI community members reached by outreach efforts.	30,453	31,946		53,451	167.32%	Agency Management Program
	1.2	Percent of constituent issues/cases resolved	100%	95%		100%	105.26%	Agency Management Program
	2.1	Number of DC agencies who receive technical assistance through OAPIA efforts	33	34		34	100%	Agency Management Program
	2.2	Percentage of DC agencies giving a satisfactory or above rating on OAPIA technical assistance efforts.	100%	90%		100%	111.11%	Agency Management Program
	2.3	Percentage of satisfactory or above rating on OAPIA services.	100%	90%		100%	111.11%	Agency Management Program
	3.1	Number of capacity building efforts provided to AAPI community organizations and individuals.	183	207		282	136.23%	Agency Management Program
	3.2	Subgrantees % of budget spent on programmatic costs	65%	65%		100%	153.85%	Agency Management Program
	3.3	% of scheduled monitoring visits as defined in agency monitoring plan completed for each grant award	100%	100%		100%	100%	Agency Management Program



	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
●	3.4	Number of inquiries or assistance requests from District Agencies	170	Target Not Required		294	Workload Measure Not Rated	Agency Management Program
●	3.5	Number of inquiries or assistance requests from the public	188	Target Not Required		575	Workload Measure Not Rated	Agency Management Program
●	3.6	Number of Asian American and Pacific Islanders residing in the District	26,857	Target Not Required		26,857	Workload Measure Not Rated	Agency Management Program
●	3.7	Number of Asian American and Pacific Islander owned businesses in the District	3907	Target Not Required		3,907	Workload Measure Not Rated	Agency Management Program