

Office of Disability Rights FY2018

FY2018 Performance Accountability Report

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, 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' 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.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
Certified ADA Coordinator Certification program launch. Twelve (12) ADA Coordinators completed the first ADA Certification cohort. This represents 25% of all coordinators across the District.	With 12 newly certified ADA Coordinators placed within various agencies, the residents of DC who identify as having a disability will work directly with highly qualified ADA Coordinators to mediate any disability-related concerns.	The Certification Program provides an additional level of education and accountability for the District by ensuring that its coordinators are up-to-date on the latest regulations and requirements. This will be an annual program offered by ODR.
ODR has completed all 102 DC Public School building assessments. The ADA School Assessment project began in FY17, ODR completed its assessment of all DCPS schools for ADA compliance in April 2018.	By working directly with DGS and DCPS, this project will lead to full inclusion for all students and family members with a disability to participate in DCPS programs.	The agency was able to collaborate with DGS to identify some quick wins with some of the DCPS locations, moving towards full accessibility.
812 unique submissions were provided into ODR's Complaints, Information, and Technical Assistance (CITA) database by various agencies across the District Government in FY18.	For District residents, the District Government's willingness to address 812 ADA-related issues represent: 1) District residents with disabilities were able to adequately access and participate in programs and services provided by the District Government; 2) More District employees and residents were given the appropriate resources — allowing them to make informed choices and be given a greater sense of empowerment over their lives, and finally; and 3) More importantly, the District and ODR are improving the trajectory and quality of life for all employees and community	1) More agencies are taking ownership of their legal obligations under the ADA fulfilling ODR's purpose; 2) District employees with disabilities were receiving the necessary reasonable accommodations to remain in their positions; and 3) The District addressed 812 ADA related matters that could have otherwise become possible legal matters for the Government.

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
	members with and without disabilities that we serve because of our interventions and properly enforcing the ADA.	
ODR's Effective Communication Program facilitated and fulfilled 486 Sign Language Interpretation (SLI) Requests between District Government agencies and Deaf District residents in FY18.	ODR's involvement in fulfilling SLI requests ensured equitable access to District Government programs, services and activities by Deaf residents who live in the District as required under Title II of the ADA.	486 Sign Language Interpretation (SLI) requests produced at a total expenditure of approximately \$214,000.00, of which, over \$165,000.00 were allocated to District CBEs. ODR's SLI Program's reputation continues to grow even receiving inquiries from outside entities, such as the COSI restaurant chain and USA Youth Basketball, for SLI Services. ODR's Effective Communication Program not only provides services to District employees and constituents with disabilities, the Program also generates income to local business enterprises, thereby playing its role in the economic viability of the city.

2018 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.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
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	Annually	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs)	Quarterly	90%	No data available	99.4%	97.5%	98.8%	98.5%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
requests addressed within 30 days of request									
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Quarterly	100%	100%	100%	100%	100%	100%	Met	
Percentage of Homeless Shelters surveyed within 30 days of request	Quarterly	85%	No applicable incidents	100%	No applicable incidents	100%	100%	Met	
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	Quarterly	1500	199	722	302	448	1671	Met	
Percent of accessibility reports which are completed within 30 days of the request	Quarterly	85%	No data available	100%	86.7%	100%	96.8%	Met	

**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 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Assess District-owned Buildings (1 Measure)						
Conduct Survey to Determine Accessibility of District-owned Buildings	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	183
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	Quarterly	Waiting on Data	160	201	170	531
1 - Effective Communication Program (1 Measure)						
The Effective Communication Program (ECP): The Number of Requests for Sign Language Interpretation and/or Other Assistive Technology	Semi-Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	373
4 - Outreach and Wellness Events (1 Measure)						
The Number of Attendees and Facilitators at the Mayor's Annual Disability Awareness Expo and other ODR-sponsored wellness events.	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	396

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
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2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
EVALUATION AND COMPLIANCE (1 Strategic Initiative)				
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.	75-99%	This is a 2-year initiative that is currently on target to be completed within FY19.	This 2-year project is currently in the formation stage with it's partnering agencies. We are the on target to completed the framework in FY19.
PUBLIC INFORMATION AND OUTREACH (3 Strategic initiatives)				
Olmstead Newsletter	Develop and disseminate bi-annual newsletter emphasizing cross agency collaborations and outcomes achieved in effectively implementing the District's Olmstead initiatives.	Complete	Olmstead updates were released quarterly via the agency gov delivery site to over 600 constituents and gov agencies.	
Annual Olmstead Conference	Conduct annual Olmstead Conference emphasizing cross agency collaborations and outcomes achieved in effectively implementing the District's Olmstead initiatives.	Complete	Conference completed via a partnership with DHS. Over 80 persons were in attendance. This event was held at the ARC in SE Washington, DC.	
Community Outreach Forums	In partnership with the Mayor's Commission on Persons with Disabilities and Developmental Disabilities Council, ODR conducting 6 community outreach events.	Complete	ODR held 8 outreach events this year, exceeding our goals.	
TRAINING AND TECHNICAL ASSISTANCE (2 Strategic initiatives)				
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.	75-99%	<p>In partnership with the Mid-Atlantic ADA Network, ODR help a Emotional Support Animal webinar, which was facilitated to over 300 persons live and archived for viewing later.</p> <p>In partnership with DCOA, ODR created a webinar on accessible, affordable transportation programs geared for District residents and persons with disabilities. The webinar was developed and produced but we</p>	<p>In partnership with DCOA, ODR created a webinar on accessible, affordable transportation programs geared for District residents and persons with disabilities. The webinar was developed and produced but we will not publish the webinar due to the loss of grant funding.</p> <p>ODR will work to produce and publish more webinars within the 1st and 2nd quarter of FY 19.</p>

Title	Description	Complete to Date	Status Update	Explanation
			will not publish the webinar due to the loss of grant funding.	
ADA Certification Program	1. Formerly establish and implement an ADA Certification Program for agency ADA Coordinators & Human Resources Personnel	Complete	12 ADA Coordinators have completed the 1st cohort of the certification program.	