

Community Services and Neighborhood Amenities

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Mayor's Office of Community Affairs

The Mayor's Office of Community Affairs (MOCA) 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 MOCA is to meet the needs of the residents of the District of Columbia and to engage the District's diverse communities in civic life. MOCA seeks to better serve all District residents by identifying resources, providing services and sponsoring beneficial programming for constituents.

MOCA 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 Mayor's 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 MOCA cluster are: the Mayor's Office of Community Relations and Services (MOCRS), Mayor's Office on African Affairs (MOAA), Mayor's Office of Lesbian, Gay, Bisexual, Transgender Affairs and Questioning (MLGBTQ), Mayor's Office of Religious Affairs (MORA), Mayor's Office on Women's Policy and Initiatives (MOWPI), DC Youth Advisory Council (DCYAC), Mayor's Office of Latino Affairs (MOLA), Mayor's Office on Asian and Pacific Islanders Affairs (MOAPIA), Mayor's Office of Returning Citizens Affairs (MORCA), Mayor's Office of Veterans Affairs (MOVA) and Serve DC - The Mayor's Office on Volunteerism.

Mayor's Office of Community Relations and Service

The Mayor's Office of Community Relations and Services (MOCRS) was re-established to ensure a responsive, supporter and effective presence of the Executive Office of the Mayor in the local community. The primary objectives of the office are to address to constituent concerns or traumatic events, connect residents with resources or services of district government, to facilitate efforts to proactively improve the way of life for district residents and to serve as a bridge between residents and the Mayor.



The Office works with the city government to provide coordinated and scheduled delivery of high-quality services for the District of Columbia's residents, visitors, business owners and neighborhoods.

Through the R.E.S.U.L.T.S. (Reaching Effective Solutions Using Lasting Tactics and Strategies) Initiative, the MOCRS team works directly with constituents and staff from nearly every District Government agency, to proactively and aggressively resolve community issues. This is done by facilitating a core team of service agency representatives for each Ward that work together to create interagency solutions and conduct neighborhood walks to assess concerns first hand. Through the "We Are Washington, D.C." Engagement Campaign, the MOCRS team organizes outreach activities to engage DC residents in civic activities, community services, decision making and to connect them with government resources or services.

MOCRS are charged with inviting community members to Mayoral events and activities. MOCRS Ward Liaisons also consistently attend community events or meetings to update the community on the Mayor's initiatives, as well as stay connected with the needs of everyday District residents.

Mayor's Office on Women's Policy and Initiatives

The Mayor's Office on Women's Policy and Initiatives is committed to enhancing the quality of life for all women and their families within the District of Columbia.

MOWPI works in conjunction with the DC Commission for Women, other DC Agencies and our other local partners to understand the local, regional and national challenges that women face every day. We use this large knowledge base to directly help the women of DC as well as present policy solutions and best practices to the Mayor and officials in the Bowser Administration.



Goals and Objectives:

- To support and advocate women's issues through research and community involvement
- To establish public and private partnerships to address women's issues in Washington, DC
- To promote, encourage, and provide advisory assistance to women's organizations and institutions focused on empowering women in the Washington, DC
- To conduct studies and hold public hearings on issues affecting women in conjunction with the DC Commission for Women;
- To promote access and bring awareness to issues facing women in Washington, DC
- To provide leadership by taking action to impact legislation that will protect and support women

These will be accomplished by:

- The implementation, review, and analysis of studies impacting the lives of women

- Attention to and analysis of various communication from women, on topics such as domestic violence, pay, business and employment opportunities, personal safety, health and wellness, and many more
- Review of existing laws and regulations to ensure they benefit the welfare of women and girls
- Collection and dissemination of information regarding the status of women
- Creation of an online directory of resources and services for women and girls
- Networking and collaborating with women, women's organizations, women in business and women community leaders to assess and improve the quality of life for women and girls in Washington, DC

DC Commission for Women

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.

Background

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 (21) Commissioners appointed by the Mayor to represent the city's eight (8) 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.

Mission

The mission of the District of Columbia Commission for Women is to serve as a resource center, facilitator and catalyst for planning and for action to solve problems facing women by:

- Gathering and disseminating information
- Making resource referrals
- Organizing educational seminars, workshops and forums designed to increase awareness and improve civic participation
- Coordinating research groups, interest groups and taskforces to study specific issues
- Developing recommendations to inform policies and programs that impact the lives of women and girls

Core Values

Health and Human Services

We believe the health and welfare of women and girls are central to their ability to thrive.

Education, Labor and Training

We believe the development and contributions of women and girls are essential to a prosperous society.

Public Safety

We believe that women and girls have a right to live in a society free of violence and oppression.

Policy and Legislation

We believe that women and girls should have a strong voice and an active presence in all local and national affairs.

SHE DC (She Helps Engage DC)

Our action-based task force consists of girls and women from all eight wards in the District of Columbia who will assist us with executing goals and initiatives of our office; including but not limited to: community service projects, recruiting and attending MOWPI sponsored events and growing our social media presence.

Girls Conference

MOWPI hosts a conference for DC high school girls in grades 9-12 for a full day of TED talk-style speaker series. Each year the conference will feature different themes affecting girls of the District. The goal of the conference is to empower girls of the District while informing them of the many resources and programs provided by area organizations in DC.

Women's Policy Conference

Influential thought leaders will convene to highlight and discuss issues most pressing for women and girls in the District. Speakers will include national policy experts, activists, and elected officials with the experience and insight to address social and economic issues with policy-based solutions.

Conclusion

The District of Columbia is a national leader in ensuring the progress of its women; for example, DC has the nation's lowest wage gap, with women earning an average of 91 cents for every dollar their male

colleagues earn. Women of color, however, experience a far greater wage gap, with African American women earning 56 cents on the dollar and Latina women earning 48 cents on the dollar. Combined with the skyrocketing cost of childcare and a lack of paid time leave for many workers, MOWPI is committed to helping the District's most vulnerable women receive the information and resources they need to achieve economic security and work towards building a pathway for themselves and their families to the middle class.

DC Youth Advisory Council

History

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.

Structure and Support

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. DCYAC consists of 32 council members, between the ages of 13 and 22, selected from various sectors of the District. DCYAC is responsible for influencing change in legislation and policies that impact youth, and for developing more youth and adult partnerships.

The roles and responsibilities of DCYAC members include (but are not limited to):

- (1) Responding to legislation and policies that impact youth
- (2) Recommending methods to resolve issues and concerns involving youth
- (3) Reviewing youth programs and policies to ensure they are achieving their established goals and objectives
- (4) Collaborating with neighborhood and youth organizations
- (5) Partnering with local, national and international youth organizations
- (6) Preparing youth for leadership through appropriate training

DCYAC looks to improve three areas of focus:

Advocacy – The 2015 -2016 Council will focus their advocacy efforts on one key issue, this year will be an issue that supports the “Pathway to the Middle Class.”

Advisory – DCYAC participants will advise on specific legislation under consideration by the City Council and other policy initiatives being considered by city agencies.

Technical Assistance – DCYAC participants will continue to work with District Government agencies, community organizations and other groups to involve youth in their decision-making process through trainings, forums and other collaborative efforts. By partnering 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 youth population of D.C. through special youth programming, meetings, and activities.

Additionally, DCYAC is responsible for responding to the critical concerns and needs of youth constituents by connecting youth to appropriate resources and services. DCYAC is currently updating a city-wide Youth Directory in order to electronically provide contact



information and services to all D.C. residents in need of youth services. This directory will be easily access through the DCYAC website.

Membership

Membership reflects a broad range of diversity encompassing, but not limited to, relevant differences such as ethnicity, ward residency, and gender. Members shall have been a District of Columbia Resident for at least 1 year (not including time residing in a college dormitory) prior to their application to serve on the council. College students are eligible to apply for the council, if the applicant has been a District resident living outside a college dormitory, for at least 1 year prior to their application to serve on the council. Youth applying to participate on the council should meet the following criteria:

- (1) Have a sincere interest in and motivation to work for the community
- (2) Have an interest in working as a volunteer for the government
- (3) Have knowledge of or willingness to gain knowledge of activities and needs in the sector of the community which they are selected to represent
- (4) Ability to offer and hear creative perspectives as it relates to youth topics
- (5) Ability to articulate ideas and solutions regarding youth issues and concerns
- (6) Ability to engage in community outreach with diverse populations
- (7) Interest in and capacity to develop leadership skills
- (8) Desire and ability to learn to communicate effectively
- (9) Patience and tolerance for working constructively in a group setting
- (10) Be responsible and able to follow through on commitments

Mayor's Office of Lesbian, Gay, Bisexual, Transgender and Questioning Affairs

The Mayor's Office of Lesbian, Gay, Bisexual, Transgender and Questioning Affairs (MLGBTQ) 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, transgender and queer/questioning residents.

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

Community Outreach

Community Outreach is at the heart of the work of the Mayor's Office of LGBTQ Affairs. The Office works in partnership with local organizations and leaders by promoting community events, attending community meetings, and addressing current issues in the community by hosting town hall meetings, conferences and advisory committee meetings that feature presentations by the Mayor and other members of the Administration.



Public Policy Development and Advocacy

The Public Policy Development and Advocacy Program advises the Mayor on important policy initiatives impacting the LGBTQ community. The Office provides 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 LGBTQ residents; creates and promotes 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.

Capacity Building

The Mayor's Office of LGBTQ 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. These workshops and trainings include education on non-profit management and compliance, fund development and program management.

Public Education

The goal of the public education program is to organize a series of trainings 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 LGBTQ residents. The Public Education program also works to facilitate access for DC government agencies and related service providers to model sensitivity training institutes on LGBTQ issues and ensure that the training provided by these agencies is culturally competent and appropriately addresses issues facing the LGBTQ community.

LGBTQ 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 LGBTQ population in the District. However, a 2013 Williams Institute study revealed that 10% of the District of Columbia's population identifies as LGBTQ - this is the highest percentage of LGBTQ 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 Community Survey. The 2011 data from the Community Survey indicated that there were 5,146 same-sex couples living in the District at the time.

Mayor's Office of Religious Affairs

The Mayor's Office of Religious Affairs (MORA) is a constituent service office within the Office of Community Affairs. MORA 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, MORA offers leadership on matters of faith community engagement and assists with accessing city services. MORA also gives guidance and support to the Mayor's Interfaith Council, an appointed group of faith community leaders.

Mayor's Office on Returning Citizens Affairs

The Mayor's Office on Returning Citizen Affairs (MORCA) provides critical information for the empowerment of previously incarcerated persons, while serving as the conduit D.C. agency to connect clients to supportive services. MORCA's goal is to create a productive and supportive environment where people thrive, prosper and contribute to the social, political and economic development of self, family and community.

MORCA provides workforce development training, digital inclusion courses, training courses and gender-specific reentry to address the growing number of incarcerated women. Our services include:

- Workforce development training: resume writing, time management skills, email creation, online application assistance, financial planning, Identification (I.D.) Voucher Program, mock interviews and clothing vouchers.
- Digital inclusion courses: personal computers for beginners, personal computers for intermediates and office track.
- Training courses: CDL training, janitorial and facilities maintenance, pre-apprenticeship electrical and HVAC training.
- Gender-specific reentry: customer service/administrative technology programs, social support services, family reunification activities, practitioner trainings and conferences.

Mayor's Office of the Clean City

The mission and objectives of the Mayor's Office of the Clean City Initiative are to:

- Lead the Mayor's Clean City Initiative by serving as the central point of contact and goal champion within the Mayor's administration for the initiative to clean up the District of Columbia and maintain its cleanliness.
- Conduct city-wide assessments of the cleanliness of the city and collaborate with District agencies that have operational responsibility for the cleanliness of the city.
- Pursue a process improvement and legislative agenda to strengthen existing laws, improve procedures, and municipal regulations and legislation proposed for supporting the Clean City Initiative.
- Engage the District of Columbia residential, non-profit, faith based business communities and District of Columbia Public Schools' students in the Clean City Initiative.

Initiative

The Mayor's Office of the Clean City serves as the central point of contact and goal champion within the Mayor's initiative to clean up the District of Columbia and maintain its cleanliness. The Clean City Coordinator serves as the overall program manager for executing the Clean City Initiative, focusing on four areas:

- Working with department heads that have operational responsibility for the development and coordination of Clean City program activities and the delivery of Clean City services. The coordinator facilitates, recommends, and resolves service delivery issues that arise due to integration of cross-agency operations to improve their effectiveness. The coordinator also establishes standards for assessing the cleanliness of the entire city and evaluates the cleanliness of the city, including vacant and blighted properties and vacant lots, using citizen-volunteer rating teams.

- Working with applicable city agencies, and the DC Council to implement process improvements in the form of better laws that strengthen the ability of the city to protect public space. The coordinator advocates on behalf of the mayor for the full implementation of laws passed by the DC Council that have a positive impact on the initiative to clean the city.
- Working with the ANCs, civic associations, concerned citizens, and businesspersons to coordinate efforts and solicit involvement and support in the cleaning of the city. To this end, the coordinator attends a variety of ANC, community, and civic association meetings and schedules speaking engagements with residents about the Clean City Initiative.

Citywide Cleanliness Assessment

Every quarter a report is prepared assessing the cleanliness of streets and alleys in the District. Recently, the Office of clean City received a commission to also assess the condition of vacant and blighted properties (with structures on them) under the control of DCRA and empty lots (no structures) under the control of DPW. In addition Clean City reports new properties and lots not previously registered with District agencies as vacant. Last, Clean City takes immediate action on properties in a hazardous state by calling on abatement teams from DCRA or DPW and on rare occasions, MPD.

For streets and alleys, teams survey residential streets and alleys and industrial areas within each of the city's eight wards, corridors/interstate highways, and rate the cleanliness level of each area. The 16 National Highway System major routes are also surveyed quarterly. Site Surveys are conducted by two Rating Teams of up to six people. A report with the findings for the quarter is prepared, sent to DCRA, DPW and beginning with the completion of the spring, 2015 report will be published on the Clean City web site.

Adopt-A-Block

Adopt-A Block is a DC Government community clean-up program available to citizens who live, own property, rent, schools and universities, including student groups, businesses, churches and

mosques or are affiliated with an Advisory Neighborhood Commission, Citizens' Advisory Council, or community group in the District of Columbia.

To be a part of the Adopt-A-Block Program, a group:

- Adopts a minimum of two square blocks of a residential or commercial area
- Agrees to conduct a quarterly, clean-up day and weekly litter pickup in the adopted area
- Report any city services to 311
- Maintains this agreement for two years

NOTE: This program is restricted to citizens who live, own property, rent, schools and universities, including student groups, businesses, churches and mosques or are affiliated with an Advisory Neighborhood Commission, Citizens' Advisory Council, or community group in the District of Columbia.

The District of Columbia currently has 145 Adopt-A-Block groups as of May 2015 with over 500 city blocks adopted.

NOTE: For residential areas, preference is given to residents living in the area proposed for adoption. Adopting a block in the District of Columbia has many benefits including:

- Improved quality of life in your neighborhood. The appearance of our community contributes to the quality of life we all share
- Signs with your group's name letting people know you are committed to making a difference
- Pleasant reminders of the importance of litter control and prevention
- Litter-free, more attractive communities that help discourage unwanted and illegal activity
- An area watched and cared for by concerned citizens like you. Increased economic development. An attractive, clean community is a great asset in attracting new businesses, jobs, and customers

Mayor's Office on African Affairs (MOAA)

DC ACT 16-313 enacted in the Council of the District of Columbia on March 2006, mandated that an office on African affairs and a commission be established within the DC government. MOAA was created to ensure that a full range of health, education, employment, and social services are available to the African community in the District of Columbia. We recognize the extraordinary diversity within the District's African community; therefore, it is the goal of MOAA to ensure that initiatives, information, programs, services, and unique opportunities reach all facets of the District's diverse ethnic African community. In doing so, we aim to empower the African community with knowledge and useful resources by facilitating culturally appropriate programmatic activities such as:



- Improve constituent services and provide direct linkages to resources and information
- Capacity building and technical assistance for African businesses and entrepreneurs through programmatic activities and outreach
- Support community and economic development via existing programs and services available in other District agencies
- Empower African youth and entrepreneurs through networking, seminars, informational sessions and outreach materials
- Encourage civic engagement and participation of the African community in District affairs

Mission

The mission of the Mayor's Office on African Affairs (MOAA) is to ensure that the full range of health, education, employment, social services, safety, business and economic development information, services and opportunities are accessible to the District's African

community. By serving as the liaison between the District's African community, District government agencies and the Mayor, MOAA aims to:

- Improve the quality of life of the District's diverse African born constituencies and their children
- Increase civic and public engagement in the District's African community
- Support community development

Vision

The Mayor's Office on African Affairs (MOAA) envisions the District of Columbia as a community that thrives on the full engagement of its ethnically, linguistically and socially diverse residents. MOAA recognizes the extraordinary diversity within the District's African community. Therefore, it is the goal of the MOAA to ensure that initiatives, information, programs, services, and unique opportunities reach all facets of the District's diverse ethnic African community. In doing so, we aim to empower the African community with knowledge and useful resources by facilitating culturally appropriate programmatic activities, and effecting targeted outreach strategies.

Core Values

Advocacy: MOAA is committed to ensuring that the District meets the diverse needs of the African community. MOAA advises Mayor Muriel Bowser and District government agencies about the specific needs, and interests affecting the African community in the District of Columbia.

Quality Customer Service: MOAA exhibits compassion and professionalism in all our interactions. We listen critically to constituents' concerns; facilitate extensive intra-agency coordination, and work to resolve these cases in an effective, efficient, and professional manner.

Collaboration: MOAA works proactively with DC government agencies, Federal government agencies, the private sector,

community-based organizations, faith-based organizations, cultural groups, and ethnic media to build effective partnerships towards achieving our vision, mission and goals.

Innovation: MOAA continuously seeks to enhance the quality and impact of our programs, office initiatives and internal processes with consistent monitoring, evaluation, and effective use of communication tools to reach out and better serve the African community in the District.

Inclusiveness: MOAA strives to continuously involve our constituents through feedback, community and town hall meetings, and solicit suggestions on how to better serve the community.

Diversity: MOAA recognizes and celebrates the District's rich ethnical, multicultural, and linguistically diverse African community.

Core Programs and Services

MOAA's core services and programs include: (1) African Community Grant, (2) Capacity Building, (3) Community Outreach and Engagement, (4) Language Access, (5) Multicultural Awareness and Development, (6) Youth Development and Engagement.

African Community Grant

In April 2013, African community-based organizations and community leaders requested that the Mayor and DC Council allocate funds to be distributed competitively to community-based organizations serving Africans. Following this, a Budget Support Act title awarded the Office on African Affairs grant making authority for the first time, and allocated a total of \$100,000 dollars to organizations serving the rapidly growing African community in the District.

The African Community Grant is intended to fund community-based organizations whose programs provide culturally and linguistically targeted services and resources to the District's African residents and businesses. These programs should reflect the Mayor's top priority areas, and the documented needs and priorities of the District's

African constituency. The priority areas include: jobs and workforce development, linkages to health, wellness, and human services, youth engagement, promotion of arts, culture and humanities.

In FY14 and FY15, the Mayor's Office on African Affairs funded 8 community based organizations providing services to the African community. Collectively, these organizations have provided services to an over 3,909 African born residents in the District through their programs and services.

Capacity Building

MOAA works to support and build the capacity of local entrepreneurs, small businesses, and African community oriented organizations. MOAA provides a platform for continued engagement, continuous exchange, and resourceful linkages; targeted organizational development and consulting to new and existing organizations; organizing and facilitating workshops, trainings, seminars, and forums to support development and sustainability of the District's African community; access to resources on African community affairs, which includes stratified demographic data, research, studies, articles and trends to support fundraising efforts and proposal substantiation.

Community Outreach and Engagement

MOAA also 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
- Creating a repository of African-owned businesses, community-based organizations, scholarship information and grassroots programs

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 (MOAA), the Mayor's Office on Asian and Pacific Islander Affairs (OAPIA), the Mayor's Office on Latino Affairs (OLA), and with the DC Language Access Coalition.

In partnership with OHR office, MOAA 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, MOAA supports, assists, and guides the participating entities, LAD, and OHR in the following areas:

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

Multicultural Awareness and Development

MOAA works to highlight the District's African community and celebrate the District's rich multiculturalism and diversity. MOAA organizes and facilitates cultural events, dialogues, and discussions

focusing on diversity, while showcasing the value of multiculturalism and community building. The Events' Spotlight highlights MOAA's special programs:

African Dialogue Series

The African Dialogue Series (ADS) aims to create opportunities for community building and awareness through dialogues that explore identity, connections, and showcase African descendants of the District of Columbia.

Black History Month

Each year, MOAA participates in the commemoration of Black History Month in the District of Columbia. The programs a historical perspective on African migration highlighting the interweaving of African history to that of the United States; Civic participation and public engagement of Africans in the US; and a focus on US-Africa trade and innovative economic models that offer new opportunities for Diaspora engagement, job creation and economic development.

Africa Day

Celebrated internationally, Africa Day commemorates the founding of the Organization of African Union (OAU), now the African Union, and on May 25, MOAA organizes annual thematic celebratory events. This year 2015, Mayor Muriel Bowser issued a Proclamation, declared May 25th as Africa Day in the District of Columbia.

DC Africa Festival

MOAA's annual DC Africa Festival highlights the diversity of Africans in the District of Columbia through art, dance, food and various forms of cultural and artistic expression. The event offers the supreme opportunity to learn more about the extensive diversity within the African community of the District of Columbia.

Youth Development

MOAA engages African youth through programs that highlight leadership, employment, civic engagement and participation, and

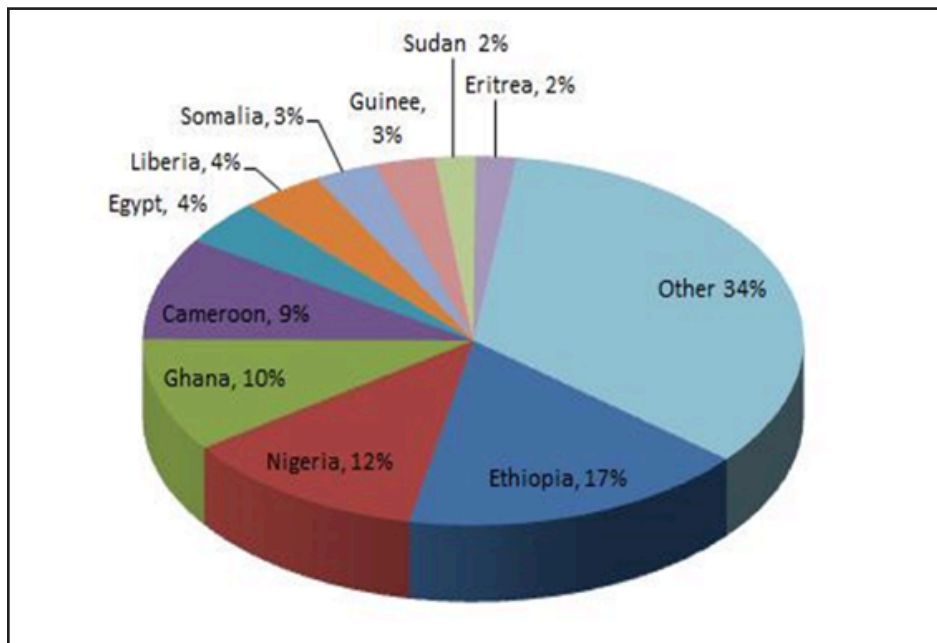
social integration, while providing the platform for interactive discourse on issues pertaining to African youth.

Local Demographics

- There are approximately between 16,000 – 18,000 African residents in the Washington, DC representing over 17% of District's total foreign-born population
- The top countries of origin of African immigrants in the District of Columbia are Ethiopia (17%), Nigeria (12%), Ghana (9%), Cameroon (9%), Egypt (4%), Liberia (4%), Somalia (3%), Guinea (3%), Sudan (2%), and Eritrea (2%) (Figure 8.1)
- African immigrants are spread across all 8 Wards, with most in Ward 4, 5, and 1, followed by Wards 7, 6, and 8, respectively
- 42% of African immigrants in the Washington metro area have earned a Bachelor degree and 16.2% a graduate or professional degree
- 84% of African immigrants are of working age between 18 and 64 years old
- The U.S. Census Bureau estimates that more than two-thirds of African immigrants in the Washington metro area arrived since 1990, more than one-third arrived just between 2000 and 2005, and less than 6 percent arrived before 1980
- For the 2010-2011 School Year, 45,631 students were enrolled in the District of Columbia Public School System (DCPS). Enrollment data by country of birth indicate that thirty African countries are represented among DCPS students, making it one of the most linguistically and culturally diverse in the nation
- African countries represented in DCPS are: Algeria, Angola, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Cote D'Ivoire, Egypt, Ethiopia, Gabon, Ghana, Guinea, Kenya, Liberia, Madagascar, Mali, Mauritania, Morocco, Nigeria, Rwanda, Senegal, Sierra Leone, South Africa, Sudan (before split into two separate countries), Togo, Tunisia, Uganda, Zambia, and Zimbabwe

- Thirty African languages-excluding French and Arabic are listed as spoken at home among African students. These languages include but not limited to: 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.

Figure 8.1. Countries of Origin of African Immigrants in the District of Columbia

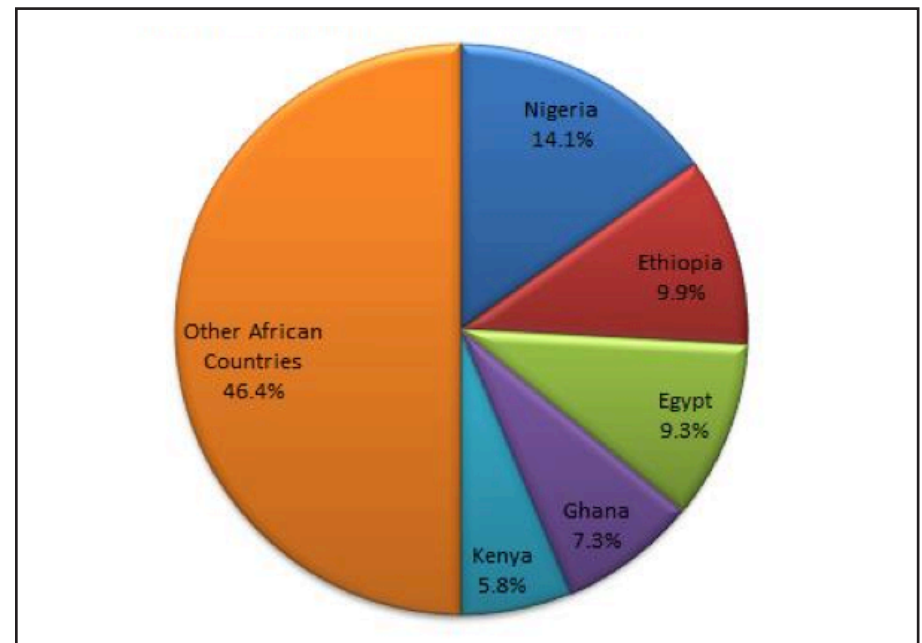


Source: Office of African Affairs

- In 1960, African immigrants represented only 0.4 percent of the total immigrant population, compared to nearly 4 percent today
- There are 1.5 million African immigrants currently living in the United States, representing approximately 4 percent of the total foreign born population in 2009
- In 2009, 41.7 percent of African-born adults ages 25 and older had a bachelor's degree or higher, compared to 28.1 percent of native-born adults and 26.8 percent of all foreign-born adults

- During the past fifty years, the number of African immigrants in the U.S. has significantly increased from 35,355 in 1960 to 1.5 million in 2010
- At the national level, the top countries of origin of African immigrants are: Nigeria (14.1%), Ethiopia (9.9%), Egypt (9.3%), Ghana (7.3%), and Kenya (5.8%) (Figure 8.2)

Figure 8.2. Country of Origin of African Immigrants in the United States



Source: Office of African Affairs



Serve DC – The Mayor’s Office on Volunteerism

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 supports communities across the District through federal grant funds from the Corporation for National and Community Service (CNCS) and the US Department of Homeland Security (DHS).

Serve DC engages District communities and residents through the following program areas:

National Service

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 funds and coordinate national service initiatives in the District. Each year Serve DC awards more than \$2 million in AmeriCorps grants to District-based non-profit organizations to create and expand programs that fight poverty and advance economic opportunity and academic achievement. Serve DC funding supports more than 500 AmeriCorps members who work in each ward of

the city on social issues such as literacy, healthy futures, employment readiness and more.

Emergency Preparedness

Serve DC works to ensure all District communities are prepared in the event of an emergency. Serve DC provides critical support to the District’s official emergency response effort as the lead agency for the emergency volunteer and donation 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 District residents to respond and assist in the event of an emergency - ensuring residents play a major role in making their communities safer, stronger, and better prepared to address threats of terrorism, crime, violence, and disasters.

In 2014 more than 600 residents participated in the flagship Serve DC emergency preparedness program, Community Emergency Response Team (CERT), a volunteer program trains citizens to be better prepared to respond to emergencies in their communities. Additionally, Serve DC provided emergency preparedness education to more than 1,000 young people through the Commander Ready program, which focuses on youth, aged 5-13. Serve DC also hosts a Summer Youth Employment Program and CPR/First Aid training was provided for more than 1,201 residents of the District via general public offerings.

Volunteerism

Serve DC promotes volunteerism and service across the city with strategic community outreach and engagement. Serve DC manages a portfolio of service days, connects residents with meaningful volunteer opportunities, and establishes partnerships and collaboration among community- and faith-based organizations, the private sector, and local and federal government. Serve DC’s Seasons of Service Days are strategically chosen to align with community needs and administrative practices. Serve DC also support the District Government agencies and District of Columbia nonprofit organizations by connecting them with volunteers and promoting volunteer opportunities through the

NeighborGood site on the Serve DC website.

Mayor's Office of Veterans Affairs

The Mayor's Office of Veterans Affairs (MOVA) was created, as an entity, within the Executive Office of the Mayor of Washington, D.C., by Title VII (Establishment of Veterans Affairs Office), of the Fiscal Year 2002 Budget Support Act of 2001, D.C. Law 14-28 (October 3, 2001).

The mission of the MOVA 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, MOVA recognize the military service and sacrifice of District of Columbia veterans at veteran commemorative events.

MOVA has five core values that demonstrate the District of Columbia's mission: Committed, Advocates, Responsive, Educate and Service. The core values focuses on our mission of caring and thereby guide our actions toward service to others.

MOVA CARES

Committed to serving our veteran, military and their families

Advocates for our veterans, military and their families

Responsive to the needs of our veterans, military and their families

Educate and inform our veterans, military and their families of their benefits and entitlements

Service will be provided with strategic intent for optimum customer service and results

MOVA acts as a liaison between District of Columbia government agencies, community partners and the federal government on behalf of the District's approximately 29,825 veterans. Through the agency's outreach efforts and well-trained, knowledgeable staff, MOVA has



kept District veterans, survivors and their families informed of their federal government entitlements as well as District programs and services. MOVA also informs the Mayor's Office of veteran concerns and issues. MOVA also encourages the District's homeless veteran population to seek U.S. Department of Veterans Affairs entitlements as well as District government programs, and assist constituents with accessing federal government services.

Veteran Programs

MOVA consists of two programs, outreach and recognition. MOVA 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 2014 the MOVA has participated in 70 Outreach events.

MOVA 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. MOVA has organized and participated, in 23 veterans' and military service members' commemorative and recognition events and programs.

Veterans Specialty License Plate

DMV is issuing DC Veteran Tags on behalf of the Mayor's Office of Veteran Affairs. The specialty veteran tags can only be used on passenger cars, pickup trucks and vans. There are additional fees other than registration fees for specialty tags. In order to secure the tags, you must provide proof of military service to the Mayor's Office of Veterans Affairs (MOVA) and an application issued by MOVA must be completed, which will verify eligibility. Interested residents may apply at the Office of Veteran Affairs office at 441 4th Street, NW, Suite 870 North. After receiving a completed application from MOVA, the following documents must be presented at a DMV service center in order to secure the Veterans tags. The specialty tag fee is composed of a one-time fee of \$52.00.

Mayor's Office on Asian and Pacific Islander Affairs

About

The Mayor's Office on Asian and Pacific Islander Affairs (MOAPIA) serves the District's Asian American and Pacific Islander (AAPI) residents and merchants. According to the U.S. Census Bureau, the term "Asian" refers to an individual having ethnic origins in any of the regions of the Far East, Southeast Asia, or the Indian subcontinent. 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. Hence, the data will focus mainly on the Asian American population.

Mission

The mission of MOAPIA is to improve the quality of life for Asian Americans and Pacific Islanders residing in the District through advocacy and engagement.

The Mayor's Office on Asian and Pacific Islander Affairs acts as the liaison between the District government and the AAPI community. MOAPIA:

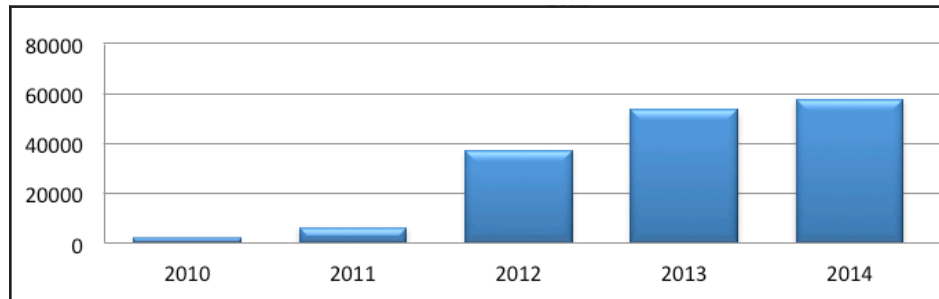
- Advises the Mayor, Council, and District Agencies on the views, needs, and concerns of the District's AAPI community
- Provides recommendations on District programs and initiatives affecting the AAPI community
- Helps coordinate programs and initiatives within the government that promote the overall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

To accomplish its mission, MOAPIA works with all levels of government and facets of the AAPI community. Its main focus areas are:

- **Advocacy** – MOAPIA's Advocacy program aims to raise awareness and increase the involvement of AAPI residents and merchants in the District's community. MOAPIA 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. MOAPIA also identifies the needs of the community and advocates on their behalf to provide resources to community organizations.
- **Intergovernmental Affairs** – MOAPIA provides assistance to District agencies required to provide translated documents and oral language services to limited English proficient (LEP) populations. MOAPIA's Intergovernmental Affairs program covers the following areas: Language Access, Subject Matter, and Inter-Agency Engagement.
- **Policy & Research** – MOAPIA'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 MOAPIA.
- **Community Engagement** – MOAPIA 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. MOAPIA'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.

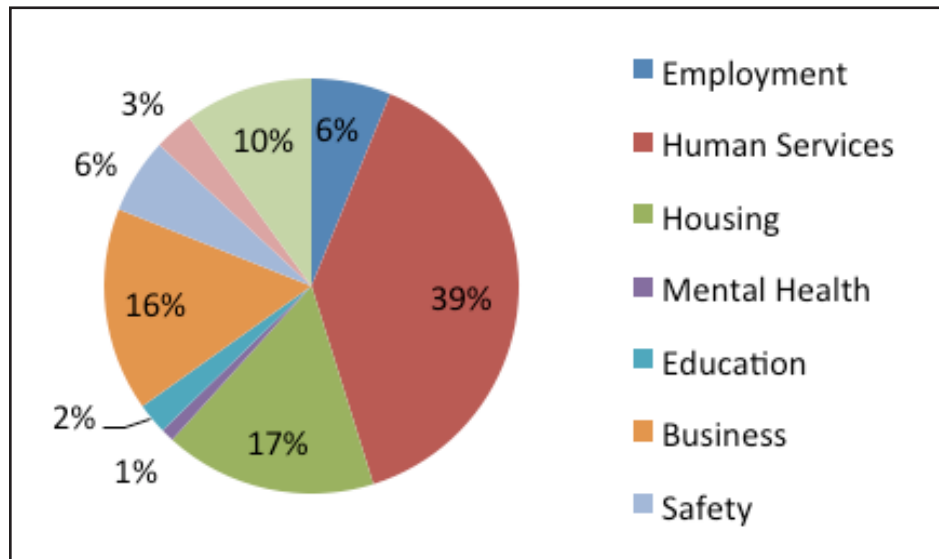
From FY2010 to FY2014, MOAPIA's outreach efforts have been increasing (Figure 8.3). The outreach efforts are measured by collecting the number of constituents reached via special events, meetings, emails, door-to-door outreach visits, and social media.

Figure 8.3. Number of Asian American and Pacific Islanders Reached by Fiscal Year



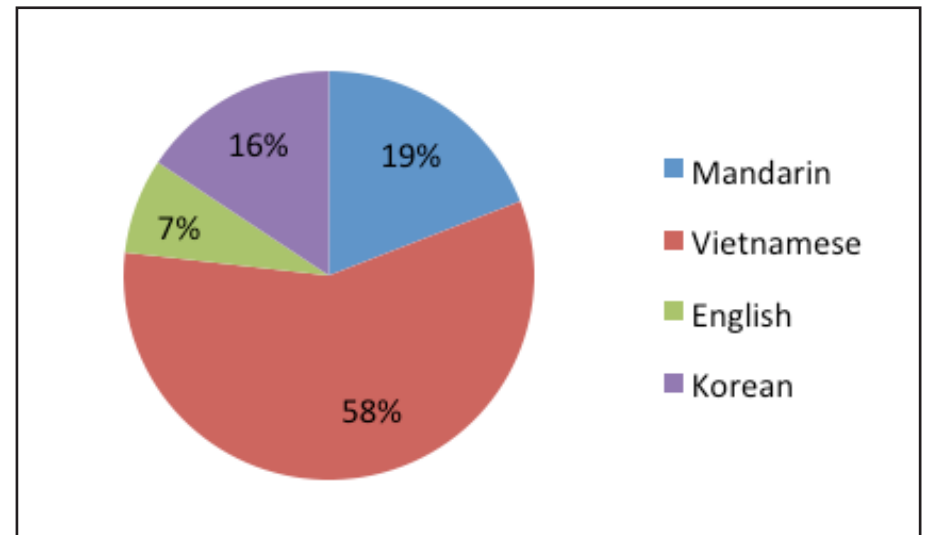
Source: MOAPIA Performance Accountability Report

Figure 8.4a FY14 Case Assistance by Subject Area



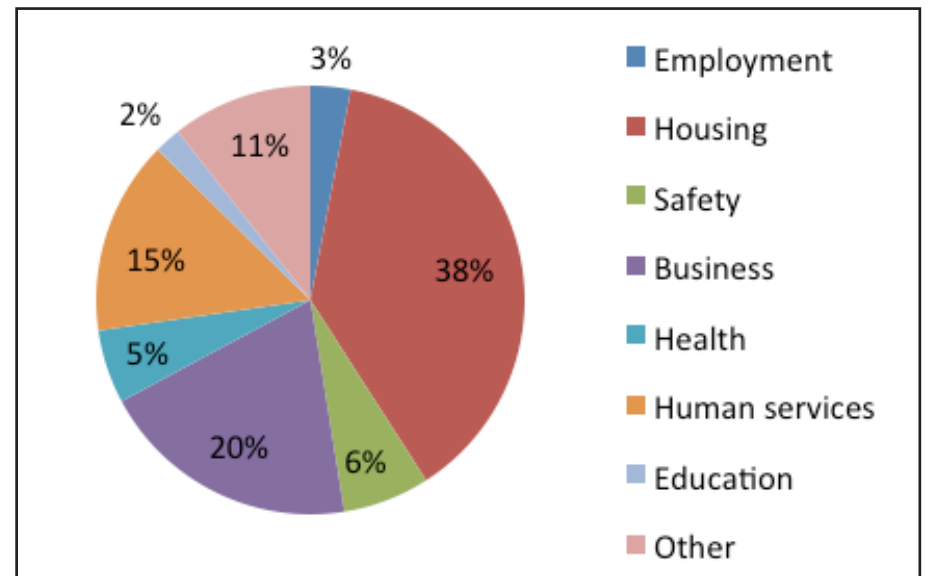
Source: MOAPIA Case Assistance Log Fiscal Year 2014

Figure 8.4b FY14 Case Assistance by Language



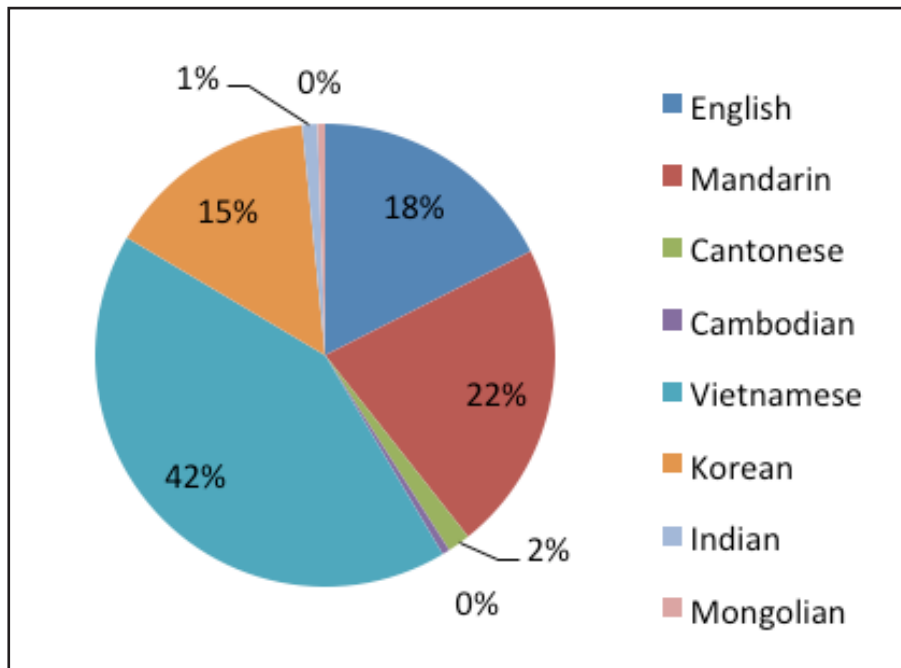
Source: MOAPIA Case Assistance Log Fiscal Year 2014

Figure 8.5a FY15 Case Assistance by Subject Area



Source: MOAPIA Case Assistance Log Fiscal Year 2015

Figure 8.5b FY15 Case Assistance by Language

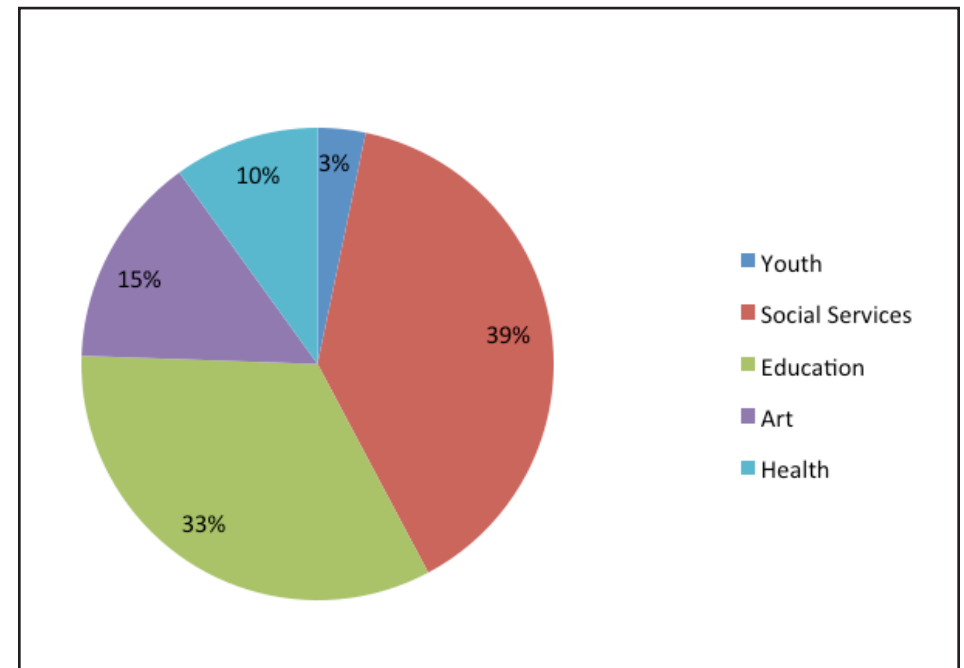


Source: MOAPIA Case Assistance Log Fiscal Year 2015

MOAPIA Grant Program

MOAPIA is in its eighth year of providing funding to Asian American and Pacific Islander community-based organizations through the AAPI Community Grant which began in FY2007. Since then, MOAPIA has provided over \$2 million in grants for programs assisting AAPIs. In FY2014 and FY2015, MOAPIA awarded \$547,049 to community-based organizations that serve the District's AAPI residents. Such grants funded different projects in the areas of arts, health, legal services, and other youth and senior social services (Figure 8.6).

Figure 8.6 Percentage Spent by Area of Grants, FY14-FY15



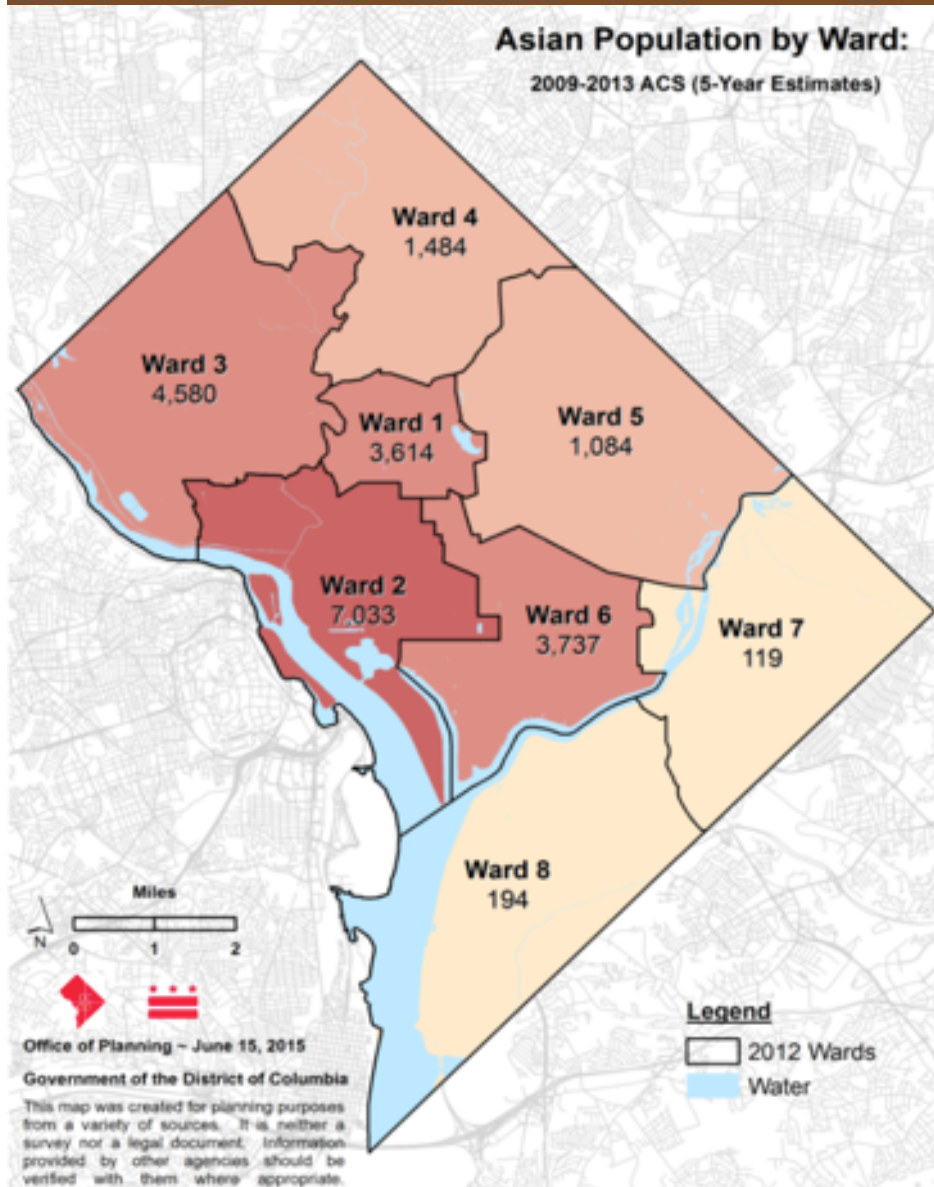
Source: MOAPIA Case Assistance Log Fiscal Year 2014 and 2015

Demographics

About the Asian American and Pacific Islander Community in DC

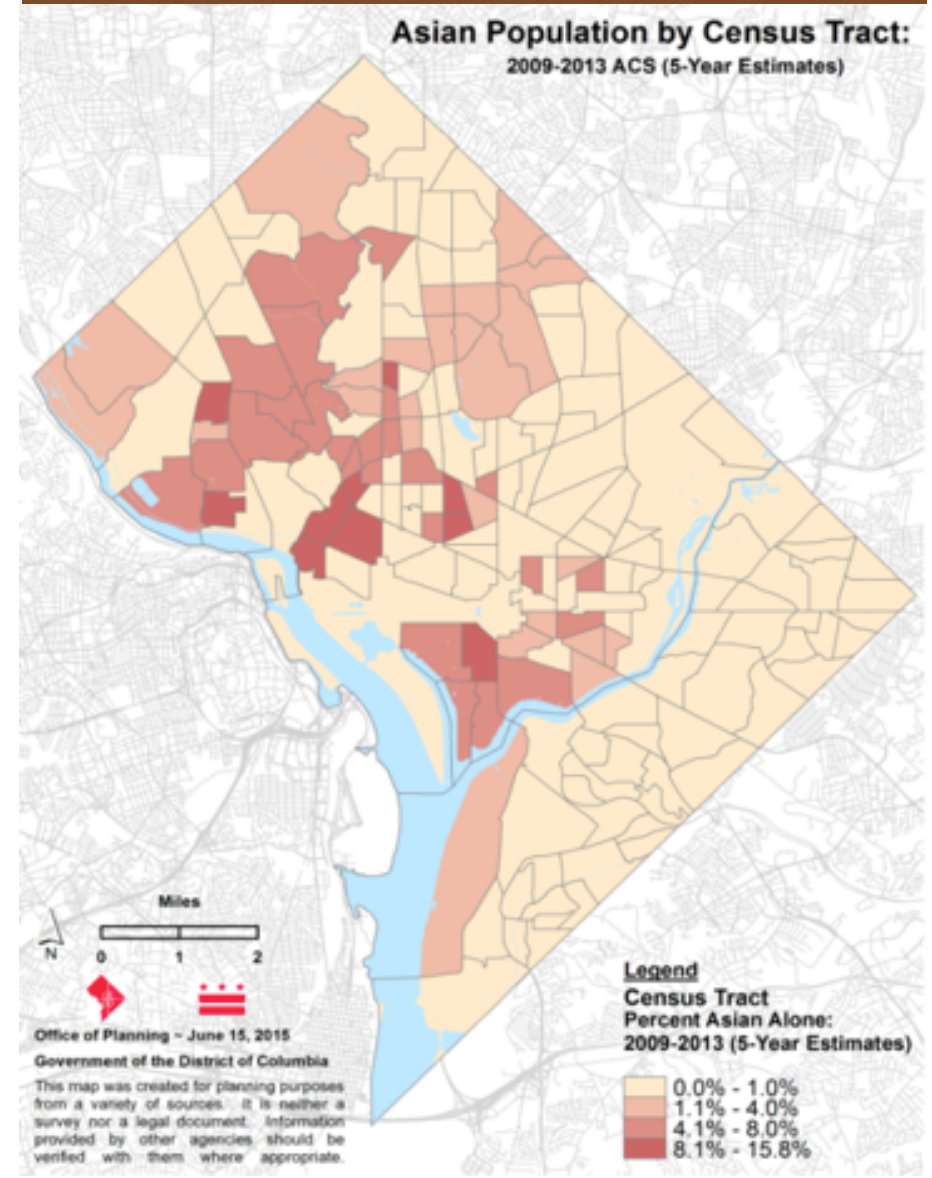
In 2013, there were 31,458 Asian Americans (Asian alone or in combination with one or more other races) living in the District, representing 4.9 percent of the District's population. The latest available data shows that in the 2009-2013 period, as seen in Maps 8.1 and 8.2, most of the District's Asian American residents live in Ward 2 (7,033) followed by Ward 3 (4,580), Ward 6 (3,737), and Ward 1 (3,614). Asian American residents made up 9.4 percent of the Ward 2 population, and 5.7 percent of the Ward 3 population.

Map 8.1 Asian Population By Ward



Maps 8.1 and 8.2: Source: U.S. Census Bureau, 2009-2013 American Community Survey 5-year Estimates. Maps prepared by D.C. Office of Planning/State Data Center.

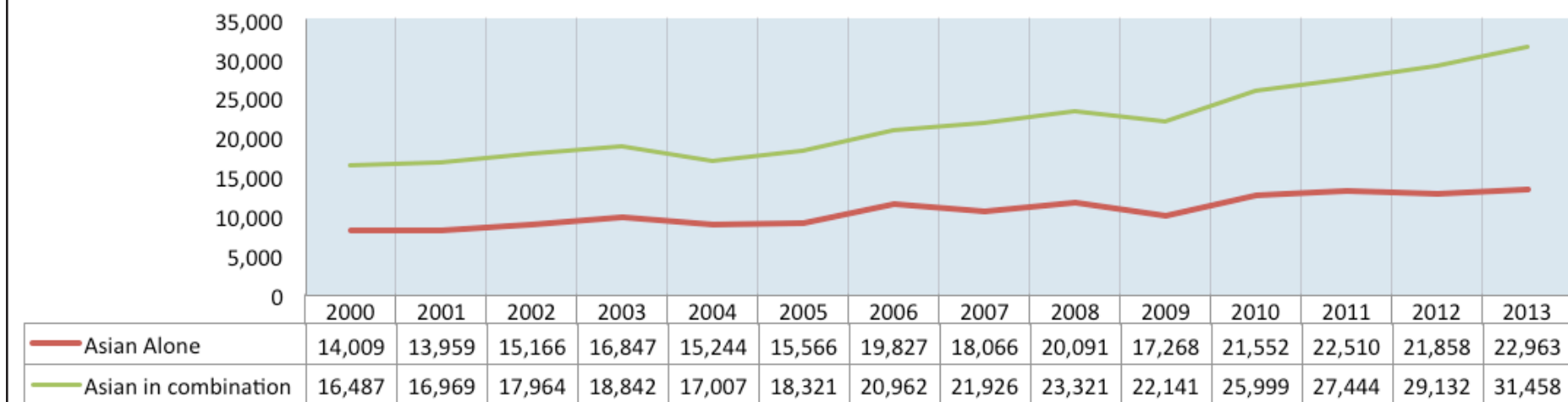
Map 8.2 Asian Population By Census Tract



Maps 8.1 and 8.2: Source: U.S. Census Bureau, 2009-2013 American Community Survey 5-year Estimates. Maps prepared by D.C. Office of Planning/State Data Center.

The steady growth of the Asian American population in the District, as shown in the figure below, reflects a national trend. From 2000 through 2013, both the “Asian alone” and the “Asian in combination with one or more other races” population saw an increase. Since 2000, the population of the Asian American community in the District has grown by over 60 percent with some of the largest increases occurring between 2005-2006 and 2009-2010 (Figure 8.7).

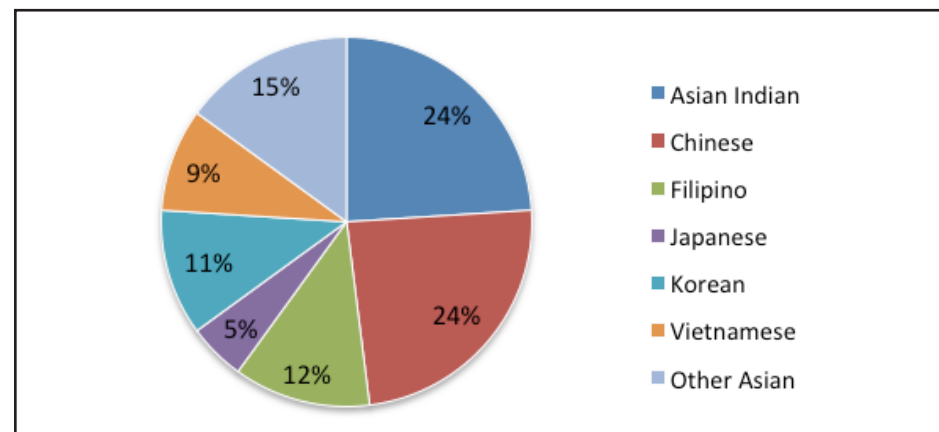
Figure 8.7. Asian American Population, District of Columbia, 2000 - 2013



Source: U.S. Census Bureau, Population estimates 2001 through 2004, ACS 2005-2013 1-year data and Census 2000 and 2010

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 2011-2013, the largest ethnic groups were Asian Indian and Chinese only, as indicated in Figure 8.8.

Figure 8.8. Asian American Ethnic Group Population, District of Columbia, 2011-2013

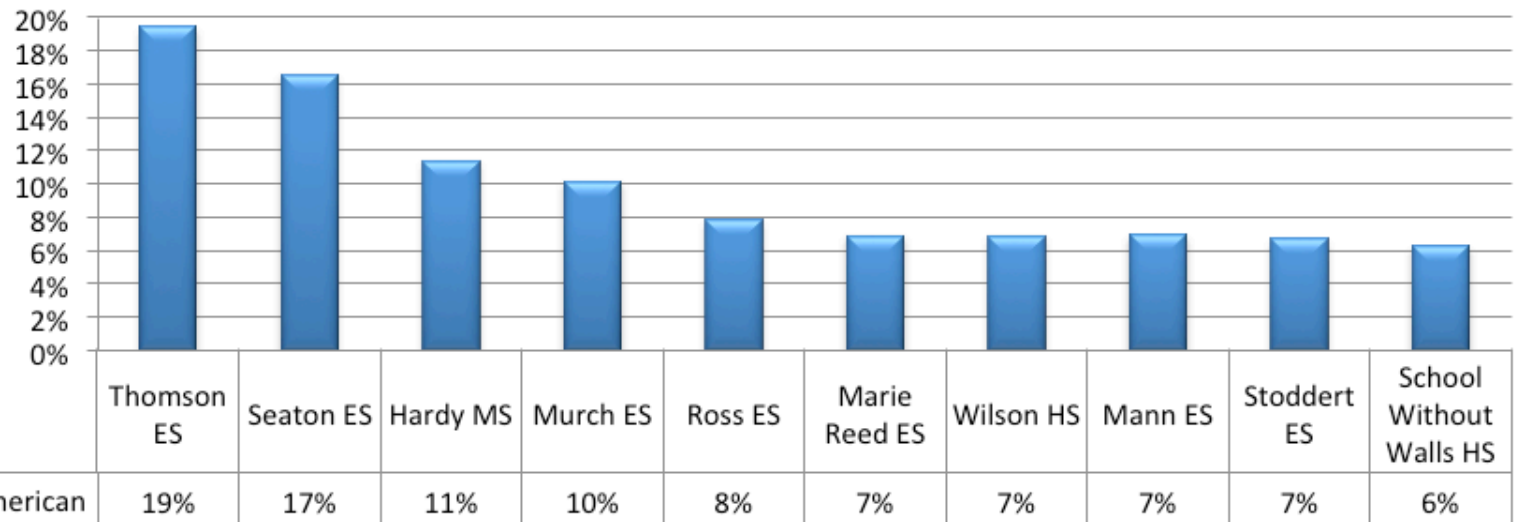


Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

Education

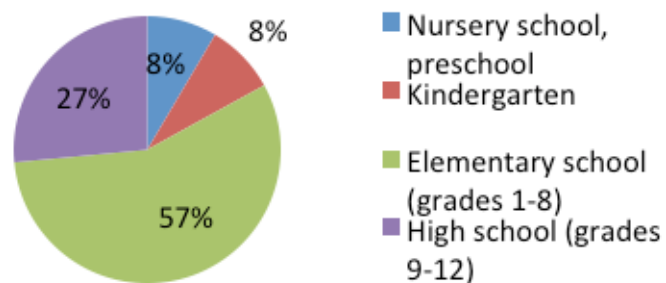
The highest percentage of Asian Americans in a DCPS school is seen in Figure 8.9 at 19% at Thompson Elementary School.

Figure 8.9. Top 10 DCPS Schools with Highest Asian American Populations

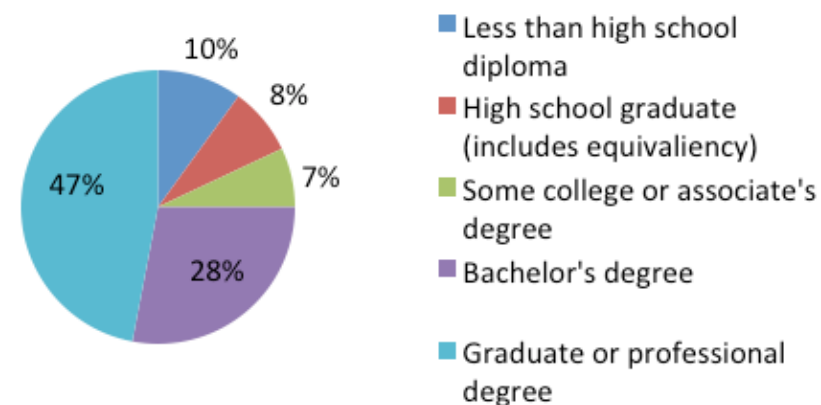


Source: DCPS Linguistically and Culturally Diverse Student Fact Sheet SY2014-2015

Figure 8.10 shows that most Asian American students are in elementary school. Nursery school has the lower percentage of Asian American students enrolled. The educational attainment of Asian Americans 25 years and over demonstrates a significant percentage have more than a high school diploma (Figure 8.11).

Figure 8.10. Asian American School Enrollment, District of Columbia, K-12

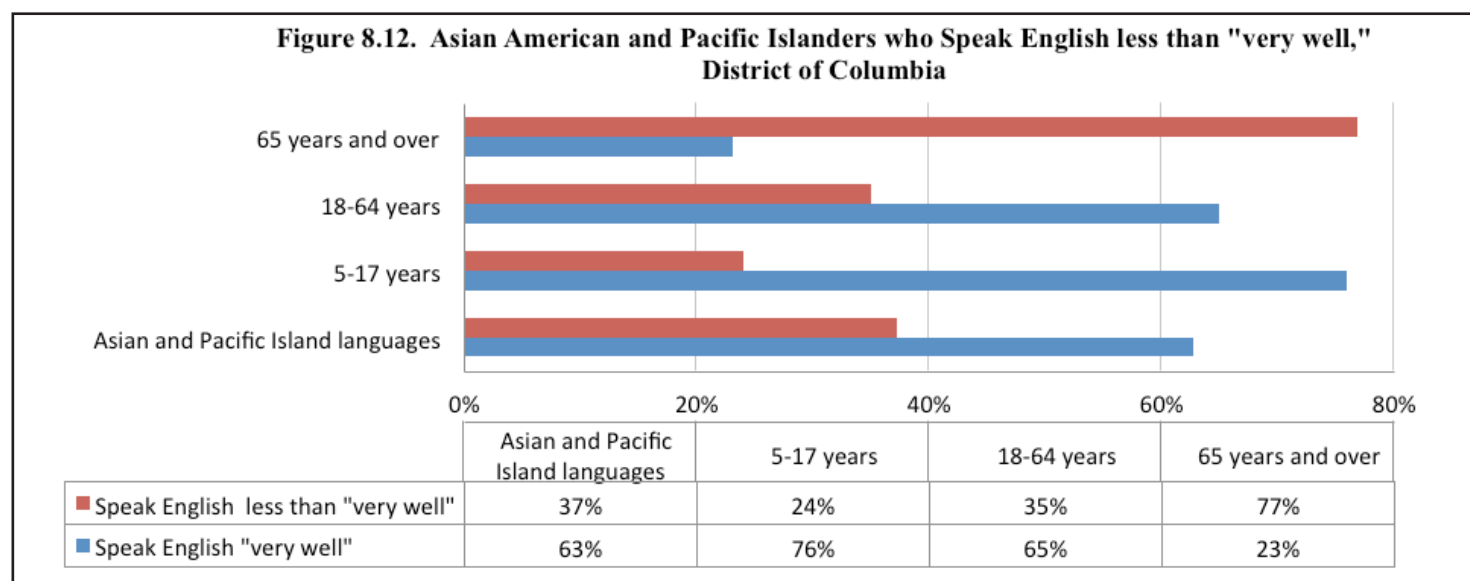
Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

Figure 8.11. Asian American Educational Attainment, District of Columbia

Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

English Proficiency

Most Asian Americans 5 years and over in the District speak English “very well,” except those 65 years and over, seen in Figure 8.12

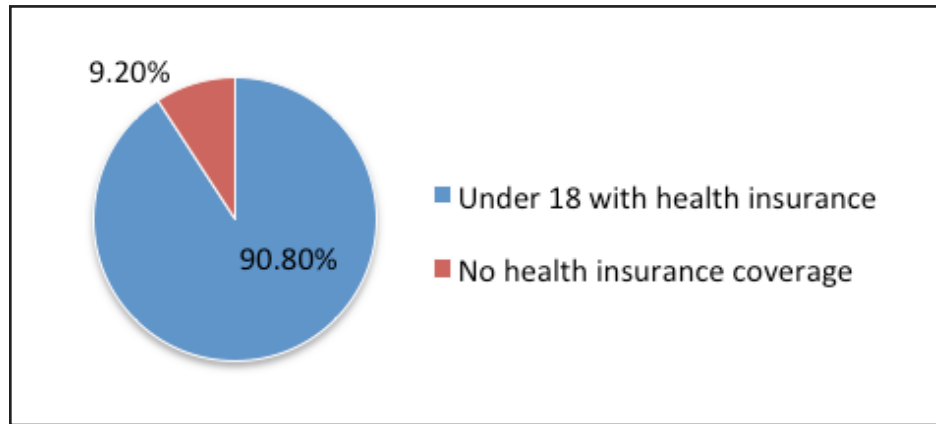
Figure 8.12. Asian American and Pacific Islanders who Speak English less than “very well,” District of Columbia

Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

Health

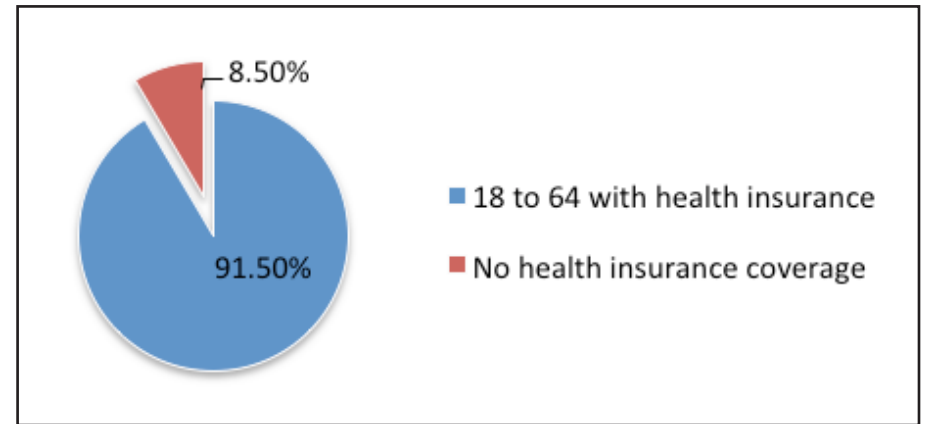
In the District, most Asian Americans have health insurance with only 9.2% under 18 and 8.5% between 18 and 64 who do not have health insurance coverage, shown in Figures 8.13 to 8.14.

Figure 8.13. Health Insurance Coverage for the Population under 18



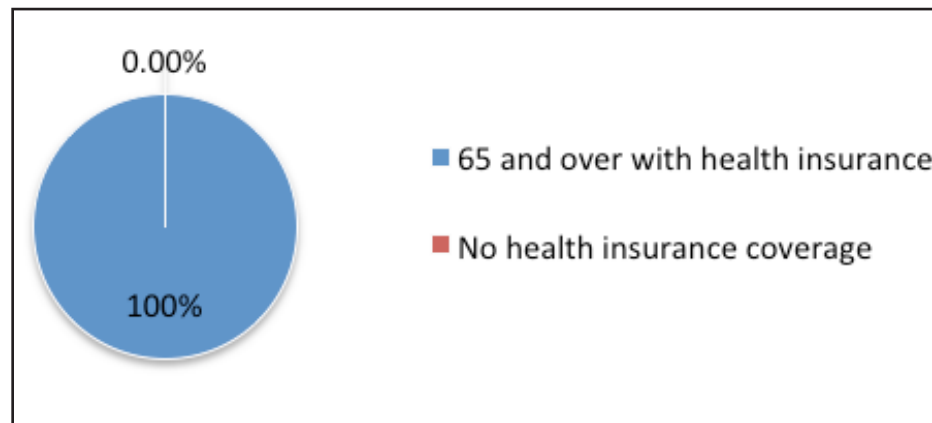
Source: U.S. Census Bureau, 2011-2013 3-Years American Community Survey.

Figure 8.14. Health Insurance Coverage for the Population 18 to 64



Source: U.S. Census Bureau, 2011-2013 3-Years American Community Survey.

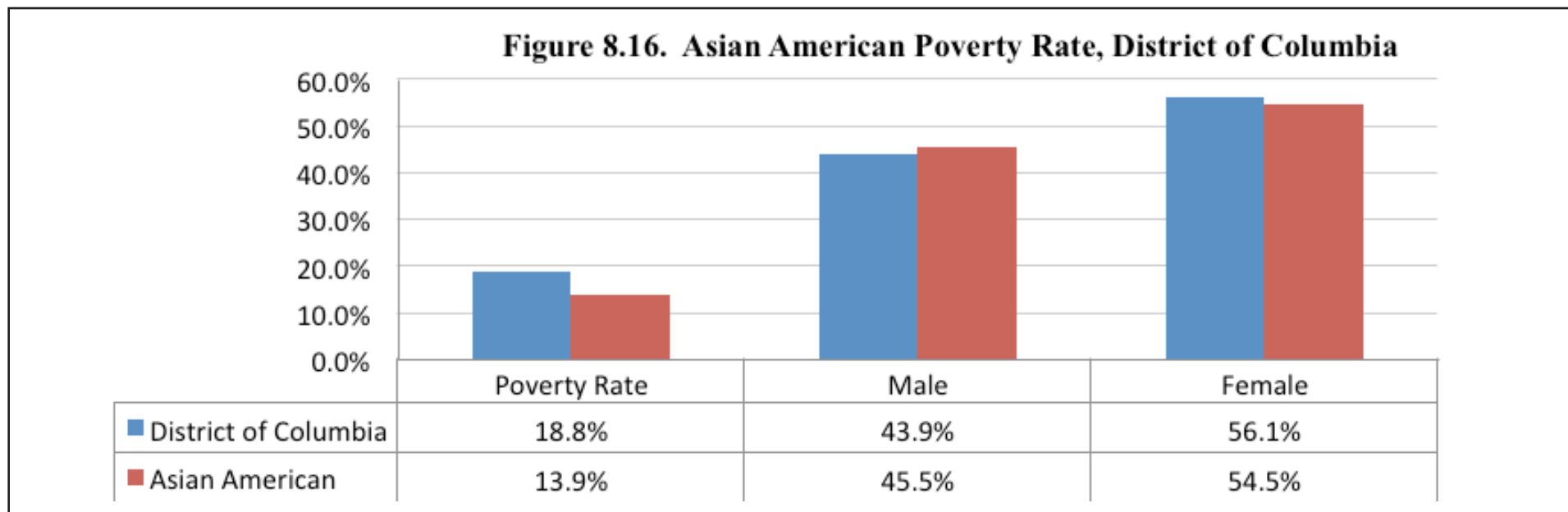
Figure 8.15. Health Insurance Coverage for the Population 65 and over



Source: U.S. Census Bureau, 2011-2013 3-Years American Community Survey.

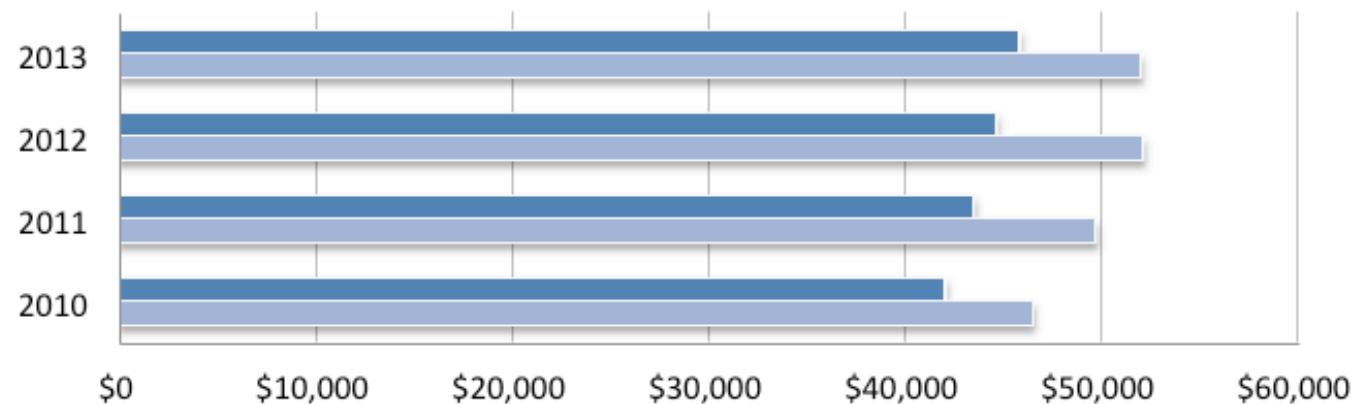
Economic

The Asian American population as a whole has a poverty rate of 13.9 percent. The Asian American per capita income is higher than the entire District's population, see Figure 8.17. Figure 8.18 shows the unemployment rate for individuals 16 years and over in both the District of Columbia and among the Asian American population.



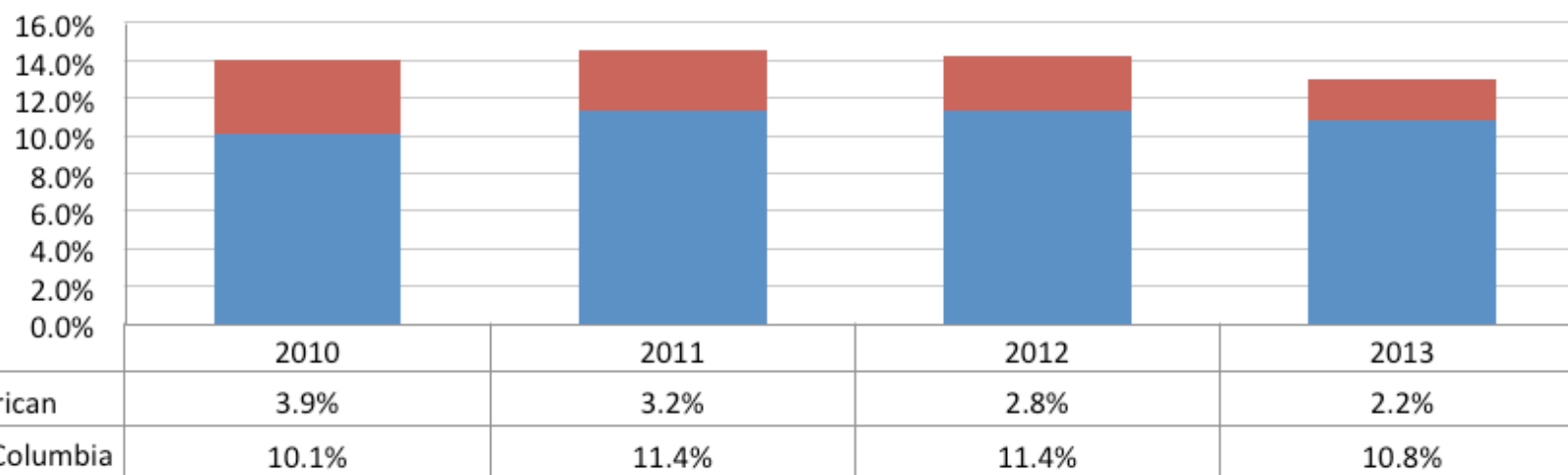
Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

According to U.S. Census Bureau's 2012 Survey of Business Owners, there were 3,974 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 (1,054), followed by Chinese (833) and Asian Indian (795). Asian owned firms made up 6 percent of all firms in the District, a 36 percent increase since 2002.

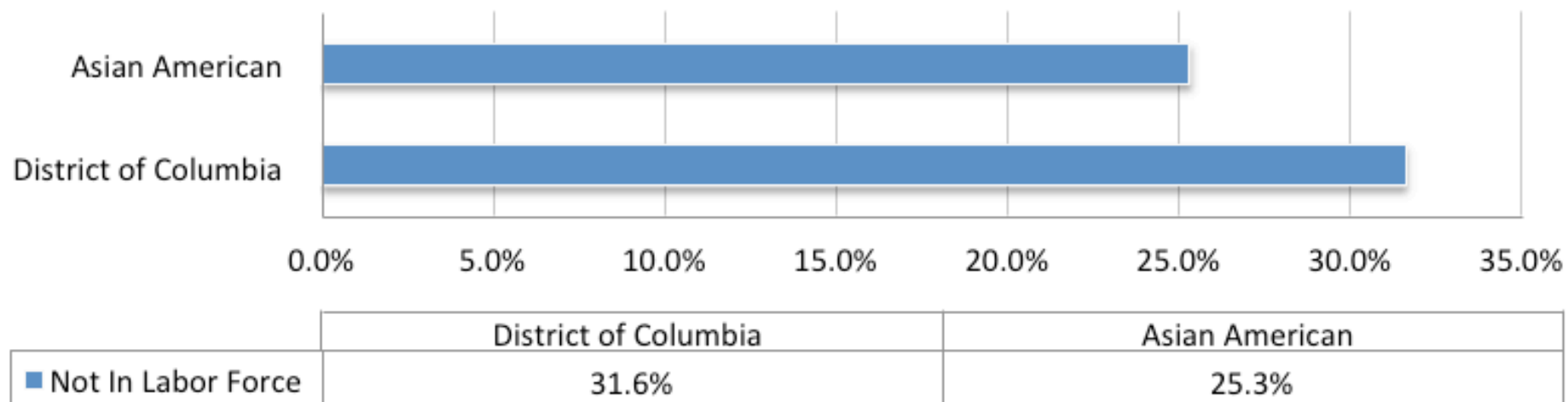
Figure 8.17. Asian American Per Capita Income, District of Columbia

	2010	2011	2012	2013
■ District of Columbia Per Capita Income	\$42,066	\$43,500	\$44,670	\$45,851
■ Asian American Per Capita Income	\$46,502	\$49,695	\$52,114	\$51,998

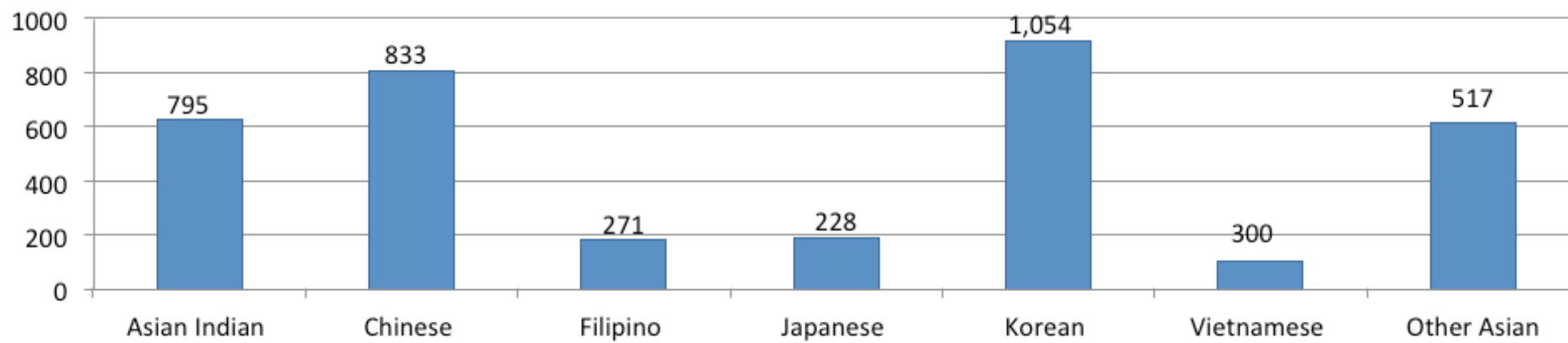
Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

Figure 8.18. Asian American Unemployment Rate, District of Columbia

Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

Figure 8.19. Asian American Not in Labor Force, District of Columbia

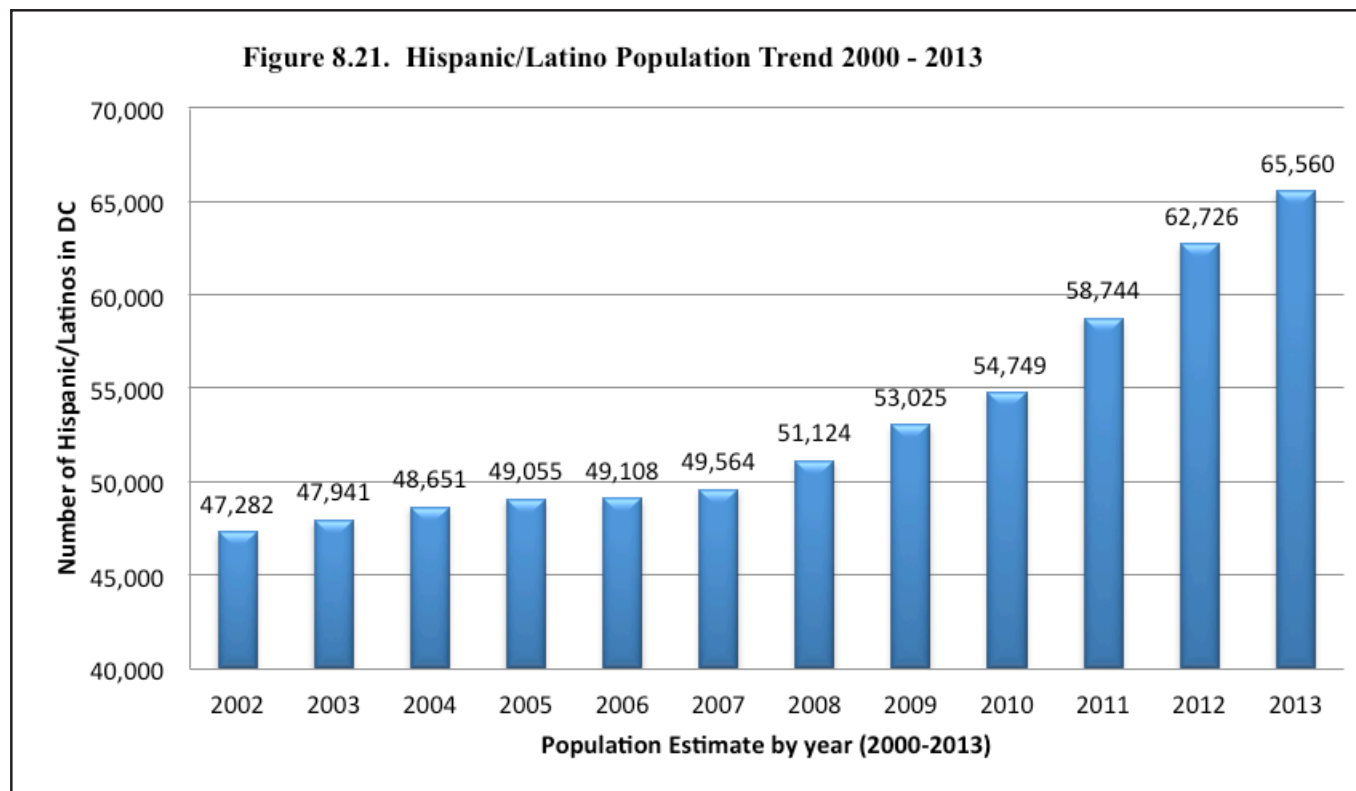
Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

Figure 8.20. Number of Firms

Source: U.S. Census Bureau's 2012 Survey of Business Owners

Office on Latino Affairs

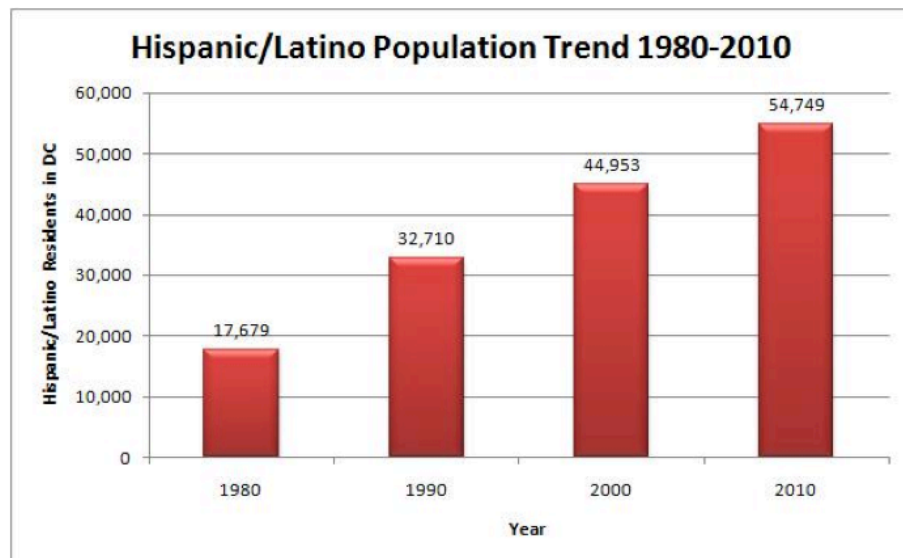
The number of Latino residents living in the District has steadily continued to increase over the past decade. Note that the population data below for the years 2000 and 2010 is from the U.S. Census Bureau decennial reports; and the population estimates for years 2001 through 2012 are from the 2013 American Community Survey. Figure 8.21 show the yearly Hispanic/Latino population trend from 2000-2013 in the District.



Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

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 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 (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. Please see Tables 8.1 and Figure 8.22 and 3 below for the DC Latino population trend by decade, from 1980-2010.

Figure 8.22. Hispanic/Latino Population Trend, District of Columbia, 1980-2010



Source: U.S. Census Bureau, 2011-2013 3-Year American Community Survey

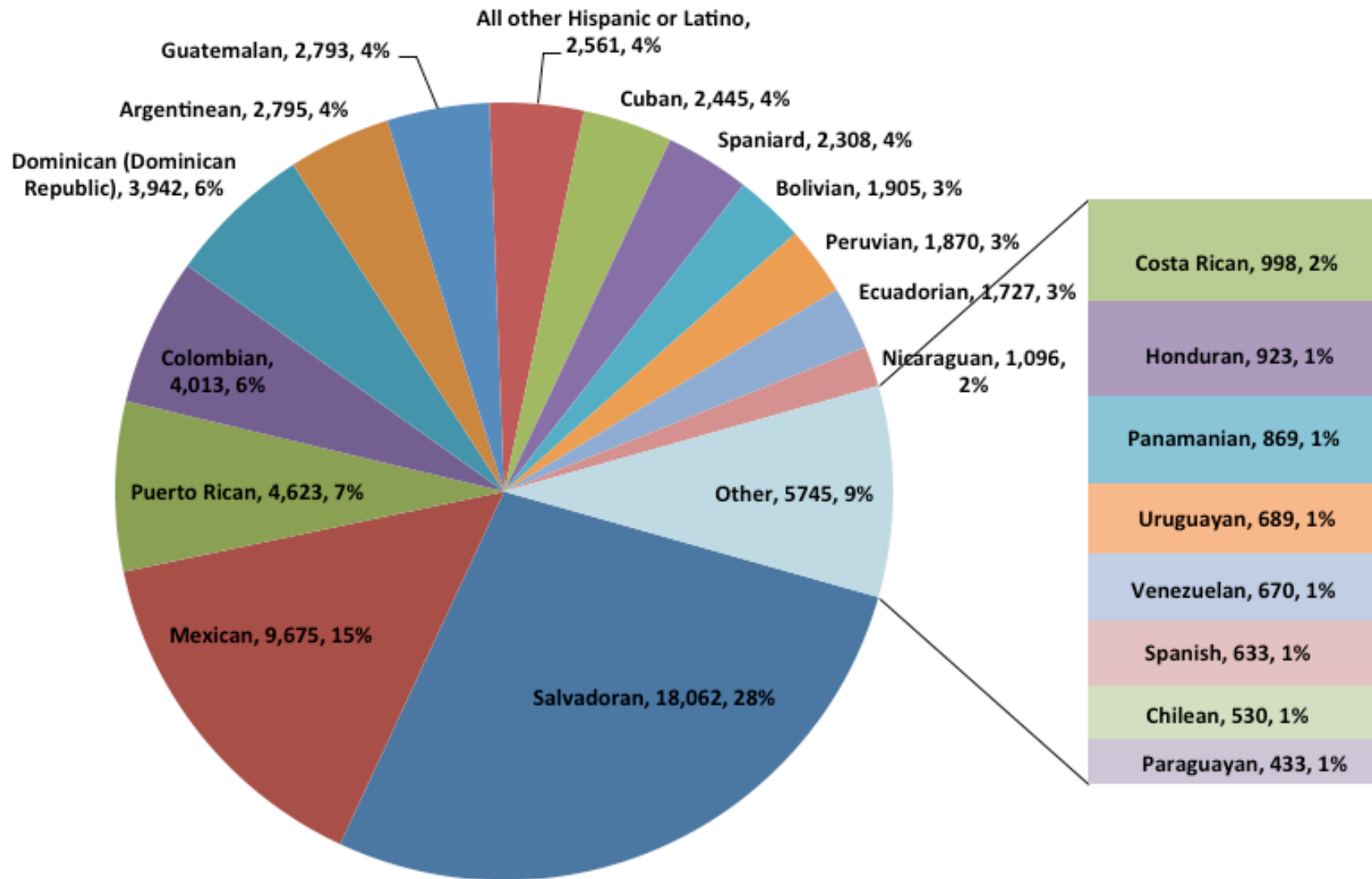
Table 8.1 District of Columbia Hispanic or Latino Population Trends, 1980 to 2010

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

Source: U.S. Census Bureau. Data prepared by the D.C. Office on Planning/State Data Center. Figure created by the Office on Latino Affairs.

The Latino residents in the District of Columbia are a very 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 2013 data from the American Community Survey (ACS), the largest Latino population residing in DC is from El Salvador (18,062, 28 percent), while other major countries of origin, in order of highest to lowest populations, include: Mexico (9,675, 15 percent), Puerto Rico (4,623, 7 percent), Colombia (4,013, 6 percent), and Dominican (3,942, 6 percent). Please see Figure 8.23 below for additional data on the DC Hispanic/Latino Population by Country of Origin, 2013.

A close analysis of the 2013 American Community Survey data on language spoken at home shows that 25 percent of the DC Latino population speak only English (14,896 individuals), and 2 percent speak an “other language” (997 individuals), while a large majority, 73 percent, speak Spanish (42,886 individuals). Of the Latino residents who speak Spanish at home, 57 percent of the entire DC Latino population self-identify as speaking English “very well” or “well” (33,684 individuals), and 15 percent speak English “not well” or “not at all” (9,202 individuals). Of the entire Latino population in DC, these data exemplify a significant proportion of Latinos with high English speaking abilities, given that 25 percent speak only English at home and 57 percent speak Spanish at home, but still speak English “very well” or “well.” However, Language Access is still incredibly vital to those 15 percent (9,202 individuals) who speak Spanish at home and are limited or no-English proficient, who speak English “not well” or “not at all.” Please view Table 8.2 and Figure 8.24 below for data on the language spoken at home and ability to speak English by the DC Hispanic/Latino population in 2013.

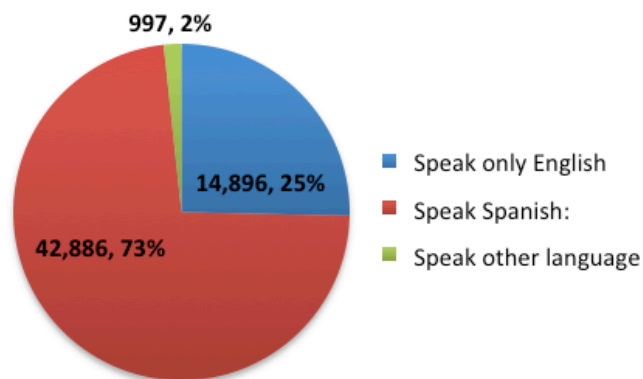
Figure 8.23. DC Hispanic/Latino Population by Country of Origin, 2013

Source: U.S. Census Bureau, 2013 American Community Survey. Data prepared by the D.C. Office of Planning/State Data Center. Figure created by the Office on Latino Affairs.

Table 8.2. DC Hispanic/Latino Population, 5 Years and Over, by Language Spoken at Home and Ability to Speak English, 2013

	Number	Percent
Total:	58,779	100
Speak only English	14,896	25
Speak Spanish:	42,886	73
Speak English "very well"	25,984	44
Speak English "well"	7,700	13
Speak English "not well"	7,148	12
Speak English "not at all"	2,054	3
Speak other language	997	2

Source: U.S. Census Bureau, 2013 American Community Survey. Data prepared by the D.C. Office of Planning/State Data Center. Tables created by the Office on Latino Affairs.

Figure 8.24. DC Hispanic/Latino Population, 5 Years and Over by Language Spoken at Home, 2013

Source: U.S. Census Bureau. Data prepared by the D.C. Office of Planning/State Data Center. Figure created by the Office on Latino Affairs.

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 D.C. residents
- Support the expression of Latino heritage through educational programs and cultural events in District of Columbia

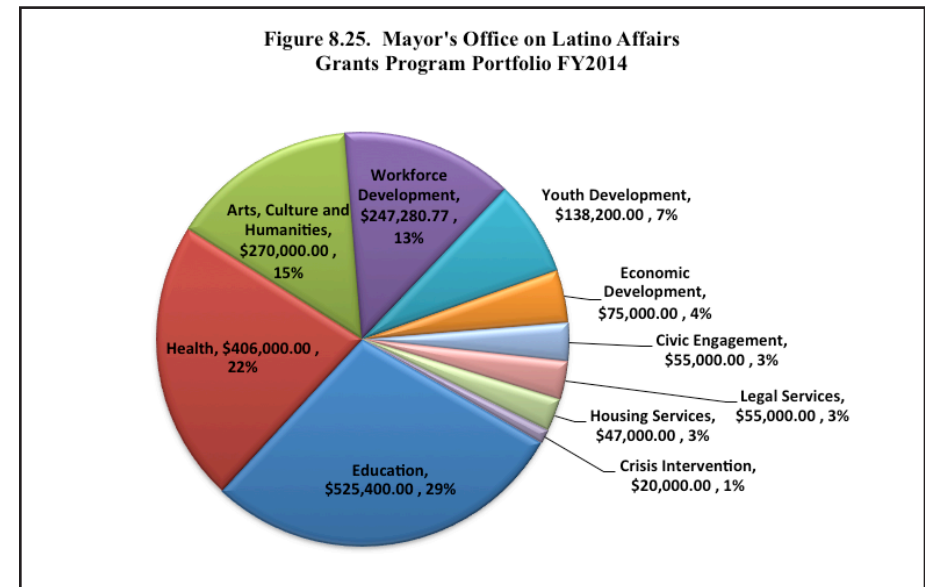
Fiscal year (FY) 2014 was a very successful year for the grants program. OLA made 76 grant awards, a new record, for 80 programs at 59 non-profit organizations that provide services in: economic development, education, crisis intervention, education, health education, English language instruction, gang prevention/intervention, youth development, workforce development, and healthcare services, totaling \$2,234,455.77. Our grantees served over 64,000 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. Grantees are also required to 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.

Our Grants Management System 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.

The total of OLA local funds for grants provided during the 2014 fiscal year was \$1,838,880.77. These grants covered ten broad fields including education services with 29 percent of the total, health services with 22 percent of the total, arts, culture and humanities with 15 percent of the total, workforce development with 13 percent of the total, and youth development with 7 percent of the total. 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. Additionally, OLA, through a partnership with the DC Department of Employment Services, provided \$195,575.00 for summer youth employment services, this program served 150 youth during the summer of 2014. Please see Figure 8.25 below for distribution of funds by field.



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.

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 coordinate 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 OLA.dc.gov website and all pertinent social media.

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.

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 375 parks, 73 recreation and community centers, 63 aquatic facilities, and additional recreational facilities to include 94 playgrounds, 336 play courts, 112 athletic fields, 11 dog parks, and 25 community gardens.

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

DPR provides a wide range of recreational activities to individuals and groups of all ages throughout the District of Columbia, including aquatics, sports, health, fitness, urban camps, therapeutic recreation, environmental education, early & middle childhood programs, teen programs, senior services, and food and nutrition programs. These

activities include self-directed recreation, leader directed programs, facilitated programs and cooperative programming.

DPR hosts many events that benefit the community, such as the Black History Invitational 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 DPR summer camp kick-off event where DPR campers from all over the city participate in a day-long field day at Langdon Park.

Seasonally, DPR offers programs such as summer camps, with 50 locations serving over 4,000 youth each year across the District. During the school year, DPR operates a cooperative play program for young children in partnership with parents at 12 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).

Major Agency Objectives and Initiatives

Recent agency accomplishments include:

- 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.

- The PlayDC Playgrounds Renovation Project won an Award for Excellence from the National Capital Area Chapter of the American Planning Association (FY14).
 - The District of Columbia was named a Playful City, USA by KaBOOM (FY14). This designation honors cities and towns that champion efforts to make play a priority through policy initiatives, infrastructural investments and innovative programming. Due to DPR's PlayDC Playground Initiative, various programming, Mayor Gray's Once City Action Plan and the Vision for a Sustainable DC, DC was able to receive this distinguished honor.
 - Completion of the PlayDC Master Plan (FY15). DPR, in partnership with the DC Office of Planning, completed the PlayDC Master Plan. This plan is an ambitious, long-range vision to transform the District's parks and recreation system into the one of the best systems in the nation. It is the first comprehensive plan of its kind in the District, and its reach is truly citywide. It is a 10-15 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 provides a framework for programmatic and capital decisions that is based on quantitative and qualitative data, including facility assessments and statistically valid resident surveys.
 - DPR received awards from the United States Tennis Association (USTA). On April 20, 2015, DPR received the prestigious "Organization Member of the Year" award at the USTA national awards banquet and many USTA mid-Atlantic regional awards (FY15).
- Current agency objectives and initiatives:
- Use CAPRA accreditation to continue advancing agency performance; ensure processes are in place to maintain accreditation.
 - Enhance program quality based on customer feedback. DPR has a program-specific feedback mechanism that allows for the collection of more in depth data on program delivery in accordance with our PlayDC Master Plan Framework and national industry standards. This feedback mechanism allows for consistent and regular data collection from participants at DPR events and programs. The Participant feedback system measures participant satisfaction at the end of each event, program, or season to ensure that DPR programming is meeting the intended
 - Continue to increase funding from sources outside the government. DPR will continually adjust the strategic development plan to increase agency resources in the form of cash value of volunteer hours, partnerships, sponsors, donations and grants as recommended in the PlayDC Master Plan Framework. The division will augment funding from sources outside the government.
 - Continue to improve facilities through the Play DC playground improvement initiative, launched in FY13. 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.
 - Implement the Americans with Disabilities Act (ADA) Access Master Plan. DPR is a partner in the ADA Access Master Plan inter-agency workgroup with the Department of General Services (DGS) and the Office of Disability Rights (ODR). The purpose of the workgroup is to evaluate the accessibility of DPR parks and recreation centers, and develop strategies to efficiently remediate accessibility barriers.
 - Continue to 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.

Table 8.3. Department of Parks and Recreation Performance Measures

Measures	Number	Percent
Number of visitors received at DPR facilities	1,495,502	1,488,767
Number of visitors received at DPR pools	411,502	386,788
Number of DPR program participants	31,396	28,741
Percent of participants who met program goals	83.48%	85%
Percent of programs rated at 70% or higher	88.66%	91%
Percent of customer service rating net positive	91.12%	92%
Amount of annual operating budget supported by external sources	\$2,720,852	\$5,070,238
Number of volunteers processed and approved to work	548	494
Number of sponsorships executed	N/A	0
Number of playgrounds renovated	15	16
Number of DPR playgrounds with ADA accessibility plan implemented	15	16
Number of DPR Community Gardens	N/A	25
Number of Community Gardening Classes	N/A	60
Number of free meals served	845,142	813,069
Percent net positive customer experience ratings	90.02%	92%
Percent of staff that completed annual training requirement	70.43%	N/A
Staff fill rate (full time employees)	91.08%	82%
Source: Department of Parks and Recreation		

