



## FY 2014 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.

### PERFORMANCE PLAN DIVISIONS<sup>1</sup>

- Disability Rights
- Agency Management

### AGENCY WORKLOAD MEASURES

Measures	FY 2011 Actual	FY 2012 Actual	FY 2013 YTD <sup>2</sup>
Number of Sign Language Interpretation Requests	402	1727	153
Number of Video Remote Interpreting Events	N/A	N/A	1
Number of complaints, requests for technical assistance and/or information and referral requests completed	470	480	270

<sup>1</sup> For the purposes of the FY14 Performance Plan, the Office of Disability Rights performance plan is not organized by budget division to more accurately reflect the functional organization of the office.

<sup>2</sup> As of 6/30/13



**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 2014, ODR will continue to work with the Department of Parks and Recreation (DPR) in collaboration with the Department of General Services (DGS) in the implementation of their “Accessibility Master Plan.” In FY 2014 nine (9) DPR recreation facilities will be modified for accessibility. In FY 2013, a highlight of our collaboration focused on the installation of 28 wheel chair lifts allowing for people with mobility issues to independently access DPR pools, both external and internal. Completion Date: **September, 2014.**

**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 2014, 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 2013, ODR targeted training for 750 employees, grantees, consumers and contractors.

In FY 2014, ODR will work with the Office of Contracts and Procurements (OCP) to review the effectiveness of altering the contracting template to include expanded language highlighting grantee obligations under the Americans with Disabilities Act – Title II (Government Programs and Services). In addition, ODR will continue to collaborate with Agencies within EOM (Executive Office of the Mayor) who have grant making authority 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. Completion Date: **September, 2014**

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

In FY 2013, ODR created an accessible version of the “Path to Preparedness Handbook” for consumers who are “non-verbal” to create independent living plans.

In FY 2013, ODR collaborated with DOH/HEPRA to develop a safety preparedness handbook to assist and prepare vulnerable populations for emergency events. This tool will seek to minimize the reliance on emergency service systems allowing residents to shelter in place during City defined emergency situations.



In FY 2014, ODR will collaborate with Olmstead participating Agencies to develop tools to enhance the outreach and implementation of the goals and objectives highlights in the FY 2014 edition of the Olmstead initiative “DC – One Community for All.”

In FY 2014, ODR will partner with the DC Commission on Persons with Disabilities (DCCPD) and DC Office on Aging (DCOA) to conduct a community outreach/forum to discuss and gather input on the topic of “Care-Givers/Home Health Aides” and areas of quality improvement and industry advancement. Completion Date: **September, 2014.**

**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 2014 ODR projects to manage 475 requests for Informal Dispute Resolution, Information and Referral and Technical Assistance. Completion Date: **September, 2014.**

**INITIATIVE 2.4: 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 2014 ODR will continue to coordinate the District-wide contract for a centralized sign language interpretation program.

In FY 2014, 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.

In compliance with the Mayor’s Order mandating that all videos on the DC.GOV Web-portal be captioned and/or transcribed, ODR will provide transcription services for residents and consumers requesting a transcription of a web video, within 14 days, at no cost to the residents and consumers as well as requesting Agencies. Completion Date: **September, 2014.**



**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 provides District Government employees with Reasonable Accommodations Plans to ensure that they are provided the range of accommodations necessary to meet the essential functions of their position. The planning process is initiated by the new or active employee by informing the Agency ADA Coordinator of their need for a Reasonable Accommodation. The Agency ADA Coordinator has the option of managing the request internally – or requesting the assistance of the ODR Employment Specialist. In FY 2014, ODR will assist 30 District Employees with Reasonable Accommodation plans. Completion Date: **September, 2014.**

**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 coordinated 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).

In FY 2013, ODR produced and distributed an Olmstead consumer publication highlighting the mission, vision and values of “DC – One Community for All.” In FY 2014, ODR will continue to train and provide outreach to consumers, residents and other stakeholders on “DC – One Community for All.” Completion Date: **September, 2014.**



**KEY PERFORMANCE INDICATORS - *Office of Disability Rights***

<b>Measure</b>	<b>FY 2012 Actual</b>	<b>FY 2013 Target</b>	<b>FY 2013 Actual<sup>3</sup></b>	<b>FY 2014 Projection</b>	<b>FY 2015 Projection</b>	<b>FY 2016 Projection</b>
# of DC-owned and leased buildings modified for accessibility	63	70	63 <sup>4</sup>	20	20	20
Average # of days Sign Language Interpretation requests are filled from the date of the request <sup>5</sup>	100%	100%	N/A	N/A	OMIT	OMIT
# of DC employees, contractors, and grantees receiving ADA training	1070	750	799	800	1,000	1,100
# of technical assistance calls/complaints/resource requests handled within 30 days	480	450	430	475	470	465
# of Sign Language requests completed	1,727	450	210	200	175	175
# of reasonable accommodations provided to District employees	30	30	23	20	25	30
# of agencies trained on Section 508 and content management <sup>6</sup>	N/A	30	N/A	N/A	N/A	N/A
# of agency ADA Compliance Plans completed and being implemented <sup>7</sup>	51	85	87	N/A	N/A	N/A

<sup>3</sup> As of 9/30/13, unless noted otherwise

<sup>4</sup> As of 6/30/13

<sup>5</sup> This KPI was previously measured as the percent of sign language interpretation requests filled within 5-7 days from the date of the request. The KPI was amended in FY14 to the average number of days because the prior metric was consistently 100%.

<sup>6</sup> This KPI was dropped beginning FY '14 as it was determined this training program was no longer necessary as a result of a new CMS (content management system) implemented by OCTO.

<sup>7</sup> This KPI was dropped because the ADA Self-Assessment project was completed in compliance with Federal ADA guidelines for all applicable DC Government Agencies.