FY 2015 PERFORMANCE PLAN
Office on Asian and Pacific Islander Affairs

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.

AGENCY WORKLOAD MEASURES

Measures	FY 2012 Actual	FY 2013 Actual	FY2014 YTD[1]
Number of inquiries or assistance requests from District Agencies	367	294	228
Number of inquiries or assistance requests from the public	469	575	808
Number of Asian American and Pacific Islanders residing in the District	26,857 (based on 2010 Census)	26,857 (based on 2010 Census)	29,132 (based on 2012 Census)

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

INITIATIVE 1.1: Increase understanding of pre-K and school choice to 50 AAPI parents. [Education]
OAPIA will research and develop an in-language one page document to promote the importance of pre-K to 50 AAPI parents. The document will be in a FAQ format using no more than 10 questions. OAPIA will also work closely with My Schools DC to increase AAPI family participation in the lottery for pre-K and school choice options. OAPIA will provide policy guidance to My Schools DC and collaborate on outreach to promote the lottery and engage community based organizations to assist their clients in using the lottery. **Completion Date: September 30, 2015**

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[1] Data as of September 30, 2014

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INITIATIVE 1.2: Encourage AAPI residents to adopt stormwater-friendly landscaping practices. [Environment]
DDOE's RiverSmart Homes Program has been highly successful in helping to prevent polluted stormwater from entering the District's waterways in areas of the city; however, participation rates in the RiverSmart Homes program have been historically lower in certain areas. OAPIA will promote this program to AAPI residents through in-person and online outreach and sign-up five AAPI residents to participate and thus help increase the overall participation rate. Participating residents would install green infrastructure such as rain barrels, green roofs, rain gardens, permeable pavement, shade trees, and more which will safeguard homes against flooding, beautify yards, increase property values, reduce mosquitoes, and reduce overall home energy use. **Completion Date: September 30, 2015**

INITIATIVE 1.3: Encourage disadvantaged AAPI residents to participate in job placement programs. [Employment]
The Department of Employment Services (DOES) administers Project Empowerment, a transitional employment program that provides job readiness training, work experience, and job search assistance to District residents who face multiple barriers to employment (e.g. lack of a secondary education credential, homelessness, history of job cycling). OAPIA will promote Project Empowerment along with vocational training opportunities and programs (e.g. trade schools, apprenticeship programs, etc.) through in-person and online outreach to 100 disadvantaged AAPI residents seeking employment. **Completion Date: September 30, 2015**

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

INITIATIVE 2.1: Provide technical assistance to Department of Environment (DDOE) to effectively inform limited or non-English speaking AAPI retail business about the ban on the use of polystyrene (styrofoam) food service products. [Small Business]
OAPIA will provide technical assistance to DDOE to help develop culturally and linguistically appropriate outreach strategies and related materials to educate AAPI businesses about the ban of using polystyrene (Styrofoam) food service products, and information on alternative compostable or recyclable food service products that should be used. The ban will take effect in 2016. **Completion Date: September 30, 2015**

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

INITIATIVE 3.1: Establish a structure that streamline the process of serving AAPI domestic violence victims to help with recovery and getting back to normal life. [Safety/Human Services]

The purpose of this initiative is to help AAPI domestic violence victims with recovery and getting back to normal life. OAPIA will develop a structure that will ensure all identified AAPI domestic violence victims, especially those facing language and cultural barriers, receive assistance needed in a culturally and linguistically sensitive manner. OAPIA will work with the Metropolitan Police Department (MPD) and various community based organizations (CBOs) to identify AAPI victims of domestic violence and work with other District agencies as well as CBOs to address not only the safety concerns of victims, but also their human service needs. **Completion Date: September 30, 2015**

KEY PERFORMANCE MEASURES - *Office on Asian and Pacific Islander Affairs*

Measures	FY 2013 Actual	FY 2014 Target	FY 2014 YTD[2]	FY 2015 Target	FY 2016 Target	FY 2017 Target
1.Number of community members[3] reached through outreach efforts[4]	N/A	34,716	47,215	36,452	38,275	40,189
2. Percentage of constituent cases resolved	100%	95%	95%	95%	95%	95%
3. Percentage of satisfactory or above rating on OAPIA efforts	100%	90%	90%	90%	90%	90%
4. Number of outreach and capacity building/technical assistance[5] efforts to AAPI community members[6]and DC agencies	217	296	1270	311	327	343
5. Subgrantees' % of budget spent on programmatic costs[7]	100%	65%	100%	65%	65%	65%
6.% of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award[8]	100%	100%	100%	100%	100%	100%

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[2] Numbers for FY14 are higher than normal due to additional temp staff hired.

[3] This number is not a unique count and includes both DC and non-DC community members.

[4] Outreach efforts includes but not limited to door to door outreach, events attended, events that OAPIA organized, phone calls, mailings, and emails sent.

[5] Capacity building/technical assistance efforts includes:
- To AAPI community members: case assistance, trainings and workshops, referrals, information dissemination, resource sharing, and community based organization (CBO) visits.
- To DC agencies: providing information on the AAPI community using U.S. Census data and assisting in data collection design, providing information on the AAPI community through reports, articles, and other informational sources, providing information on resources to receive cultural competency training, providing guidance and/or support from OAPIA in the recruitment of bilingual personnel, and reviewing BLAP/Baseline Assessments/Reports. It also includes: training sessions, consultation sessions, information dissemination, and resource sharing.

[6] Community members are residents, advocates, small businesses, and non-profits.

[7] The Wise Giving Alliance of the Better Business Bureau identifies 65% to be an industry standard for this measure (Source: http://www.bbb.org/us/Charity-Standards/). This metric measures all subgrantees' programmatic costs as a percentage of their overall costs.

[8] Pursuant to 11.4 of the Grants Manual and Source Book, all District agencies must complete monitoring reports. All District agencies should bein compliance with this standard. The standard is 100%.