



**FY 2012 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, qualified people with disabilities with or without reasonable accommodations or modifications.

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	FY2009 Actual	FY 2010 Actual	FY 2011 Actual
Number of Sign Language Interpretation Requests	N/A	411	402
Percentage of Sign Language requests filled within 7 days	N/A	100%	100%
Number of Braille translation requests	N/A	N/A	5
Percentage of Braille translation requests filled within 10 days	N/A	N/A	100%
Number of complaints, requests for technical assistance and/or information and referral requests completed	N/A	629	470
Percentage of complaints, requests for technical assistance and/or information and referral requests completed within 30 days	N/A	100%	100%

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 ensure compliance with the accessibility requirements of the Americans with Disabilities Act Architectural Guidelines (ADAAG). In FY 2012, ODR will prioritize collaboration with the Department of Parks and Recreation (DPR) in reviewing and assessing the recommended accessibility modification needs outlined in the Accessibility comprehensive review prepared in FY ’11 by independent consultants “*Swanke Hayden Connell Architects*”. Priorities will be given to facilities that can provide indoor and outdoor recreation for people with disabilities in each of the Eight Wards in the District. In addition, ODR will work with the DC Office on Aging (DCOA), with a focus on 3 Senior Wellness Centers and work with Department of General Services (DGS) and other relevant agencies to review the accessibility modifications needs outlined in the Accessibility comprehensive review referenced.

INITIATIVE 1.2: 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 low vision that 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 FY 2012 ODR will partner with the Office of Cable Television (OCT) and the Office of the Chief Technology Officer (OCTO) to further enhance the accessibility of the ODR.DC.GOV website to include three (3) video files presented in American Sign Language (ASL). The videos produced will provide information on 1) how to request Sign Language Interpreter; 2) how to file a complaint with the Office of Disability Rights and 3) information on accessible voting.

In addition, as government websites incorporate private sector social media venues such as “YouTube,” “Twitter” and “Facebook”, ODR, in collaboration with OCTO will publish guidelines specific to video casts and text items to ensure DC.Gov remains in compliance with Section 508. Section 508, an amendment to the United States Workforce Rehabilitation Act of 1973, is a federal law mandating that all electronic and information technology developed, procured, maintained, or used by the federal or local government be accessible to people with disabilities. Technology is deemed to be "accessible" if it can be used as effectively by people with disabilities as by those without.

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.

In FY 2012, ODR will expand on the “best practice” approach to our training programs that apply the knowledge, skills and attitudes essential to the successful incorporation of the training into their work practices. These trainings include: Disability Awareness and Customer Service; ADA Employment Rights; ADA Requirements Applicable to State and Local Governments; the Americans with Disabilities Act Architectural Guidelines (ADAAG), Section 508 Technology Accessibility; the Fair Housing Act; and the District’s Olmstead Community Integration Initiative, “DC – One Community for All,” involving the efforts of ten District agencies that provide residential supports in institutional settings.

In FY 2012 ODR will make two (2) of our training programs available on our website. These will include “ADA Title I – Employment” and “ADA Title II – Government Programs and Services”. The training programs will include the subject content as well as guidelines for facilitation.

INITIATIVE 2.2: Develop and provide a comprehensive community inclusion education.

As the designated District Government Agency charged with coordinating the Districts response to the Supreme Court decision, “Olmstead v L.C.”, ODR will develop a comprehensive training program that incorporates the mission, vision and values of the District’s Olmstead Community Integration Initiative, “DC – One Community for All.” The target audience for this program will include: agency administrators; direct care staff; consumers; residents, care givers and other invested stakeholders essential to the effective and efficient deinstitutionalization of District residents with disabilities within both the District and those locations outside of the District.

The curriculum will include basic elements of the Olmstead Decision; and the District's Olmstead Integration Initiative, "DC – One Community for All."

INITIATIVE 2.3 Develop a communications plan to enhance and maintain a high-level of internal; and external knowledge of the ADA and other civil rights legislation.

Updated and on-going education on disability rights issues is an important aspect of maintaining a government that is aware of, and responsive to the needs of people with disabilities. Beginning in October 2011 and monthly thereafter, ODR will publish on our website two (2) documents – "ADA Employment" news and information; and "Disability Programs and Services" (both Federal and local).

INITIATIVE 2.4 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 DC 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. 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 relevant federal agencies.

In FY 2012, ODR will continue to handle complaints and requests within 30 days of receipt. In addition, ODR expects to reduce the number of disability complaints filed with the Office of Human Rights by 10 percent. In FY '11, the number of disability complaints filed with OHR was 16, compared with 14 in FY '10.

INITIATIVE 2.5 Develop and implement agency ADA Compliance Plans.

ODR works with all DC agencies to assess their ADA compliance efforts and technical assistance needs to develop and implement plans to improve their accessibility to people with disabilities. The ADA requires each District government 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 FY 2012 ODR will increase the number of agencies and/or program sites that initiate and/or review their ADA Compliance Plans to 75 (compared with 60 in FY 2011). To accomplish this goal, ODR will provide training and technical assistance sessions to the agency ADA Coordinators on how to successfully complete their agency self assessment and transition plans. ODR will also ensure that these plans are carried out and reassessed annually by reviewing these plans and collaborating with District agencies to ensure that these ADA Compliance plans are implemented.

INITIATIVE 2.6 Implement city-wide reasonable modification program for District employees and effective communication policies and mechanisms.

The Americans with Disabilities Act (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 services. The ADA (Title II) also requires agencies to 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 FY

2012 ODR will continue to coordinate the District-wide contract for a centralized sign language interpretation and real-time captioning Program.

ODR will continue to provide the translation of Agency documents into Braille and other accessible formats such as large print at no cost to the Agency.

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

INITIATIVE 3.1: Enhance the selection process for people with disabilities when applying for employment with the District.

In collaboration with the District of Columbia Department of Human Resources (DCHR), the Rehabilitation Services Administration (RSA) and the DC Commission on People with Disabilities (DCCPD), ODR will continue to advance the implementation of an employment selection program that recognizes the value and contributions of people with disabilities. The approach of the collaborating agencies will be modeled after the Federal “Schedule A” Program that would enhance the selection process for people with disabilities when applying for employment with the District. In the Federal Schedule A Program, Federal agencies fill jobs in two ways, competitively and noncompetitively. Persons with disabilities may apply for jobs filled either way. Jobs filled competitively are advertised through vacancy announcements. Jobs that are filled noncompetitively do not have to be advertised. Instead, a selecting official can select a person with a disability who has a Schedule A certification and is qualified for the job. People who are selected for jobs must meet the qualification requirements for the jobs and be able to perform the essential duties of the jobs with or without reasonable accommodation.

INITIATIVE 3.2: Ensure District employees with disabilities have a productive work experience.

ODR will provide 45 District employees with Reasonable Accommodations Plans to ensure that they are provided the range of accommodations necessary to meet the essential functions of their position. In FY 2011, ODR provided Reasonable Accommodation Plans to 40 District employees.

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 court decision requires the District, as appropriate, to serve people with disabilities in community settings, rather than in institutions.

In FY 2012, ODR will coordinate the successful implementation of the Olmstead Community Integration Initiative, “DC – One Community for All.” The ten agency 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 (10) District participating agencies are the Child and Family Services (CFSA); the Department of Mental Health (DMH); the DC Public Schools (DCPS); the Department of Youth Rehabilitation Services (DYRS); the Department of Corrections (DOC); the Department on Disability Services (DDS); the Department of Health Care Finance (DHCF); the Office of the

State Superintendent of Education (OSSE); the Department of Human Services (DHS) and the Office on Aging (DCOA).

ODR will provide training to the Agency Olmstead Coordinators at the ten agencies with regards their agency obligations as well as the overall understanding and implications of the initiative. ODR will convene monthly meetings with the Olmstead Coordinators with the goal of providing technical assistance, cross-sharing of information between agencies and the reporting of year-to-date goal obtainment.

On a quarterly basis, ODR staff will hold meetings with each participating Agency Director and their Olmstead Coordinator to review goal status and provide technical assistance as requested.

On a quarterly basis, ODR, in collaboration with the ten (10) participating Agencies, will hold community forums with all stakeholders to garner community feedback as well as provide overall status of the Olmstead initiative.

KEY PERFORMANCE INDICATORS

Measure	FY2010 Actual	FY2011 Projection	FY 2011 Actual	FY2012 Projection	FY2013 Projection
# of DC-owned and leased buildings modified for accessibility	78	50	71	60	70
# of District Facilities assessed for accommodation needs	102	60	357	OMIT	OMIT
% of Sign Language Interpretation requests filled within 5-7 days from the date of the request ¹	100%	100%	100%	100%	100%
# of agencies trained on Section 508 and content management	22	18	N/A	22	30
% of video and audio files posted to new content management system with captioning or written transcript	Omit	80%	OMIT	OMIT	\OMIT
# of agency Section 508 compliance plans to improve web accessibility submitted		14	N/A	OMIT	OMIT

Measure	FY2010 Actual	FY2011 Projection	FY 2011 Actual	FY2012 Projection	FY2013 Projection
# of DC employees, contractors, and grantees receiving ADA training	750	600	676	1000	750
# of technical assistance calls/complaints/resource requests handled within 30 days	629	450	470	480	420
# of agency ADA Compliance Plans completed and being implemented	50	60	140	50	85
# of Sign Language requests completed	411	400	402	425	450
# of reasonable accommodations provided to District employees	29	40	35	30	30
# of people moved out of institutions into community-based settings	761	90	840	OMIT	OMIT