

Office of Disability Rights FY2016

Agency 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' 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.

2016 Objectives

FY16 Objectives

Objective Number	Objective Description
Office of Disability Rights (5 Objectives)	
1	Increase access in DC schools, senior wellness centers and websites
2	Improve the responsiveness of District government to persons with disabilities through training, wellness seminars, and effectively and efficaciously responding to complaints
3	Activities for persons with disabilities including expos, mentoring opportunities, and workplace accommodations
4	Implementation of the Olmstead Plan
5	Providing ADA assessments of the District's homeless shelters

2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
1 - Increase access in DC schools, senior wellness centers and websites (2 Measures)							
Accessibility Reports		Semi-Annually					16
Effective Communication Program (ECP)		Quarterly	100	100	100	85	16
2 - Improve the responsiveness of District government to persons with disabilities through training, wellness seminars, and effectively and efficaciously responding to complaints (2 Measures)							
Training provided to District employees and residents.		Quarterly	587	1,121	5,110	1,000	16
CITA Reports		Quarterly		100	100	85	16
3 - Activities for persons with disabilities including expos, mentoring opportunities, and workplace accommodations (1 Measure)							
Mentoring opportunities for students with disabilities		Annually					16

2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
Workload Measure (1 Measure)				
Number of Requests for Sign Language Interpretation	Quarterly	200	214	344

2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
Office of Disability Rights - 1 (3 Initiatives)				
1	Be a model city of accessibility for people with disabilities	1.1	Increase physical access to District-owned and leased facilities.	Increase physical access to District-owned and leased facilities. ODR consults with District government agencies in order to establish appropriate priorities for capital improvements to DC facilities to provide ADA access. In FY 2016, ODR surveyed at least fifty (50) DC Public Schools to determine accessibility and provide recommendations for modifications, if appropriate. In 2017, ODR will survey the remaining schools and offer recommendations. Completion Date: September, 2017.
1	Be a model city of accessibility for people with disabilities	1.2	Website Accessibility	Improve the website accessibility of District of Columbia Government worksite for employees and constituents
1	Be a model city of accessibility for people with disabilities	1.3	Review community spaces to determine accessibility for seniors and persons with disabilities	ODR will survey at least two (2) parks in each of the eight Wards and provide recommendations for improvements.
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Office of Disability Rights - 2 (4 Initiatives)				
2	Improve Responsiveness of Government Systems and Employees to the Needs of People with Disabilities.	2.1	Provide a comprehensive disability rights education program for DC employees, contractors, and grantees	In FY 2016, ODR provided technical assistance and training to District Government Agencies that provide grant funding to local community service providers/NGO. The support included participating on the grant review panel as well as providing training to grantees on grantee responsibility under ADA Title II and we reached over 5000 participants. With FY2017, ODR will continue to provide training. The target for 2017 is 1500.
2	Improve Responsiveness of Government Systems and Employees to the Needs of People with Disabilities.	2.2	Develop and provide comprehensive community inclusion education	In FY 2015, ODR partnered with the Department of Behavioral Health and one of its wellness center partners to conduct a community forum on fair housing and disability discrimination. In FY 2016, ODR will partner with various District agencies to provide six monthly disability-wellness seminars.

2	Improve Responsiveness of Government Systems and Employees to the Needs of People with Disabilities.	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 administrative agencies, including the Office of Human Rights (OHR), the Equal Employment Opportunity Commission or other local 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. In FY 2015 for the majority of requests, ODR managed and provided dispute resolution within 30 days of the request. For FY 2016, ODR will provide resolution for greater than 85% of the complaints within 30 days.
2	Improve Responsiveness of Government Systems and Employees to the Needs of People with Disabilities.	2.4	Implement city-wide reasonable modification program for District employees and effective communication policies and mechanisms.	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 2016, 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. ODR will also continue to provide the translation of agency documents into Braille and other accessible formats such as large print at no cost to the agencies.

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Office of Disability Rights - 3 (3 Initiatives)

3	Increase employment of people with disabilities in DC government	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 employee by informing the Agency ADA Coordinator of their need for a Reasonable Accommodation. The agency ADA Coordinator must interface with ODR and its database to effectively resolve this matter. In FY 2016, ODR will assist District Employees and Coordinators with the completion of Reasonable Accommodation plans within thirty (30) days of the request.
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3	Increase employment of people with disabilities in DC government	3.2	Host a District-wide event which demonstrates the employment possibilities of persons with disabilities	ODR will host the Annual Districtwide Disability Exposition during Disability Awareness Employment Month with at least forty (40) exhibitors and at least two hundred (200) guests.
3	Increase employment of people with disabilities in DC government	3.3	Provide opportunities for students with disabilities through District agencies	ODR and the District of Columbia Developmental Disabilities Council will host the District Government's Mentoring Days Initiative and ascertain that at least 10 agencies or business and at least fifty (40) students participate in this one day program of teaching and mentoring.

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Office of Disability Rights - 4 (1 Initiative)

4	Expand opportunities for people with disabilities to live in integrated community settings	4.1	The Olmstead Plan	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. The District's Olmstead Plan establishes District procedures and goals to help ensure that individuals receive treatment in the least-restrictive setting appropriate to their needs and available services for which they are eligible. ODR will continue to monitor the agencies on a quarterly basis to determine compliance with their individual agency plans. This fiscal year, ODR will host two (2) Community Forums.
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Office of Disability Rights - 5 (1 Initiative)

5	Oversee the implementation of agency-wide priorities	5.1	Homeless Shelter Accessibility	As part of the Mayor's initiative to end homelessness, ODR will partner with the Department of Human Services (DHS) in providing ADA assessments of at least five (5) District-operated homeless shelters.
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