

Office of Disability Rights FY2021

Agency Office of Disability Rights

Agency Code JRO

Fiscal Year 2021

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.

Strategic Objectives

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

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Measures)					
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Up is Better	98.5%	95.8%	97.4%	90%
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Up is Better	100%	99.2%	99.6%	96%
Percent of District-owned buildings assessments within 20 days of the request	Up is Better	100%	95.9%	99.2%	90%
2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (2 Measures)					
Number of DC Employees, contractors, and grantees receiving ADA training	Up is Better	1671	1506	979	1200
Percent of accessibility reports which are completed within 30 days of the request	Up is Better	96.8%	98.1%	99.5%	90%
3 - Increase employment of people with disabilities in DC government. (2 Measures)					
Provide job site mentoring opportunities to high school aged and young adults with disabilities.	Up is Better	New in 2019	47	40	40
Employment focused outreach events	Up is Better	New in 2019	728	9	6
4 - Expand opportunities for people with disabilities to live in integrated community settings. (1 Measure)					
Age Friendly: Number of participants in the ODR sponsored ADA Community Training on Housing	Up is Better	New in 2019	95	168	200

Operations

Operations Header	Operations Title	Operations Description	Type of Operations

Operations Header	Operations Title	Operations Description	Type of Operations
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
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
EVALUATION AND COMPLIANCE	Complaints, Information, Technical Assistance	Provide information and technical assistance to residents, employees and visitors of the District, as related to the (American with Disabilities Act) ADA laws.	Daily Service
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
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
EVALUATION AND COMPLIANCE	Reasonable Accommodations Oversight	Provide technical assistance and oversight to District Government agencies providing reasonable accommodations to its employee.	Daily Service
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
PUBLIC INFORMATION AND OUTREACH	Outreach and Wellness Events	Provide outreach, education and information to constituents related to disability issues.	Daily Service
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

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Assess District-owned Buildings (1 Measure)			
Conduct Survey to Determine Accessibility of District-owned Buildings	183	121	125
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	531	600	457
1 - Effective Communication Program (1 Measure)			

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
The Effective Communication Program (ECP): The Number of Requests for Sign Language Interpretation and/or Other Assistive Technology	373	498	545
4 - Outreach and Wellness Events (1 Measure)			
The Number of attendees at ODR-sponsored events	396	314	989

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Agency Database Compliance (1 Strategic Initiative)		
Increase usage of the District-wide Complaint, Information, and Technical Assistance (CITA) Quickbase Database	In FY21, ODR will create a District-wide virtual campaign and training course to increase the usage of the District-wide Complaint, Information, and Technical Assistance (CITA) Quickbase Database. The campaign will directly focus on the Agency's ADA Coordinator requirements and highlight the ease and convenience of the database. Additionally, the database records the types of ADA-related reasonable accommodations, information requests, and technical assistance provided to District employees and residents. Ultimately, formal complaints are less likely to occur if more technical assistance and information is provided and recorded by the agencies in service to their constituents. The increased number utilizing the District-wide CITA database will be between 15 and 25 agencies. This initiative will be roll out in the 3rd and 4th quarters of FY21.	09-30-2021
Emergency Preparedness (1 Strategic Initiative)		
Emergency Sheltering Preparedness	This initiative will take place from FY20 through FY22. ODR will work with HSEMA, DHS, and other members on the Disability Integration Initiative Shelter Workgroup to identify existing and potential physically accessible emergency sheltering locations in the District. Where needed, ODR will assist DHS by providing technical assistance and/or training to shelter staff to help ensure ADA programmatic accessibility.	09-30-2021
Olmstead Initiative (1 Strategic Initiative)		
Olmstead Community Integration Planning and Implementation	ODR will execute, conduct, and facilitate activities that will result in a new multi-year DC Olmstead Community Integration Plan in calendar years 2021-2023. This collaborative initiative is partnership with Departments of Aging and Community Living, Behavioral Health, Disability Services, Health Care Finance, Employment Services, Housing and Community Development, and other government agencies. Additionally, ODR will coordinate and facilitate two (2) public listening sessions with the Olmstead Working Group to receive community feedback around the Olmstead Plan priority areas of housing, healthcare and wellness supports, and employment. ODR will determine topics of discussion relevant to the three priority areas through a community survey tool disseminated prior to each event. ODR, through the Olmstead Working Group, will use community input to inform the Olmstead Working Group efforts, as well as to suggest potential amendments or additions to the Plan, annually.	09-30-2021
Outreach and Wellness Events (1 Strategic Initiative)		
ODR Community Outreach	ODR will organize and conduct at least three virtual and/or in-person community-based outreach events to connect with constituents with co-occurring disabilities and other stakeholders from the Blind, Deaf, and Hard of Hearing communities. The outreach will focus on employment, housing, emergency preparedness, and/or home and community-based services and programs. When applicable, ODR will collaborate with DDS, DBH, HSEMA, DHCD, and other partners to conduct these public events and assist District residents in connecting to the appropriate government services. This initiative will be conducted in the 3rd and 4th quarters of FY21.	09-30-2021