# 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 APIs 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.

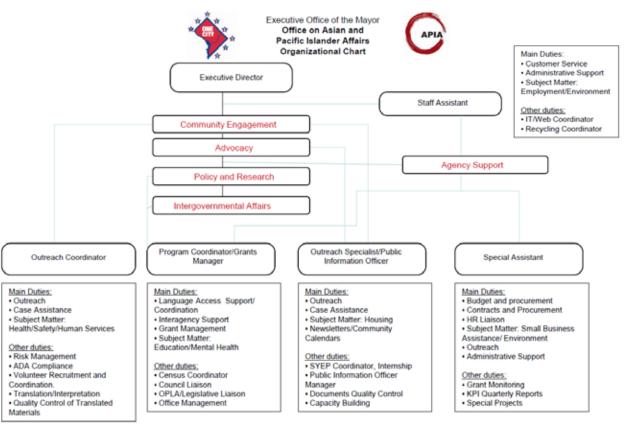
Over the next ten years, the Special Assistant was the primary liaison between the AAPI community and the District government. As the needs of the community increased the District Government recognized the need to expand the connection with the AAPI community. In 2000, the Special Assistant position 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 District 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. OAP-IA:

- 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:

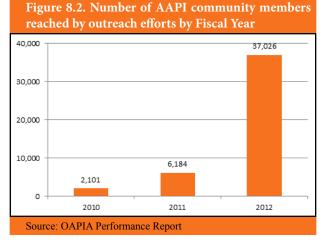
- Advocacy OAPIA's Advocacy program aims to increase the involvement of AAPI residents and merchants in the District's community. OAPIA promotes civic engagement in the local AAPI community and encourages the AAPI community to register to vote and participate in local community meetings and events. OAPIA 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. OAP-IA'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.

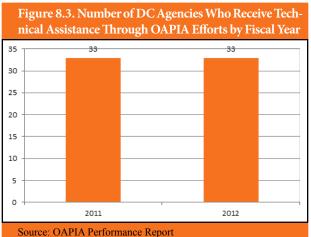
Key Performance Indicators (KPI) is a standard of measure used to gauge quantifiable components of performance, especially by comparison with a standard or target. Each measure is also tied to a specific objective of the agency. All KPIs are recorded in the KPI Tracker system that is monitored by the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



Above (Left): 2012 Toy Drive & Holiday Celebration

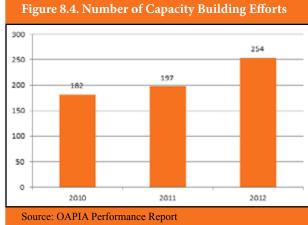




dia such as Facebook and Twitter (Figure 8.2).

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





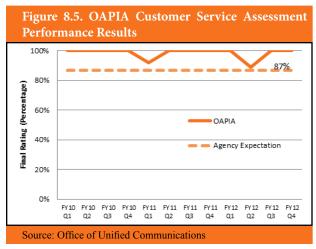




capacity building efforts include: training sessions, consultation sessions, information dissemination, resource sharing, and CBO visits (Figure 8.4).

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





2012 Grantee Orientation
2012 Pre-Bidders Meeting
2012 Mind Your Business Workshop
2013 Lunar New Year Reception
2012 Meeting in Vietnamese Community
Bi-Monthly Community Meeting

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.

# **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.

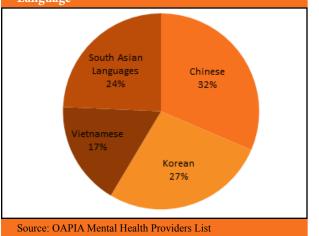
## Mental Health

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





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

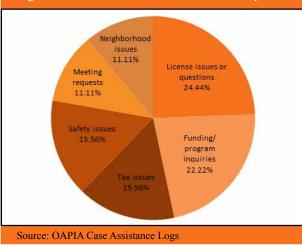
OAPIA receives business cases relating to AAPIs in the District of Columbia throughout the year. These cases encompass a variety of issues or questions relating to property tax, license renewal, funding opportunities and others (Figure 8.7).

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

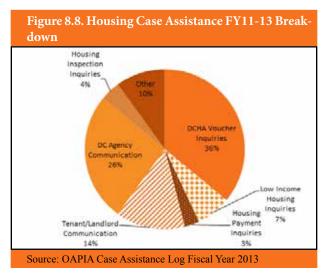
Figure 8.7. Business Related Cases Received by OAPIA



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



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

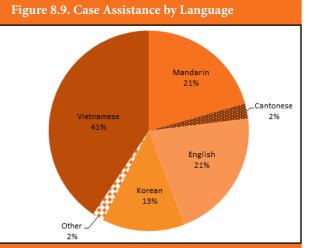
The Office on Asian and Pacific Islander Affairs' provides various supports to the District Agencies. The main program that addresses this support is OAPIA's Language Access Program which is working towards building a global city where District programs and government services are delivered at a high level. The mission of OAP-IA'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.

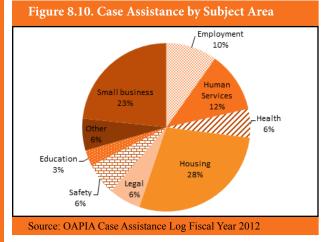
The major areas that OAPIA provides assistance include: Information and data dissemination on the AAPI community; Assistance with outreach on government programs and services to the AAPI community; and guidance and quality control on translation and interpretation related issues.

# **Community Engagement**

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



Source: OAPIA Case Assistance Log Fiscal Year 2012



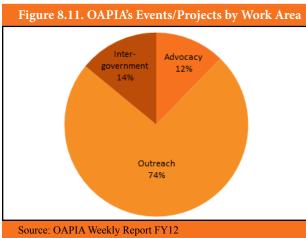
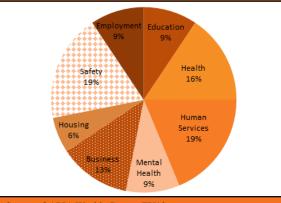
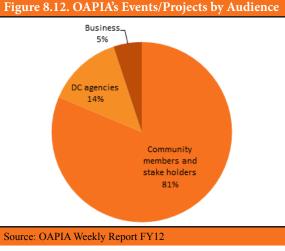


Figure 8.12. OAPIA's Events/ Projects by Subject Area



Source: OAPIA Weekly Report FY12



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.

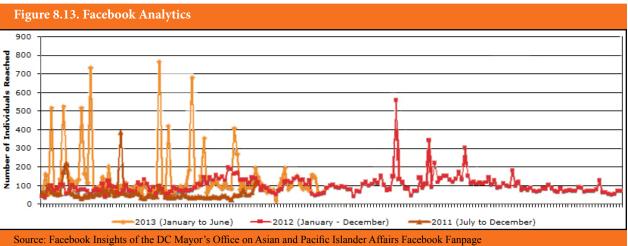
#### Communication

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-



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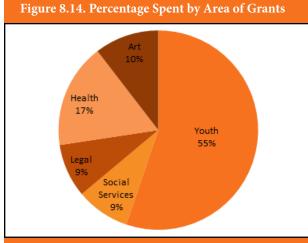
count indicates the number of unique individuals viewing individual newsletter emails sent through Constant Contact for the calendar years of 2013 (January to June), 2012 (January to December), and 2011 (May to December). Newsletters are most commonly viewed by between 80-180 individuals.

## **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-



Source: OAPIA Grant Reports

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:

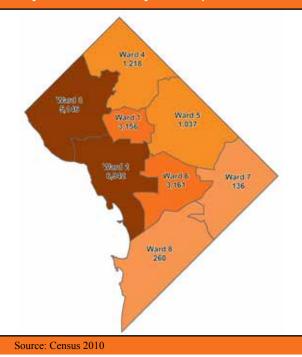
- 439 workshops, classes, events for low-income AAPI residents and merchants on topics ranging from merchant rights to citizenship and culture
- 8,636 outreach and engagement efforts were conducted to AAPI residents about the services available to them
- 126 AAPI youth participated in the two youth programs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

# Demographic

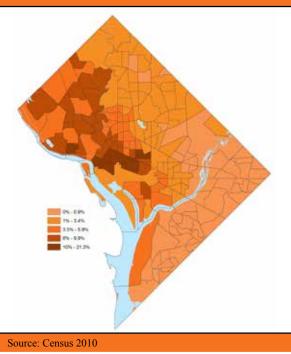
In 2012, there were 29,132 Asian Americans living in the District, representing 4.6% of the entire District's population. The latest available data shows that in 2010 as seen in the figures below, most of the District's Asian American residents live in Ward 2 (6,942) followed by Ward 3 (5,146), Ward 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







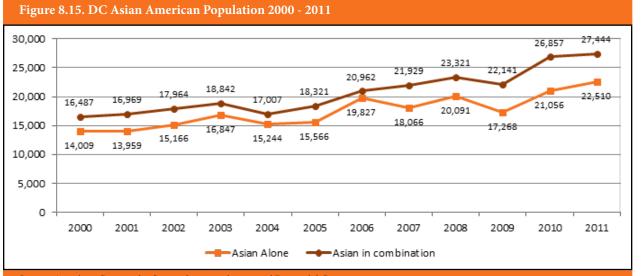
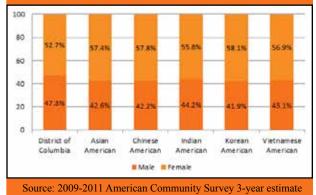
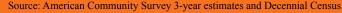


Figure 8.18. DC Asian American Gender



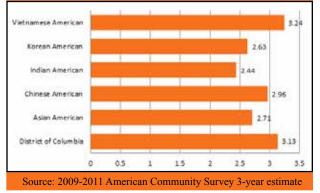
#### Figure 8.19. DC Asian American Family Size



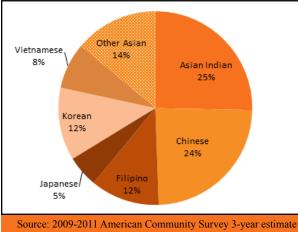
egories. Since 2000, the population of the Asian American community in the District has grown by nearly 40%. This increasing trend in the population since 2000 has remained constant with some of the largest increases coming between 2005-2006 and a slight dip in 2009 before a return to a steady increase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

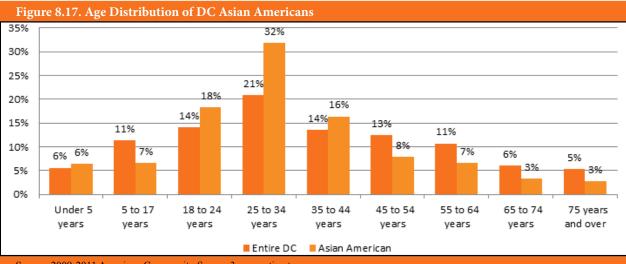
The diversity of the Asian American population comes in many forms including country of origin, language, religion, culture and tribal affiliations. One of the most basic breakdowns of the Asian American population is by ethnic group. In 2011, the largest ethnic group as Asian Indian followed by Chinese 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

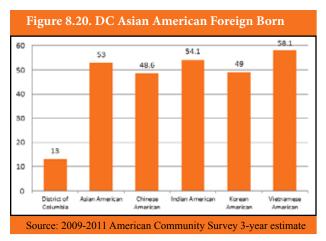








Source: 2009-2011 American Community Survey 3-year estimate

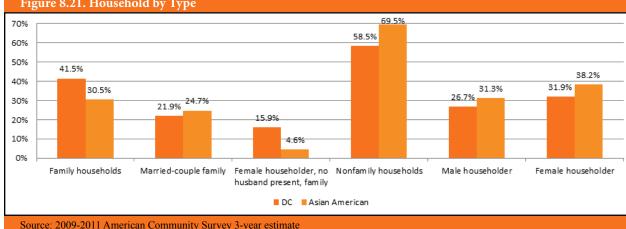


average Asian American family size is 2.71, small than the District's family size. The Vietnamese have the largest family size of the Asian American ethnic groups at 3.24, larger than the District's size (Figure 8.19). Most Asian Americans are foreign born at 54% which is a significantly higher percentage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

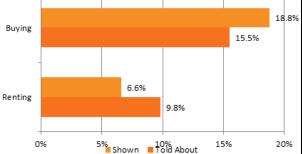
#### Figure 8.21. Household by Type



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





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	All District of Columbia House- holds		Non-Hispanic Asian House- holds
less than 80% MFI*, 2008	Current Number	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 Indic Family Income	es 2011, pg. 22	23-224 *MFI	refers to the Median

#### 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.

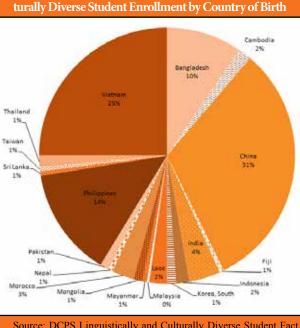
#### Table 8.2. Language of Voters

	Limited English Proficient	Language Assis- tance Preferred		
All Voters Sur- veyed	22%	12%		
- Chinese	36%	27%		
Source: Asian American Legal Defense and Education Fund 2012 Exit Poll				

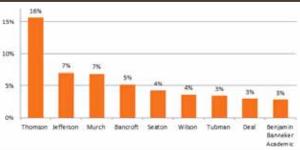
#### Education

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 Cul-

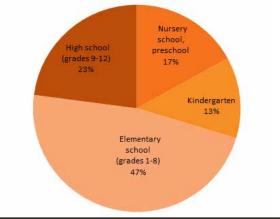


Source: DCPS Linguistically and Culturally Diverse Student Fact Sheet SY2009-2010 Figure 8.24. Top 10 DCPS Schools with highest Asian American populations



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





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

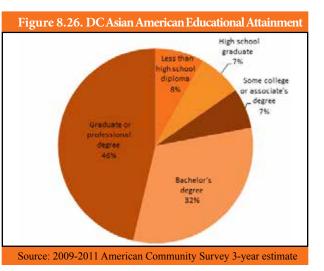
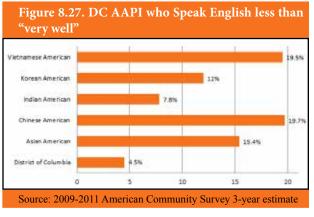


Figure 8.25 shows that most Asian American students are in elementary school and kindergarten has the lower percentage of Asian American students enrolled. A significant percentage of Asian Americans have less than a high school diploma (Figure 8.26).

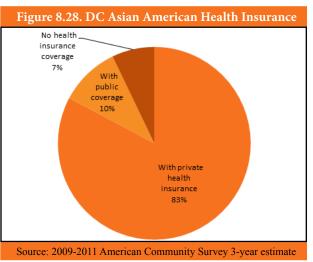
## **English Proficiency**

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).



## 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).



#### Economic

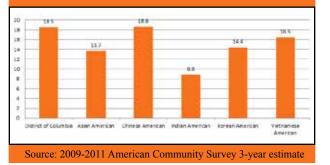
The Asian American population as a whole has a poverty rate of 13.7% with the Chinese and Vietnamese populations having higher rates (Figure 8.29). The Asian American per capita income is higher than the entire District's population with the Indian American population having the highest per capita income (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.

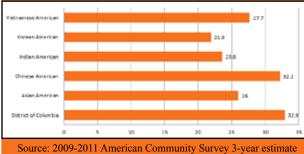
According to U.S. Census Bureau's 2007 Survey of Business Owners, there are 3,445 Asian owned firms in the District of Columbia. The Survey of Business Owners defines Asian-owned businesses as firms in which Asian Indians, Chinese, Filipinos, Japanese, Koreans, Vietnamese or other Asians own 51 percent 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).

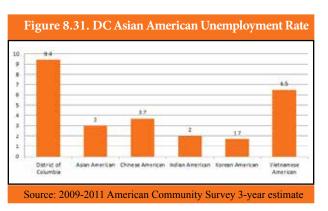
Figure 8.29. DC Asian American Poverty Rate



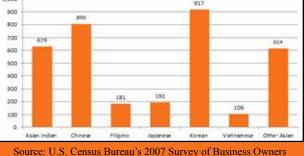




#### Figure 8.30. DC Asian American per Capita Income etrameje America Korean American Indian American 559.924 chinele Anercar 59:043 Agan America District of Columba \$42,078 \$10,000 \$10,000 125.000 \$40,000 \$50,000 565 000 Source: 2009-2011 American Community Survey 3-year estimate



# Figure 8.33. Number of Firms



# Figure 8.34. Number of Firms With Paid Employees

