

Office of Disability Rights FY2019

Agency Office of Disability Rights

Agency Code JRO

Fiscal Year 2019

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.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
ODR assessed over 90 buildings owned by the District or housed by a District service.	ODR's team worked extremely hard to complete this task. There is no direct impact, as the team was prepared to fulfill this mission-critical initiative.	Each location was assessed for accessibility, path-of-travel, and usability. The residents of the District will be able to access buildings safely, to promote full inclusion for district services.
ODR and HSEMA published the "Guide for District Residents to Plan for Emergencies". This emergency preparedness guide was released in print and online, it allows all residents; including those with disabilities and our aging population to be prepared for any emergencies that may occur within the District.	ODR partnered with HSEMA to host multiple outreach events, to get the information to our constituent base.	This guide allows all residents; including those with disabilities and our aging population to be prepared for any emergencies that may occur within the District.
ODR trained over 1,500 residents, employees and visitors to the city on ADA compliance and disability sensitivity.	ODR was able to reach more participants in the community through partnerships with various agencies. We plan to continue this venture.	All District agencies are empowered and more equipped to better work with our residents with disabilities, to provide more accessible and inclusive serves.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Measures)											
Percent of District-owned buildings assessments within 20 days of the request	Annually	100%	100%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95.9%	Met	
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Quarterly	97.8%	98.5%	90%	93.5%	98.1%	96.9%	94.2%	95.8%	Met	
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Quarterly	99.8%	100%	96%	100%	100%	100%	96.6%	99.2%	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	1785	1671	1000	735	298	249	224	1506	Met	
Percent of accessibility reports which are completed within 30 days of the request	Annually	91.3%	96.8%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.1%	Met	
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.	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	47	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Employment focused outreach events	Quarterly	New in 2019	New in 2019	New in 2019	460	129	52	87	728	No Target Set	
4 - Expand opportunities for people with disabilities to live in integrated community settings. (1 Measure)											
Age Friendly: ADA Community Training on Housing	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95	No Target Set	
5 - Create and maintain a highly efficient, transparent and responsive District government. (8 Measures)											
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	75%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99.4%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Not Available	No Target Set	
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50	No Target Set	

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies.

*The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any calculations.

*The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets

published to the portal after the above date were not included in the measure's calculation.

*Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Assess District-owned Buildings (1 Measure)							
Conduct Survey to Determine Accessibility of District-owned Buildings	96	183	Annual Measure	Annual Measure	Annual Measure	Annual Measure	121
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	581	531	155	162	162	121	600
1 - Effective Communication Program (1 Measure)							
The Effective Communication Program (ECP): The Number of Requests for Sign Language Interpretation and/or Other Assistive Technology	594	373	Annual Measure	Annual Measure	Annual Measure	Annual Measure	498
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	1	396	Annual Measure	Annual Measure	Annual Measure	Annual Measure	314

2019 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

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
ADA Training (1 Strategic Initiative)				
Service Animals Publication	A service animal publication highlighting the different laws and when they apply to residents and employees.	50-74%	<p>ODR has developed a draft policy memorandum as an ADA Title I guidance that will allow service and emotional support animals as reasonable accommodation in the District government. This accommodation will begin at the application process and continue throughout the employment history for qualified individuals with disabilities where appropriate. The guidance is presently being evaluated by ODR for appropriate legal content and legal formatting before being submitted to the Mayor's Office for review.</p> <p>ODR has also drafted an ADA Title II section that will become part of the policy memorandum. This section will allow service and emotional support animals as reasonable accommodation for qualified individuals with disabilities throughout the District government's facilities, programs, services and activities where appropriate and where it does not cause a safety hazard or threat. This section is presently under ODR's review.</p>	This new policy is currently on hold due to the transition in the ODR team and review and feedback from the OCA team.
Complaints, Information, Technical Assistance (1 Strategic Initiative)				
Age-Friendly ADAAG Architectural Training	In fiscal year 2019, ODR will partner with DGS to provide training and guidance to architects contracted by the DC Government related to physical accessibility (pre-, during, and/or post-construction) phases of new and existing District buildings and facilities, including but not limited to the Americans with Disabilities Act Accessible Guidelines (ADAAG) and 2010 Standards to ensure compliance of federal, state, and local laws.	Complete	ODR working with DGS held training for the construction team and architects on the ADAAG to better understand the new guideline provide from the ADA standards.	
Emergency Preparedness (1 Strategic Initiative)				
Emergency Preparedness: Path to Preparedness Book	Partnering with HSEMA, ODR will release and launch an updated Path to Preparedness book for people with limited literacy. This would contribute to the to the District's communication to residents in a more inclusive manner.	Complete	The book has been released in print and online.	
Outreach and Wellness Events (1 Strategic Initiative)				
Age Friendly: ADA/FHA Community Training on Housing	Provide training for managers of existing public and private housing to address the needs of the aging and disability population.	Complete	ODR conducted training with Housing Authority officials and homeless shelter employees, to focus on reasonable accommodation and disability sensitivity.	