

Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Improve Latino-serving non-profit organizations' institutional capacity, skills, and service program quality for services offered to DC Latinos. (1 Activity)			
GRANTS MGMT. ACTIVITY	Latino Community Development Grant		Daily Service
2 - Facilitate greater access to economic development resources among DC Constituents (resident and/or Business owners). (1 Activity)			
COMM. INFO. EXCHANGE ACTIVITY	Facilitate greater access to economic development resources among DC Constituents		Daily Service
3 - Assist Latinos in acquiring workforce skills that help them succeed in and foster the growth of the new economy in the District. (3 Activities)			
GRANTS MGMT. ACTIVITY	Workforce Development		Daily Service
COMM. INFO. EXCHANGE ACTIVITY	Community Outreach	MOLA will coordinate employment fairs to promote bilingual hiring.	Daily Service
LANGUAGE ACCESS ACTIVITY	Language Access	MOLA will promote bilingual hiring in district government and the non -profit sector via bi-weekly newsletters.	Daily Service
4 - Improve the quality of Life among Latinos. (2 Activities)			
COMM. INFO. EXCHANGE ACTIVITY	Community Outreach		Daily Service
PERFORMANCE MGMT	Demographics		Daily Service
5 - Create and maintain a highly efficient, transparent and responsive District government** (3 Activities)			
PERFORMANCE MGMT	Performance Management		Daily Service
COMM. INFO. EXCHANGE ACTIVITY	Public Relations		Daily Service
LANGUAGE ACCESS ACTIVITY	Language Access Program		Daily Service

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Latino Community Development Grant (3 Measures)								
Number of Grant Applications Received	<input type="checkbox"/>		Number of grant applications	85	Annually	Not available	Not available	

Number of Grants Awarded	✓		Total number of grants awarded	1	Annually	Not available	Not available	New Measure
Total dollar amount of grants awarded	✓		Dollar amount of grants awarded	1	Annually	Not available	Not available	New Measure
3 - Community Outreach (1 Measure)								
Number of attendees at MOLA Employment Fairs	✓		Total Number of attendees at OLA Employment Fairs	1	Semi-Annually	Not available	Not available	New Measure
3 - Language Access (1 Measure)								
Number of bi-weekly newsletters produced	✓		Total Number of bi-weekly newsletters produced	1	Quarterly	Not available	Not available	New Measure
3 - Workforce Development (1 Measure)								
Number of grants awarded to provide workforce development .	✓		Number of grants	1	Annually	Not available	Not available	New Measure
4 - Community Outreach (1 Measure)								
Number of MOLA orgaized events/ activities	✓		Number of MOLA events	1	Quarterly	Not available	Not available	New Measure
4 - Demographics (1 Measure)								
Number of Latinos residing in the District	<input type="checkbox"/>		Number of Latinos residing in the district	1	Annually	Not available	Not available	
5 - Language Access Program (1 Measure)								
Number of recommendations provided to agencies named under the Language Access Act of 2004.	✓		Number of recommendations	1	Annually	Not available	Not available	New Measure
5 - Public Relations (1 Measure)								
Number of MOLA newsletters published	✓		Total number of newsletters	1	Quarterly	Not available	Not available	New Measure

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
COMM. INFO. EXCHANGE ACTIVITY (3 Strategic initiative-operation links)		
Promote Employment Fairs.	MOLA will collaborate with District, CBO, and private sector partners to organize and promote employment fairs and disseminate information about available jobs and technical training available to the District's Latino residents.	09-30-2016
Ensure that the Latino business community has access to available technical assistance.	MOLA will work to make the Latino business community more competitive in the new economy by partnering with various government agencies and CBO's to provide technical assistance on how to register a business, compliance with D.C. regulations and development of business tools.	09-30-2016
Facilitate one round-table discussion per quarter on issues affecting the Latino community.	MOLA 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. Topics may include, but not be limited to, delivery of health services to the immigrant community, housing, public safety, education, and enhancing employment and economic development opportunities for DC Latinos.	09-30-2016
GRANTS MGMT. ACTIVITY (1 Strategic Initiative-Operation Link)		
MOLA will support workforce development programs through grants.	MOLA will continue to invest in and support workforce development programs that help District Latino residents meet the job market demands of the new economy.	09-30-2016
LANGUAGE ACCESS ACTIVITY (2 Strategic initiative-operation links)		
Promote bilingual hiring via bi-weekly newsletters	MOLA will promote bilingual hiring in district government and the non -profit sector via its bi-weekly newsletters. An average of six newsletters will be produced, published and disseminated via list serves and social media outlets on a quarterly basis.	09-30-2016
The LA program, through its Language Access Monitor, will continue monitoring DC government sites, and maintaining visits to CBOs to continue identifying areas of technical support, and initiatives for OLA.	MOLA will continue monitoring of the next five prioritized DC government agencies' frontline sites and continuous fostering of OLA's relationship with employees at the different Latino-serving community based organizations in order to identify areas of improvement for the DC government agencies under the Language Access Act. This monitoring and fostering of relationships will also help OLA to determine development and implementation of the technical support that may be provided by OLA.	09-30-2016

