



Office of Disability Rights ODR (JR)

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, people with disabilities.

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.

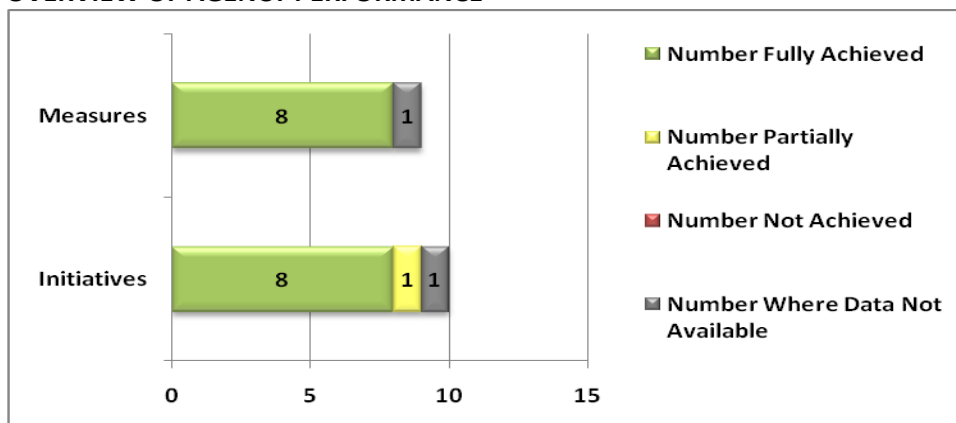
AGENCY OBJECTIVES

1. Be a model city of 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.

ACCOMPLISHMENTS

- ✓ Provided training on the Americans with Disabilities Act (ADA) to 960 District Government employees, contractors, and grantees in FY 2009, more than twice the target of 400.
- ✓ Worked with 24 District agencies to complete or implement 108 ADA Compliance Plans to improve the accessibility of District government sites.
- ✓ Developed and implemented a Summer Youth Employment Program (SYEP) for ten youth working on an accessibility project conducting approximately 1,000 surveys of sidewalks and curb ramps of bus stops and Metro stops that provide access to DC government buildings, programs, activities and services.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

● Fully achieved ● Partially achieved ● Not achieved ● Data not reported

OBJECTIVE 1: BE A MODEL CITY OF ACCESSIBILITY FOR PEOPLE WITH DISABILITIES.

INITIATIVE 1.1: Increase physical access to District-owned and leased facilities.

In FY 2009 ODR worked with the Department of Real Estate Services (DRES) to accomplish capital improvements to District Government facilities to provide ADA access. Priorities for FY 2009 included police facilities, homeless shelters, sidewalks, polling places, public libraries, public recreation facilities, and schools. The capital dollars for these projects were provided by ODR's Accessibility Funding Pool. In addition, ODR provided technical assistance to enhance accessibility to 70 District Government facilities, leased, owned or under development.

INITIATIVE 1.2: Provide accessible taxicabs in DC.

The program for bringing Accessible Taxi's into the District was an initiative between the Federal Government, the Council of Governments (COG) and the DC Taxi Commission. ODR's role was specific to participation on the planning committee to provide technical assistance and guidance in the development of the project. It has been reported by COG the program will be implemented in early 2010.

INITIATIVE 1.3: Increase accessibility of DC.GOV website and technology to people with vision and hearing impairments.

In FY 2009, ODR worked collaboratively with the Office of the Chief Technology Officer (OCTO) to improve website and technology accessibility. In FY 2009, 66% of District Government web designers/editors (46 individuals) received Section 508 web accessibility training and 16 agency websites were evaluated for compliance. In addition, ODR's review determined that at least 95% of all the non-text items in the DC.GOV portal and agency main websites have text equivalents and at least 60% of website videos, audio files, documents and forms are accessible to people with vision and hearing disabilities.

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 2009 ODR provided training to 960 District Government employees and contractors on ADA Title I; ADA Title II; Disability Sensitivity; Deaf Culture; Effective Communication; Hypothermia Driver Practices with Regards People with Disabilities and the Fair Housing Act. This performance is more than twice ODR's goal of training 400 employees and contractors on these issues during FY 2009. These training events achieved a high degree of satisfaction with the materials provide and the learning platform utilized.



To ensure that the continued educational needs of the 40+ ADA Coordinators are met, ODR implemented a survey tool that collected data on the ADA Coordinators' experience and the level of training and technical assistance required. This data will be utilized to determine effective methods for addressing these needs.

INITIATIVE 2.2: Provide an effective dispute resolution and technical assistance program.

In FY 2009 ODR provided technical assistance, informal complaint resolution and information and referral services to 402 visitors, residents, consumers, Agency staff and other interested individuals on issues and concerns related to the ADA, Fair Housing Act, and guidance on how to achieve needed services. Requests for this service can be accessed on a walk-in basis, or through email, ODR's website or via telephone. A tracking mechanism for the impact the ODR technical assistance, informal complaint resolution and information and referral services has on OHR's level of service has been initiated on a pilot basis and remains in development with full implementation to occur in FY 2010.

INITIATIVE 2.3: Develop and implement agency ADA Compliance Plans.

In FY 2009, ODR worked with 24 DC Government Agencies to complete ADA Self-Assessments. The KPI for this Performance Goal was the completion of 40 plans; in FY 2009, supported by ODR, Agencies completed and submitted 108 ADA Self-Assessments. The assessments provide a tool that guides each agency through an internal priority development plan for enhancing accessibility of how and where they provide activities, programs and services.

INITIATIVE 2.4: Implement city-wide reasonable modification and effective communication policies and funding mechanisms.

In October 2009, ODR released the "DC Government Manual for Accommodating Employees with Disabilities." This Manual was provided to all District Government Agencies, is posted on the ODR website and is distributed to all persons attending a DCHR new employee orientation as well as all persons attending an ODR training program.

In November 2008, ODR implemented a city-wide centralized contract for the provision of Sign Language Interpretation services for Deaf residents and consumers attempting to access District Government Programs and Services. In FY 2009 this initiative resulted in the 389 requests for services being provided. For the provision of Real-Time Captioning Services, ODR has identified a local vendor and requests for this method of effective communication have been successfully provided. ODR has also identified the appropriate local vendors for assistance with the translation of documents into Braille as well as taped text. In FY 2010 ODR will begin translating documents into Braille internally at no cost to the District Agency making the request.

OBJECTIVE 3: INCREASE EMPLOYMENT OF PEOPLE WITH DISABILITIES IN DC GOVERNMENT.

INITIATIVE 3.1: Assess current DC employment of people with disabilities.

In an effort to maintain and advance a diverse and inclusive workforce, in the Spring of 2009, the Office of Disability Rights conducted an anonymous Employee Survey on Disability Employment Practices within the District Government, via email. This Survey aimed to assess the hiring, accommodation and retention practices of District Government employees with disabilities.



1,118 out of approximately 35,000 District Employees responded to the survey. The results of the data have been summarized into a draft report and ODR will continue to work with DCHR on how to best utilize and implement the recommendations associated with this project.

INITIATIVE 3.2: Develop District-wide reasonable accommodation policies and funding mechanisms.

ODR implemented a centralized funding mechanism to assist employees and their respective agencies identify the appropriate reasonable accommodation equipment, software, etc. needed by the employee to ensure the highest degree of effectiveness and efficiency in the work place. In addition to the purchases made, ODR developed a "Reasonable Accommodation" planning process to use with each employee. The goal of this centralized approach was to assist and promote the practices that would expand the hiring of people with disabilities.

OBJECTIVE 4: EXPAND OPPORTUNITIES FOR PEOPLE WITH DISABILITIES TO LIVE IN INTEGRATED COMMUNITY SETTINGS.

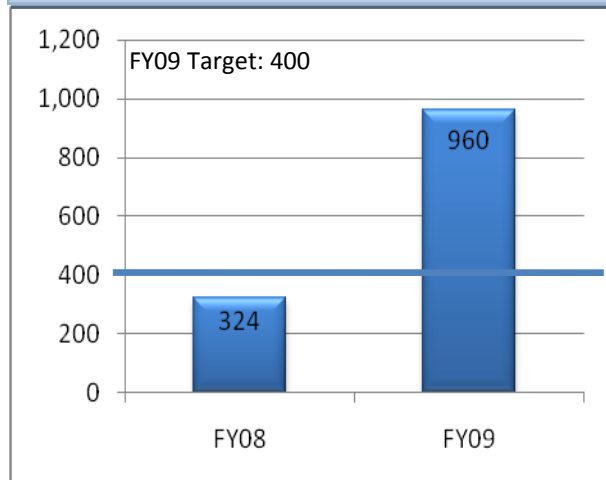
INITIATIVE 4.1: Develop and implement the DC Olmstead Community Integration Plan.

In collaboration with over 40 consumers, advocates, care-givers, providers and DC Government Agencies, ODR coordinated the development of an "Olmstead Community Integration Plan." Technical Assistance with this Plan's development was provided via a grant from the Bazelon Center for Mental Health. In FY 2010 the plan will be finalized, include measureable performance goals and released to the community. Quarterly meetings of all interested stakeholders will be held to review the status of the plan to ensure a dynamic, goal oriented plan that will achieve greater opportunities for providing people with disabilities residing in institutions to exercise self-determination and community integration.



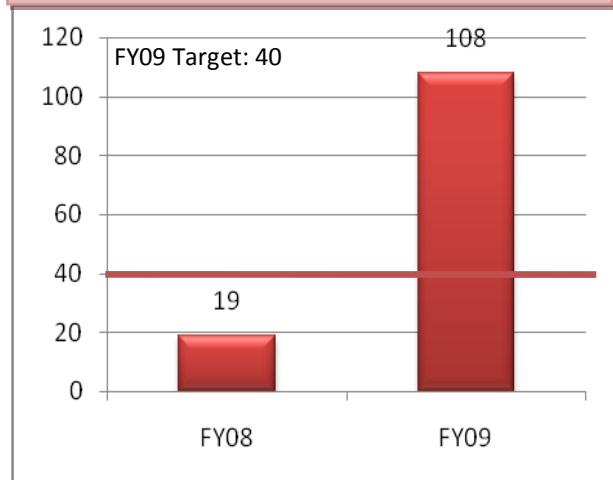
Key Performance Indicators – Highlights

From Objective 2: # of District employees, contractors and grantees receiving ADA training




FULLY ACHIEVED


From Objective 2: # of agency ADA compliance plans completed and implemented




FULLY ACHIEVED


More About These Indicators:

How did the agency's actions affect this indicator?

- ODR staff outreach and interaction with Agency ADA Coordinators.
- ODR staff provision of technical assistance to DC Government Agencies increasing agencies' awareness, value of, and need for ADA training.
- What else was new about training in FY 2009 – engaging different agencies than in past, more external entities interested?

What external factors influenced this indicator?

- DC Government agencies' awareness and understanding of the ADA.
- The obligation of District government contractors and grantees to comply with Title II of the ADA, which covers the accessibility of state/local government programs and services).

How did the agency's actions affect this indicator?

- ODR staff's coordination with Agency ADA Coordinators to determine assessment teams, timelines and targets for number of Agency locations to undergo assessments.
- ODR staff's provision of training to Agency ADA Coordinators and Assessment teams specific to the use and implementation of the assessment tool.

What external factors influenced this indicator?

- DC Government agencies' awareness and understanding of the ADA.
- Other agencies' commitment to ensuring compliance with the ADA in administrative practices, program operations and services and accessibility.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Revised Target ¹	FY2009 YE Actual	FY2009 YE Rating	Budget Program
●	1.1 Number of DC-owned and leased buildings modified for accessibility ²	3	40		49	122.50%	DISABILITY RIGHTS
●	1.2 Provide accessible taxicabs in DC	0	21				DISABILITY RIGHTS
●	1.3 Percent of text equivalents for non-text items on dc.gov main website/portal	50	95		95	100%	DISABILITY RIGHTS
●	1.4 Percent of staff responsible for agency websites trained about accessible website components	0	60		65.71%	109.52%	DISABILITY RIGHTS
●	1.5 Percentage of website videos, audios, documents, and forms accessible to people with vision and hearing disabilities	0	60		60	100%	DISABILITY RIGHTS
●	2.1 Number of DC employees, contractors, and grantees receiving ADA training	324	400		960	240%	DISABILITY RIGHTS
●	2.2 Number of technical assistance calls/complaints/resource requests handled within 30	234	400		407	101.75%	DISABILITY RIGHTS

¹ Agencies have been permitted to change their targets as long as 1) the original targets are published in the PAR, as they are here, and 2) a strong justification was presented for the change.



	days							
●	2.3	Number of agency ADA Compliance Plans completed and being implemented	19	40		108	270%	DISABILITY RIGHTS
●	4.1	Number of people moved out of institutions into community based settings	0	300	100	100	100%	DISABILITY RIGHTS