



**FY2011 PERFORMANCE PLAN
Office on Latino Affairs**

MISSION

The mission of the Office on Latino Affairs (OLA) is to facilitate access to health, education and other social services for 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 WORKLOAD MEASURES

Measure	FY 2009 Actual	FY 2010 YTD
Constituent Enquiries/ Technical Assistance Sessions	985	880
Number of Grant Applications Received	57	65

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

INITIATIVE 1.1: Implement monitoring site-visits and feedback/status reports of OLA grantees.

OLA will implement monitoring site-visits of its grantees in an effort to effectively monitor the overall financial and programmatic health of its community-based partners in order to proactively identify grant-related issues, recommend solutions and provide tailored technical assistance if needed. This effort will provide the agency with an opportunity to review the progress made on the partner’s approved work plan, year to date expenses, compliance with all DC regulations, suggest areas for improvement and discuss any issues related to the grant or the overall health of the organization for which OLA may be of assistance. Selected grantees will receive a monitoring and compliance report following the site visit summarizing the findings of the activity. OLA will randomly select 8 grantees to monitor in such a manner during the fiscal year. Two monitoring reports will be completed each quarter.

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.

INITIATIVE 2.1: Language Access evaluation of customer service areas of various DC agencies.

OLA will work with the Office of Asian and Pacific Islander Affairs and the Office on African Affairs on reviewing and improving specific customer service practices conducted by DC agencies as it relates to Language Access. Specifically, OLA will review signage and associated agency protocols put in place to attend to the customer service needs of Limited English Speakers upon first arriving at an agency’s front desk or



first point of contact. OLA will assess how readily available translated printed materials are and the process by which the agency informs the client of their language access rights. OLA will identify any deficiencies or improvements needed to comply with the 2004 Language Access Act, and provide technical assistance to those agencies in need of improvement through sharing best-practices utilized by sister DC agencies and others. The success of the initiative will be measured by the agencies' expected improvement in Language Access compliance as determined by the Office on Human Rights. OLA will review 50% of the covered agencies in FY11.

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.

INITIATIVE 3.1: Facilitate quarterly round-table discussions on issues affecting the Latino community.

OLA will convene quarterly meetings with various community groups to discuss priority issues to the Latino community. OLA will provide subject matter experts on social service issues impacting the Latino community to serve on panels and will bring relevant agency directors to interact with the community groups. These gatherings will facilitate greater collaboration among the community-based non-profit entities serving the Latino community and allow for opportunities to strategize, problem-solve, identify areas of need, and provide feedback on relevant government services cooperatively. The presence of the agency directors and other relevant government officials will provide an opportunity to build relationships, create partnerships and expedite resolutions to issues identified by the various stakeholders. Prospective topics include: Strategies to improve the delivery of health services to the immigrant community; creating collaborative partnerships to enhance tenant's rights and tenant organizing; and enhancing employment and economic development opportunities for DC Latinos, among others.



PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY2009 Actual	FY2010 Target	FY2010 YTD	FY2011 Projection	FY2012 Projection	FY2013 Projection
Percent of clients at non-profits funded by OLA that report satisfactory experiences with programs and personnel.	76%	75%	Not Available	80%	82%	85%
Number served by organizations receiving funding from OLA.	18201	6500	7720	7000	7500	7750
Number of Language Access Act covered agencies receiving technical assistance.	14	23	21	25	27	28
Number of Latinos reached at events in Wards 5, 6, 7, and 8.	Not Available	150	170	200	250	350
% of subgrantee's budget spent on programmatic costs ¹	Not Available	Not Available	Not Available	65%	65%	65%
% of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award ²	Not Available	Not Available	Not Available	100%	100%	100%

¹ The 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.

² 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%.