



**FY 2015 PERFORMANCE PLAN
Office of Disability Rights**

MISSION

The mission of the Office of Disability Rights (ODR) is to ensure that every program, service, benefit, and activity operated or funded by the District of Columbia is fully accessible to, and usable by, qualified people with disabilities with or without reasonable accommodations or modifications.

SUMMARY OF SERVICES

ODR is responsible for oversight of the District’s obligations under the Americans with Disabilities Act (ADA) as well as other federal and local disability rights laws. ODR provides technical assistance, training, informal dispute resolution, policy guidance, and expertise on disability rights issues to District agencies and the disability community. ODR coordinates the ADA compliance efforts of all District agencies and works with agency ADA coordinators to ensure that the District is responsive to the needs of the disability community and employees with disabilities.

PERFORMANCE PLAN DIVISIONS¹

- Disability Rights
- Agency Management

AGENCY WORKLOAD MEASURES

Measures	FY 2013 Actual	FY 2014 Projected	FY 2014 Actual
Number of Sign Language Interpretation Requests	210	200	220
Number of complaints, requests for technical assistance and/or information and referral requests completed	210	475	389
Training Performed	NA	800	1121

OBJECTIVE 1: Be a model city of accessibility for people with disabilities.

INITIATIVE 1.1: Increase physical access to District-owned and leased facilities (Age-Friendly DC Goal: Domain 1).

ODR consults with District government agencies in order to establish appropriate priorities for capital improvements to DC facilities to provide ADA access. In FY 2015, ODR will continue to work with the Department of Parks and Recreation (DPR) in collaboration with the Department of General Services (DGS) in the implementation of



their “Access Master Plan.” In FY 2015, DPR recreation facilities will be reviewed for accessibility within 30 days of the request. **Date: September, 2015.**

OBJECTIVE 2: Improve the responsiveness of government systems and employees to the needs of people with disabilities.

INITIATIVE 2.1: Provide a comprehensive disability rights education program for DC employees, contractors, and grantees.

In FY 2015, ODR will continue to enhance the scope of our training curricula with a goal of ensuring that the necessary knowledge, skills and attitudes essential to the successful incorporation of the training are achieved. In FY 2014, ODR targeted training for 800 employees, grantees, consumers and contractors.

In FY 2015, ODR will provide technical assistance and training to District Government Agencies that provide grant funding to local community service providers/NGO. The support will include participating on the grant review panel as well as providing training to grantees on grantee responsibility under ADA Title II. In addition, as requested, ODR will provide post-award technical assistance on-site to grantees to ensure full programmatic accessibility. Target: 1000 participants. **Date: September, 2015**

INITIATIVE 2.2: Develop and provide comprehensive community inclusion education (Age-Friendly DC: Domain 5).

In FY 2014, ODR partnered with the DC Commission on Persons with Disabilities (DCCPD) and DC Office on Aging (DCOA) to conduct a community outreach/forum to discuss and gather input on the topic of “Care-Givers/Home Health Aides” and areas of quality improvement and industry advancement. This was completed on March 8, 2014.

In FY 2015, ODR will partner with the Department of Behavioral Health and one of its wellness center partners to conduct a community forum on fair housing and disability discrimination. **Date: September 2015.**

INITIATIVE 2.3: Provide an effective dispute resolution and technical assistance program.

ODR informally investigates and resolves disputes between members of the public with disabilities, other stakeholders, and DC agencies as well as between DC Government employees and their employers. This mechanism provides for effective resolution of complaints as an alternative to filing complaints with the Office of Human Rights (OHR) or federal enforcement agencies. It also allows for centralized gathering of information on how many and what types of ADA disputes are received, which allows ODR to craft appropriate responses, develop policies, counsel agencies, and develop preventive strategies. ODR partners with OHR to manage cross-referral of disputes. When disputes are unable to be resolved informally through ODR’ intervention, complainants are referred to OHR and relevant federal agencies. In FY 2015, ODR projects to manage and provide resolution within 30 days of the requests for Informal Dispute Resolution, Information and Referral and Technical Assistance.

Completion Date: September, 2015.



INITIATIVE 2.4: Implement city-wide reasonable modification program for District employees and effective communication policies and mechanisms (Age-Friendly DC: Domain 5).

The Americans with Disabilities Act (ADA) requires that government agencies reasonably modify their policies, practices, and procedures as necessary to allow a person with a disability to participate in government programs and services. The ADA (Title II) also requires agencies to provide auxiliary aids, such as sign language interpreters, as necessary to ensure that communication with people with hearing, vision, and speech impairments is effective. In FY 2015, ODR will continue to coordinate the District-wide contract for a centralized sign language interpretation program. ODR will provide sign language interpretation within 5 days of the request. **Date: September 2015.**

In FY 2015, ODR will continue to provide the translation of Agency documents into Braille and other accessible formats such as large print at no cost to the Agency.

In compliance with the Mayor's Order mandating that all videos on the DC.GOV Web-portal be captioned and/or transcribed, ODR will provide transcription services for residents and consumers requesting a transcription of a web video, within 14 days, at no cost to the residents and consumers as well as requesting Agencies.

Completion Date: September, 2015.

OBJECTIVE 3: Increase employment of people with disabilities in DC government.

INITIATIVE 3.1: Ensure District employees with disabilities have a productive work experience.

ODR provides District Government employees with Reasonable Accommodations Plans to ensure that they are provided the range of accommodations necessary to meet the essential functions of their position. The planning process is initiated by the new or active employee by informing the Agency ADA Coordinator of their need for a Reasonable Accommodation. The Agency ADA Coordinator has the option of managing the request internally – or requesting the assistance of the ODR Employment Specialist. In FY 2015, ODR will assist District Employees and Coordinators with the completion of Reasonable Accommodation plans within 60 days of the request.

Completion Date: September, 2015.

OBJECTIVE 4: Expand opportunities for people with disabilities to live in integrated community settings.

INITIATIVE 4.1: Implement the DC Olmstead Community Integration Initiative (Age-Friendly DC: Domain 8).

The ADA (as interpreted in the Supreme Court's "Olmstead" decision) requires governments to serve people with disabilities in the most integrated setting appropriate to their needs. This court decision requires the District, as appropriate, to serve people with disabilities in community settings, rather than in institutions.



In FY 2014, ODR modified the Olmstead Community Integration Plan: DC—One Community for All - to reflect issues presented in the ongoing litigation, Thorpe v. DC. The Olmstead Plan was tailored to the programs, services and outcomes of the following agencies:

- Department of Behavioral Health (DBH)
- DC Office on Aging (DCOA)
- Department of Health Care Finance (DHCF)
- Department of Disability Services (DDS)

In addition, we will include the DC Housing Authority (DCHA) and Department of Housing and Community Development (DHCD) as partners who provide infrastructure resources.

In FY 2015, ODR will collaborate with Olmstead participating Agencies to develop tools to enhance the outreach and implementation of the goals and objectives highlighted in the FY 2015 edition of the Olmstead initiative “DC – One Community for All.” ODR will continue to monitor the agencies on a quarterly basis to determine compliance with their individual agency plans.

Completion Date: ODR will issue a report by October 1, 2015 memorializing these efforts.

OBJECTIVE 5: Oversee the implementation of agency-wide priorities.

INITIATIVE 5.1: Conduct agency sustainability assessment using OCA approved criteria developed by DDOE and OP in accordance with Mayor’s Order 2013-209 (Sustainable DC Governance Goal 1, Action 1.2; Built Environment Goal 3)

Within one hundred twenty (120) days after the City Administrator approves sustainability assessment criteria developed jointly by the District Department of the Environment and the Office of Planning, each agency head subject to the authority of the mayor shall use the criteria to evaluate the sustainability of their respective operations in accordance with the requirements of Mayor’s Order 2013-209, the Sustainable DC Transformation Order, and submit to his or her responsible Deputy Mayor and the Office of the City Administrator the results of the agency’s internal assessment.

Completion Date: April 2015



KEY PERFORMANCE INDICATORS - Office of Disability Rights

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Target	FY 2016 Projection	FY 2017 Projection
Percentage of accessibility reports which are completed within 30 days of the request.	63%	20%	39%	85%	85%	90%
Average # of days Sign Language Interpretation requests are filled from the date of the request ²	N/A	N/A	5	5	5	4
# of DC employees, contractors, and grantees receiving ADA training	799	800	1,121	1,000	1,250	1,500
Number of technical assistance calls/complaints/resource requests handled within 30 days ³	430	475	389	N/A	N/A	N/A
Percentage of technical assistance calls/complaints/resource requests handled within 30 days ⁴	N/A	N/A	N/A	85%	85%	90%
Percentage of reasonable accommodations plans completed within 60 days of the request. ⁵	32%	20%	NA	85%	85%	90%

² This KPI was previously measured as the percent of sign language interpretation requests filled within 5-7 days from the date of the request. The KPI was amended in FY14 to the average number of days because the prior metric was consistently 100%.

³ This KPI previously measured the number of calls received, which did not reflect ODR's performance in responding to these inquiries. Therefore, the measure was changed to reflect our degree of expeditiousness and efficiency in responding to constituents.

⁴ This KPI previously measured the number of calls received, which did not reflect ODR's performance in responding to these inquiries. Therefore, the measure was changed to reflect our degree of expeditiousness and efficiency in responding to constituents.

⁵ This KPI previously measured the number of reasonable accommodation request inquiries, which did not reflect ODR's performance in responding to these inquiries. Therefore, the measure was changed to reflect our degree of expeditiousness and efficiency in responding to constituents.