MAYOR’S OFFICE OF DEAF, DEAFBLIND, AND HARD OF HEARING
PROPOSED FY 2025 PERFORMANCE PLAN

APRIL 3, 2024
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Mission: The mission of the Office of Deaf, Deafblind, and Hard of Hearing (ODDHH) is to advance the civil rights of Deaf, Deafblind, Deaf Disabled, Hard of Hearing, and Late Deafened community by ensuring and overseeing District-wide compliance with laws that affect the community.

Services: ODDHH will advance the adoption of laws, policies, and programs that benefit the community; increase public awareness of the needs and issues affecting the community; provide outreach, training, and education on issues affecting the community; provide information about existing programs and services for the community; and submit an annual report that includes analysis of the accessibility of District programs, an evaluation of the availability of language access measures, and recommendations for new laws, policies, or programs that address the needs of the community.
## 2 PROPOSED 2025 OBJECTIVES

<table>
<thead>
<tr>
<th>Strategic Objective</th>
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<tbody>
<tr>
<td>Provide and oversee District-wide communication accessibility covering all modes of D/DB/DD/HH/LD communication through the Effective Communication Program (ECP).</td>
</tr>
<tr>
<td>Ensure and oversee District-wide constituent development programs, resources, and services (PRS) are accessible to D/DB/DD/HH/LD constituents and their families.</td>
</tr>
<tr>
<td>Develop accessible program, resources, services for D/DB/DD/HH/LD communities and their families through community and interagency engagement and partnerships, programming, and policy.</td>
</tr>
<tr>
<td>Create and maintain a highly efficient, transparent, and responsive District government.</td>
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## 3 PROPOSED 2025 OPERATIONS

<table>
<thead>
<tr>
<th>Operation Title</th>
<th>Operation Description</th>
<th>Type of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Delivery and Language Access</strong></td>
<td>Receive and fulfill District-wide communication accessibility requests covering all modes of communication including interpreting, Pro tactile, tactile, etc.</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>Performance Management</strong></td>
<td>Standardization of external effective communication access for professionals, vendors, and service provision, and standardization of intergovernmental compliance in providing effective communication for D/DB/DD/HH/LD employees and constituents. Tracking and reporting data collected through Effective Communication Professional Evaluation forms.</td>
<td>Daily Service</td>
</tr>
</tbody>
</table>

**Ensure and oversee District-wide constituent development programs, resources, and services (PRS) are accessible to D/DB/DD/HH/LD constituents and their families.**

<table>
<thead>
<tr>
<th>Operation Title</th>
<th>Operation Description</th>
<th>Type of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Performance Management</strong></td>
<td>Communicate with and provide oversight to District agencies’ Communication Accessibility Self-Evaluation and Implementation Plan</td>
<td>Key Project</td>
</tr>
<tr>
<td><strong>Service Delivery and Language Access</strong></td>
<td>Make recommendations and provide guidance to District agencies on how to fill in gaps in and/or provide communication accessibility in their PRS</td>
<td>Key Project</td>
</tr>
<tr>
<td><strong>Partnership Development</strong></td>
<td>Develop and maintain intergovernmental and external partnerships to ensure accessibility in respective PRS and increase opportunities</td>
<td>Daily Service</td>
</tr>
</tbody>
</table>

**Develop accessible program, resources, services for D/DB/DD/HH/LD communities and their families through community and interagency engagement and partnerships, programming, and policy.**

<table>
<thead>
<tr>
<th>Operation Title</th>
<th>Operation Description</th>
<th>Type of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Partnership Development</strong></td>
<td>Develop and maintain intergovernmental and external partnerships to develop and deliver accessible PRS</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>Policy and Procedural Recommendations</strong></td>
<td>Identify D/DB/DD/HH/LD issues and accessibility gaps that can be addressed through policy and procedural recommendations and consultation</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>Event Planning and Community Engagement</strong></td>
<td>Develop accessible PRS that reflect and address MMB Fiscal Year priorities and D/DB/DD/HH/LD disparities in District</td>
<td>Daily Service</td>
</tr>
</tbody>
</table>

**Create and maintain a highly efficient, transparent, and responsive District government.**

<table>
<thead>
<tr>
<th>Operation Title</th>
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<th>Type of Operation</th>
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</thead>
<tbody>
<tr>
<td><strong>Strategic and Accessible Communications</strong></td>
<td>Create and distribute communication through monthly newsletters, email blast, information flow through listservs and social media, including language access translations.</td>
<td>Daily Service</td>
</tr>
<tr>
<td><strong>Performance Management</strong></td>
<td>Collect and organize data from D/DB/DD/HH/LD communities through outreach events, constituent feedback forms, and social media.</td>
<td>Daily Service</td>
</tr>
<tr>
<td>Operation Title</td>
<td>Operation Description</td>
<td>Type of Operation</td>
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</tr>
<tr>
<td>Referral Assistance</td>
<td>Record and track MODDHH constituent referrals to DC Government Agencies and/or Community Based Organizations for culturally and linguistically appropriate programs, resources, and services.</td>
<td>Daily Service</td>
</tr>
</tbody>
</table>
## 4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

<table>
<thead>
<tr>
<th>Measure</th>
<th>Directionality</th>
<th>FY 2022 Target</th>
<th>FY 2023 Target</th>
<th>FY 2024 Target</th>
<th>FY 2025 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide and oversee District-wide communication accessibility covering all modes of D/DB/DD/HH/LD communication through the Effective Communication Program (ECP).</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>Percentage of ECP requests fulfilled</td>
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<tr>
<td>Number of ECP requests received</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
</tr>
<tr>
<td>Ensure and oversee District-wide constituent development programs, resources, and services (PRS) are accessible to D/DB/DD/HH/LD constituents and their families.</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>Percent of Community Accessibility</td>
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<tr>
<td>Percent of Communication Self-Evaluation and Implementation Plans provided with recommendations and guidance by MODDHH</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
</tr>
<tr>
<td>Develop accessible program, resources, services for D/DB/DD/HH/LD communities and their families through community and interagency engagement and partnerships, programming, and policy.</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
</tr>
<tr>
<td>Percent of satisfactory or above ratings at community engagement and outreach events hosted by MODDHH</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
</tr>
<tr>
<td>Create and maintain a highly efficient, transparent, and responsive District government.</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>Percent of new hires that are District residents</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
</tr>
<tr>
<td>Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
</tr>
<tr>
<td>Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>Percent of employees that are District residents</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
</tr>
<tr>
<td>Measure</td>
<td>Directionality</td>
<td>FY 2022 Target</td>
<td>FY 2023 Target</td>
<td>FY 2024 Target</td>
<td>FY 2025 Target</td>
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<tr>
<td>Number of constituents referred to District agencies and/or Community Based Organizations</td>
<td>Up is Better</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>Measure</td>
<td>FY 2022</td>
<td>FY 2023</td>
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<tr>
<td><strong>Performance Management</strong></td>
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<tr>
<td>Number of MODDHH trainings provided on</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>effective communication, accessibility</td>
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<td>request procedures, and compliance</td>
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<tr>
<td>Number of post-event surveys distributed</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td><strong>Event Planning and Community Engagement</strong></td>
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<tr>
<td>Number of community engagement and</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>outreach events hosted/co-sponsored by</td>
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<tr>
<td>MODDHH</td>
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<tr>
<td>Number of trainings, advisory groups,</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>focus groups, townhalls, and volunteer</td>
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<tr>
<td>opportunities attended</td>
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<td><strong>Partnership Development</strong></td>
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<td>Number of MODDHH Ambassadors volunteered</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>with MODDHH to support PRS delivery</td>
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<tr>
<td>Number of constituent questions,</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>comments, or concerns on feedback forms</td>
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<tr>
<td><strong>Strategic and Accessible Communications</strong></td>
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<tr>
<td>Number of MODDHH newsletters published</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>Number of newsletter subscribers</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>Number of language access translations</td>
<td>New in 2025</td>
<td>New in 2025</td>
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<tr>
<td>requests and completions</td>
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<tr>
<td>Number of social media followers</td>
<td>New in 2025</td>
<td>New in 2025</td>
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