

Office of Disability Rights FY2019

Agency Office of Disability Rights

Agency Code JRO

Fiscal Year 2019

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.

2019 Strategic Objectives

Objective Number	Strategic Objective
1	Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.
2	Improve the responsiveness of government systems and employees to the needs of people with disabilities.
3	Increase employment of people with disabilities in DC government.
4	Expand opportunities for people with disabilities to live in integrated community settings.
5	Create and maintain a highly efficient, transparent and responsive District government.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Measures)					
Percent of District-owned buildings assessments within 20 days of the request	Up is Better	100%	100%	100%	90%
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Up is Better	98.8%	97.8%	98.5%	90%
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Up is Better	100%	99.8%	100%	96%
2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (2 Measures)					
Number of DC Employees, contractors, and grantees receiving ADA training	Up is Better	5180	1785	1671	1000
Percent of accessibility reports which are completed within 30 days of the request	Up is Better	95.5%	91.3%	96.8%	90%
3 - Increase employment of people with disabilities in DC government. (2 Measures)					
Provide job site mentoring opportunities to high school aged and young adults with disabilities.	Up is Better	Not Available	Not Available	Not Available	New Measure
Employment focused outreach events	Up is Better			Not Available	

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
		Not Available	Not Available		New Measure
4 - Expand opportunities for people with disabilities to live in integrated community settings. (1 Measure)					
Age Friendly: ADA Community Training on Housing	Up is Better	Not Available	Not Available	Not Available	New Measure
5 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	80%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	0%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	2.1%	0.1%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	7.7	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	198.2%	148.2%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	No applicable incidents	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	0%	0%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Activities)			
OPERATIONS	Effective Communication Program	Coordinate city-wide Sign Language Interpretation services, Braille printing or other reasonable accommodations for the purpose of communicating with constituents.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
EVALUATION AND COMPLIANCE	Assess District-owned Buildings	Survey and evaluate District-owned building for accessibility to persons with disabilities and the aging population.	Daily Service
EVALUATION AND COMPLIANCE	Complaints, Information, Technical Assistance	Provide information and technical assistance to residents, employees and visitors of the District, as related to the (American with Disabilities Act) ADA laws.	Daily Service
2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (1 Activity)			
EVALUATION AND COMPLIANCE	Agency Database Compliance	ODR requests that all agency ADA Coordinators input all requests for reasonable accommodations and allegations of disability discrimination into Quickbase for ODR review and recommendations.	Daily Service
3 - Increase employment of people with disabilities in DC government. (2 Activities)			
TRAINING AND TECHNICAL ASSISTANCE	ADA Training	Provide training's focused on the American's with Disabilities Act (ADA) and other law related to the District's disability population.	Daily Service
EVALUATION AND COMPLIANCE	Reasonable Accommodations Oversight	Provide technical assistance and oversight to District Government agencies providing reasonable accommodations to its employee.	Daily Service
4 - Expand oppourtunies for people with disabilities to live in integrated community settings. (2 Activities)			
PUBLIC INFORMATION AND OUTREACH	Olmstead Initiative	Manage the implementation of the city-wide Olmstead Initiative (oversight of reporting and outreach).	Key Project
PUBLIC INFORMATION AND OUTREACH	Outreach and Wellness Events	Provide outreach, education and information to constituents related to disability issues.	Daily Service
5 - Create and maintain a highly efficient, transparent and responsive District government. (1 Activity)			
EVALUATION AND COMPLIANCE	Emergency Preparedness	Partnering various agencies to develop and implement effective emergency plans and initiatives in accordance with the Americans with Disabilities Act (ADA).	Key Project

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Assess District-owned Buildings (1 Measure)			
Conduct Survey to Determine Accessibility of District-owned Buildings	207	96	183
1 - Complaints, Information, Technical Assistance (1 Measure)			

Measure	FY 2016	FY 2017	FY 2018
The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District	784	581	531
1 - Effective Communication Program (1 Measure)			
The Effective Communication Program (ECP): The Number of Requests for Sign Language Interpretation and/or Other Assistive Technology	442	594	373
4 - Outreach and Wellness Events (1 Measure)			
The Number of Attendees and Facilitators at the Mayor's Annual Disability Awareness Expo and other ODR-sponsored wellness events	250	1	396

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
ADA Training (1 Strategic Initiative)		
Service Animals Publication	A service animal publication highlighting the different laws and when they apply to residents and employees.	09-30-2019
Complaints, Information, Technical Assistance (1 Strategic Initiative)		
Age-Friendly ADAAG Architectural Training	In fiscal year 2019, ODR will partner with DGS to provide training and guidance to architects contracted by the DC Government related to physical accessibility (pre-, during, and/or post-construction) phases of new and existing District buildings and facilities, including but not limited to the Americans with Disabilities Act Accessible Guidelines (ADAAG) and 2010 Standards to ensure compliance of federal, state, and local laws.	09-30-2019
Emergency Preparedness (1 Strategic Initiative)		
Emergency Preparedness: Path to Preparedness Book	Partnering with HSEMA, ODR will release and launch an updated Path to Preparedness book for people with limited literacy. This would contribute to the to the District's communication to residents in a more inclusive manner.	09-30-2019
Outreach and Wellness Events (1 Strategic Initiative)		
Age Friendly: ADA/FHA Community Training on Housing	Provide training for managers of existing public and private housing to address the needs of the aging and disability population.	09-30-2019