

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of Mayor Muriel Bowser



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Donahue'.

Kevin Donahue
Interim City Administrator



Office on Asian and Pacific Islander Affairs FY2020

Agency Office on Asian and Pacific Islander Affairs

Agency Code APO

Fiscal Year 2020

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

Summary of Services MOAPIA 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. MOAPIA 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.

2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
MOAPIA administered the Mayor's Census grant program and also carried out its own census outreach successfully. MOAPIA fulfilled its initiative to promote the significance of participating in the 2020 Census through its own outreach specifically focusing on AAPI residents, as well as proactive outreach, collaboration, and communication with the Mayor's 16 Census Grantees that focused on all hard to count populations in all eight wards.	The accomplishment proves MOAPIA's ability to coordinate a complex, multi-ethnic, and city wide project. The heightened engagement in the 2020 Census as a result of the grant program and the work of community partners helped ensure a more complete count of the District's population and will bring a good new set of data for the District and MOAPIA to plan its future work to serve its community.	Over 883,000 engagements with hard-to-count residents of different backgrounds through 16 grantees' campaigns to organize, inform, and motivate Washingtonians to be counted in the 2020 Census. In Wards 7 and 8 alone, over 152,000 impressions have been made via engagement campaigns of its grantees and partners through a variety in-person and virtual outreach methods, over 1,000 Census Ambassadors were trained to engage at the neighborhood and community levels as trusted messengers including in Wards 7 and 8. In addition, via MOAPIA Census outreach efforts alone, a total of, 19,284 people were reached.
MOAPIA continued its strong support to AAPI businesses by conducting door to door outreach to 289 AAPI businesses in all 8 wards. Another 669 were reached via virtual outreach efforts; and MOAPIA resolved 434 cases that required bilingual assistance for small business owners.	This accomplishment proves that MOAPIA's ability to address the community's pressing issues and concerns. MOAPIA will continue to build trusting partnerships and engagement efforts with AAPI constituents, delivering any information/resources they might need to address their various needs.	AAPI businesses in DC received the most up-to-date information on a wide range of government programs/services, and financial assistance programs. AAPI businesses received technical assistance, which helped them to retain their businesses and obtain information/resources during this challenging time.
COVID Recovery and Relief efforts for the AAPI community	This accomplishment proves MOAPIA's ability to effectively identify challenges facing the AAPI community and quickly adapting and adopting new outreach methods to reach out to the community. During the public health emergency period, MOAPIA has switched its conventional outreach to phone banking, virtual outreach, mailers, and limited in-person outreach to effectively share information and resources that might be beneficial to constituents and assist them mitigate their challenges.	Translated 430 COVID related outreach materials. Mailed, emailed, and texted COVID related materials, reaching 1596 constituents. Made 3986 calls to stay in touch with AAPI businesses and residents, including 2,323 calls for COVID relief outreach. As a result, AAPI constituents received timely information on programs and services for them. MOAPIA handled a total of 1,600 constituent cases, 434 of them are small business technical assistance cases, 56% of which involved helping small business owners apply for various resources for COVID relief. The rest are cases ranging from unemployment benefits to various health and human services cases to housing assistance to mental health services for residents. The total number of cases in FY20 is 187% compared to FY19 due to the high demand for COVID related relief services.

2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
1 - Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services. (2 Measures)												
Percent of constituent cases resolved	Quarterly	99.6%	100%	100%	95%	100%	100%	100%	100%	100%	Met	
Number of clients served by MOAPIA's AAPI Community Grant Program grantees	Quarterly	6496	5261	3931	2000	934	1709	1603	1910	6156	Met	
2 - Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance. (2 Measures)												
Number of AAPI small businesses visited	Quarterly	894	521	561	250	156	128	468	405	1157	Met	
Share of agencies covered under the Language Access Act receiving technical assistance	Annually	32	38	38	32	Annual Measure	Annual Measure	Annual Measure	Annual Measure	32	Neutral Measure	
3 - Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs. (2 Measures)												
Number of community meetings/events attended	Quarterly	271	215	410	217	137	125	102	97	461	Met	
Number of people that attend MOAPIA events	Quarterly	3843	3498	34,142	3860	764	21,541	211	170	22,686	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measures)												
Percent of satisfactory or above ratings at MOAPIA outreach events	Quarterly	100%	100%	96.5%	90%	100%	100%	80%	100%	95.1%	Met	
Percent of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award	Annually	100%	100%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 PAR
1 - Case Assistance (1 Measure)							
Number of calls case assistance requests	4450	4932	693	2504	2516	2221	7934
1 - Outreach (1 Measure)							
Number of grant proposals received	11	41	Annual Measure	Annual Measure	Annual Measure	Annual Measure	20
2 - Agency Technical Assistance (1 Measure)							
Number of documents translated for partner agencies	37	78	21	139	138	132	430
4 - Outreach (2 Measures)							
Number of social media followers	3960	18,851	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	5914
Number of website hits	17,282	45,053	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	40,638

2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Ensure AAPI community's access to District government services through outreach efforts, advocacy, and problem-solving services. (3 Activities)			
OUTREACH/EDUCATION	Outreach	This operation includes MOAPIA's regular door-to-door visits to Asian American and Pacific Islander businesses and residents, relationship building with community based organizations, and attending various community meetings to promote government programs and services to more constituents.	Daily Service
OUTREACH/EDUCATION	Case Assistance	This operation includes case intake and inter-agency coordination to solve constituent issues. The issues are usually in regard to housing, health, businesses or safety concerns.	Daily Service
ADVOCACY	Event Planning	This operation includes all aspects of planning for events (meetings, workshops, special programs) that support the agency's mission and advance the District's priorities.	Daily Service
2 - Ensure additional capacity of District agencies to deliver culturally and linguistically competent services through technical assistance. (2 Activities)			
INTERAGENCY COORDINATION	Agency Technical Assistance	This operation includes providing technical assistance to a few partnering DC agencies in the areas of language translations and outreach recommendations.	Daily Service
INTERAGENCY COORDINATION	Review Language Access reports	This operation includes reviewing annual and biennial language access reports on District agencies that are mandated under Language Access Act, and providing them with recommendations and opportunities for potential collaboration in order to ensure District's capacity to serve AAPI community.	Daily Service
3 - Increase understanding of the AAPIs among other diverse communities and promote civic engagement and participation of AAPIs. (2 Activities)			
OUTREACH/EDUCATION	Outreach	This operation includes MOAPIA's regular door-to-door visits to Asian American and Pacific Islander businesses and residents, relationship building with community based organizations, and attending various community meetings to promote government programs and services to more constituents.	Daily Service
OUTREACH/EDUCATION	Event Planning	This operation includes all aspects of planning for events (meetings, workshops, special programs) that support the agency's mission and advance the District's priorities.	Daily Service
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)			
OUTREACH/EDUCATION	Outreach	This operation includes MOAPIA's regular door-to-door visits to Asian American and Pacific Islander businesses and residents, relationship building with community based organizations, and attending various community meetings to promote government programs and services to more constituents.	Daily Service
OUTREACH/EDUCATION	Event Planning	This operation covers various event planning and coordination that MOAPIA does throughout the year to reach more community members.	Daily Service

2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Agency Technical Assistance (1 Strategic Initiative)				
Assess Language Access Act compliance and areas of improvement of District Agencies with high number of AAPI clients	The purpose of this initiative is to identify DC agencies that serve a high AAPI population and assess their Language Access and outreach efforts towards the community. MOAPIA will conduct site visits to customer service centers of identified agencies and produce reports detailing its findings as well as discuss and recommend action items that could strengthen language and outreach support.	Complete	In these critical time where the community needs assistance the most, MOAPIA has stepped up its advocacy and inter-agency partnership to ensure vital information across the District Government is properly translated, and LEP/NEP constituents have access to the District Government programs, especially COVID-19 related, without any barriers. For instance, MOAPIA worked with DOES to translate the Pandemic Unemployment Assistance (PUA) application. MOAPIA's efforts continue with EOM, DC Health, DHS, DCRA, MPD, and etc., to translate and provide quality control for 132 vital documents. MOAPIA also completed the review and provided feedback of Biannual Language Access Plans of all agencies.	
Event Planning (1 Strategic Initiative)				
Highlight Mayor Bowser's priorities and gather community stakeholders' feedback through a new channel of regular public engagements	The purpose of this initiative is to provide the community with regular opportunities to interface with MOAPIA to learn about the Mayor's initiatives and programs, as well as to offer feedback on programs and new initiatives. Quarterly Community Meetings will address topical and timely subjects (e.g. the 2020 Census) and will be facilitated in a way that will allow District residents to provide their thoughts and recommendations.	Complete	This initiative is complete. MOAPIA hosted the 2020 MOAPIA Community Leaders Meeting in September 2020, where several leaders and partners from the DC Government convened and shared valuable information, such as COVID-19 relief and recovery programs and responses to hate bias, with AAPI constituents. MOAPIA reached more than 50 constituents through the quarterly meeting. MOAPIA has shared and posted its recording of the 2020 September Community Leaders' Meeting with attendees and its YouTube channel. The meeting provided an interactive forum and opportunity to promote better understanding and participation between trusted representatives of our District's AAPI community leaders and District Government Agencies	
Outreach (5 Strategic initiatives)				
Connect the AAPI immigrant community to free or low-cost legal and citizenship services	The initiative is aligned with Mayor Bowser's priorities of public safety and civic engagement. It will help AAPI immigrants find free or low-cost legal consultations and representation. MOAPIA will also connect qualified residents interested in becoming US citizens with resources that offer free citizenship application assistance.	Complete	In Q4 MOAPIA continuously connected Asian immigrant constituents to free or low-cost legal services and referred inquiries on various matters including questions on the Public Charge rule and citizenship consultation to its partners and experts. MOAPIA has continued its strong partnership with its grantee, the Asian Pacific American Legal Resource Center, as well as other Immigration Justice Legal Service grantees to serve immigrant residents and shared information on free legal clinics that provide language assistance, such as the ones from DC Bar Pro Bono Center, through its phone banking outreach, social media, and newsletter.	
Promoting affordable housing preservation programs to the AAPI community	This initiative will increase the awareness among the AAPI community of different housing preservation programs the District offers. MOAPIA will identify materials to translate and conduct outreach to promote them to the AAPI community. The target audience is both AAPI tenants and landlords. MOAPIA plans to reach out to 1000 residents and landlords through its outreach efforts.	Complete	MOAPIA continued to promote DHCD's new assistance programs, including Rental Assistance and COVID-19 Housing Assistance Program (CHAP) in spite of the restriction in promoting non-COVID-19 related content during the current public health emergency. In Q4, every 10,061 of MOAPIA newsletter subscribers received information about Rental Assistance and CHAP with other rental assistance programs through MOAPIA's bi-weekly newsletter. Moreover, MOAPIA created a one-pager for the Rental Assistance Program and CHAP, translated the programs into Chinese and Vietnamese. Forty-two (42) AAPI tenants received the program details in their languages. MOAPIA conducted a resident outreach to promote TOPA program with Census outreach, reached 45 AAPI tenants in Q4. In addition, MOAPIA's grantee, the Housing Counseling Services, conducted virtual housing workshops and counseling sessions for 46 AAPI residents and promoted 20 housing information in Chinese, Vietnamese, and Korean on social media in Q4.	
Promote understanding and participation of the AAPI community through the use of a new educational video	MOAPIA will utilize a new video produced in FY19 that is educational, engaging, and fun to promote an accurate understanding of the AAPI community and its contributions in the District, as well as a reminder to AAPIs of what they can offer to the broader community. The target audience for this video includes both the general District community that may lack awareness about their AAPI neighbors or harbor negative beliefs about the AAPI community, as well as AAPI community residents that may need inspiration and examples of active engagement in the District. The video will be disseminated via social media channels and will be shown at events throughout the city.	Complete	residents received information on vital services that are helpful to them during the challenging time under PHE and raised tenant's rights awareness MOAPIA promoted "The District of Columbia is Home for AAPIs" video via its social media platforms, including its YouTube channel. The video promotes an accurate understanding of the DC AAPI community and its contributions in the District and serves as a reminder to AAPIs of what they can offer to our District's values and the broader community. The target audience for this video includes both the general District community that may lack awareness about their AAPI neighbors or harbors negative beliefs towards the AAPI community, as well as AAPI residents that may need inspiration and examples of active engagement in the District.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
<p>Help ensure a full participation of the hard to count populations including households in Wards 7 and 8 in the 2020 US Census</p>	<p>This initiative will help ensure a more complete count of the District's increasingly diverse and growing population by mitigating or eliminating some of the barriers that have historically prevented certain populations, including low income residents, immigrants, seniors, and children under five from participating in the Census. Since households in Wards 7 and 8 have been identified as one of the hard to count populations by the Census, MOAPIA will partner with community based organizations that are trusted by residents of Wards 7 and 8 and have a track record in successfully engaging the community. These trusted messengers will receive grants from the Census grant program that MOAPIA administers to be the boots on the ground for Census outreach efforts. This will lead to increased participation in the Census by District residents as a whole and Wards 7 and 8 in particular.</p>	<p>Complete</p>	<p>MOAPIA fulfilled its initiative to promote the significance of participating in the 2020 Census through proactive outreach, collaboration, and communication with the Mayor's Census Grantees as well as community partners. One area of focus of its Census Grant program is Wards 7 and 8. Through this grant program, MOAPIA worked with the Anacostia Coordinating Council (ACC) and Congress Heights Community Training and Development Corporation (CHCTDC) – two trusted messengers in Wards 7 and 8 to increase Census response rates. In March 2020, MOAPIA asked its grantees to suspend in-person outreach activities and changed to virtual outreach to stop the spread of COVID-19. The grant ended successfully on August 14, 2020. Over 152,000 impressions have been made via engagement campaigns of ACC and CHCTDC through a variety in-person and virtual outreach methods, over 1,000 Census Ambassadors were trained to engage at the neighborhood and community levels as trusted messengers including in Wards 7 and 8.</p>	
<p>Produce a report on the AAPI Action Forum 2 (AAF2) action plan</p>	<p>The purpose of the initiative is to share updates with the public on MOAPIA's progress on the implementation plan of the AAPI Leadership Action Forum 2 (AAF2). This is a follow up on MOAPIA's publication of an implementation plan of the AAF2 in FY19 and a demonstration of the agency's commitment to be transparent and follow through on the action plan which was produced from the community stakeholders' feedback to tackle diverse issues affecting the AAPI community discussed during AAF2.</p>	<p>Complete</p>	<p>The AAF2 report has been published and MOAPIA shared the report with the Commission on Asian and Pacific Islander Affairs with key stake holders as well as on social media .</p>	