



Office of Disability Rights

ODR (JR)

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, people with disabilities.

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.

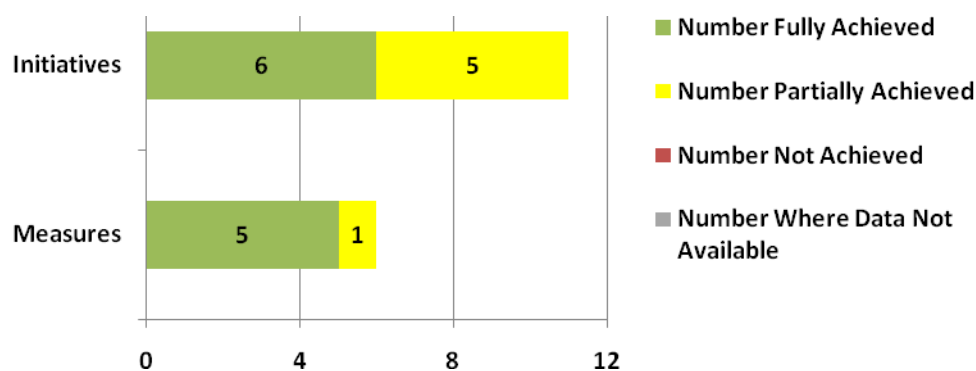
AGENCY OBJECTIVES

1. Be a model city of accessibility for people with disabilities.
2. Respond 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.

3 KEY ACCOMPLISHMENTS

- ✓ Increased physical accessibility of 38 DC facilities.
- ✓ Worked with DC Taxicab Commission and Council of Governments to arrange to bring 21 wheelchair-accessible taxicabs to DC in early 2009.
- ✓ Developed and implemented a District-wide policy on auxiliary aids and a procedure for arrangement and funding of sign language interpreters.

OVERVIEW OF AGENCY PERFORMANCE








Performance Initiatives – Assessment Details




Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: Be a model city of accessibility for people with disabilities.

-  **INITIATIVE 1.1: Increase physical access to District-owned and leased facilities.**
Partially Achieved. Working with multiple city agencies, ODR identified and prioritized district owned or leased properties needing accessibility modifications, assessed the properties, and made recommendations for needed modifications. A total of 38 properties were modified and passed inspection for accessibility. However, ODR was short in its target for homeless shelter (2 out of 6 completed) and police station (1 out of 4 completed) accessibility modifications.
-  **INITIATIVE 1.2: Develop pilot project to provide accessible taxicabs in DC.**
Fully Achieved. ODR worked with various agencies, including the DC Taxicab Commission, to provide grants to taxicab companies to purchase and operate 21 wheelchair accessible taxicabs, and secured federal matching funds for this program. This program is expected to bring 21 accessible taxicabs to DC in early 2009.
-  **INITIATIVE 1.3: Increase accessibility of DC.GOV website to people with vision and hearing impairments.**
Fully Achieved. Using accessibility testing software, ODR conducted a survey of the dc.gov website and checks of agency websites. Working with OCTO, ODR determined how to best increase website accessibility, and trained OCTO staff who then provided text equivalents for over 50% of non-text items on dc.gov and agency websites.

OBJECTIVE 2: Respond to the needs of people with disabilities.

-  **INITIATIVE 2.1: Provide a comprehensive disability rights education program for DC employees.**
Fully Achieved. ODR developed and disseminated training curricula on the Americans with Disabilities Act Title I and Title II, and Disability Sensitivity. External trainers provided training to 324 District employees (who were targeted due to their role); and the average training evaluation was 4.54/5. ODR developed several guides on disability rights issues: Planning Accessible Meetings, Using TTYs and Telecommunications Relay Service, Using Sign Language Interpreters, and ADA Title II Overview, which were distributed to all agencies and are available on the ODR website.
-  **INITIATIVE 2.2: Provide an effective dispute resolution and technical assistance program.**
Fully Achieved. ODR offered a centralized means of resolving disability rights related complaints, and publicized this program through active outreach/marketing and information dissemination (i.e. guides, fact sheets). In FY08, ODR handled 234 complaints, 222 of which were resolved within 30 days (95% of total complaints).
-  **INITIATIVE 2.3: Develop and implement agency ADA Compliance Plans.**
Partially Achieved. ODR evaluated the state of agency ADA compliance plans and created a template for these plans. ODR then assisted 14 agencies with improving existing compliance plans and worked with 5 additional



agencies to develop completely new plans. In total ORD implemented 19 agency ADA Compliance Plans in FY08, one plan short for the goal.

- **INITIATIVE 2.4: Develop city-wide reasonable modification and effective communication policies**
Fully Achieved. A Mayor's memo adopting a citywide effective communications policy went into effect on September 2, 2008; and a guide for providing Reasonable Accommodations was also developed in FY08.
- **INITIATIVE 2.5: Develop city-wide contracts for sign language, Braille, captioning, and taped texts**
Partially Achieved. ODR developed a District-wide Policy for the Provision of Auxiliary Aids for Communication with People with Disabilities. In FY08 ODR began a pilot project, having established city wide contracts, to centralize dispatch and payment of sign language interpreters across district agencies. Other auxiliary aid contracts (e.g. Braille, captioning and taped texts) have yet to be centralized because demand for these services is significantly smaller.

OBJECTIVE 3: Increase employment of people with disabilities in DC government.

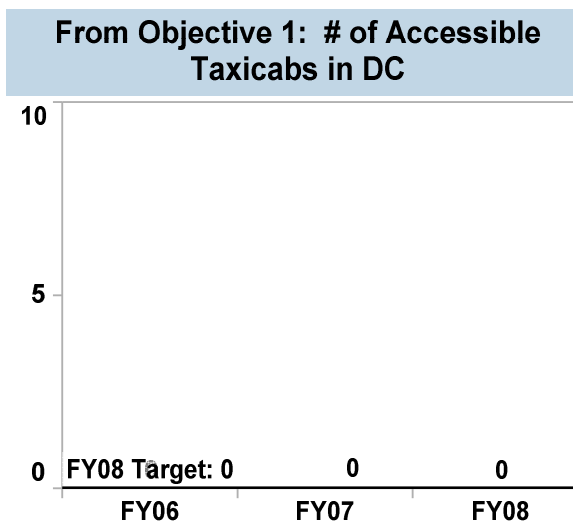
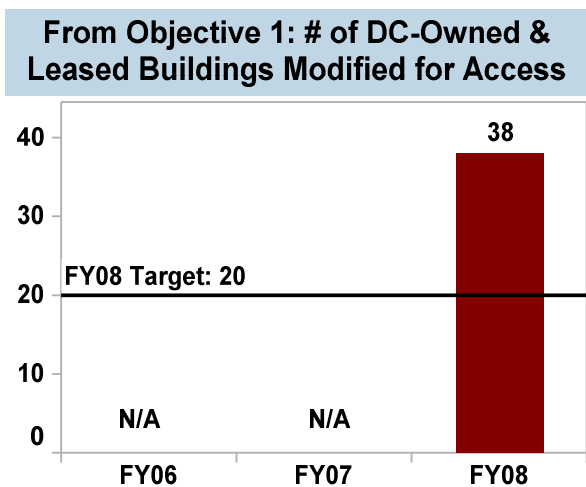
- **INITIATIVE 3.1: Develop District-wide reasonable accommodation policies and procedures.**
Fully Achieved. In FY08 ODR developed a comprehensive Manual for Accommodating Employees with Disabilities. In early FY09, ODR released this manual and it's Pilot Program for Funding Reasonable Accommodations – allowing ODR to centrally arrange and fund the more expensive reasonable accommodations.
- **INITIATIVE 3.2: Assess current DC employment of people with disabilities.**
Partially Achieved. In FY08 ODR developed two surveys of district agencies and employees – the first about agency efforts around disability issues and the second about the experience of those with disabilities in district government. However, these surveys will be conducted in early FY09.

OBJECTIVE 4: Expand opportunities for people with disabilities to live in integrated community settings.

- **INITIATIVE 4.1: Develop and implement the DC Olmstead Plan.**
Partially Achieved. ODR is leading the development of the District's "Olmstead" Community Integration Plan, which focuses on the efforts of 14 DC government agencies to move people with disabilities from institutional to home/community based settings. The subcommittee structure and Olmstead webpage are in place, but current efforts on the plan are slightly behind schedule.



Key Performance Indicators – Highlights



FULLY ACHIEVED

FULLY ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?

- Worked extensively with OPM, DDOT and DHS to identify and prioritize properties needing accessibility modifications, conduct surveys of facilities, make recommendations of needed modifications and how to accomplish them and inspected completed modifications.

What external factors influenced this indicator?

- What other agencies were able to accomplish in response to ORD recommendations and priorities.
- OPM, DHS and DDOT faced budgetary and contracting constraints that limited their ability to accomplish needed changes.
- The OPEFM was able to accomplish accessibility modifications to approximately 17 facilities.

How did the agency's actions affect this indicator?

- Worked extensively with the taxicab commission, Office of Partnership and Grants, Councilmember Graham and the Washington Area Council of Governments and Transportation Planning Board.
- Conducted outreach to taxicab companies and the disability community.
- Helped develop process for the taxicab commission to issue grants to taxicab companies towards wheelchair accessible cabs.

What external factors influenced this indicator?

- Taxicab Commission's ability to develop and manage the grant-making process.
- Washington Area Transportation Planning Board's ability to develop and manage its grant-making process.
- Limited funding. The pilot was limited to \$200,000 in District funding, which directly impacts the number of cabs that can be purchased and operated.



Key Performance Indicators – Details

Performance Assessment Key:

- Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 1: Be a model city of accessibility for people with disabilities.					
● # of DC-owned and leased buildings modified for accessibility	N/A	N/A	20	38	50
● # of accessible taxicabs in DC	0	0	0	0	10
● % of text equivalents for non-text items on website	N/A	N/A	40%	50%	75%
OBJECTIVE 2: Respond to the needs of people with disabilities.					
● # of DC employees receiving ADA training	N/A	N/A	300	324	400
● # of technical assistance calls/complaints addressed within 30 days	N/A	N/A	200	224	400
● # of agency ADA Compliance Plans completed, reviewed, and rated	N/A	N/A	20	19	40
OBJECTIVE 3: Increase employment of people with disabilities in DC government.					
<i>None applicable to this objective.</i>					
OBJECTIVE 4: Expand opportunities for people with disabilities to live in integrated community settings.					
<i>None applicable to this objective.</i>					