

# Office of Disability Rights FY2023

Agency Office of Disability Rights

Agency Code JRO

Fiscal Year 2023

**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 (KPIs)

| Measure   | Directionality | FY 2020 Actual | FY 2021 Actual | FY 2022 Target | FY2022 Actual | FY 2023 Target |
|---|----------------|----------------|----------------|----------------|---------------|----------------|
| <b>1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Measure records)</b>           |                |                |                |                |               |                |
| Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request | Up is Better   | 97.4%          | 97.3%          | 90%            | 99.2%         | 90%            |
| Percent of Sign Language Interpretation scheduled within four (4) days of the request   | Up is Better   | 99.6%          | 99.3%          | 96%            | 98.6%         | 96%            |
| Percent of District-owned buildings assessments within 20 days of the request   | Up is Better   | 99.2%          | 100%           | 90%            | Not Available | 90%            |
| <b>2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (2 Measure records)</b>     |                |                |                |                |               |                |
| Number of DC Employees, contractors, and grantees receiving ADA training  | Up is Better   | 979            | 1653           | 1200           | 1516          | 1200           |
| Percent of accessibility reports which are completed within 30 days of the request  | Up is Better   | 99.5%          | 90%            | 90%            | Not Available | 90%            |
| <b>3 - Increase employment of people with disabilities in DC government. (1 Measure)</b>  |                |                |                |                |               |                |
| Employment focused outreach events  | Up is Better   | 9              | 7              | 6              | 6             | 8              |
| <b>4 - Expand opportunities for people with disabilities to live in integrated community settings. (1 Measure)</b>                          |                |                |                |                |               |                |
| Age Friendly: Number of participants in the ODR sponsored ADA Community Training on Housing   | Up is Better   | 168            | 377            | 200            | 60            | 100            |

## Operations

| Operations Title   | Operations Description  | Type of Operations |
|--|---|--------------------|
| <b>1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Activity records)</b> |   |                    |
| 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      |
| Assess District-owned Buildings  | Survey and evaluate District-owned building for accessibility to persons with disabilities and the aging population.  | Daily Service      |
| 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      |
| <b>2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (1 Activity)</b>   |   |                    |

| Operations Title   | Operations Description   | Type of Operations |
|--|--|--------------------|
| 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      |
| <b>3 - Increase employment of people with disabilities in DC government. (2 Activity records)</b>                          |  |                    |
| 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      |
| Reasonable Accommodations Oversight  | Provide technical assistance and oversight to District Government agencies providing reasonable accommodations to its employee.  | Daily Service      |
| <b>4 - Expand oppotunities for people with disabilities to live in integrated community settings. (2 Activity records)</b> |  |                    |
| Olmstead Initiative  | Manage the implementation of the city-wide Olmstead Initiative (oversight of reporting and outreach).  | Key Project        |
| Outreach and Wellness Events   | Provide outreach, education and information to constituents related to disability issues.  | Daily Service      |
| <b>5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)</b>           |  |                    |
| 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 (WMs)

| Measure  | FY 2020 Actual | FY 2021 Actual | FY2022 Actual |
|--|----------------|----------------|---------------|
| <b>1 - Assess District-owned Buildings (1 Measure)</b>   |                |                |               |
| Surveys Conducted and Reports Submitted to Determine Accessibility of District-owned Buildings   | 125            | 126            | Not Available |
| <b>1 - Complaints, Information, Technical Assistance (1 Measure)</b>   |                |                |               |
| The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District | 457            | 421            | Not Available |
| <b>1 - Effective Communication Program (1 Measure)</b>   |                |                |               |
| The Effective Communication Program (ECP): The Number of Requests Received for Sign Language Interpretation.   | 545            | 577            | Not Available |
| <b>4 - Outreach and Wellness Events (1 Measure)</b>  |                |                |               |
| The Number of attendees at ODR-sponsored events  | 989            | 1124           | Not Available |

## Strategic Initiatives

| Strategic Initiative Title  | Strategic Initiative Description   | Proposed Completion Date |
|---|--|--------------------------|
| <b>Agency Database Compliance (1 Strategic Initiative)</b>              |  |                          |
| Website Cultural Competency   | This 2-year project will provide more inclusive documents and translation into Spanish, throughout the agency's government webpage.  | 09-30-2024               |
| <b>Assess District-owned Buildings (1 Strategic Initiative)</b>         |  |                          |
| ADA Compliance Plan - Year 2  | Have all District agencies complete an ADA Compliance Assessment packet. Completion of a 2-year project.   | 09-30-2023               |
| <b>Effective Communication Program (2 Strategic Initiative records)</b> |  |                          |
| Video Remote Interpreting Training                                      | In partnership with the new Mayor's Office of the Deaf, DeafBlind and Hard-of-Hearing we will increase citywide agency usage through training of the Video Remote Interpretation (VRI) services. | 09-30-2023               |
| Transition of the Sign Language Program                                 | Transition parts of the Effective Communications program to the Mayor's Office of the Deaf, DeafBlind and Hard-of-Hearing.   | 03-31-2023               |