



# Office of Disability Rights (ODR) FY2016 Performance Accountability Report (PAR)

## **Introduction**

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

## **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.

## Overview – Agency Performance

The following section provides a summary of ODR performance in FY 2016 by listing ODR’s top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

### Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The ODR staff surveyed 152 polling sites	To review 152 sites as well as other District buildings, was a source of pride and accomplishment because ODR knew that its efforts positively impacted persons with disabilities during an election. But, surveying all of these sites was a momentous task which impacted our limited resources.	In conjunction with the Board of Elections and the Department of General Services, we were able to provide information as to what sites required modification or repair before the election.
ODR trained over 5000 employees and constituents	Our agency was positively impacted by this accomplishment.	Employees and residents gained information on their rights and responsibilities under the American with Disabilities Act.
ODR partnered with government agencies and private sector organizations to provide brown bag lunch seminars on various topics including, but not limited to autism, deaf awareness, cancer survivor issues, theater accessibility and developmental disabilities.	ODR was provided the opportunity to work with other District agencies and private sector organizations which furthered a more collegial relationship. We also determined the needs and concerns of the constituents; and we will use the opportunity to concentrate our efforts.	Residents were afforded: important information, the ability to meet with others, and the opportunity to voice their concerns in an accepting and respectful place.

In FY 2016, ODR had 5 Key Performance Indicators. Of those, 0 were neutral. Of the remaining measures, 100% (5 KPIs) were met, 0% (0 KPIs) were nearly met, and 0% (0 KPIs) were unmet. In FY 2016, ODR had 12 Initiatives. Of those, 92% (11) were completed and 0% (0) were nearly completed, and 8% (1) were not completed. The next sections provide greater detail on the specific metrics and initiatives for ODR in FY 2016.

## FY16 Objectives

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

## FY16 KPIs

Objective: Activities for persons with disabilities including expos, mentoring opportunities, and workplace accommodations

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Mentoring opportunities for students with disabilities	40	A					42	Met	42 students participated, within 10 District agencies. We are striving for more participation on the professional side in FY17.

Objective: Improve the responsiveness of District government to persons with disabilities through training, wellness seminars, and effectively and efficaciously responding to complaints

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
CITA Reports	85	Q	97.93	99.21	98.95	100	98.9	Met	The 6 participating agencies have been able to submit their information within the 30 days, we have faced issues with other agencies submitting. FY '17 MOU has recently been signed and will require more participation from all District agencies.
Training provided to District employees and residents	1,250	Q	20	183	4,949	28	5,180	Met	

Objective: Increase access in DC schools, senior wellness centers and websites

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Accessibility Reports	85	A					100	Met	

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Effective Communication Program (ECP)	90	Q	100	100	100	100	100	Met	<p>There were no barriers related to performances. We did face some challenges through the collection process with agencies using the service. We are working closely with the budget team to complete the intra-District in a timely manner.</p>
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**FY16 Workload Measures**

Measure	Freq	Q1	Q2	Q3	Q4	Total
Number of Requests for Sign Language Interpretation	Q	93	131	113	103	440

## FY16 Initiatives

### **Title: Increase physical access to District-owned and leased facilities.**

**Description:** 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.

**Complete to Date:** Complete

**Status Update:** 154 voter polling sites, 8 Senior Wellness Centers and 50 DCPS facilities have been assessed. Reports to be submitted as requested to council

### **Title: Website Accessibility**

**Description:** Improve the website accessibility of District of Columbia Government worksite for employees and constituents

**Complete to Date:** Complete

**Status Update:** Contract signed with Columbia Lighthouse for the Blind. All agencies websites were electronically surveyed for compliance and compatibility with reader software.

### **Title: Review community spaces to determine accessibility for seniors and persons with disabilities**

**Description:** ODR will survey at least two (2) parks in each of the eight Wards and provide recommendations for improvements.

**Complete to Date:** 50-74%

**Status Update:** Initiative completion postponed to FY2017, due to accessibility surveys for polling sites

**If Incomplete, Explanation:** Prioritized partnering with BOEE for accessible voter polling sites, parks will be completed in 2017.

### **Title: Provide a comprehensive disability rights education program for DC employees, contractors, and grantees**

**Description:** 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.

**Complete to Date:** Complete

**Status Update:** ODR exceeded its goal during Q3, we continued to train over 5,000 residents and employees

### **Title: Develop and provide comprehensive community inclusion education**

**Description:** 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.

**Complete to Date:** Complete

**Status Update:** ODR sponsored (hosted) over 6 Wellness events

### **Title: Provide an effective dispute resolution and technical assistance program.**

**Description:** 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.

**Complete to Date:** Complete

**Status Update:** In FY16, ODR received over 400 complaints, requests for referrals or technical assistance; each matter was addressed within 30 days of receipt

**Title: Implement city-wide reasonable modification program for District employees and effective communication policies and mechanisms.**

**Description:** 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.

**Complete to Date:** Complete

**Status Update:** ODR provide sign language services per request to multiple District agencies with 3-5 notice

**Title: Ensure District employees with disabilities have a productive work experience.**

**Description:** 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.

**Complete to Date:** Complete

**Status Update:** Reasonable Accommodation request were resolved within 30 days

**Title: Host a District-wide event which demonstrates the employment possibilities of persons with disabilities**

**Description:** 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.

**Complete to Date:** Complete

**Status Update:** Event held in October 2015, with over 200 attendees

**Title: Provide opportunities for students with disabilities through District agencies**

**Description:** 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.

**Complete to Date:** Complete

**Status Update:** Completed in October 2015



**Title: The Olmstead Plan**

**Description:** 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.

**Complete to Date:** Complete

**Status Update:** Ongoing initiative, multiple forums held throughout the city to receive feedback from constituents

**Title: Homeless Shelter Accessibility**

**Description:** 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.

**Complete to Date:** Complete

**Status Update:** 5 homeless shelters within 3 wards where assessed for accessibility