

Office of Disability Rights FY2018

Agency Office of Disability Rights

Agency Code JR0

Fiscal Year 2018

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.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.	4	3
2	Improve the responsiveness of government systems and employees to the needs of people with disabilities.	2	1
3	Increase employment of people with disabilities in DC government.	0	2
4	Expand opportunities for people with disabilities to live in integrated community settings.	0	2
5	Create and maintain a highly efficient, transparent and responsive District government.**	9	1
TOT		15	9

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (4 Measures)									
Percent of District-owned buildings assessments within 30 days of the request	<input type="checkbox"/>	Not available	85%	95.5%	85%	100%	90%	100%	90%
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	<input type="checkbox"/>	100%	85%	96%	85%	98.8%	90%	97.8%	90%
Percent of Sign Language Interpretation scheduled within four (4) days of the request	<input type="checkbox"/>	100%	Not available	100%	100%	100%	100%	99.8%	100%
Percentage of Homeless Shelters surveyed within 30 days of request	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	100%	85%	100%	85%
2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (2 Measures)									
	<input type="checkbox"/>								

Number of DC Employees, contractors, and grantees receiving ADA training	<input type="checkbox"/>	1121	1000	5103	1250	5180	1250	1785	1500
Percent of accessibility reports which are completed within 30 days of the request	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	95.5%	90%	91.3%	85%

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Activities)					
OPERATIONS	Effective Communication Program	Coordinate city-wide Sign Language Interpretation services, Braille printing or other reasonable accommodations for the purpose of communicating with constituents.	Daily Service	1	0
EVALUATION AND COMPLIANCE	Assess District-owned Buildings	Survey and evaluate District-owned building for accessibility to persons with disabilities and the aging population.	Daily Service	1	0
EVALUATION AND COMPLIANCE	Complaints, Information, Technical Assistance	Provide information and technical assistance to residents, employees and visitors of the District, as related to ADA laws.	Daily Service	1	0
TOT				3	0
2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (1 Activity)					
EVALUATION AND COMPLIANCE	Agency Database Compliance	ODR requests that all agency ADA Coordinators input all requests for reasonable accommodations and allegations of disability discrimination into Quickbase for ODR review and recommendations.	Daily Service	0	0
TOT				0	0
3 - Increase employment of people with disabilities in DC government. (2 Activities)					
TRAINING AND TECHNICAL ASSISTANCE	ADA Training	Provide training's focused on the American's with Disabilities Act (ADA) and other law related to the District's disability population.	Daily Service	0	2
EVALUATION AND COMPLIANCE	Reasonable Accommodations Oversight	Provide technical assistance and oversight to District Government agencies providing reasonable accommodations to its employee.	Daily Service	0	0

TOT				0	2
4 - Expand opportunities for people with disabilities to live in integrated community settings. (2 Activities)					
PUBLIC INFORMATION AND OUTREACH	Olmstead Initiative	Manage the implementation of the city-wide Olmstead Initiative (oversight of reporting and outreach).	Key Project	0	2
PUBLIC INFORMATION AND OUTREACH	Outreach and Wellness Events	Provide outreach, education and information to constituents related to disability issues.	Daily Service	1	1
TOT				1	3
5 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Activity)					
EVALUATION AND COMPLIANCE	Emergency Preparedness	Partnering various agencies to develop and implement effective emergency plans and initiatives in accordance with the Americans with Disabilities Act (ADA).	Key Project	0	1
TOT				0	1
TOT				4	6

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Assess District-owned Buildings (1 Measure)					
Conduct Survey to Determine Accessibility of District-owned Buildings	<input type="checkbox"/>	Not available	Not Available	207	96
1 - Complaints, Information, Technical Assistance (1 Measure)					
The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District	<input type="checkbox"/>	Not available	Not Available	784	581
1 - Effective Communication Program (1 Measure)					
The Effective Communication Program (ECP): The Number of Requests for Sign Language Interpretation and/or Other Assistive Technology	<input type="checkbox"/>	Not available	Not Available	442	594
4 - Outreach and Wellness Events (1 Measure)					
The Number of Attendees and Facilitators at the Mayor's Annual Disability Awareness Expo and	<input type="checkbox"/>	Not	Not	250	1

other ODR-sponsored wellness events.

available

Available

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Disability Webinars	Conduct at 2 live webinars on employment, transportation, and/or other relevant disability training topics. The webinars would include live captioning and placing emphasis on cross agency/community organization collaborations. The webinars would be archived and posted through ODR's website.	09-30-2018
ADA Certification Program	1. Formerly establish and implement an ADA Certification Program for agency ADA Coordinators & Human Resources Personnel	09-30-2018
Emergency Prep Transportation Framework	Assist HSEMA, DOH, DDOT and other government agencies to develop a formal transportation framework in the realm of emergency preparedness inclusive of effectively transporting citizens with disabilities and their families safely in times of crisis.	09-30-2019
Olmstead Newsletter	Develop and disseminate bi-annual newsletter emphasizing cross agency collaborations and outcomes achieved in effectively implementing the District's Olmstead initiatives.	09-30-2018
Annual Olmstead Conference	Conduct annual Olmstead Conference emphasizing cross agency collaborations and outcomes achieved in effectively implementing the District's Olmstead initiatives.	09-30-2018
Community Outreach Forums	In partnership with the Mayor's Commission on Persons with Disabilities and Developmental Disabilities Council, ODR conducting 6 community outreach events.	09-30-2018