



## Office on Latino Affairs

### OLA (BZ)

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#### MISSION

The mission of the Office on Latino Affairs (OLA) is to provide access to health, education and other social services to the District's Latino population.

#### SUMMARY OF SERVICES

OLA provides community-based grants, advocacy, community relations and outreach services to DC Latinos, so they can have access to a full range of human services, health, education, housing, economic development and employment opportunities.

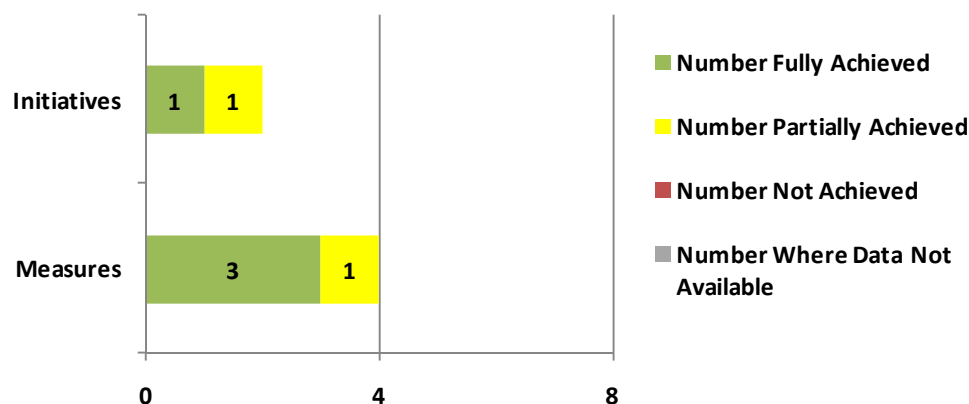
#### AGENCY OBJECTIVES

1. Improve institutional knowledge and skills, as well as the quality of programs and/or services offered to DC Latinos by Latino-serving non-profit organizations.
2. Provide consultation, collaboration, and problem-solving services to the Mayor, District government agencies, community-based groups, and other entities, so that DC Latinos are better informed, represented and served.
3. Provide community outreach services and generate non-profit/public/private sector partnerships, in order to augment DC Latinos' knowledge of, and access to, vital programs, services and information.

#### 3 KEY ACCOMPLISHMENTS

- ✓ First Mayor's Latino Youth Summit – over 200 Latino youth attended and provided recommendations on how to tackle the unique obstacles they face.
- ✓ Key response agency for Mt. Pleasant fire victims – provided round the clock support for over a month to various agencies in translation and overall coordination of relief efforts from initial building evacuation to relocation of victims into permanent housing.

#### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details


### Performance Assessment Key:

 Fully achieved     Partially achieved     Not achieved     Data not reported

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### **OBJECTIVE 1: Improve institutional knowledge and skills, as well as the quality of programs and/or services offered to DC Latinos by Latino-serving non-profit organizations.**


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-  **INITIATIVE 1.1: Increase resources to, and the effectiveness of, programs and services for the Latino community.**  
**Partially Achieved.** OLA conducted various workshops throughout the year, for Latino-serving non-profits, on several topics to help organizations with fundraising and other areas. OLA collaborated with Hispanics in Philanthropy to bring in more funds to fund DC-based Latino-serving organizations. OLA also worked with DC government agencies to ensure outreach to the Latino community. Will continue these measures in FY09.

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### **OBJECTIVE 2: Provide consultation, collaboration, and problem-solving services to the Mayor, District government agencies, community-based groups, and other entities, so that DC Latinos are better informed, represented and served.**

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-  **INITIATIVE 2.1: Improve implementation of the Language Access Act.**  
**Fully Achieved.** During the summer, interns were used to take part in a customer service monitoring project. A report was produced to be shared with the agencies' Language Access coordinators so that they may take any needed steps to improve customer service to non-English speaking DC residents. OLA's outreach team promoted Language Access by helping to distribute "I speak" cards throughout the community and by taking part in seminars and other events to educate the community about their Language Access rights.

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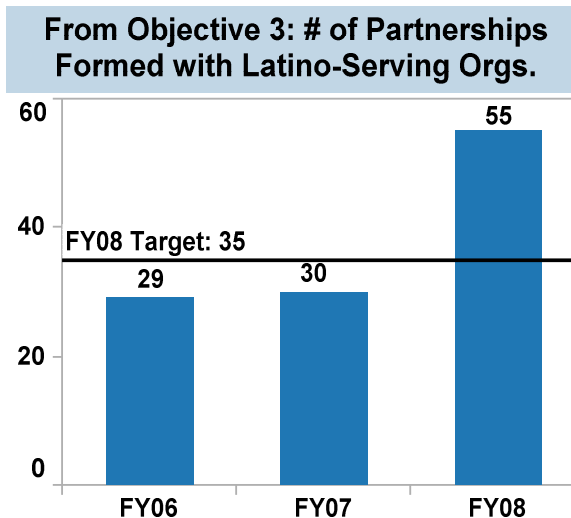
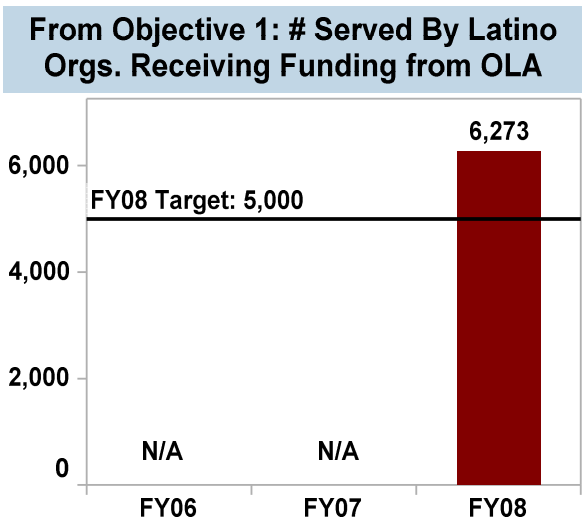
### **OBJECTIVE 3: Provide community outreach services and generate non-profit/public/private sector partnerships, in order to augment DC Latinos' knowledge of, and access to, vital programs, services and information.**

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*No initiatives associated with this objective in FY08.*



## Key Performance Indicators – Highlights



**FULLY ACHIEVED**

**FULLY ACHIEVED**

### More About These Indicators:

#### *How did the agency's actions affect this indicator?*

- Worked to bring professional development activities to the organizations that received grant funding and served the Latino community.
- Collaborated with other funders to increase funding and other professional development opportunities to these organizations.

#### *What external factors influenced this indicator?*

- OLA's membership in the regional funding collaborative, led by the national philanthropic network known as Hispanics in Philanthropy (HIP), enabled the agency to leverage a modest investment made to the collaborative into a pool of over \$375,000 in grant funds made available to 13 Latino-serving organizations in the District.

#### *How did the agency's actions affect this indicator?*

- Established partnerships with 55 distinct community-based, public and private organizations to conduct a wide array of events and education initiatives.

#### *What external factors influenced this indicator?*

- The strong partnerships formed with fellow agencies have allowed OLA to facilitate the provision of some services in the community, thereby increasing the accessibility and knowledge of these services.



## Key Performance Indicators – Details

### Performance Assessment Key:

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

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
<b>OBJECTIVE 1: Improve institutional knowledge and skills, as well as the quality of programs and/or services offered to DC Latinos by Latino-serving non-profit organizations.</b>					
<span style="color: green;">●</span> # served by Latino organizations receiving funding from OLA	N/A	N/A	5,000	6,273	5,500
<b>OBJECTIVE 2: Provide consultation, collaboration, and problem-solving services to the Mayor, District government agencies, community-based groups, and other entities, so that DC Latinos are better informed, represented and served.</b>					
<span style="color: yellow;">●</span> % of Language Access Act covered agencies that show progress in the implementation of their Language Access plans as measured by OLA.	82%	96%	100%	97%	100%
<b>OBJECTIVE 3: Provide consultation, collaboration, and problem-solving services to the Mayor, District government agencies, community-based groups, and other entities, so that DC Latinos are better informed, represented and served.</b>					
<span style="color: green;">●</span> # of Latino parents that are members of the parent associations in the top five schools with highest number of Latino students	N/A	N/A	30	35	50
<span style="color: green;">●</span> # of partnerships formed with Latino-serving organizations (community-based/public/private) to increase knowledge and access to services.	29	30	35	55	40