



**FY 2013 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

| Measures | FY 2010 Actual | FY 2011 Actual | FY 2012 YTD |
|---|---------------------------|---------------------------|------------------------|
| Number of Sign Language Interpretation Requests | 425 | 402 | 1727 |
| % of Sign Language Requests filled within 7 days | 100% | 100% | 100% |
| Number of Video Transcript Requests | N/A | N/A | NA |
| % of complaints, requests for technical assistance and/or information and referral requests completed within 30 days. | 100% | 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 provide ADA access. In FY 2013, ODR will continue to work with the Department of Parks and Recreation (DPR) in collaboration with the Department of General Services (DGS) in reviewing and assessing the recommended accessibility modification needs outlined in the comprehensive review of all DPR facilities and referenced in the “Access Master Plan.” As in FY 12, priorities will be determined by DPR with emphasis given to facilities that can provide indoor and outdoor recreation for people with disabilities in each of the eight wards in the District. Completion Date: April, 2013



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 '12, ODR in collaboration with OCTO produced and published a Federal Section 508 Compliance Handbook that provides the necessary information required to ensure Agency websites maintain the highest level of accessibility.

In FY 2013 ODR will work with the Office of the Chief Technology Officer (OCTO) to further enhance the accessibility of the DC.GOV website to ensure accessibility to include “open captioning” of all web videos posted on the DC.GOV portal. For videos that have not been “open captioned”, ODR will arrange for a transcript of the video to be provided to the consumer or resident upon request. Completion Date: September, 2013

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'12, ODR developed and placed on the ODR website 4 videos that provide guidance to both the public and private sector on two mandates defined under ADA Title II - the provision of sign-language interpretation services and compliance issues regarding Service Animals.

In FY 2013, ODR will continue to enhance the scope of our training curricula with a goal of ensuring that the necessary knowledge, skills and attitudes essential to the successful incorporation of the training are achieved. In FY' 12, ODR trained 932 employees, grantees, consumers and contractors.

In FY 2013, ODR will collaborate with the Office of Latino Affairs (OLA) and the Office of Asian Pacific Islanders (OAPI) and provide ADA Title II training to the community based organizations that successfully receive grant funding from these respective agencies. The goal of this initiative is to ensure that grantees understand the mandates of the ADA Title II that they assume when receiving DC Government funds.

In FY 2013 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.



In FY 2013, ODR will implement a pre and post-test process into all of our training events. This data will allow for an effective and efficient method for evaluating the transfer of information to participants. Completion Date: September 2013

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

In FY '12, ODR with the support and collaboration of our community stakeholders, developed a community living handbook “A Pathway to Independence.” The handbook provides comprehensive guidance on how to successfully plan for community living.

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 Districts “Olmstead 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 people with disabilities – of all ages – within both the District and those locations outside of the District.

The curriculum will include basic elements of the Olmstead Decision; the Districts Olmstead initiative, “DC – One Community for All.” Completion Date: February, 2013

INITIATIVE 2.3: 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’ intervention, complainants are referred to OHR and relevant federal agencies.

In FY 2013, 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 5 percent, demonstrating the effectiveness of internal and external trainings, technical assistance requests completed by ODR, the new monthly ODR website newsletters increasing awareness of how to effectively address ADA concerns through an informal process, rather than filing an official complaint with the Office of Human Rights. Completion Date: September, 2013



INITIATIVE 2.4: 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 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 FY 2013 ODR will increase the number of agencies and/or program sites that initiate and/or review their ADA Compliance Plans to 85 (compared with 50 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 bi-annually by reviewing these plans and collaborating with District agencies to ensure that these ADA Compliance plan recommendations are incorporated into Agency operations as well as future fiscal planning. Completion Date: September, 2013

INITIATIVE 2.5: 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 2013 ODR will continue to coordinate the District-wide contract for a centralized sign language interpretation program.

In addition, in FY 2013, 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. Completion Date: September 2013.

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

INITIATIVE 3.1: Ensure District employees with disabilities have a productive work experience.

ODR will provide 30 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 2012, ODR provided Reasonable Accommodation Plans to 25 District employees. Completion Date: September, 2013



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 2013, ODR will continue to 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 Child and Family Services (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).

ODR will provide training to ten (10) Agency Olmstead Coordinators 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. Completion Date: September, 2013



KEY PERFORMANCE INDICATORS - Office of Disability Rights

| Measure | FY 2011 Actual | FY 2012 Target | FY 2012 YTD | FY 2013 Projection | FY 2014 Projection | FY 2015 Projection |
|---|----------------|----------------|-------------|--------------------|--------------------|--------------------|
| # of DC-owned and leased buildings modified for accessibility | 71 | 60 | 92 | 70 | 55 | 50 |
| # of agencies trained on Section 508 and content management | N/A | 0 | 0 | 30 | 30 | 30 |
| # of DC employees, contractors, and grantees receiving ADA training | 676 | 1000 | 1070 | 750 | 800 | 900 |
| # of technical assistance calls/complaints/resource requests handled within 30 days | 470 | 480 | 509 | 420 | 430 | 440 |
| # of agency ADA Compliance Plans completed and being implemented | 140 | 50 | 50 | 85 | 75 | 70 |
| # of reasonable accommodations provided to District employees | 35 | 30 | 31 | 30 | 30 | 30 |