



## **FY09 PERFORMANCE PLAN**

### **Office of Disability Rights**

#### **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.

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

##### **INITIATIVE 1.1: 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. Priorities for FY09 include police facilities, homeless shelters, sidewalks, polling places, public libraries, public recreation facilities, and schools. The focus areas will be accessible parking, entrances, and service areas, rather than auxiliary areas. ODR will work with these agencies to implement priority projects, review plans, conduct site surveys, and monitor compliance.

##### **INITIATIVE 1.2: Provide accessible taxicabs in DC.**

There are currently no wheelchair-accessible taxicabs based in the District. The only wheelchair accessible public transportation vehicles are through paratransit services, such as MetroAccess, which impose time (e.g., next-day) and trip-purpose constraints. ODR will continue to work with the DC Taxicab Commission, Metropolitan Washington Council of Governments, private taxi providers and dispatchers to access \$1.2 million in District and federal funding to provide 21 wheelchair-accessible taxicabs in FY09.

##### **INITIATIVE 1.3: Increase accessibility of DC.GOV website and technology to people with vision and hearing impairments.**

The DC.gov website needs to be fully accessible to people with vision impairments who rely on screen reading software. Needed accessibility modifications include providing text equivalents for all non-text items (e.g. photographs and pdf documents) and ensuring the accessibility of all electronic forms. In FY09, ODR will partner with the Office of the Chief Technology Officer (OCTO) to increase the number of text equivalents, develop and implement a new, more accessible Content Management System, and develop mechanisms for ensuring that online applications (e.g. online employment applications), video and audio materials, and government software applications are accessible to people using screen reading software.

#### **OBJECTIVE 2: Improve the responsiveness of government systems and employees to the needs of people with disabilities.**



**INITIATIVE 2.1: Provide a comprehensive disability rights education program for DC employees, contractors, and grantees.**

ODR will continue to provide training on disability sensitivity and customer service, ADA employment rights, ADA requirements applicable to state and local governments, building accessibility, technology accessibility, and community integration. These trainings will be targeted to managers, customer service staff, and contractors who provide direct services on behalf of District agencies. ODR will also develop a survey to assess employees' knowledge and understanding of the ADA to better understand the needs when developing future training.

**INITIATIVE 2.2: Provide an effective dispute resolution and technical assistance program.**

ODR informally investigates and resolves disputes between members of the public with disabilities and DC agencies and between DC employees and their employers. This mechanism provides for simple, speedy resolution of complaints as an alternative to filing complaints with the Office of Human Rights (OHR) or federal enforcement agencies. It also allows for centralized gathering of information on how many and what types of ADA disputes are received, which will allow ODR to craft appropriate responses, develop policies, counsel agencies, and develop preventive strategies. ODR partners with OHR to manage cross-referral of disputes. When disputes are unable to be resolved informally through ODR's intervention, complainants are referred to OHR and federal agencies. In FY09, ODR will continue to handle complaints and requests within 30 days of receipt and expects to reduce the number of disability complaints filed with the Office of Human Rights by 10 percent.

**INITIATIVE 2.3: Develop and implement agency ADA Compliance Plans.**

ODR is working with all DC agencies to assess their ADA needs and develop and implement plans to improve their accessibility to people with disabilities. The ADA requires each DC agency to have a self-evaluation and transition plan. ODR has developed a template for agencies to conduct their assessments and develop their ADA Compliance Plans. In FY09, ODR will work with agency ADA Coordinators to ensure that ADA Compliance Plans are developed, carried out and reassessed annually. ODR will increase the number of agencies that create and implement these plans to 30.

**INITIATIVE 2.4: Implement city-wide reasonable modification and effective communication policies and funding mechanisms.**

The 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 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 FY09, ODR will implement District-wide policies and procedures for providing reasonable modifications and effective communication in order to allow people with disabilities to fully participate in DC programs, services, and activities. ODR will implement District-wide contracts for sign language interpretation, real-time captioning, Braille, and taped texts and will provide funding for agencies to pay for these services.

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

**INITIATIVE 3.1: Assess current DC employment of people with disabilities.**

In FY09, ODR will conduct a survey of DC employees to determine how many people with disabilities are currently employed by District agencies. In addition, ODR will partner with DCHR to develop and conduct a survey of DC agencies regarding their efforts to attract, retain, and accommodate employees with disabilities. These surveys will provide a baseline for assessing our progress in hiring people with disabilities.



**INITIATIVE 3.2: Develop District-wide reasonable accommodation policies and funding mechanisms.**

In FY09, ODR will develop District-wide policies and procedures for providing reasonable accommodations to employees with disabilities. Beginning in FY09, ODR will assist agencies to provide accommodations by providing centralized funding for disability-related accommodations in order to increase hiring and retention of employees with disabilities.

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

**INITIATIVE 4.1: Develop and implement the DC Olmstead Community Integration Plan.**

The ADA (as interpreted in the Supreme Court's "Olmstead" case) requires governments to serve people with disabilities in the most integrated setting appropriate to their needs. This requires the District, whenever appropriate, to serve people with disabilities in community settings, rather than in institutions.

In FY09, ODR and the Olmstead Community Integration Planning Council will complete an Olmstead Community Integration Plan for moving people out of institutions and into community based settings, developing new community based alternatives, and diverting people at risk of institutions into community based settings.

ODR will work with the relevant District agencies to implement the Olmstead Community Integration Plan that will move and divert approximately 200 people out of institutional settings and into community-based settings.



**PROPOSED KEY PERFORMANCE INDICATORS**

<b>Measure</b>	<b>FY07 Actual</b>	<b>FY08 Target</b>	<b>FY08 YE Actual</b>	<b>FY09 Projection</b>	<b>FY10 Projection</b>	<b>FY11 Projection</b>
<b>Objective 1</b>						
Number of DC-owned and leased buildings modified for accessibility	N/A	20	38	40	50	50
Number of accessible taxicabs in DC	0	0	0	21	21	25
Percent of text equivalents for non-text items on dc.gov main website/portal	1%	40%	50%	95%	100%	100%
Percent of staff responsible for agency websites trained about accessible website components	N/A	N/A	N/A	60%	80%	90%
Percentage of website videos, audios, documents, and forms accessible to people with vision and hearing disabilities	N/A	N/A	N/A	60%	80%	90%
<b>Objective 2</b>						
Number of DC employees, contractors, and grantees receiving ADA training	N/A	300	324	400	500	1000
Number of technical assistance calls/complaints/re-source requests handled within 30 days	N/A	200	224	400	500	500
Number of agency ADA Compliance Plans completed and being implemented	N/A	20	19	40	50	50
Number of auxiliary aids provided	N/A	N/A	N/A	TBD <sup>1</sup>	TBD	TBD
<b>Objective 3</b>						
Number of reasonable accommodations provided to district employees	N/A	N/A	N/A	TBD <sup>2</sup>	TBD	TBD
<b>Objective 4</b>						
Number of people moved out of institutions into community based settings	N/A	N/A	N/A	300	TBD	TBD

<sup>1</sup> ODR will begin tracking provision of sign language interpretation, Braille, captioning, and other auxiliary aids in FY09 to establish a baseline.

<sup>2</sup> ODR will begin tracking provision of reasonable accommodations in FY09 to establish a baseline.