

Chapter 8

Community Services & Neighborhood Amenities

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COMMUNITY SERVICES AND NEIGHBORHOOD AMENITIES

COMMUNITY AFFAIRS

The Office of Community Affairs (OCAF) was proposed and created in 2008 to consolidate several functions of the Executive Office of the Mayor and the Office of the City Administrator. The office is tasked with carrying out the Mayor's vision for the city and overseeing constituent relations. The mission of the Office of Community Affairs is to meet the needs of the residents of the District of Columbia and to engage the District's diverse communities in civic life. The Office of Community Affairs seeks to better serve all District residents by identifying resources, providing services and sponsoring beneficial programming for constituents.

This Office strives to create more continuity and encourages more collaborative efforts with the Mayor's vision as it relates to community relations and constituent services. An essential role of the office is to support and enhance service delivery to maximize efficiency and effectiveness in matters directly and indirectly related to constituent services. The Office of Community Affairs is administratively and organizationally based to provide a central point for operational needs relating to, but not limited to, human resources, procurement, strategic management, and budget oversight.

The offices under the Office of Community Affairs include the Mayor's Office of Neighborhood Engagement(ONE), Office on African Affairs (OAA), Office of Gay, Lesbian, Bisexual and Transgender Affairs (GLBT), Office of Partnerships and Grant Services(OPGS), Office of Religious Affairs, Office on Women's Policy and Initiatives (OWPI), Youth Advisory Council (DCYAC), and Serve DC(SERVE).

Office of Neighborhood Engagement



The Mayor's Office of Neighborhood Engagement (ONE) was established in 2011 as a result of repurposing and re-

defining the Mayor's Office of Community Relations and Services. ONE serves as the primary constituent services organization by providing rapid, complete, coordinated and documented responses to constituent requests, complaints and questions. The Office works with the city government to provide coordinated and scheduled delivery of high-quality basic services for the District of Columbia's residents, visitors, business owners and neighborhoods.

The staff works directly with constituents to address problem areas in a given ward. Working with staff from approximately 20 critical District Government agencies, ONE team members tackle neighborhood issues. With the community's input and the Mayor's commitment, ONE is able to solve persistent problems in every ward. The staff attends community meetings, events and walkthroughs to stay connected with the needs of District residents.

Direct constituent service is a major component of the Office's mission. ONE receives a high volume of concerns and inquiries weekly. ONE addresses a wide range of issues and ensures that each community member is directed to the appropriate agency and programs that best serve their individual needs.

Office on African Affairs



The Mayor's Office on African Affairs (OAA) was established in March 23, 2006 by the District Council with the passage of DC Act 16-313. The mission of OAA is to ensure that a full range of public health, education, employment, business and economic development, public safety and social service programs, information and opportunities are accessible to the District's African immigrant community. OAA serves as a liaison between the African communities, District government agencies, and the Mayor. In that role, OAA provides briefings to the Mayor and District government agencies about the particular needs, views, issues, complexities and/or interests of the African

community in the District of Columbia.

OAA works with all levels of the District government, federal government, community based organizations, faith based organizations, the private sector and media to ensure a continuous delivery and access to pertinent information and services to District's African communities. Specifically, OAA organizes and facilitates programs on public safety, human rights, economic development, employment, social services, public health, education, and multicultural awareness and development.

Core Services and Programs

OAA's core services and programs include: (1) Capacity Building, (2) Community Liaison, (3) Cultural Competency, (4) Internships and Volunteering, (5) Language Access, (6) Multicultural Awareness and Development, and (7) Outreach and Education.

Capacity Building

OAA supports local entrepreneurs, small businesses, and community based organizations and businesses by:

- Providing educational support and training as well as information about available grant funding and contracting opportunities in the District; and
- Facilitating training sessions, brown bags, and seminars to assist in organizational development.

Community Liaison

OAA serves as a principle resource center for African residents and business owners in the District of Columbia. Activities include:

- Fielding walk-in, telephone, email inquiries and requests regarding District government agency services and resources;
- Facilitating inter-agency coordination to help resolve constituent cases in a timely and efficient manner;
- Enhancing service delivery and provision of District government services to the African community through continuous monitoring, assessment and data collection; and
- Providing community crisis intervention.

Cultural Competency

OAA attempts to raise levels of cultural competency and

increase awareness of District agencies, in cross-cultural situations, to ensure effective delivery and equal access of services by:

- Increasing public awareness and knowledge of African immigrant communities through educating District government agencies and the community at large on the burgeoning population growth of African ethnic communities and linguistic groups, each with its own cultural traits; and
- Monitoring trends through the collection and provision of articles, studies and other data pertinent to African immigrant communities.

Internship and Volunteering

OAA's internship and volunteering program offers hands-on experience and learning opportunities to University students, and young professionals seeking to engage in public service, while primarily serving the District's African community. OAA interns are involved in many aspects of the agency's day-to-day work, participating in the implementation of program activities and providing support to the staff, while learning about the District's African community.

OAA's internship positions are, but not limited to, the following: (1) Communication Assistant, (2) Grant writer, (3) Outreach Coordinator, (4) Program Assistant, (5) Research Assistant, and (6) Special Assistant.

Language Access

The Language Access Act of 2004 (LAA) mandates agencies to provide the District's limited and non-English proficient (LEP/NEP) residents with greater access to, and participation in District government programs, services and activities. The Office of Human Rights is responsible for the oversight and enforcement of the Language Access Act in collaboration with the Office on African Affairs (OAA), the Mayor's Office on Asian and Pacific Islander Affairs (OAPIA), the Mayor's Office on Latino Affairs (OLA), and the DC Language Access Coalition.

In partnership with OHR office, OAA collaborates and consults with the Language Access Director (LAD), and other entities, to develop, update, and monitor the implementation of Language Action Plans pursuant to both the provisions found in the LAA and the scope of mandates. As a result, OAA supports, assists, and guides the participating entities, LAD, and OHR in the following areas:

- Data collection
- Outreach
- Quality control
- Recruitment
- Cross-cultural communications trainings

Multicultural Awareness and Development

OAA works to highlight the District's African community and celebrate the District's rich multiculturalism and diversity. This includes:

- Organizing and facilitating cultural events, dialogues, and discussions focusing on African diversity, while showcasing the value of multiculturalism and community building.

Outreach and Education

OAA works collaboratively with other District agencies to implement targeted outreach activities that engage, educate and inform the African community about District services and programs, and improving overall awareness about the community's specific needs. This includes:

- Promoting greater civic engagement and participation within the African community;
- Developing educational programming and initiatives in key areas including public health, education, employment, economic development, and public safety;
- Disseminating information about District-wide services, resources, and programs;
- Collecting demographic data and other information about the community; and
- Creating a repository of African-owned businesses, community-based organizations, scholarship information and grassroots programs.

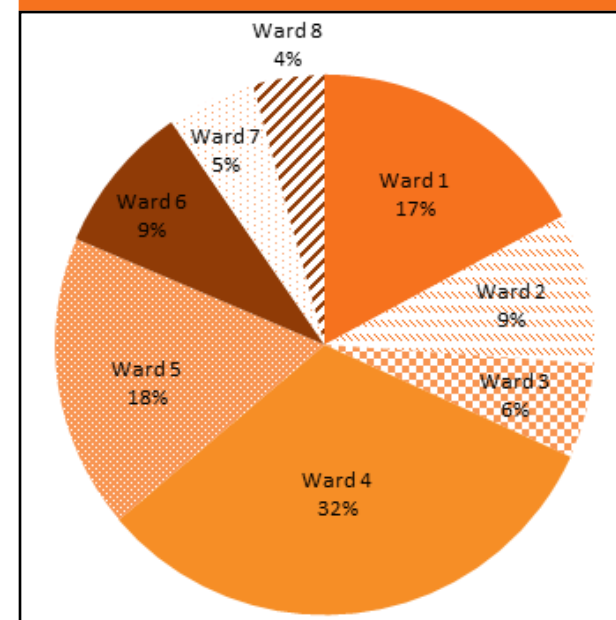
Demographics

The U.S. Census Bureau's 2007-2011 American Community Survey estimates more than 16,000 or 20% of the District's foreign born population are African-born. It must be noted that there are major discrepancies concerning the actual numbers of African-born in the District of Columbia. The majority of African born residents in the District live in Wards 1, 4 and 5 (See Map). According to the 2011 American Community Survey, the major communities come from the following countries: Ethiopia (30%), Nigeria (15%), Cameroon (12%), Ghana (5%), Sierra Leone (5%), Egypt (3%), Liberia (2%), Sudan (2%) and Eritrea (2%).

Of the total number of students enrolled in District of Columbia Public Schools in FY 2010-2011 (most recent data available), African students represented more than 32 countries. The largest of the groups represented were Ethiopia, Nigeria, Cameroon, Central African Republic, Kenya, Sierra Leone, and Eritrea. This year, more than 16 African languages--not including French-- were spoken by students designated as Linguistically and Culturally Diverse. These languages include: Akan, Amharic, Bangolan, Basaa, Bwamu-Cwi, Criolo, Dinka, Ebira, Ga, Ibibio, Igbo, Kayibe, Klao, Kpelle, Krio, Mandigo, Oromo, Saho, Sango, Sangu, Shona, Somali, Susu, Swahili, Swati, Themne, Tigrigna, Wolof, Yeyi, and Yoruba.

More than half of African born residents living in the United States arrived after the year 2000, with Nigeria, Egypt, and Ethiopia comprising the largest numbers of arrivals. African immigrants are among the most highly educated immigrants. According to the Migration Policy Institute, two in every five African born immigrants had a college education (Source: Young Children of Black Immigrants in America, Migration Policy Institute December, 2012). Among the African-born population in the Metropolitan Washington Area, 41% had a bachelor's degree or higher in 2010. Approximately 39% were employed in manage-

Figure 8.1. District African Born Population by Ward



Source: 2007-2011 American Community Survey 5-year estimates

ment and professional occupations, another 30% were employed in service industries and 20% worked in sales and office positions. The remainder worked a variety of positions including construction, extraction, maintenance, production and transportation. Eighty-six percent of the population is of working age, between 18 and 64 years old. The median income for black African immigrants in Washington, DC Metro Area is \$58,708.00, which is above the \$42,074.00 median for African born in the United States (Source: American Community Survey 2011 estimates, US Census Bureau 2011).

Gay, Lesbian, Bisexual & Transgender Affairs



The Mayor's Office of Gay, Lesbian, Bisexual and Transgender Affairs (GLBT) is a permanent, cabinet-level office within the Executive Office of the Mayor, established by statute in 2006 to address the important concerns of the District's gay, lesbian, bisexual and transgender residents.

The Mayor's Office of GLBT Affairs works in collaboration with an Advisory Committee, appointed by the Mayor, to define issues of concern to the GLBT community and find innovative ways of utilizing government resources to help address these issues. The Office offers four primary services: Capacity Building, Community Outreach, Public Education and Public Policy Development and Advocacy.

Capacity Building: The Mayor's Office of GLBT Affairs provides limited consultation to organizations on capacity building and organizes workshops and trainings that focus on improving capacity and assisting nonprofit and community leaders.

Community Outreach: Community Outreach is at the heart of the work of the Mayor's Office of GLBT Affairs. The Office works in partnership with and provides support to local organizations by: promoting community events; attending community meetings; and addressing current issues in the community via town hall meetings, conferences, and advisory

committee meetings that feature presentations by the Mayor and other members of the Administration.

Public Education: The goal of the Public Education program is to organize a series of training and public education programs that help promote better use of government resources and foster exchange of ideas to improve the lives of the District's GLBT residents. The Public Education program also works to facilitate access for DC government agencies and related service providers. It aims to model sensitivity training institutes on GLBT issues and ensure that the training provided by these agencies is culturally competent and appropriately addresses issues facing the GLBT community.

Public Policy Development and Advocacy: The Public Policy Development and Advocacy Program advises the Mayor on important policy initiatives that directly affect the GLBT community by providing evidence-based and community-informed data/information. The Office works to: monitor the development and implementation of public policies that will have an impact on the GLBT residents; create and promote policies that build and maintain cultural competencies among DC government employees; and liaise to the DC Council, US Attorney's Office, and DC government agencies on legislative and policy initiatives.

GLBT Population

The U.S. Census Bureau does not include questions about sexual orientation in its main form. Accordingly, it is difficult to determine the exact size of the GLBT population in the District. However, a 2013 Williams Institute study revealed that 10% of the District of Columbia's population identifies as GLBT – this is the highest percentage of GLBT people of any jurisdiction in the nation. Moreover, the Census does allow for non-married same-sex couples to be listed in the long form of the American Community Survey (ACS). The 2011 data from the ACS indicated that there were 5,146 same-sex couples living in the District at the time.

Office of Religious Affairs

The Office of Religious Affairs (ORA) is a constituent service office within the Office of Community Affairs. ORA facilitates relations between the Office of the Mayor and the Washington DC faith community and advises the Mayor on the impact of policy and legislation on the faith

community. At the same time, ORA offers leadership on matters of faith community engagement and assists with accessing city services. ORA also gives guidance and support to the Mayor's Interfaith Council, an appointed group of faith community leaders.

Office on Womens Policy and Initiatives



The District of Columbia Commission for Women serves as an advocacy organization for individual empowerment and social, economic and gender equity. The Commission works together with the District of Columbia Office on Women's Policy to assess the status of women and girls and recommend strategies for improvement.

The District of Columbia Commission for Women was established by Executive Order in 1967 as the DC Commission on the Status of Women, and authorized by law in 1978 as a permanent unit of government within the Executive Office of the Mayor.

The Commission is comprised of twenty-one Commissioners appointed by the Mayor to represent the city's eight wards and overall female population. Commissioners work without compensation, and lend a vast amount of experience and expertise in community services, education, law, health and social welfare. Each Commissioner is responsible for a committee or task force assignment intended to define and articulate women's issues and facilitate solutions.

The Commission serves as a clearinghouse for women's concerns, as well data, best practices, relevant programs, policies and research. Its outreach activities and community-based services involve partnering with individual stakeholders, government agencies and non-government organizations to ensure that District government envisions its programs and services through a gender lens, maintains fairness in its policies and applies resources in a way that ensures women and girls throughout the city have the support they need to reach their full potential.

The District's unique jurisdiction affords the Commission

its role as local and state representative to the National Association of Commissions for Women.

DC Youth Advisory Council



In April 2002, Mayor Anthony A. Williams signed legislation establishing the DC Youth Advisory Council (DCYAC). DCYAC is located within the Executive Office of the Mayor, and was created by District youth and officials in order for young people throughout the District to have an official ongoing voice in the policies, programs and actions within the city. DCYAC is responsible for influencing change in legislation and policies that impact youth, and for developing more youth and adult partnerships.

The District of Columbia Youth Advisory Council (DCYAC) was established to provide an organized youth perspective regarding various issues to the Mayor, the Council of the District of Columbia, District of Columbia Public Schools, public charter schools, key decision makers in the District of Columbia government, officials and community leaders.

A diverse body of thirty-two (32) DC youth, ages 13-22, is selected each year through an application process. The roles and responsibilities of DCYAC members include (but are not limited to):

- Responding to legislation and policies that impact youth;
- Recommending methods to resolve issues and concerns involving youth;
- Reviewing youth programs and policies to ensure they are achieving their established goals and objectives;
- Collaborating with neighborhood and youth organizations; and
- Partnering with local, national and international youth organizations.

The Office of the DCYAC is also partnered with several local, national, and international organizations to provide enrichment, training, and service learning experiences to youth related to Leadership Development, Government, Community Service, Career and College Readiness, and

Life Skills. This Office is also responsible for coordinating and connecting the Mayor with the DC youth population through special youth programming, meetings, and activities. The DCYAC is also responsible for responding to the critical concerns and needs of youth constituents by connecting youth to appropriate resources and services.

Serve DC



Serve DC – The Mayor's Office on Volunteerism is the District of Columbia Government agency dedicated to promoting service as an innovative, sustainable solution to pressing social challenges. Serve DC engages District communities by building partnerships and organizational capacity, leading local and national volunteer and service initiatives, and providing and promoting meaningful service opportunities.

Serve DC is the DC Commission on National and Community Service, one of more than 50 State Service Commissions that administer federal Corporation for National and Community Service (CNCS) funds and coordinate national service initiatives at the state and local level. Each year, Serve DC awards more than \$2 million in AmeriCorps grants to District-based nonprofit organizations to create and expand programs that fight poverty and advance economic opportunity and academic achievement. Serve DC funding supports more than 400 AmeriCorps members who work in each ward of the city on social issues such as literacy, school drop-out rates, employment readiness, and more.

Serve DC provides critical support to the District's official emergency response effort as the lead agency for emergency volunteer and donations management – Emergency Support Function (ESF) 16. Serve DC provides free, ongoing emergency preparedness training to youth and adults who live, work or congregate in the District. These trainings engage residents with the necessary skills and resources to respond and assist during emergencies – ensuring residents play a major role in making their communities safer, stronger and better prepared to address threats

of terrorism, crime and disasters.

In 2012 more than 600 adult citizens participated in the flagship Community Emergency Response Team training. Additionally, Serve DC provided emergency preparedness education to more than 1,000 young people from 15 public and public charter schools and 7 outside organizations, Department of Recreation programs (DPR) and participants in the Department of Employment Services Summer Youth Employment Program. CPR/First Aid training was provided to 1,114 citizens from more than 20 organizations and via general public offerings.

Serve DC engages residents with meaningful, community-driven volunteer opportunities throughout the year. Serve DC's Seasons of Service Days initiative is a dynamic portfolio of international, national and local service events and campaigns that empower individuals, strengthen communities, and create innovative solutions to social challenges. Serve DC's Seasons of Service Days are strategically chosen to align with community needs and administrative priorities. Serve DC also supports District Government agencies and nonprofit organizations by connecting them with volunteers and promoting their volunteer opportunities.

Office on Returning Citizen Affairs



The Office on Returning Citizen Affairs (ORCA) provides useful information for the empowerment of previously incarcerated persons in order to create a productive and supportive environment where persons may thrive, prosper and contribute to the social, political and economic development of self, family, and community.

The Office on Returning Citizen Affairs (ORCA) mission is to provide zealous advocacy, high-quality services and products, up-to-date, useful information for the empowerment of previously incarcerated persons in order to create a productive and supportive environment where persons may thrive, prosper and contribute to the social, political and economic development of self, family, and community.

OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS

The Mayor's Office on Asian and Pacific Islander Affairs serves the District's Asian American and Pacific Islanders (AAPI) residents and merchants. The U.S. Census Bureau definition of Asians refers to a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent. It includes people who indicated their race(s) as "Asian" or reported entries such as "Chinese", "Filipino", "Indian", "Vietnamese", "Korean", "Japanese", and "Other Asian" or provided other detailed Asian responses. Due to the small numbers of Pacific Islanders who live in the District, the Census Bureau does not provide statistically significant data on regular intervals and the data will focus on the Asian American population.

About

The origins of the Mayor's Office on Asian and Pacific Islander Affairs (OAPIA) began in the 1980s when then Mayor Marion Barry was engaged in a campaign to transform Washington, DC into "a visible world class city". During the mid-1980s a sister-city relationship with Beijing, China led to the building of the Chinatown Friendship Archway, the largest and most ornate archway in North America. During the 1980s as Chinatown developed, local AAPI merchants struggled with escalating crime and community relations. The increase in crime against AAPIs, escalating racial tension, and the development of Chinatown led Mayor Barry to appoint a Special Assistant for API Affairs. In addition, Mayor Barry also created the Commission on Asian and Pacific Islander Affairs (CAPIA). CAPIA was charged with advocating for the needs of APIAs and to advise the mayor, the DC Council, and government agencies in developing programs to more effectively serve the API community. The appointment of a Special Assistant for API Affairs and the creation of CAPIA impacted the community in several significant ways: There was a central person and a commission in the District government whom the community can contact with their issues for the first time; District agencies had an internal ally to improve the way they deliver services to the API community; and he general public, including those who have grievances against API

storekeepers, could enlist OAPIA or CAPIA to help them resolve their disputes peacefully.

Over the next ten years, the Special Assistant was the primary liaison between the AAPI community and the District government. As the needs of the community increased the District Government recognized the need to expand the connection with the AAPI community. In 2000, the Special Assistant position became the Mayor's Office on Asian and Pacific Islander Affairs (OAPIA) through DC Act 14-85, "District of Columbia's Asian and Pacific Islander Community Development Act 2000." OAPIA formalized its mission to help ensure that the full range of health, education, employment, social services and business programs are accessible to the District's AAPI community.

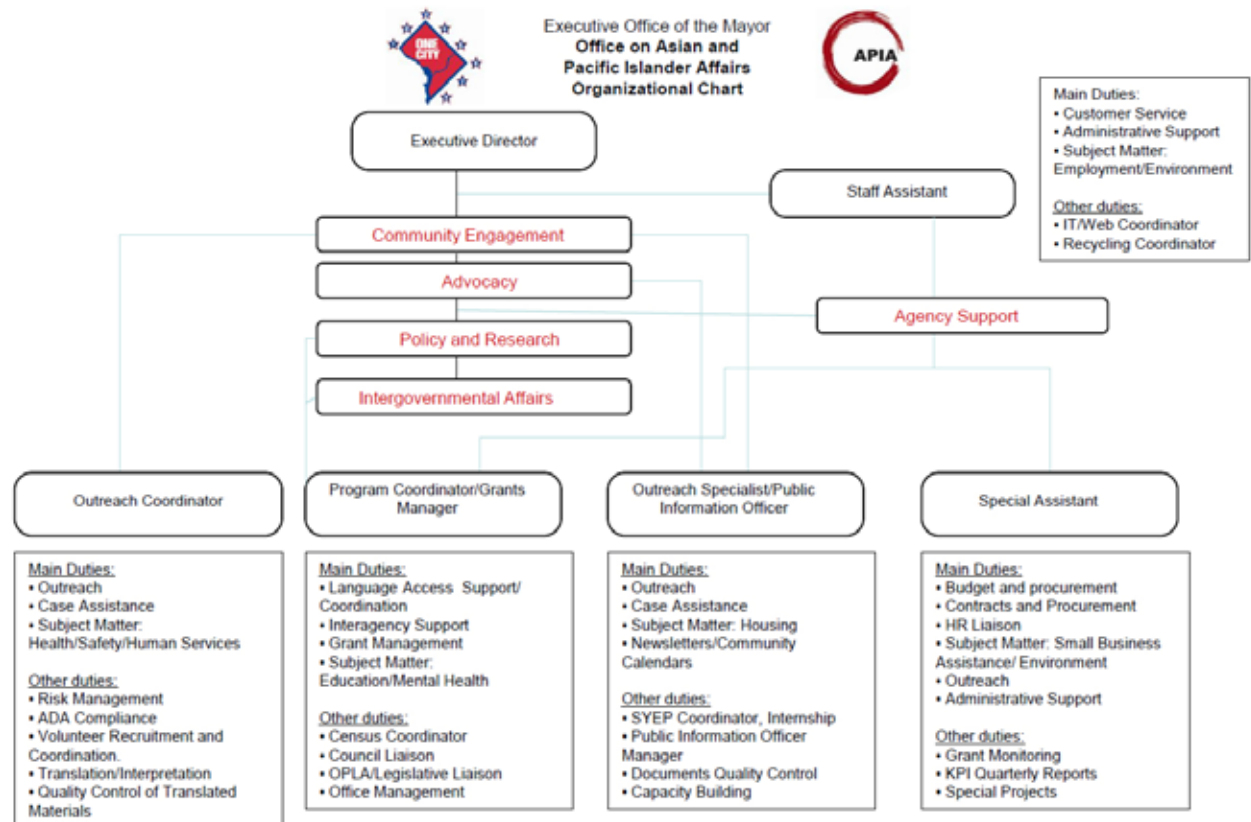
OAPIA continues to serve provide the vital connection between the AAPI community and the District government. OAPIA has evolved to meet the changing needs of the AAPI community, economic climate, and needs of Dis-

trict government. The Mission of OAPIA is to improve the quality of life for District Asian Americans and Pacific Islanders (AAPI) through advocacy and engagement.

The Office on Asian and Pacific Islander Affairs (OAPIA) acts as the liaison between the District government and the AAPI community. It advises the Mayor, the Council, and District agencies on the views, needs, and concerns of the District's fastest growing minority population. OAPIA:

- Advises the Mayor, Council, District Agencies, on the views, needs, and concerns of the District's AAPI community;
- Provides recommendations on District programs and initiatives affecting the AAPI community; and
- Helps coordinate programs and initiatives within the government that promote the overall welfare of the AAPI community.

To accomplish its mission, OAPIA works with all levels of government and facets of the AAPI community. Its



main focus areas are:

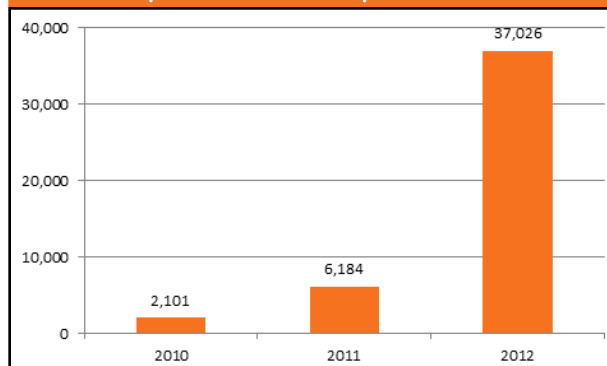
- **Advocacy** – OAPIA’s Advocacy program aims to increase the involvement of AAPI residents and merchants in the District’s community. OAPIA promotes civic engagement in the local AAPI community and encourages the AAPI community to register to vote and participate in local community meetings and events. OAPIA also identifies the needs of the community and advocates on their behalf to provide resources to community organizations.
- **Community Engagement** – OAPIA conducts resident and merchant outreach initiatives to engage, educate, and keep them informed about the District’s programs and services. It also provides case assistance to ensure residents and merchants have access to these program and services. OAPIA’s Community Engagement program covers several areas of the agency’s work including: Outreach & Education, Community Grant, Community Activities, Cultural Activities, Capacity Building, and Case Assistance.
- **Intergovernmental Affairs** – OAPIA provides assistance to District agencies required to provide translated documents and oral language services to limited English proficient (LEP) populations. OAPIA’s Intergovernmental Affairs program covers the following areas: Language Access, Subject Matter, and Inter-Agency Engagement.
- **Policy & Research** – OAPIA’s Policy & Research program covers the areas of Legislative Affairs, Data Clearinghouse, Policy Opinions, and International Affairs. The goal of the Policy and Research program is to increase the data and information available on the District’s AAPI population to ensure that policy makers make informed decisions when developing programs and services that affect this community. Policy makers may also receive recommendations from OAPIA.

Key Performance Indicators (KPI) is a standard of measure used to gauge quantifiable components of performance, especially by comparison with a standard or target. Each measure is also tied to a specific objective of the agency. All KPIs are recorded in the KPI Tracker system that is monitored by the Office of the City Administrator.

From FY2010 to FY2012, OAPIA’s outreach efforts were increasing. This KPI is measured by collecting the number of people reached via special events, meetings, emails, door to door outreach visits, and other social network me-

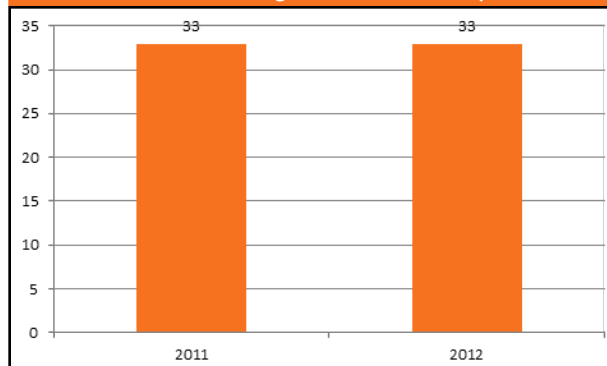


Figure 8.2. Number of AAPI community members reached by outreach efforts by Fiscal Year



Source: OAPIA Performance Report

Figure 8.3. Number of DC Agencies Who Receive Technical Assistance Through OAPIA Efforts by Fiscal Year



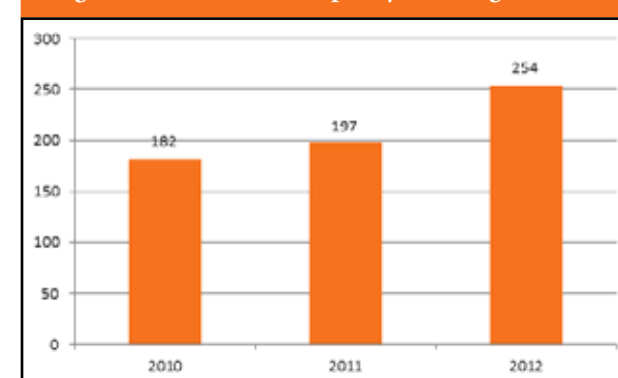
Source: OAPIA Performance Report

dia such as Facebook and Twitter (Figure 8.2).

OAPIA started collecting this data on the number of DC agencies who receive technical assistance in FY2011 (Figure 8.3). The definition of technical assistance include: Providing information on AAPI community from U.S. Census and assisting in data collection design, providing information on 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 recruitment of bilingual personnel and Reviewing of BLAP/Baseline Assessments/Reports.

From FY2010 to FY2012, the number of capacity building efforts provided to AAPI community organizations and individuals have been steadily increasing. OAPIA’s

Figure 8.4. Number of Capacity Building Efforts



Source: OAPIA Performance Report





- 1) 2012 Grantee Orientation
- 2) 2012 Pre-Bidders Meeting
- 3) 2012 Mind Your Business Workshop
- 4) 2013 Lunar New Year Reception
- 5) 2012 Meeting in Vietnamese Community
- 6) Bi-Monthly Community Meeting

capacity building efforts include: training sessions, consultation sessions, information dissemination, resource sharing, and CBO visits (Figure 8.4).

From FY2010 to FY2012, OAPIA consistently receive 100% satisfaction from DC agencies for providing technical assistance.

OAPIA provides case assistance to AAPI constituents in the District on various subject areas such as housing, business, education, employment, health and human services. OAPIA began collecting this data in FY2011 and

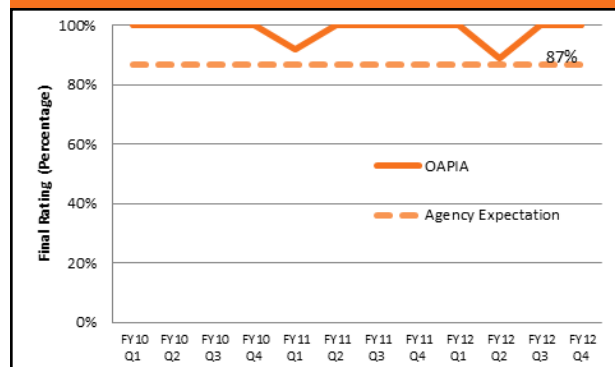
provided resolution or assistance to all cases brought to the agency.

OAPIA began collecting survey on its customer service satisfaction rating in FY2011. Surveys were collected after constituents received service from OAPIA such as case assistance, informational workshops, events and others. From FY2011 to FY2012, OAPIA receives 100% satisfactory or above rating on its service.

To ensure the quality of the customer service operations across all agencies of the Government of the District of Columbia, the Office of Unified Communications, Customer Service Operations conducted quarterly Customer Service Performance Reports every fiscal year. The Customer Service Performance Reports included how thorough and timely an agency responded to email and mail correspondence as well as the quality of service that frontline operators provided over the telephone. Due to a reduction in funding, the reports were discontinued after fiscal year 2012.

Figure 8.5 highlights the Mayor's Office on Asian and Pacific Islander Affairs (OAPIA) final ratings in the customer service performance reports from fiscal year 2010 to fiscal year 2012.

Figure 8.5. OAPIA Customer Service Assessment Performance Results



Source: Office of Unified Communications

Subject Matter

In addition to OAPIA's major program areas, each staff is assigned at least one subject area to act as a liaison between the AAPI community and the District government on the assigned subjects. These subjects include Education, Health and Human Services, Mental Health, Environment, Small Business and Housing. Each staff handles cases, provides resources, and engages the AAPI community on their subject area.

Education

OAPIA works very closely with DCPS to connect the AAPI population with the resources available to families and students. In addition to providing case assistance on education related issues OAPIA has an extensive webpage that outlines common resources the AAPI community needs. The major issues the AAPI community has as related to education includes: services for English language learners, the Out-of-Boundary lottery process, and the enrollment process in DCPS.

Health and Human Services

Accessing government assistance for food stamp, Medicaid, DC Health Care Alliance and housing assistance or affordable housing are the top issues in terms of health and human services for OAPIA clients. OAPIA works closely with DC Department of Human Services, DC Housing Authority, DC Department of Health and community based organizations to resolved cases and bring information on government Health and Human services to community members via various informational workshops and information distribution on website and listserv.

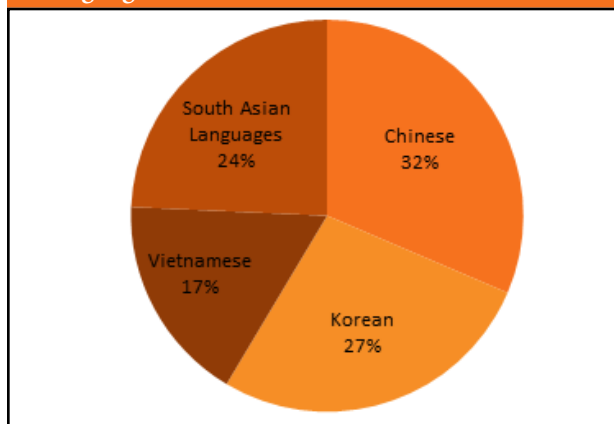
Mental Health

OAPIA provides referral support when it comes to mental health services, primarily working with the Department of Mental Health. The major issues seen here include: Testing youth for developmental issues in Education, issues with depression, and some cases of addiction. OAPIA has seen a slow increase in the number of cases it's received in mental health and developed a referral database by language of mental health providers as seen in Figure 8.6.

Environment

Based on resident feedback, the top three concerns amongst the AAPI community regarding the environment

Figure 8.6. DC Area Mental Health Providers by Language



Source: OAPIA Mental Health Providers List

are as follows:

- Energy efficiency is a top issue in AAPI households. Energy use in the home constitutes a major expense, and by ensuring the efficient use of energy, this helps lower monthly energy household bills.
- Household waste is another issue. By recycling or reusing items, the amount of waste produced per household can be reduced. In addition, households are encouraged to purchase items with minimal packaging and to compost food and yard on household lawns.
- Proper disposal of hazardous materials is a chief concern amongst AAPI businesses. Businesses that produce waste in the form of solvents, paint, residues from cleaning units, bulbs, batteries, and other items need to register as a hazardous waste generator and dispose of such waste properly.

Small Business

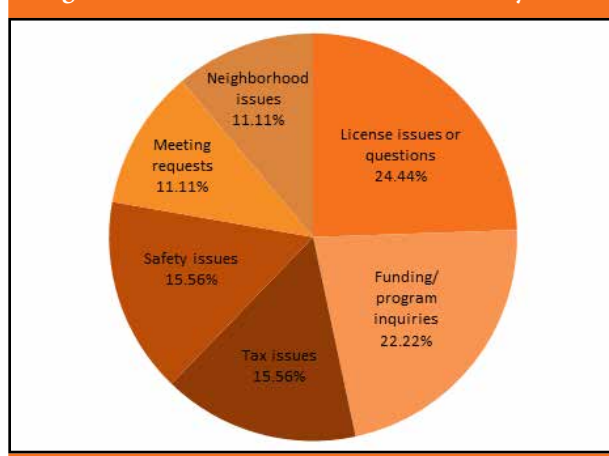
OAPIA receives business cases relating to AAPIs in the District of Columbia throughout the year. These cases encompass a variety of issues or questions relating to property tax, license renewal, funding opportunities and others (Figure 8.7).

The top business cases that OAPIA received are issues relating to license issues, safety, taxes and funding opportunity inquiries.

Housing

Based on OAPIA's case assistance related to housing, the

Figure 8.7. Business Related Cases Received by OAPIA



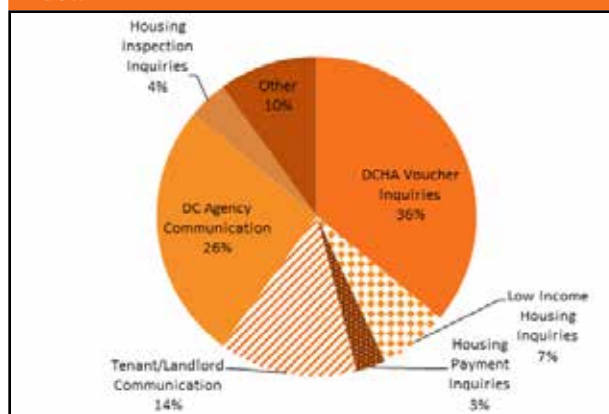
Source: OAPIA Case Assistance Logs

top three issues the AAPI community are concerned with are:

- District of Columbia Housing Assistance (DCHA) Housing Voucher Related Inquiries
- Housing Payment Inquiries
- Tenant/Landlord Communication

Over the last three years, OAPIA has assisted the AAPI community with various issues related to housing: answering questions related to DCHA's Housing Voucher Program, assisting community members locate low income housing outside of DCHA's Housing Voucher Program, answering questions related to rental and mortgage payments, helping facilitate communication between AAPI

Figure 8.8. Housing Case Assistance FY11-13 Break-down



Source: OAPIA Case Assistance Log Fiscal Year 2013

tenants and their landlords as well as with DC agencies (mostly DCHA), and attending to other housing matters. Our data shows that between FY 2011 to FY 2013, DCHA voucher inquiries still remain the largest percentage of case assistance OAPIA receives related to housing while the other issues slightly fluctuate (Figure 8.8).

Interagency

The Office on Asian and Pacific Islander Affairs' provides various supports to the District Agencies. The main program that addresses this support is OAPIA's Language Access Program which is working towards building a global city where District programs and government services are delivered at a high level. The mission of OAPIA's Language Access Program is to help ensure District Agencies provide programs and services to limited and non-English proficient individuals at a high level through technical assistance, policy guidance, and education. The objectives of this program include:

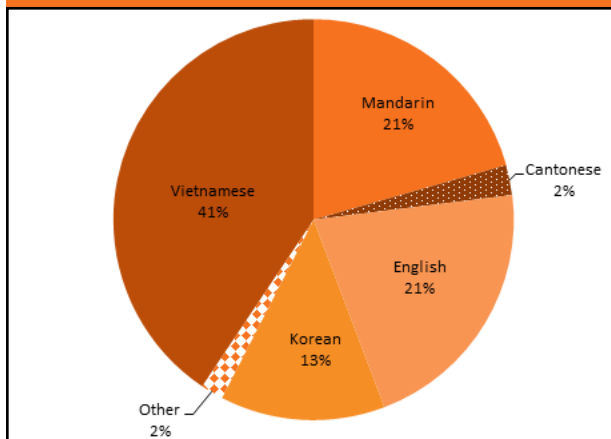
- Increase information and data on Asian American and Pacific Islander (AAPI) populations to contribute to District Agency's understanding of limited and non-English proficient Asian populations.
- Increase community's understanding of District services and in-language support offered by the District.
- Increase capacity of District Agencies to provide culturally and linguistically competent services to AAPI community.
- Increase the number of bilingual candidates and/or employees speaking Asian languages in District government through information dissemination.
- Improve capacity of District customer service centers to better serve AAPI populations through assessments and policy guidance.

The major areas that OAPIA provides assistance include: Information and data dissemination on the AAPI community; Assistance with outreach on government programs and services to the AAPI community; and guidance and quality control on translation and interpretation related issues.

Community Engagement

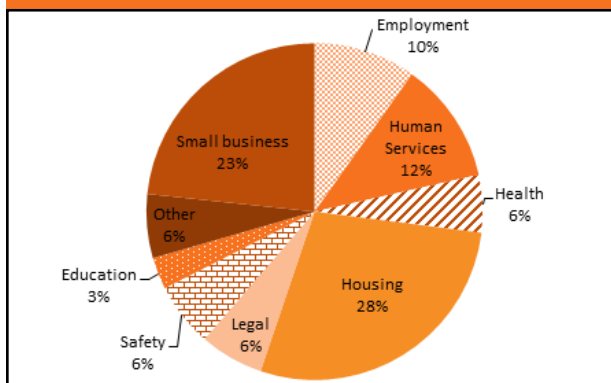
OAPIA's Community Engagement program covers several areas of the agency's work including: Outreach & Education, Community Grants, Community Activities,

Figure 8.9. Case Assistance by Language



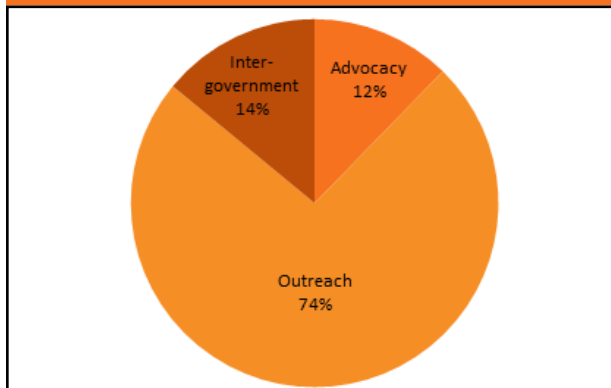
Source: OAPIA Case Assistance Log Fiscal Year 2012

Figure 8.10. Case Assistance by Subject Area



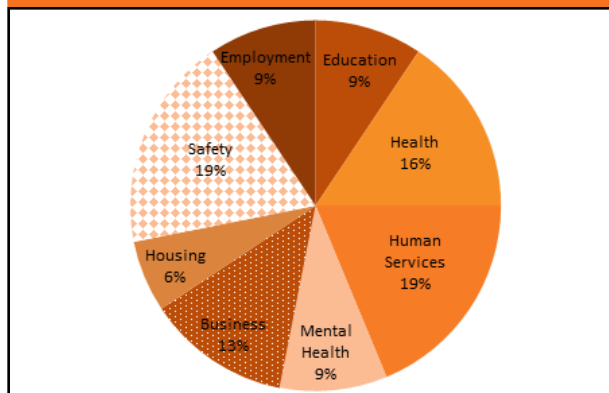
Source: OAPIA Case Assistance Log Fiscal Year 2012

Figure 8.11. OAPIA's Events/Projects by Work Area



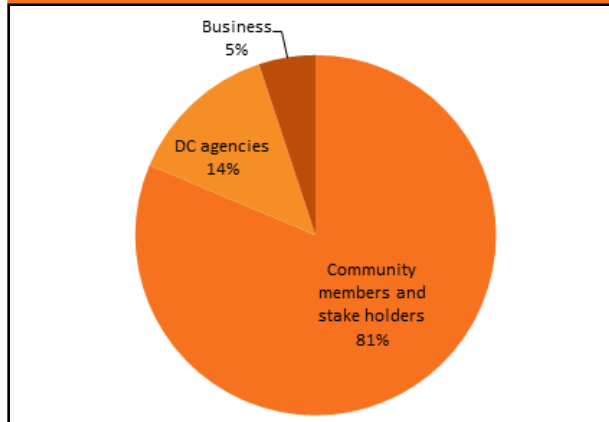
Source: OAPIA Weekly Report FY12

Figure 8.12. OAPIA's Events/ Projects by Subject Area



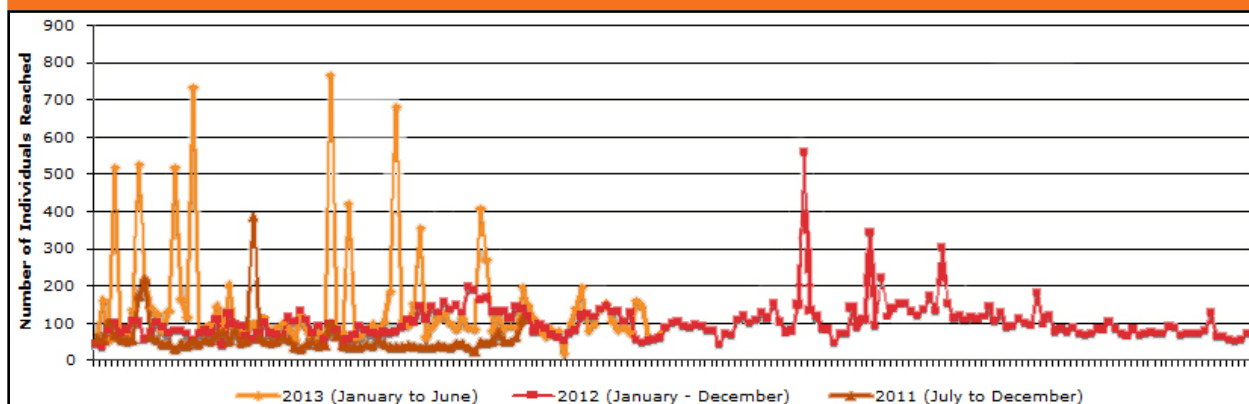
Source: OAPIA Weekly Report FY12

Figure 8.12. OAPIA's Events/Projects by Audience



Source: OAPIA Weekly Report FY12

Figure 8.13. Facebook Analytics



Source: Facebook Insights of the DC Mayor's Office on Asian and Pacific Islander Affairs Facebook Fanpage

Cultural Activities, Capacity Building, and Case Assistance (Figures 8.9-8.13). OAPIA conducts resident and merchant outreach initiatives to engage, educate, and keep them informed about the District's programs and services. It also provides case assistance to ensure residents and merchants have access to these program and service. OAPIA sees the most needs for assistance in housing and small business areas.

In FY12, 37,026 Asian American and Pacific Islander (AAPI) community members were reached by OAPIA's outreach efforts via workshops, special events, community meetings, email listserv, website visits, Facebook and Twitter. Majority of these outreach efforts reached DC AAPI residents and business owners.

Communication

OAPIA engages its residents online through the use of its website, social media platforms, and electronic newsletters.

From 2010 to 2013, the number of new visitors, returning visitors, and visits has gradually increased. A major spike in online traffic was noticeable during the months of May.

Facebook analytics indicates the number of unique individuals viewing individual posts through Facebook from July 2011-June 2013. Figure 8.13 shows the number of individuals reached through the Facebook fan page.

Constant Contact Reports of the DC Mayor's Office on Asian and Pacific Islander Affairs Constant Contact Ac-

count indicates the number of unique individuals viewing individual newsletter emails sent through Constant Contact for the calendar years of 2013 (January to June), 2012 (January to December), and 2011 (May to December). Newsletters are most commonly viewed by between 80-180 individuals.

OAPIA Grant Program

OAPIA is in its sixth year of providing funding to Asian American and Pacific Islander community-based organizations through the AAPI Community Grant which began in FY2007, when a number of Asian American and Pacific Islander led CBOs and the Commission on Asian and Pacific Islander Community Development requested that the Mayor support funds to be distributed competitively to AAPI serving organizations.

In FY2007, OAPIA funded seven grantees a total of \$228,000 in direct service grants and \$20,000 in 12 technical assistance grants. Since then, \$1.5 million was granted over the past five years for programs targeting AAPIs. This money funded 50 different projects in the areas of education, arts, safety, employment, health, legal services, and other youth and senior social services.

In FY2012, OAPIA awarded \$230,000 to nine community-based organizations that serve the District's AAPI residents. The total amount requested from these nine organizations was \$550,314. The awarded funds enabled enhancing of startup and existing programs that were fo-

cused on improving Asian American and Pacific Islander lives in the areas of health, education, arts and culture, housing, and employment (Figure 8.14).

Out of the nine grantees that were awarded funding, eight grantees fully met their grant measurements. One grantee had challenges meeting their measurement which led to one measurement being partially met. Some of the impressive work of these programs includes:

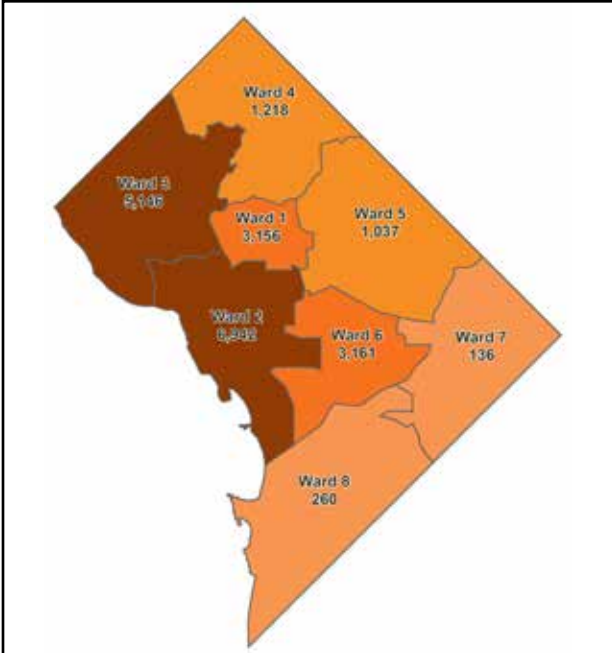
- 439 workshops, classes, events for low-income AAPI residents and merchants on topics ranging from merchant rights to citizenship and culture
- 8,636 outreach and engagement efforts were conducted to AAPI residents about the services available to them
- 126 AAPI youth participated in the two youth programs funded

Demographic

In 2012, there were 29,132 Asian Americans living in the District, representing 4.6% of the entire District's population. The latest available data shows that in 2010 as seen in the figures below, most of the District's Asian American residents live in Ward 2 (6,942) followed by Ward 3 (5,146), Ward 6 (3,161), Ward 1 (3,156), Ward 4 (1,218), Ward 5 (1,037), Ward 8 (260), and Ward 7 (136). Asian American residents made up 9% of Ward 2, and 7% of Ward 3. The percentage of DC's Asian Americans living in Ward 6 nearly doubled over 10 years from 2.5% in 2000 to 4.2% in 2010. There were increases in the percentage of Asian Americans living in six out of the eight wards with Ward 7 and Ward 8 experiencing modest decreases (Maps 8.1 and 8.2).

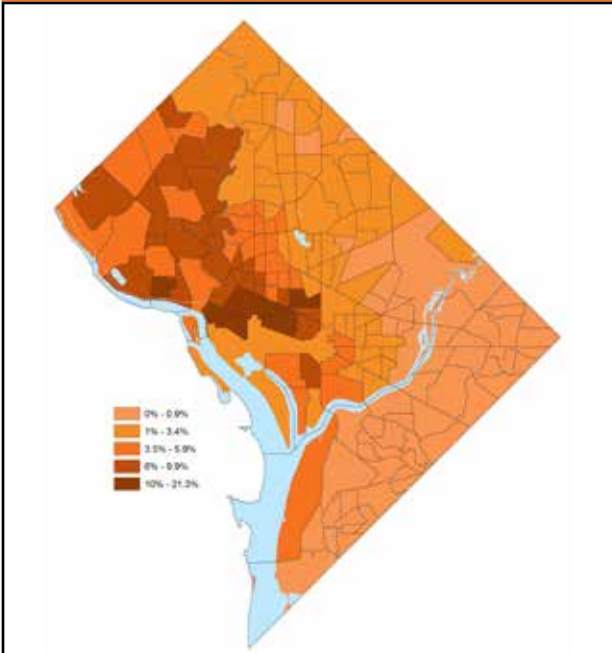
The steady growth shown in figure below of the Asian American population in the District reflects a national trend and in 2011 both the overall Asian American population saw an increase. The Census data provides information not only on single-race responses but on multi-race responses as well. "Asian alone" corresponds to those respondents who reported exactly one Asian group and no other Asian group or race category. "Alone" should be considered the minimum population size in any analysis that uses Census data. "Asian Alone or in Any Combination" corresponds to the responses (not respondents) that include the selected Asian group, either alone or in any combination with other Asian groups or other race cat-

Map 8.1. 2010 Asian Population by Ward



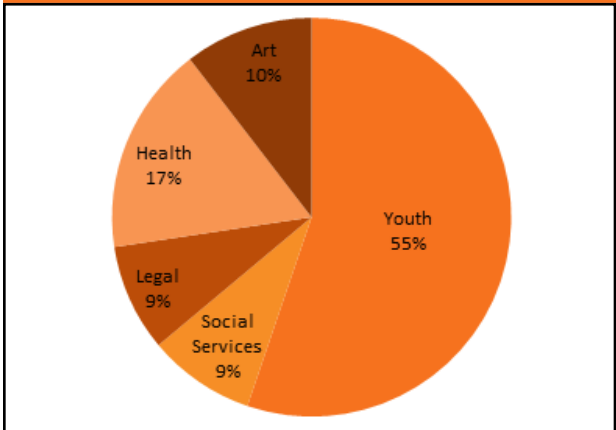
Source: Census 2010

Map 8.2. 2010 Asian Population by Census Tract



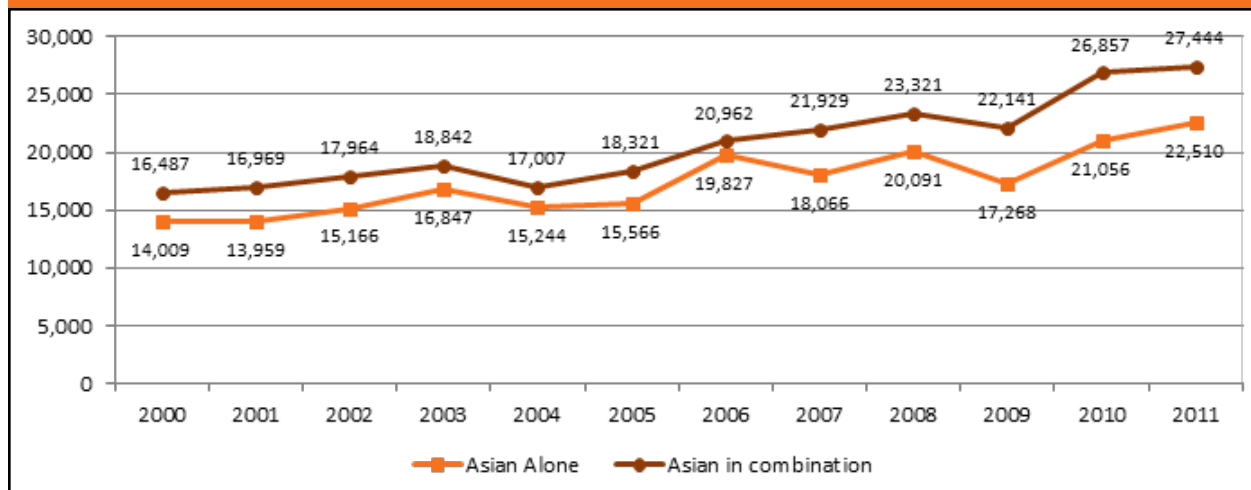
Source: Census 2010

Figure 8.14. Percentage Spent by Area of Grants



Source: OAPIA Grant Reports

Figure 8.15. DC Asian American Population 2000 - 2011



Source: American Community Survey 3-year estimates and Decennial Census

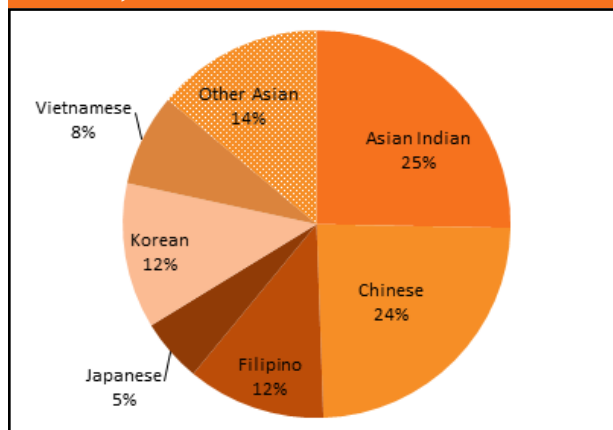
egories. Since 2000, the population of the Asian American community in the District has grown by nearly 40%. This increasing trend in the population since 2000 has remained constant with some of the largest increases coming between 2005-2006 and a slight dip in 2009 before a return to a steady increase in 2010 (Figure 8.15).

The diversity of the Asian American population comes in many forms including country of origin, language, religion, culture and tribal affiliations. One of the most basic breakdowns of the Asian American population is by

ethnic group. In 2011, the largest ethnic group as Asian Indian followed by Chinese only 1 percent smaller (Figure 8.16).

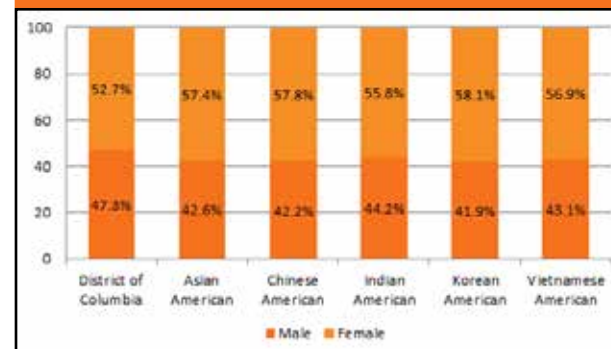
Most Asian Americans in the District were between the ages of 25 and 34 and the smallest population being the senior populations above 65. This distribution holds similar to the entire District's population (Figure 8.17). The gender breakdown shows female population is larger than the male population in Asian Americans as well as the entire District and top ethnic groups (Figure 8.18). The

Figure 8.16. DC Asian American Ethnic Group Population, 2011



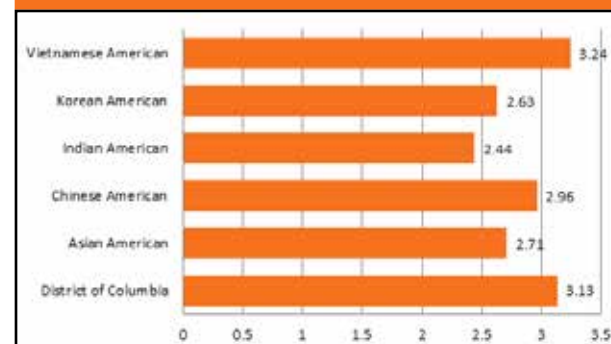
Source: 2009-2011 American Community Survey 3-year estimate

Figure 8.18. DC Asian American Gender



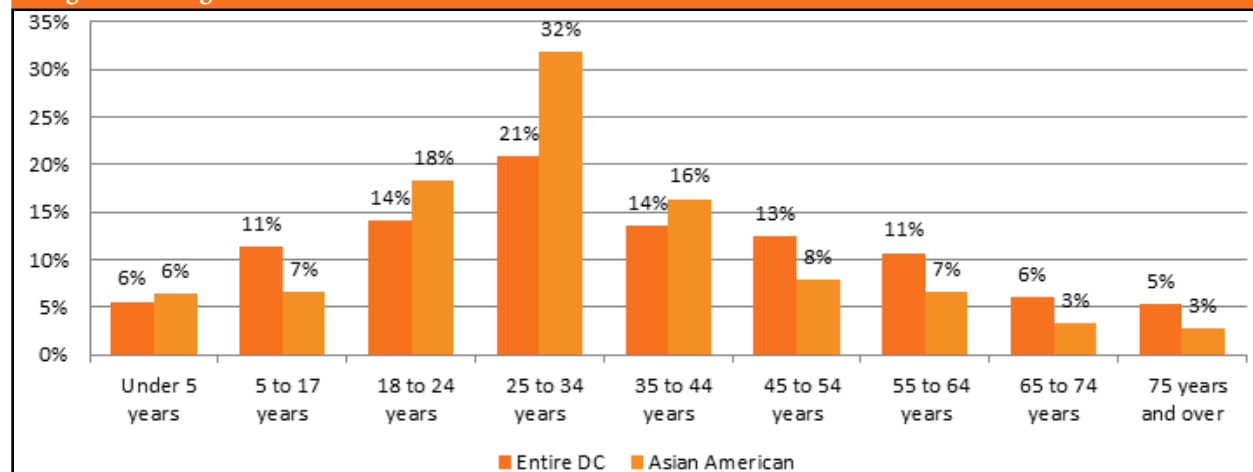
Source: 2009-2011 American Community Survey 3-year estimate

Figure 8.19. DC Asian American Family Size



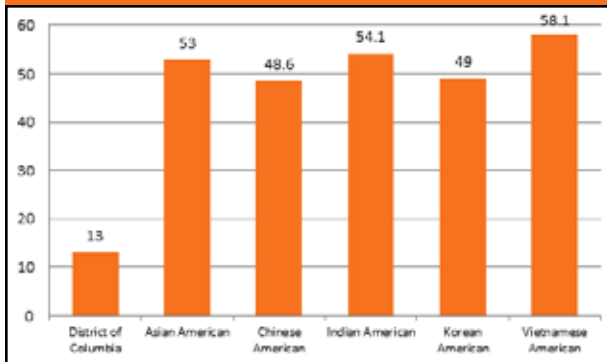
Source: 2009-2011 American Community Survey 3-year estimate

Figure 8.17. Age Distribution of DC Asian Americans



Source: 2009-2011 American Community Survey 3-year estimate

Figure 8.20. DC Asian American Foreign Born



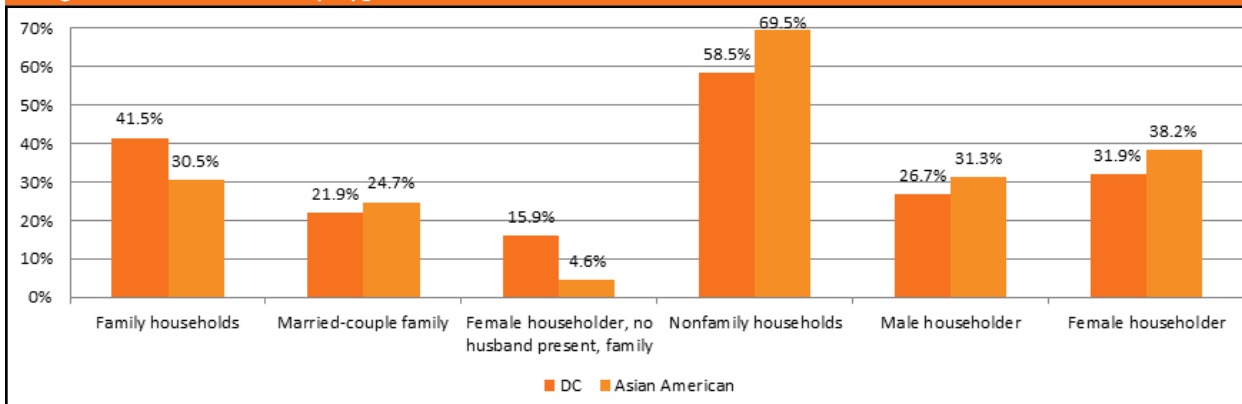
Source: 2009-2011 American Community Survey 3-year estimate

average Asian American family size is 2.71, small than the District's family size. The Vietnamese have the largest family size of the Asian American ethnic groups at 3.24, larger than the District's size (Figure 8.19). Most Asian Americans are foreign born at 54% which is a significantly higher percentage than the District's foreign born population at only 16%. The Vietnamese American community has the highest percentage of foreign born of the different ethnic populations in the Asian American community (Figure 8.20).

Social

Most Asian Americans are part of nonfamily households, similar to the entire District. There is a lower percentage of Asian Americans in family households compared to the District but a higher percentage when it comes to married-couple families (Figure 8.21).

Figure 8.21. Household by Type

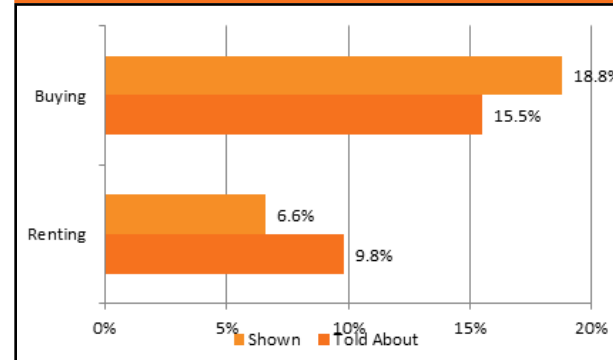


Source: 2009-2011 American Community Survey 3-year estimate

When searching for housing, the Asian American and Pacific Islander (AAPI) community, as well as other minority communities, can often be faced with housing discrimination. Based on the U.S. Department of Housing and Urban Development (HUD), Office of Policy Development and Research's Housing Discrimination Against Racial and Ethnic Minorities 2012 Study, AAPIs are told about and shown less rentals units and homes than their white counterparts. In the rental market, compared to whites, AAPIs are told about 9.8% fewer units and shown 6.6% fewer units. In the housing market, compared to whites, AAPIs are told about 15.5% fewer homes and shown 18.8% fewer homes (Figure 8.22).

Based on the District of Columbia Department of Housing

Figure 8.22. Asian Home Seekers Told About and Shown Fewer Housing Units



Source: U.S. Department of Housing and Urban Development, Office of Policy Development and Research's Housing Discrimination Against Racial and Ethnic Minorities 2012 Study

and Community Development Indices 2011, drawn from HUD's Comprehensive Housing Affordability Strategy (CHAS) data and American Community Survey 2008, figures show that the AAPI community experiences housing problems mostly in the form of housing affordability.

In non-Hispanic Asian households, 41.06% experience some type of housing problem. A large majority of that population (40.04%) attribute their problems to having cost burdens greater than 30 percent of their income. To a lesser extent (20.09%), Asian households also experience cost burdens greater than 50 percent of their income. Cost burden refers to rental/housing expenses incurred i.e. having a cost burden greater than 30 percent means a person's [rent] is greater than 30 percent of their income (Table 8.1).

Table 8.1. Low-Moderate Income Households, Housing Problems

Households less than 80% MFI*, 2008	All District of Columbia Households Current Number	Non-Hispanic Asian Households Current %	
	Current %	Current %	
Total	107,862	100%	N/A
Any housing problems	77,506	71.86%	41.06%
Cost burden > 30%	75,873	70.34%	40.04%
Cost Burden > 50%	47,039	43.61%	20.09%
Overcrowded	3,780	3.50%	N/A
Inadequate kitchen	787	0.73%	N/A
Inadequate plumbing	1029	0.95%	N/A

Source: DHCD Indices 2011, pg. 223-224 *MFI refers to the Median Family Income

Voting

The Asian American Legal Defense and Education Fund surveyed 91 Asian American voters in their multilingual, nonpartisan 2012 election exit poll. The largest ethnic groups were Chinese (48%) and Korean (19%). Amongst Chinese American voters, 45% spoke Mandarin and 27%

spoke Cantonese (Table 8.2). Among the voters surveyed:

- 46% were foreign-born citizens.
- 18% were first-time voters.
- 22% were limited English proficient.
- 12% preferred voting with the help of either an interpreter or translated materials.

Table 8.2. Language of Voters

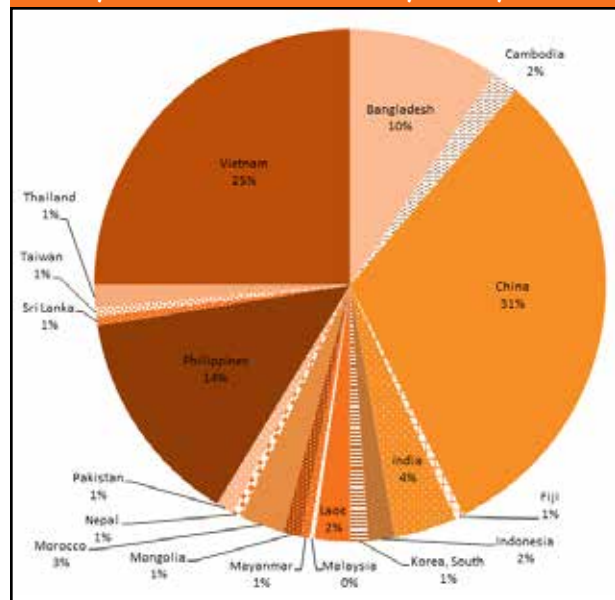
	Limited English Proficient	Language Assistance Preferred
All Voters Surveyed	22%	12%
- Chinese	36%	27%

Source: Asian American Legal Defense and Education Fund 2012 Exit Poll

Education

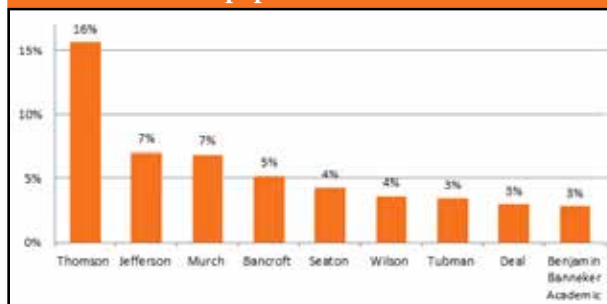
The Asian American school population in DC Public Schools has the highest percentage of students who country of origin is China representing 31% of the Asian American population followed by Vietnam at 25% (Figure 8.23). The highest percentage of Asian Americans in a DCPS school is at 16% at Thompson ES (Figure 8.24).

Figure 8.23. DC Asian American Linguistically and Culturally Diverse Student Enrollment by Country of Birth



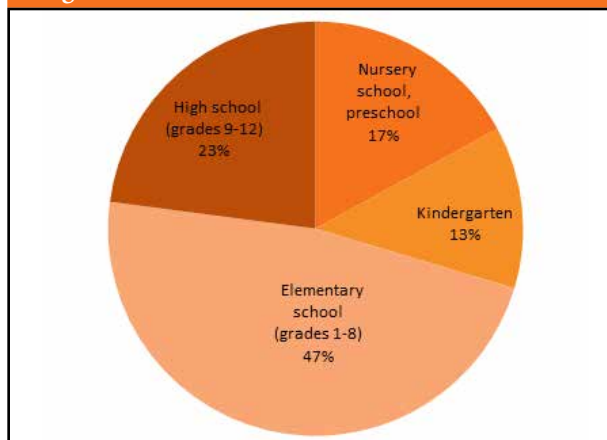
Source: DCPS Linguistically and Culturally Diverse Student Fact Sheet SY2009-2010

Figure 8.24. Top 10 DCPS Schools with highest Asian American populations



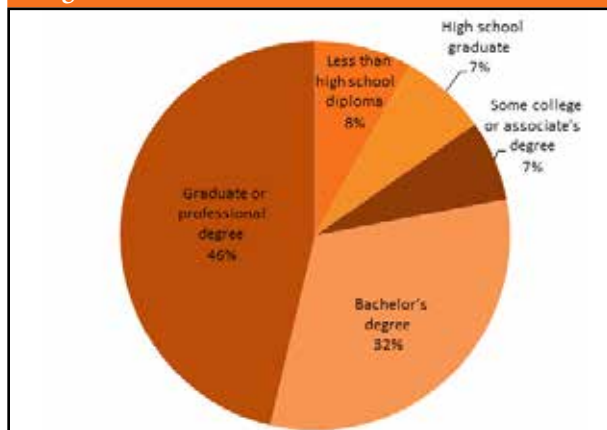
Source: DCPS Linguistically and Culturally Diverse Student Fact Sheet SY2009-2010

Figure 8.25. DC Asian American School Enrollment K-12



Source: 2009-2011 American Community Survey 3-year estimate

Figure 8.26. DC Asian American Educational Attainment



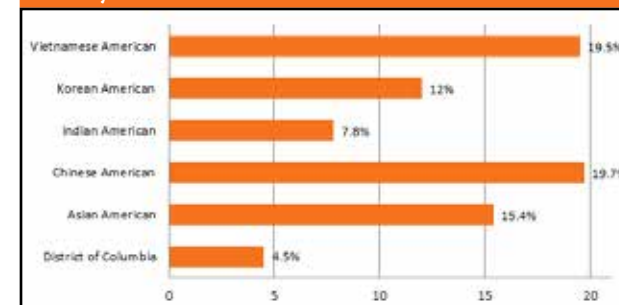
Source: 2009-2011 American Community Survey 3-year estimate

Figure 8.25 shows that most Asian American students are in elementary school and kindergarten has the lower percentage of Asian American students enrolled. A significant percentage of Asian Americans have less than a high school diploma (Figure 8.26).

English Proficiency

The language ability in the figure below shows Asian American have a higher rate of speaking English less than "very well" and the Chinese and Vietnamese have the highest rates of low level of English speaking ability (Figure 8.27).

Figure 8.27. DC AAPI who Speak English less than "very well"

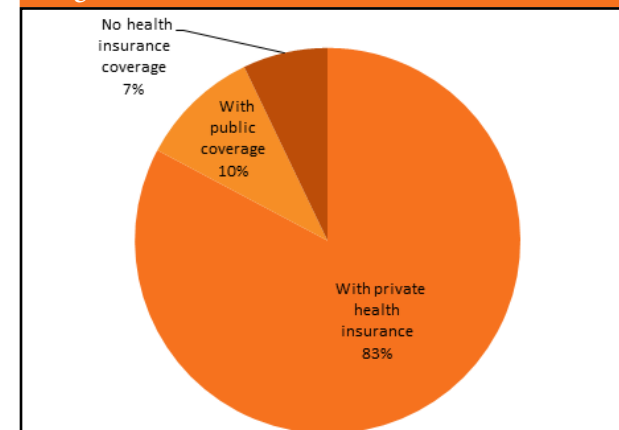


Source: 2009-2011 American Community Survey 3-year estimate

Health

In the District, this figure indicates most Asian Americans have health insurance with only 7.4% of the population who does not have health insurance coverage (Figure 8.28).

Figure 8.28. DC Asian American Health Insurance



Source: 2009-2011 American Community Survey 3-year estimate

Economic

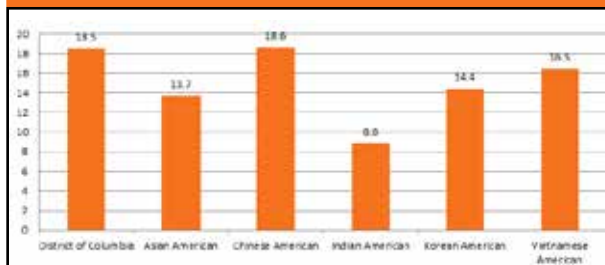
The Asian American population as a whole has a poverty rate of 13.7% with the Chinese and Vietnamese populations having higher rates (Figure 8.29). The Asian American per capita income is higher than the entire District's population with the Indian American population having the highest per capita income (Figure 8.30). Asian American unemployment rate is 3% with the Vietnamese American unemployment rate being the highest at 6.5% (Figure 8.31). Twenty-six percent of Asian Americans are not in the labor force according to the figure below, with Chinese American having the most individuals not in the labor force (Figure 8.32).

The U.S. Census Bureau's 2007 Survey of Business Owners provides detailed information every five years for Asian-owned businesses, including the number of firms, sales and receipts, number of paid employees and annual payroll.

According to U.S. Census Bureau's 2007 Survey of Business Owners, there are 3,445 Asian owned firms in the District of Columbia. The Survey of Business Owners defines Asian-owned businesses as firms in which Asian Indians, Chinese, Filipinos, Japanese, Koreans, Vietnamese or other Asians own 51 percent or more of the equity, interest or stock of the business. Of the Asian owned, the most were run by Koreans (917), followed by Chinese (806) and Asian Indian (629). Asian owned firms made up 6 percent of all firms in the District, a 36 percent increase since 2002 (Figure 8.33).

According to Census 2007 Survey of Business Owners, Koreans (585) lead in the number of firms with employees, followed by Asian Indians (363) and Chinese (324) (Figure 8.34).

Figure 8.29. DC Asian American Poverty Rate



Source: 2009-2011 American Community Survey 3-year estimate

Figure 8.30. DC Asian American per Capita Income



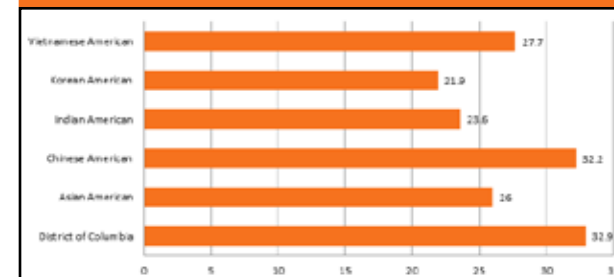
Source: 2009-2011 American Community Survey 3-year estimate

Figure 8.31. DC Asian American Unemployment Rate



Source: 2009-2011 American Community Survey 3-year estimate

Figure 8.32. DC Asian American Not in Labor Force



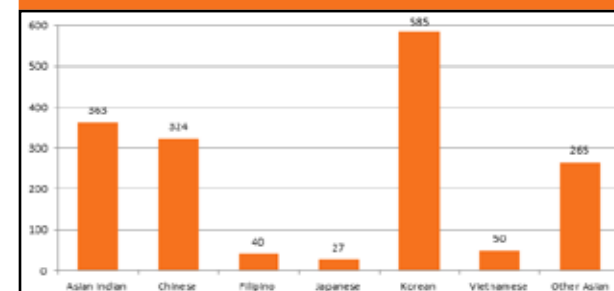
Source: 2009-2011 American Community Survey 3-year estimate

Figure 8.33. Number of Firms



Source: U.S. Census Bureau's 2007 Survey of Business Owners

Figure 8.34. Number of Firms With Paid Employees



Source: U.S. Census Bureau's 2007 Survey of Business Owners

OFFICE ON LATINO AFFAIRS

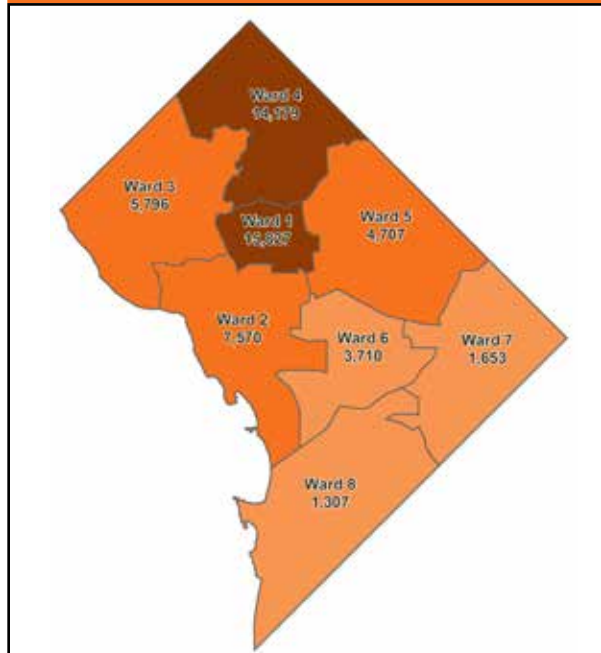
According to the U.S. Census Bureau 2012 American Community Survey 1-year estimate, 62,726 (9.9 percent) of District residents self-identify as “Hispanic or Latino.” It is widely assumed that Latinos actually make up a much larger share of the District’s population because the group is chronically undercounted in the Census. In terms of geographic distribution, the US Census Bureau data for 2010 show that from a total Latino population of 54,749 in the District that year, the highest proportion of Latinos lived in Wards 1 (15,827, 28.9 percent), 4 (14,179, 25.9 percent), and 2 (7,570, 13.8 percent). There was also a significant proportion of Latinos living in the rest of the District, in order from highest to lowest proportions: Ward 3 (5,796, 10.6 percent), Ward 5 (4,707, 8.6 percent), Ward 6 (3,710, 6.8 percent), Ward 7 (1,653, 3.0 percent), and Ward 8 (1,307, 2.4 percent). Maps 8.3 and 8.4 show the geographic distribution by Ward and Census Tract, respectively, for the year 2010.

The Latino population in the District has noticeably increased from 2000 to 2010 in all Wards across the District, except Ward 1. The greatest positive numeric changes in the Latino population from 2000-2010 were seen in: Ward 4 (increase of 4,923), Ward 5 (increase of 2,870), and Ward 6 (increase of 1,657). The only Ward in the District where there was a negative numeric change in the Latino population from 2000-2010 was Ward 1 (decrease of 2,282). Please note that although data have exhibited a decrease in the number of Latinos living in Ward 1, this decrease does not reflect the large population of Latinos still residing and working in this area. Maps 8.5 shows the geographic distribution by Ward in 2000, Map 8.6 shows the Latino population numeric change by Ward from 2000 to 2010.

The number of Latino residents living in the District has steadily continued to increase over the past decade. Note that the population data below for the years 2000 and 2010 is from the U.S. Census Bureau decennial reports; and the population estimates for years 2001 through 2012 are from the 2012 American Community Survey (Figure 8.35).

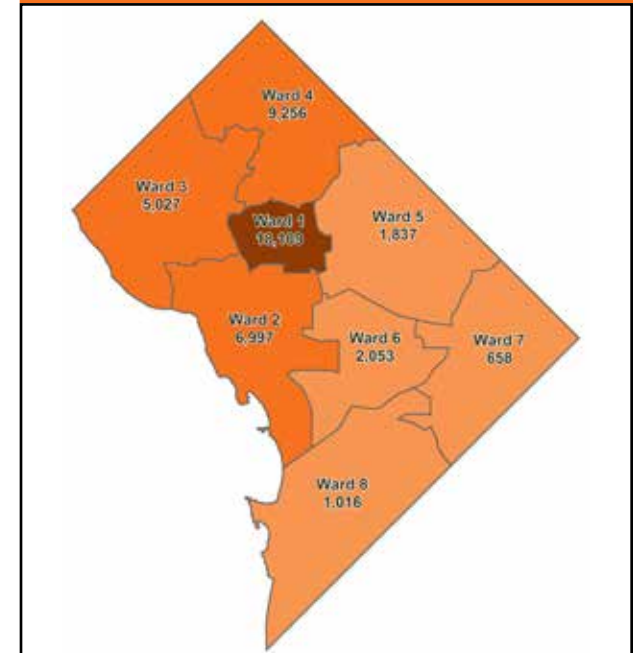
The steady increase of the Latino population living in the District can also be seen by decade, continuously increasing from 1980 to 2010. From a total District population

Map 8.3. 2010 Hispanic Population by Ward



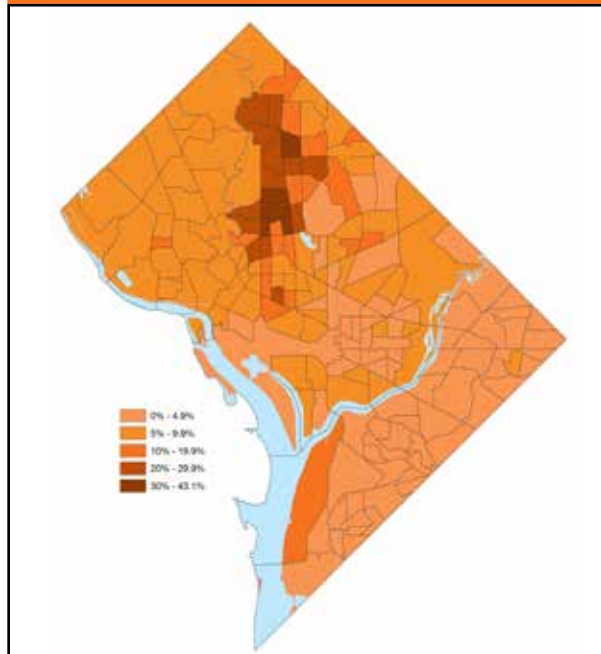
Source: Census 2010

Map 8.5. 2000 Hispanic Population by Ward



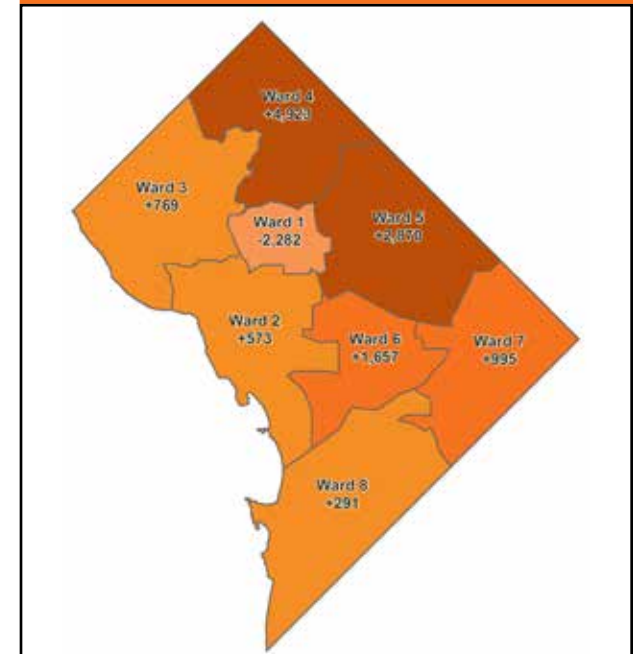
Source: Census 2000

Map 8.4. 2010 Hispanic Population by Census Tract



Source: Census 2010

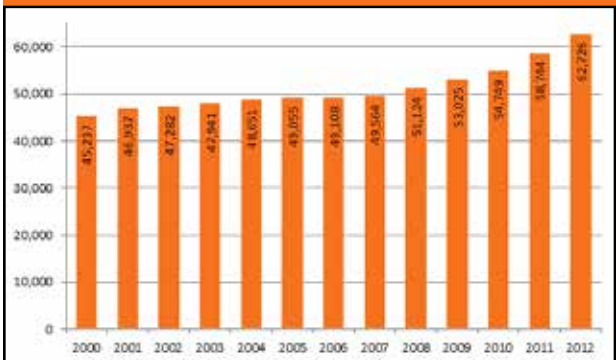
Map 8.6. 2000 to 2010 Hispanic Population Change



Source: Censuses 2000 and 2010

of 638,333, there were 17,679 (2.8 percent) residents who self-identified as “Hispanic or Latino” in 1980. In 1990, the total District population decreased to 606, 900, while the Latino population that same year increased to 32, 710

Figure 8.35. DC Hispanic/Latino Population Trend 2000-2012



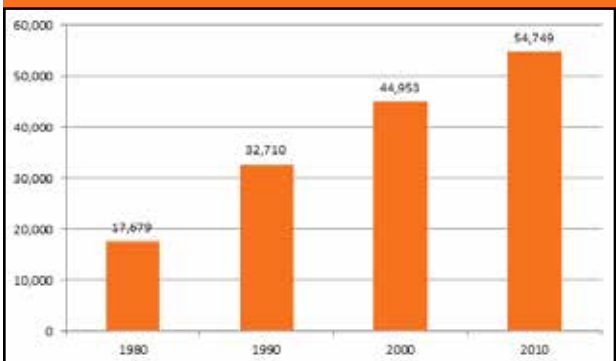
Source: U.S. Censuses 2000 and 2010, and American Community Survey Estimates

Table 8.3. District of Columbia Hispanic or Latino Population Trends: Year 1980 to 2010

Census Year	Total Population	Hispanic or Latino Population	
		Number	Percent
1980	638,333	17,679	2.8
1990	606,900	32,710	5.4
2000	572,059	44,953	7.9
2010	601,723	54,749	9.1

Source: U.S. Censuses 1980, 1990, 2000, 2010

Figure 8.36. Hispanic/Latino Population Trend 1980-2010

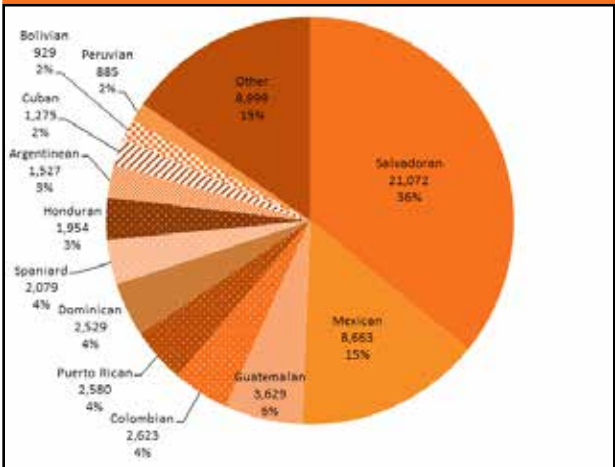


Source: U.S. Censuses 1980, 1990, 2000, 2010

(5.4 percent) residents. In 2000, the total District population continued decreasing to 572, 059, while the Latino population this year increased to 44,953 (7.9 percent) residents. In 2010, the total District population then increased to 601,723, and the Latino population also increased to 54,749 (9.1 percent) residents (Table 8.3 and Figure 8.36).

The Latino residents in the District of Columbia are a very

Figure 8.37. DC Hispanic/Latino Population by Country of Origin, 2011

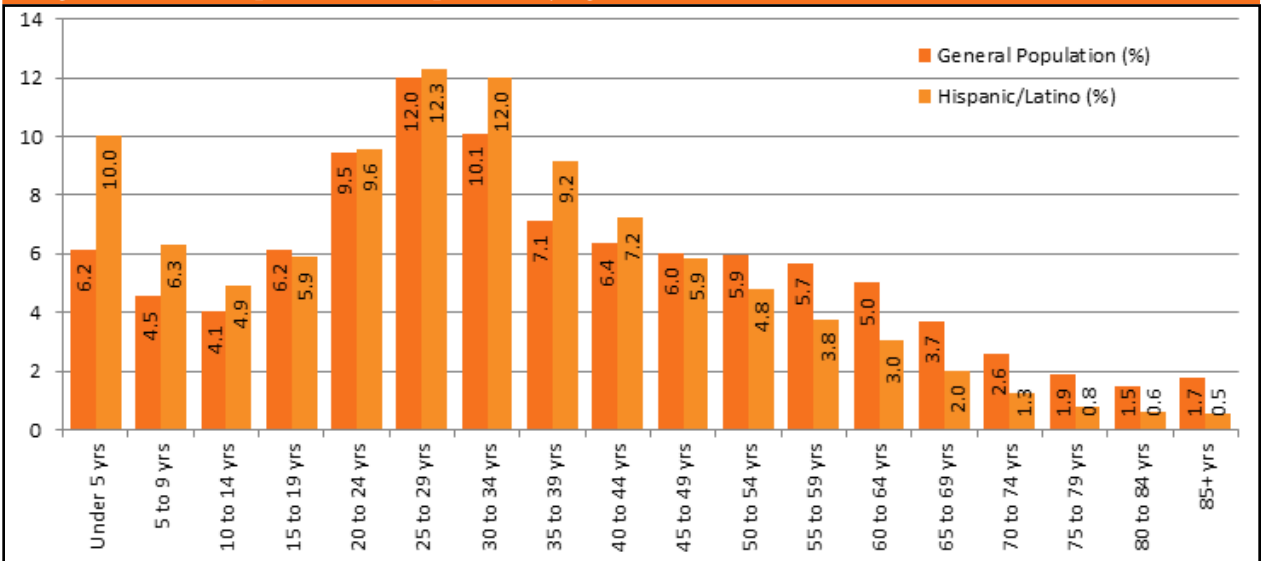


Source: U.S. Census Bureau, 2011 American Community Survey

diverse population. Although often overlooked through the use of categorical terms, i.e. “Hispanic” or “Latino,” country of origin data help represent the unique individual countries people are coming from, where often significant differences exist in terms of cultural practices and language. According to 2011 data from the American Community Survey (ACS), the largest Latino population residing in DC is from El Salvador (21,072, 36 percent), while other major countries of origin, in order of highest to lowest populations, include: Mexico (8,663, 15 percent), Guatemala (3,629, 6 percent), Colombia (2,623, 4 percent), and Puerto Rico (2,580, 4 percent). Figure 8.37 provides additional data on the DC Hispanic/Latino Population by Country of Origin, 2011.

The 2012 American Community Survey estimates show how the District’s Latino population is overall younger than the city’s entire population. DC’s Latino population concentrates between the ages of 20 and 39 years old, and the median age of Latino residents is 30.4, which is about three years below the citywide median age of 33.6. There is also large proportion of children, under 5 years, amongst DC Latinos; this proportion (10.01 percent) is almost double the District’s entire proportion for this age group (6.15 percent). About 36.68 percent of Latinos are under 25, compared with 30.36 percent for the entire city (Figure 8.38).

Figure 8.38. DC Hispanic/Latino Population by Age as Percent of Total, 2012

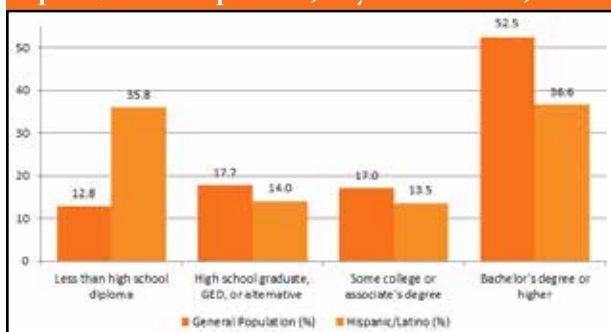


Source: U.S. Census Bureau, 2012 American Community Survey

In terms of education, the Latino population shows a bimodal distribution in data from the 2011 American Community Survey. Latinos live worlds apart in that the highest population concentrations include, on one hand, those who have received less than a high school diploma and on the other hand, those who have obtained a Bachelor's or a higher degree. In 2011, the highest proportion of the DC Latino population, 25 years and older, had attained a Bachelor's degree or higher (13,731 residents, 36.6 percent), which is followed closely behind by the second highest proportion of Latino residents who had attained less than a high school diploma (13,423 residents, 35.8 percent). Meanwhile, only 27.6 percent of Latino residents in the District (10,333 residents) have obtained a high school diploma or GED, or some college or associate's degree. Note that the data show a significant disparity in the number of Latinos, 25 years and older, who had received less than a high school diploma (35.8 percent), in comparison with the District's total population at this same education level (12.8 percent). At the same time, data from 2011 also challenge the common view that all members of the Latino population have a low level of education, as exemplified by how the highest proportion of Latinos have achieved a Bachelor's degree or higher. As the bar graph below illustrates, the distribution of educational attainment in the District is bimodal with the highest concentrations in both the highest and lowest attainment categories (Figure 8.39).

A close analysis of the 2011 American Community Survey data on language spoken at home shows that 33 percent of the DC Latino population speak only English (17,525 individuals), and 2 percent speak an "other language" (1,244

Figure 8.39. Educational Attainment by the DC Hispanic/Latino Population, 25 years and older, 2011



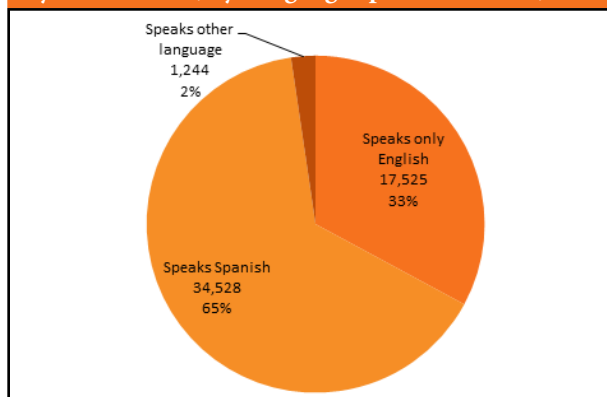
Source: U.S. Census Bureau, 2011 American Community Survey

Table 8.4. DC Hispanic/Latino Population, 5 Years and Over, by Language Spoken at Home and Ability to Speak English: 2011

	Number	Percent
Total:	53,297	100
Speak only English	17,525	33
Speak Spanish:	34,528	65
Speak English "very well"	21,960	41
Speak English "well"	6,688	13
Speak English "not well"	4,490	8
Speak English "not at all"	1,390	3
Speak other language	1,244	2

Source: U.S. Census Bureau, 2011 American Community Survey

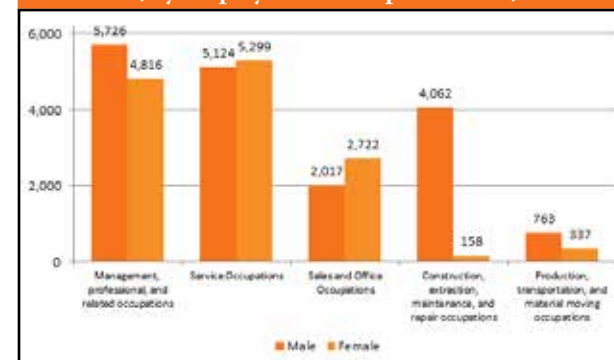
Figure 8.40. DC Hispanic/Latino Population, 5 years and over, by Language Spoken at Home, 2011



Source: U.S. Census Bureau, 2011 American Community Survey

individuals), while a large majority, 65 percent, speak Spanish (34,528 individuals). Of the Latino residents who speak Spanish at home, 54 percent of the entire DC Latino population self-identify as speaking English "very well" or "well" (28,648 individuals), and 11 percent speak English "not well" or "not at all" (5,880 individuals). Of the entire Latino population in DC, these data exemplify a significant proportion of Latinos with high English speaking abilities, given that 33 percent speak only English at home and 54 percent speak Spanish at home, but still speak English "very well" or "well." However, Language Access is still incredibly vital to those 11 percent (5,880 individuals) who speak Spanish at home and are limited or no-English proficient, who speak English "not well" or

Figure 8.41. DC Hispanic/Latino Population, 16 years and over, by Employment/Occupation Area, 2011



Source: U.S. Census Bureau, 2011 American Community Survey

"not at all." Table 8.4 and Figure 8.40 display data on the language spoken at home and ability to speak English by the DC Hispanic/Latino population in 2011.

Inspection of the distribution for both male and female Latinos shows a skew towards the management/professional and service occupation categories. The interpretation of that distribution is somewhat difficult due to the very broad "service" occupational category. The occupational distribution for Latino women closely followed that of men with the clear exception of the "construction" category (Figure 8.41).

In 2009, according to that year's American Community Survey estimates, the income distribution of the Latino population in the District resembled a normal curve, with the greatest income concentration between \$25,000 and \$75,000 dollars a year. However, as seen in Figure 8.42,

Figure 8.42. Household Income of DC Hispanic/Latino Householders, 2011



Source: U.S. Census Bureau, 2011 American Community Survey

this trend has drastically changed to a rather unequal income distribution in 2011. The highest proportion of Latino householders earned less than \$10,000, while the next highest concentration of Latino householders earned an income of \$50,000 to \$200,000 or more. The median Latino household income was \$59,607 in 2011.

The Office on Latino Affairs (OLA) was established in 1976 by the District Council when it passed the Latino Community Development Act, DC Law 1-86. It was the Council's intention for OLA, as part of the Executive Office of the Mayor, to work with the Mayor, the Council, District Government Agencies as well as private, community based organizations and businesses to ensure that a full range of health, education, employment and social services are available to all Latino residents living in the District of Columbia. The law also mandates OLA to strengthen the infrastructure of community based agencies serving the Latino population and to seek funding and provide grants for special programs and projects related to its mandate. OLA also assists District Government agencies in complying with the provisions of the Language Access Act of 2004. In terms of its organizational structure, OLA operates four different programs: Language Access and Policy Development, Compliance and Contracting within the Agency's Administration, Outreach and Community Relations, Public Affairs, and Community Development Funds in the form of Grants.

Grants

OLA manages a multimillion dollar grants budget applied toward funding Latino-serving community-based health, education, human services, and cultural programs. In addition, OLA provides technical assistance to grant applicants and grantees to ensure compliance with the rules and regulations of the District of Columbia and OLA's grants policies. OLA's Grants Program supports services offered by 501 (c) 3 organizations that target Latinos who reside in the District of Columbia. The general goals of OLA's Grants Program are as follows:

- Support of culturally and linguistically competent services that increase low-income Latino immigrants' capacity for independence and assimilation into the general community.
- Support of a broad range of educational and training opportunities to assist Latinos to achieve greater success in academics or the labor market.

- Support of a broad range of services that increase Latinos' knowledge of critical issues (e.g., civil rights, public safety, and/or social services).
- Support services that reduce health disparities that affect Latino DC residents.
- Support the expression of Latino heritage through educational programs and cultural events in District of Columbia.

Fiscal year (FY) 2012 was a very successful year for the grants program. OLA made 55 grant awards, a new record, to 52 non-profit organizations that provide services in: economic development, education, crisis intervention, education, health education, English language instruction, gang prevention/intervention, youth development, workforce development, and healthcare services, totaling \$2,043,880.77. Our grantees served 62,850 clients with this funding.

The grants program made major additions and improvements to its administrative processes, resulting in improved efficiency and accountability. Quarterly reports are now submitted online through our grants management system, which has decreased the time to receive and review reports. The new online reporting component allows us to receive activity, narrative, budget and expenditure reports. The expenditure report is a new requirement as of FY 2012. Grantees now must submit evidence on how the funds were used (e.g. Payroll, receipts, and invoices), and we then review all expenses made and ensure that taxpayer dollars were properly invested.

The system also allows the management team, grantees and grant reviewers with instant access to past performance data. This is crucial information for the development of OLA's funding strategy to respond to the City's priorities, constituent needs, and in the decision making process for grant awards.

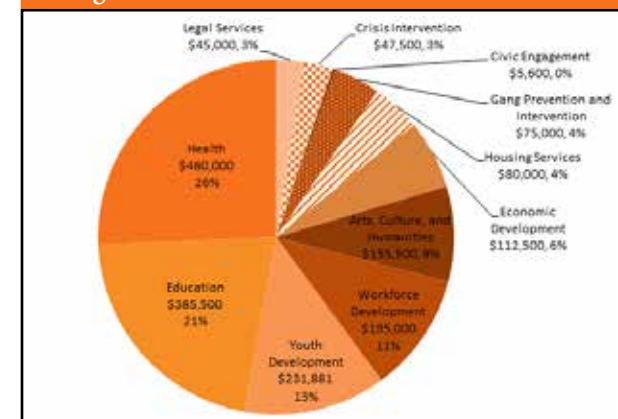
All of our programs had great success. Highlighted below are a few of those successes:

- Workforce development – Our funding trained individuals for new jobs, including:
 - ♦ Green constructions (including solar panel installation).
 - ♦ Building maintenance professionals.
 - ♦ Language interpreters (Spanish, English, Amharic).
 - ♦ Medical assistants.

- ♦ Careers for youth (Event planning/management, office careers).
- Economic Development
 - ♦ 10 new businesses in FY 2012.
 - ♦ 34 existing business assisted in becoming competitive.
- Civic Engagement
 - ♦ Youth engagement project registered 233 new first-time voters.
 - ♦ Our citizenship program assisted DC residents pass the US citizenship exam and process, resulting in 20 new US citizens and registered voters.

The grand total for grants provided during the 2012 fiscal year was \$1,843,880.77. These grants covered ten broad fields including health services with 24.95 percent of the total, education services with 20.91 percent of the total, youth development with 12.58 percent of the total, economic and workforce development with 16.68 percent of the total, arts, culture and humanities with 8.43 percent of the total, housing services with 4.34 percent of the total, gang prevention and intervention with 4.07 percent of the total, civic engagement with 3.04 percent of the total, crisis intervention with 2.58 percent of the total, and legal services with 2.44 percent of the total. Additionally, OLA, through a partnership with the DC Department of Human Services, provided \$200,000 for healthcare insurance enrollment and services for individuals with limited or no-English proficiency. Figure 8.43 displays the distribution of funds by field for the Mayor's Office on Latino Affairs Grant Programs.

Figure 8.43. Mayor's Office on Latino Affairs Grant Programs Portfolio FY2012



Source: Office on Latino Affairs' Grants Program

Language Access and Advocacy Program

On April 21st, 2004, the Language Access Act (LAA) was signed into law. The central purpose of the LAA is to provide equal access and participation to public services, programs and activities for residents of the District of Columbia who are limited or non-English proficient. Since then, OLA's Language Access and Advocacy Program has provided technical support to the 34, and continuously increasing number of DC government agencies covered by the law. By doing so, OLA has advocated to ensure that culturally and linguistically competent city services are delivered to the Spanish-speaking residents of the District. It also serves, in coordination with the Office on African Affairs and the Office on Asian Pacific Islander Affairs, as a consultative and collaborative body to the Office on Human Rights to develop, update, and monitor the execution of each District agency's respective policy plans. OLA has also collaborated with the Office of Human Rights (OHR), broadened its working relationship with the Office on Asian and Pacific Islander Affairs (OAPIA), and developed a working relationship with the Office on African Affairs (OAA)—created in 2006, and staffed in 2007—to improve the level of coordination and sharing of knowledge among DC government offices charged with monitoring the implementation of the Act. The effective collaboration that exists among the Office on Asian Pacific Islander Affairs, the Office on African Affairs, and the Office on Latino Affairs allows the three consultative agencies to address issues from a multi-agency perspective to better serve our diverse mix of linguistic and ethnic communities in the District of Columbia.

Latinos represent a large population of individuals with limited or no-English proficiency (LEP/NEP) living and working in the District, and are the largest group affected by how well DC government delivers on the promises of this law. These promises include the translation of vital documents, the availability of oral language services, the hiring of bilingual public contact personnel, the training of DC employees in multicultural awareness, and the outreach efforts that the agencies named under the law tailored to individuals with limited or no-English proficiency living in Washington, DC. The Act requires District agencies or “covered entities with major public contact” to establish and implement a Biennial Language Access

Plan and designate a Language Access Coordinator. Also, it mandates that the Office of Human Rights, in collaboration and consultation with the Office on Latino Affairs, the Office on Asian and Pacific Islander Affairs, and the Office on African Affairs assist and monitor DC government agencies, programs, and services in complying with the LAA.

With the new hiring of the Language Access Monitor, the Language Access and Advocacy Program is now more proactively identifying areas of improvement at DC government agencies named under the Language Access Act by meeting and establishing relationships with frontline employees at Latino LEP and NEP-serving community-based organizations (CBOs) and at DC government customer service centers. From June to October of 2012, the LA Monitor met face-to-face with sixty-eight (68) individuals across twenty-nine (29) different CBOs. For a comparative perspective, the LA Monitor began site visits, and interviews with frontline employees, at DC government agency customer service centers as well. The identified specific areas of improvement from these projects are informing the LA Coordinator where to focus specialized technical support and future initiatives to the LA agencies.

Outreach

The purpose of the Community Relations and Outreach Program is to create partnerships and outreach to District Latino residents so that they may increase their knowledge of and access to vital programs and services available to them. The outreach program has three primary components: 1) community information exchange, 2) community partnerships, and 3) awareness and promotion of the city's and office's activities addressing issues and concerns of the Latino population in the District of Columbia.

The community information exchange component is in charge of information dissemination and educational services for District Latino residents, so they can better access city and other vital services available to them. The community partnerships component is responsible for providing information gathering services from District Latino residents, so that OLA and DC government agencies can better design and support systems to serve the Latino population. OLA works with city agencies to co-

ordinate events to inform Latinos about DC government services and programs aimed at improving the access of residents to such services and to directly inform them of mayoral initiatives and programs.

Public Affairs

The Public Affairs program promotes high quality communications in both English and Spanish, and fosters understanding and awareness of the activities and achievements of the agency. The Public Affairs program prepares speeches, presentations, press releases, interviews, and radio and television appearances; responds to media requests; and maintains media relations. It is responsible to develop outreach plans, communicate directly with the public through daily correspondence, as well as implement specific communication strategies related to key issues and messages for the Latino population in the District of Columbia. The program is also responsible to maintain the web content and design of the office's main <http://ola.dc.gov/> website and all pertinent social media.

VETERANS AFFAIRS

The District of Columbia Office of Veterans Affairs was created, as a new entity, within the Executive Office of the Mayor of Washington, DC, by Title VII (Establishment of Veterans Affairs Office), of the Fiscal Year 2002 Budget Support Act of 2001, DC Law 14-28 (October 3, 2001).

The mission of the District of Columbia Office of Veterans Affairs (OVA) is to effectively advocate on behalf of District of Columbia veterans and their families to assist them in obtaining their earned veteran services and benefits. Additionally, OVA recognizes the military service and sacrifice of District of Columbia veterans at veteran commemorative events. The District of Columbia Office of Veterans Affairs (OVA) acts as a liaison between District of Columbia government agencies, community partners and the federal government on behalf of the District's approximately 35,000 veterans. Through the agency's outreach efforts and well-trained, knowledgeable staff, OVA has kept District veterans, survivors and their families informed of their federal government entitlements as well as District programs and services. OVA also informs the Mayor's Of-

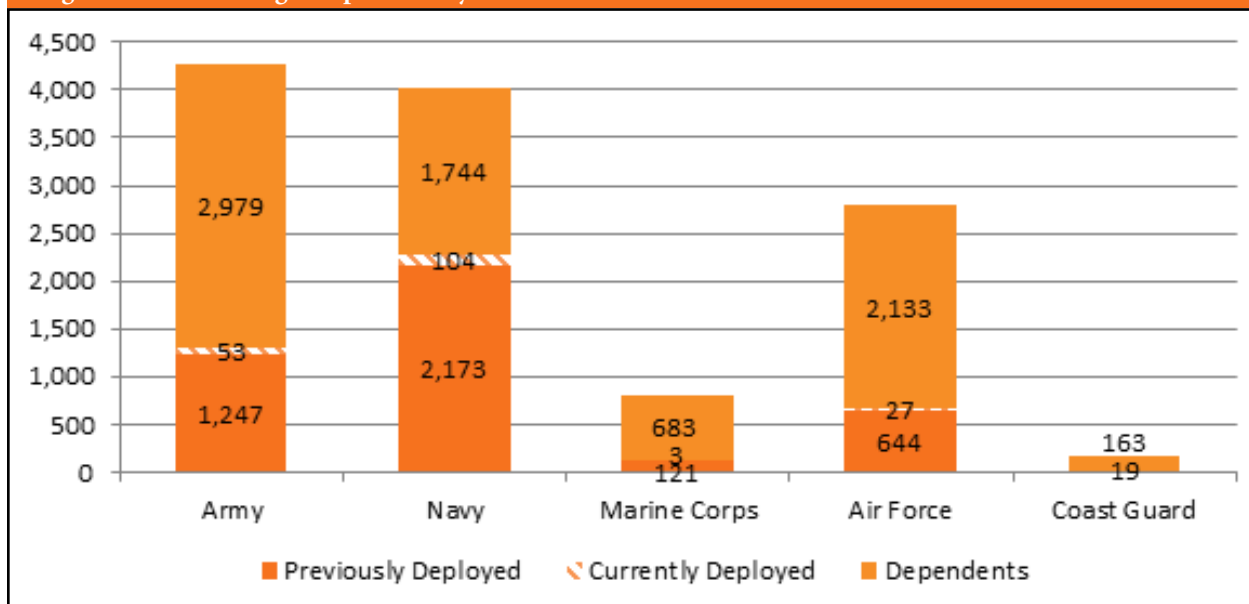
fice of veteran constituent concerns and issues. And OVA encourages the District's homeless veteran population to seek Department of Veterans Affairs entitlements as well as District government programs, and assist constituents with accessing federal government services.

Veteran Programs

The Office of Veterans Affairs (OVA) consists of two programs, outreach and recognition. The Office of Veterans Affairs provides outreach to identify military veterans and their families to encourage them to apply for their earned veterans' benefits and to utilize their earned benefits and services. During FY 2012 the OVA has participated in 39 Outreach events.

The District of Columbia Office of Veterans Affairs has continued to lead an effort to recognize the military service and accomplishments, of DC veterans, by organizing and participating, in events that appropriately recognize our DC veterans. The Office of Veterans Affairs has organized and participated, in 23 veterans' and military service members' commemorative and recognition events and programs.

Figure 8.44. OVA Target Population by Count

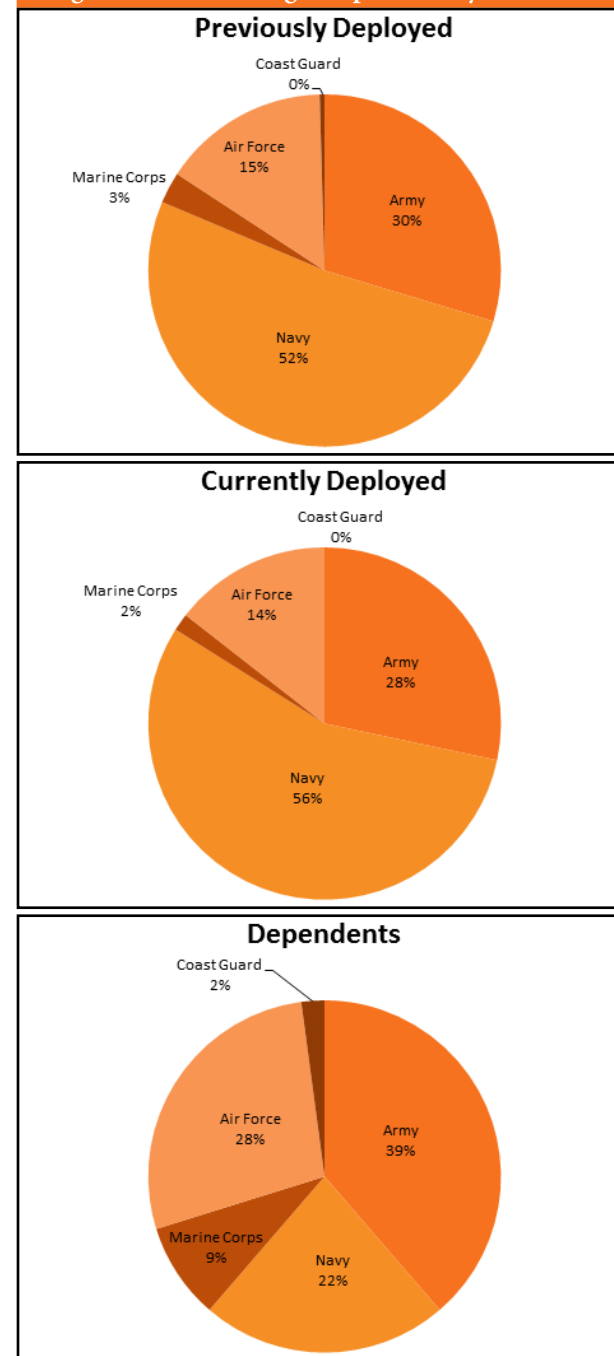


*Data extracted from Defense Manpower Data Center - January 31, 2013

Note: Currently Deployed Coast Guard is 0.

Source: DC Veterans Affairs

Figure 8.45. OVA Target Population by Percent



*Data extracted from Defense Manpower Data Center - Jan 31, 2013

Note: Currently Deployed Coast Guard is 0.

Source: DC Veterans Affairs

Veteran Initiatives

The Office of Veterans Affairs (OVA) and the Mayor of the District of Columbia have created three Initiatives to benefit DC veterans and their families. They include a Veterans License Plate program, a Furniture Donation Program for Homeless/At Risk Veterans and a Financial Literacy program. Since April of 2011, OVA and the DC Dept. of Motor Vehicles have sold 70 veteran specialty license tags which have generated needed revenue for the OVA veterans assistance fund. In FY 12 and FY 13, OVA through its partners the National Capitol Veterans Coalition and the Intl Local Union of Teamsters No. 639 have delivered donated furniture from military installations to 165 homeless and at risk veterans placed in housing from the HUD VASH and Choice voucher programs in the District of Columbia. The Financial Literacy Program for DC Veterans and their families was established in FY 12 and continues in FY 13. The program conducts classes in debt management, credit management, financial planning and budgeting and asset building in various locations around the city on a monthly basis.



DEPARTMENT OF PARKS AND RECREATION

Mission

The mission of the Department of Parks and Recreation (DPR) is to enhance the quality of life and wellness of District of Columbia residents and visitors by providing equal access to affordable and quality recreational services, and by organizing meaningful programs, activities, and events.

DPR provides a wide range of recreational activities to individuals and groups of all ages throughout the District of Columbia, including aquatics, athletics, fitness, urban camps, therapeutic recreation, environmental education, and food and nutrition programs.

Recreation Facilities, Parks and Open Space

DPR is responsible for programming and managing District parklands, outdoor facilities, and indoor recreation and aquatic centers that primarily serve DC residents. The Department is also responsible for operating parks and resources that date back to the McMillan Plan. DPR's vision is to be the national leader in urban recreation and parks administration and to be District residents' primary source for leisure activity.

DPR maintains over 900 acres of parkland and has built and continues to operate 67 recreation and community centers, 34 aquatic facilities, and additional recreational facilities to include 92 playgrounds, 160 play courts, and 75 athletic fields. In 2013, DPR opened its first fully-inclusive playground at Rosedale Community Center.

In FY14, DPR and the Department of General Services (DGS) will plan and design 9 new playgrounds. DPR and DGS will also plan and design two new recreation centers and complete construction of one new recreation center.

The District of Columbia is experiencing tremendous growth, adding an estimated 1,000 residents per month. Through the Play DC Master Plan, DPR seeks to address the need for expanded or improved facilities to meet the recreation and leisure needs of all residents, from young children to seniors aging in place.

Programs

In addition to providing facilities for self-guided recreation, DPR boasts a network of programs including summer camps, sporting events, swim lessons, senior and teen activities and specialized services such as outreach to at-risk youth, therapeutic recreation, and nutrition programs. Many of DPR's recreation centers offer job training activities and other programs essential to the well-being of all residents regardless of age or gender.

DPR hosts many events that benefit the community, such as the Black History Swim Meet, the largest minority swim meet in the world. Over 900 athletes from around the country participate in this annual event. Other popular annual events include the DC Senior Games, which features over 1,000 seniors participating in a variety of sporting and recreation events; and the Blacks in Wax program honoring leaders in African-American history at the Southeast Tennis and Learning Center.

Seasonally, DPR offers programs such as summer camp, with 65 locations serving over 3,000 youth each year. During the school year, DPR operates a cooperative play program for young children in partnership with parents at 10 sites.

DPR offers numerous sporting, leisure, and fitness activities for residents of any age, such as Pottery at Guy Mason Recreation Center, tennis instruction at Fort Stevens Recreation Center, swimming instruction for all ages and abilities at Turkey Thicket Recreation Center, cheerleading at Rosedale Recreation Center, Pop Warner football at Watkins Recreation Center, and therapeutic activities for seniors at the Therapeutic Recreation Center. Programs such as Young Ladies on the Rise, a personal enrichment program for young women, have been recognized by the National Recreation and Park Association (NRPA).

In recent years, program and enrollment successes include:

- An increase from FY11 to FY12 of programs targeting infants/children aged 0-6 from 17 to 31 programs.
- An increase from FY11 to FY12 of program targeting seniors aged 55 and older from 20 to 38 programs.
- An increase in the percent of program utilization from FY12 to FY13 from 67.18% to 78.49%.

- An increase in visitors received at DPR facilities from FY12 to FY13 from 940,452 to 1,495,502.
- An increase in visitors received at DPR pools from FY12 to FY13 from 263,109 to 411,502.

Major Agency Objectives & Initiatives

Recently completed agency initiatives include:

- Maximizing consumption of free summer meals (FY12). DPR revised its data collection methods to include daily site visits and data collection and review to ensure maximum efficiency in program operations and accountability.
- Developing and implementing comprehensive program evaluation plan (FY12). Use of the Program Assessment Assistance System (PAAS) enabled DPR to utilize an evidence-based research tool to measure program quality and outcomes from participating DPR programs, activities, and events.
- Developing and implementing a customer feedback system (FY12). Using both PAAS and survey methodology allows DPR to elicit data associated with specific programming to ascertain attainment of intended customer objectives and outcomes and

whether the program met or exceeded expectations.

- Designing professional development support plan and launching the DPR Professional Development Academy (FY12). The Professional Development Academy provides consistent and continuous training to recreation specialists and other DPR staff to design outcome-based programs, activities, and events. Recent sessions include meeting compliance requirements and work-related electives to enhance employee skills and performance.
- Launching “Move • Grow • Be Green,” DPR’s initiative to ensure that programs and facilities focus on physical fitness, personal enrichment, and environmental stewardship (FY12).
- Attaining accreditation through the National Recreation and Park Association’s (NRPA) Commission for Accreditation of Park and Recreation Agencies (CAPRA) (FY13). DPR is the 112th of over 3,000 park and recreation agencies to achieve accreditation.

Current agency objectives and initiatives:

- Use CAPRA accreditation to continue advancing agency performance; ensure processes are in place to

maintain accreditation.

- Through the Play DC Parks and Recreation Master Plan process, launched in FY13, develop a 10-year plan for both programs and capital improvements to provide enhanced levels of service and recreational opportunities to all District residents. The Play DC Master Plan will provide a framework for programmatic and capital decisions that is based on quantitative and qualitative data, to include facility assessments and statistically-valid resident surveys.
- Continue to improve facilities through the Play DC playground improvement initiative, launched in FY13 and identified in the One City Action Plan (Action 3.4.3) and the Sustainable DC Plan (Nature Action 3.3). This initiative provides safe playgrounds for children living in and visiting the District; ensures playgrounds are accessible and inclusive for children and care givers; increases childhood wellness through natural and adventure play; fosters community support for a well-loved playground; and utilizes an evaluation system to encourage volunteerism and partnerships at playgrounds.
- Professional development workforce through continued Professional Development Academy offerings and

Table 8.5. DPR Performance Measures

Measure	FY2011 Actual	FY2012 Target	FY2012 Actual	FY2013 Target	FY2013 Actual	FY2014 Projection	FY2015 Projection	FY2016 Projection
Number of therapeutic recreation programs	18	18	19	No longer tracked for agency performance	No longer tracked for agency performance	NA	NA	NA
Number of meals served	910,000	1,050,000	945,271	1,000,000	895,142	900,000	1,000,000	1,000,000
Percent of summer meals for which DPR receives reimbursement	89	93	93	94	91.13	92	95	95
Number of CBOs partnering with DPR	50	60	41	No longer tracked for agency performance	No longer tracked for agency performance	NA	NA	NA
Amount of cash donations and grants	310,800	65,000	21,600	No longer tracked for agency performance	No longer tracked for agency performance	NA	NA	NA
Number of volunteers processed and approved to work	735	375	275	400	548	600	650	700
Percent of participants who met program goals	Not tracked	75	85	Not estimated	83.48	85	90	92
Percent of facilities with recycling and trash reduction programs	NA	50	71	85	98.53	100	100	100

Source: DC Department of Parks and Recreation

increased focus on employee attainment of Certified Park and Recreation Professional (CPRP) certification.

- Make programmatic adjustments following implementation of customer feedback system and program evaluation process to increase percentage of participants meeting program goals and to increase program ratings to ensure that the agency is efficiently investing in highly rated programs.
- Fulfill agency's role and responsibilities within the Sustainable DC plan, the plan to make the District of Columbia the healthiest, greenest, and most livable city in the United States, launched in FY13. Key DPR goals and actions include expanding park access and programming to promote healthy lifestyles through physical exercise; increasing agricultural land uses within the District; and enhancing access to parks and open spaces for all residents, with a goal of providing parkland or natural space within a 10-minute walk of all residents by 2032.
- Ensure all DPR facilities have recycling and trash reduction programs.