

Office of Disability Rights FY2022

Agency Office of Disability Rights

Agency Code JRO

Fiscal Year 2022

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.

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.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Measures)					
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Up is Better	95.8%	97.4%	97.3%	90%
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Up is Better	99.2%	99.6%	99.3%	96%
Percent of District-owned buildings assessments within 20 days of the request	Up is Better	95.9%	99.2%	100%	90%
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	1506	979	1653	1200
Percent of accessibility reports which are completed within 30 days of the request	Up is Better	98.1%	99.5%	90%	90%
3 - Increase employment of people with disabilities in DC government. (1 Measure)					
Employment focused outreach events	Up is Better	728	9	7	6
4 - Expand opportunities for people with disabilities to live in integrated community settings. (1 Measure)					
Age Friendly: Number of participants in the ODR sponsored ADA Community Training on Housing	Up is Better	95	168	377	200

Operations

Operations Title	Operations Description	Type of Operations
1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Activities)		
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 Title	Operations Description	Type of Operations
Assess District-owned Buildings	Survey and evaluate District-owned building for accessibility to persons with disabilities and the aging population.	Daily Service
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)		
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)		
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
Reasonable Accommodations Oversight	Provide technical assistance and oversight to District Government agencies providing reasonable accommodations to its employee.	Daily Service
4 - Expand opportunities for people with disabilities to live in integrated community settings. (2 Activities)		
Olmstead Initiative	Manage the implementation of the city-wide Olmstead Initiative (oversight of reporting and outreach).	Key Project
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)		
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

Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Assess District-owned Buildings (1 Measure)			
Conduct Survey to Determine Accessibility of District-owned Buildings	121	125	126
1 - Complaints, Information, Technical Assistance (1 Measure)			
The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District	600	457	421
1 - Effective Communication Program (1 Measure)			
The Effective Communication Program (ECP): The Number of Requests for Sign Language Interpretation and/or Other Assistive Technology	498	545	577
4 - Outreach and Wellness Events (1 Measure)			
The Number of attendees at ODR-sponsored events	314	989	1124

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
ADA Training (1 Strategic Initiative)		
ADA Training Video	ODR will be developing a new informative training video on Title II of the ADA this year, as well. The Title II training video will be in the same vein as ODR's highly successfully Awkward Bob Disability Sensitivity Video.	09-30-2022
Agency Database Compliance (1 Strategic Initiative)		
Agency ADA Accessibility Plan	Work with District agencies to create their ADA Accessibility Plan allows the agency to evaluate its programs and services in four areas: 1. ADA Coordinator, Notice & Grievance Procedures; 2. General Effective Communications; 3. Website Accessibility; and 4. Physical Accessibility of Government Facilities	12-31-2023
Assess District-owned Buildings (1 Strategic Initiative)		
Assess Voter Polling Sites for ADA Accessibility	In partnership with the DC Board of Elections, DGS, and other government agencies and community stakeholders, ODR will conduct accessibility assessments on polling locations in preparation of the upcoming Primary and General Elections.	09-30-2022