



FY 2011 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.

AGENCY WORKLOAD MEASURES

Measure	FY 2010 YTD
Workload: Number of Sign Language Interpretation Requests	390
Workload: Number of Braille translation requests	3
Workload: Number of affordable, accessible housing and shelter units developed via District funding, tax breaks or enforcement efforts. ¹	Not Available

¹ This effort will be monitored and reviewed starting in FY 2011 as an inter-agency collaboration with the Office of Disability Rights, the District of Columbia Housing Authority, the Department of Human Services, the Department of Real Estate Services and the Department of Housing and Community Development.

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

INITIATIVE 1.1: Develop a comprehensive plan to modify District-owned properties for accessibility.

ODR consults with District government agencies to establish appropriate priorities for capital improvements to ensure that District Government buildings and facilities (both owned and leased) are accessible to and useable by people with disabilities. In FY 2011, in partnership with the DC Office on Aging (DCOA) and the Department of Parks and Recreation (DPR), ODR will help plan capital projects from a life span approach. This initiative will be completed with support from the Department of Real Estate Services (DRES), private development consultants and architects. Funding will come from capital improvement funds located at DRES dedicated to improve the accessibility of District-owned building and expended based on priorities identified by ODR. ODR's approach to these modifications will focus on ensuring that District residents at all stages of life have life-long access to programs in their communities. The focus in FY 2011 will be on both outdoor and indoor recreation facilities/programs and wellness centers for older District Residents (DCOA Senior Wellness Centers). During FY 2011, ODR, in collaboration with DRES as well as the DPR Facility Management Staff, will conduct a comprehensive assessment of a majority of the 76 properties in the DPR portfolio. The results of this assessment will drive decisions about which capital improvements to prioritize, with the goal that each District ward will have at least one accessible indoor pool, one accessible outdoor pool and one fully accessible recreation facility (physical access and program access/participation). In addition, ODR plans to support modifications to three Senior Wellness Centers during FY 2011.

Initiative 1.2: Identify and implement changes to the District Government Construction Code to incorporate national best practice standards for accessibility.

In FY 2011, ODR will partner a variety of District Government agencies and other key stakeholders to identify needed revisions to improve accessibility standards in the DC Code. Working with the Department of Real Estate Services (DRES), Department of Consumer and Regulatory Affairs (DCRA), Historic Preservation Board and the DC Office of Zoning, ODR will identify and fund an expert in the area of accessibility design. The consultant will review all District construction code and, working with ODR, draft proposed revisions, as well as identify impacts associated with proposed changes. The aim of this work will be to identify revisions needed to the DC Code to incorporate national standards, including the Americans with Disabilities Act Architectural Guidelines (ADAAG) and Universal Design Standards, Green Building (LEED) and other applicable standards. Following the completion of a comprehensive report recommending changes to the DC Code by the end of FY 2011, ODR will work with this expert, District government agencies and other stakeholders to begin implementation.

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

The DC.gov website must be fully accessible to people with vision impairments that rely on screen reading software. Expanding upon FY 2010 collaborations with the Office of

the Chief Technology Officer (OCTO), during FY 2011 ODR will continue this partnership to further enhance the accessibility of the DC.gov website. This initiative will follow OCTO's work to implement the new content management system, bringing all District Agency websites on-line under this new system. In addition, as District Government websites incorporate social media applications such as You Tube, Twitter, and Facebook, in collaboration with OCTO ODR will publish guidelines specific to video casts and text items to ensure DC.gov remains in compliance with Section 508 (an amendment to the Rehabilitation Act to ensure Government Intranet, Internet and associated applications are accessible to individuals with disabilities). These guidelines will be published by the end of FY 2011. In addition, during FY 2011 ODR will review and provide technical assistance for 20 websites on the new content management system to improve accessibility.

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

INITIATIVE 2.1: Develop and provide a comprehensive community inclusion education.

ODR is the designated District Government agency charged with coordinating the District's response to the Supreme Court decision, "Olmstead v L.C.," which ruled that the unjustified segregation or isolation of people with disabilities in institutions constitutes discrimination based on disability under the Americans with Disabilities Act (ADA). During FY 2011, ODR will develop a comprehensive training program based upon the District's Olmstead Initiative, *DC One Community for All*. The training will focus on enhancing the knowledge, skills and attitudes needed to create a paradigm shift in how government finances, plans and implements the infrastructure to support residents with disabilities in the community. Target audiences for the training will include District Government agency directors, direct care staff, consumers, residents, care givers and others essential to the effective deinstitutionalization of people with disabilities. ODR will provide this training once a month throughout FY 2011. In addition, ODR will partner with each of the 10 key agencies participating in the Olmstead Initiative to facilitate training their stakeholders twice annually, for a total of 20 sessions during FY 2011. Also during FY 2011, ODR will convene monthly meetings with the Olmstead Coordinators in each participating agency to provide technical assistance, share information, and report performance data. On a quarterly basis, ODR staff will hold meetings with each participating District Government agency director and their Olmstead Coordinator to review the status of the agency's goal under the Olmstead Initiative and to provide technical assistance. Finally, quarterly ODR will hold community forums to garner community feedback as well as provide an update on the overall status of the Olmstead Initiative.

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, other stakeholders, and DC agencies as well as between District Government

employees and their employers. This mechanism provides for effective 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 allows ODR to craft appropriate responses, develop policies, counsel agencies, and develop preventive strategies. In FY 2011, all ODR ADA Specialists will be cross trained across disciplines to enhance their knowledge, skills and ability to respond to a variety of disputes/complaints. ODR's present staffing structure has ADA Specialists assigned to areas of expertise, in particular human services, employment and public works. By ensuring all ADA Specialists are able to respond to all types of complaints, this training is expected to result in a reduction in the resolution time for many complaints. All ADA Specialists will be cross-trained by March 2011 to have expertise on ADA issues expanding the scope of knowledge and availability to readily manage diverse complaints and requests.

INITIATIVE 2.3: Expand outreach and communication efforts.

Beginning in November 2010, ODR will publish a monthly community calendar to be posted on the ODR website and via the ODR listserv. This calendar will highlight a broad spectrum of District Government and external disability related information, programs and events. This expanded outreach effort will enhance the scope and volume of information to ensure that people with disabilities have the opportunity to maximize their knowledge and involvement in District programs and services.

INITIATIVE 2.4: Develop and implement agency ADA Compliance Plans.

On an ongoing basis, ODR works with all District Government agencies to assess their ADA compliance efforts and technical assistance needs to develop and implement plans to improve the accessibility of the District Government. The ADA requires each District agency to have a self-evaluation and transition plan to improve accessibility of the agency's operations. In FY 2011 ODR will increase to 60 the number of agencies and/or program sites that develop and complete ADA Self-Assessment Compliance Plans, compared with 50 in FY 2010. Of the 60 plans completed and submitted, 40 will be initial submissions from agencies and 20 will be annual update reviews from agencies that have previously submitted Self-Assessment Compliance Plans. In addition, in FY 2011 ODR will provide summary reviews of the self-assessment data submitted by each agency with next steps and plans for remediation incorporated. These reviews will be posted on each agency's website.

OBJECTIVE 3: Develop new funding streams to expand ODR programs and services.

INITIATIVE 3.1: Apply for and receive external grant funding to expand agency programs.

In FY 2011, ODR will research local, federal, and private grant opportunities that are consistent with the mission, vision and values of the agency. ODR has not previously pursued grant funding to support and enhance the agency's operations and mission. This funding will allow ODR to enhance the programs the agency presently offers, as well as expand ODR's efforts to capitalize on emerging issues in the area of civil rights. In FY

2011, ODR will submit four grant applications with a target goal of achieving a successful grant award on at least one submission.

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

INITIATIVE 4.1: Implement the DC Olmstead Community Integration Initiative.

The ADA (as interpreted in the Supreme Court’s Olmstead decision) requires governments to serve people with disabilities in the most integrated setting appropriate to their needs. This requires the District to serve people with disabilities in community settings, rather than in institutions. In FY 2011, ODR will coordinate the successful implementation of the Olmstead Community Integration Initiative, *DC – One Community for All*. The initiative emphasizes the transition of people with disabilities out of institutions and into community based settings, developing new community-based alternatives, and diverting people at risk of institutions into community based settings. The ten District agencies participating in the Olmsted Initiative are the Child and Family Services Agency (CFSA); Department of Mental Health (DMH); DC Public Schools (DCPS); Department of Youth Rehabilitation Services (DYRS); Department of Corrections (DOC); Department on Disability Services (DDS); Department of Health Care Finance (DHCF); Office of the State Superintendent of Education (OSSE); Department of Human Services (DHS) and the Office on Aging (DCOA). For more information on ODR’s Olmstead Initiative efforts during FY 2011, please see Initiative 2.1.

INITIATIVE 4.2: Develop Year 2 of the DC Olmstead Community Integration Initiative.

In FY 2011 ODR will prepare a progress report of the Olmstead Initiative’s year one accomplishments, including lessons learned and next steps. The report will capture and report data both quantifiably and anecdotally to include agency outcomes data, community initiatives advancing the plan, consumer reports, and a review of administrative practices and systems issues that may have hindered the Olmstead Initiative’s full adaptation. This progress report will also update each involved agency’s outcome goals for the next year of the Initiative’s implementation. The data and information in the report will be collected on a regularly through the quarterly meetings with agency Olmstead Coordinators, agency directors and community stakeholders. This progress report will be completed by the end of FY 2011.

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY2009 Actual	FY2010 Target	FY2010 Actual	FY2011 Projection	FY2012 Projection	FY2013 Projection
# of DC-owned and leased buildings modified for accessibility	49	45	45	50	60	70
# of District Facilities assessed for	40	50	50	60	80	90

accommodation needs						
% of Sign Language Interpretation requests filled within 5-7 days from the date of the request ²	100%	Not Available	100%	100%	100%	100%
# of agencies trained on Section 508 and content management	Not Available	15	1	18	22	30
% of video and audio files posted to new content management system with captioning or written transcript	Not Available	75%	75%	80%	90%	90%
# of agency Section 508 compliance plans to improve web accessibility submitted	Not Available	10	12	14	18	22
# of DC employees, contractors, and grantees receiving ADA training	960	500	1,000	600	700	750
# of technical assistance calls/complaints/resource requests handled within 30 days	407	500	500	450	400	420
# of agency ADA Compliance Plans completed and being implemented	108	50	50	60	80	85
# of Sign Language requests completed	374	375	390	400	425	450
# of reasonable accommodations provided to District employees	13	30	30	40	50	30
# of people moved out of institutions into community-based settings	100	75	125	90	100	150

² This industry standard measure is based on the time frame set for cities of like size to the District of Columbia for fulfilling requests for Sign Language Interpreter services for consumers and residents of these cities. The reference cities include San Francisco, CA, Portland, OR, Rochester, NY, and Denver, CO. The standard is to fulfill all requests within 5-7 days of the date of the request.