



## Office of Disability Rights ODR (JR)

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### 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.

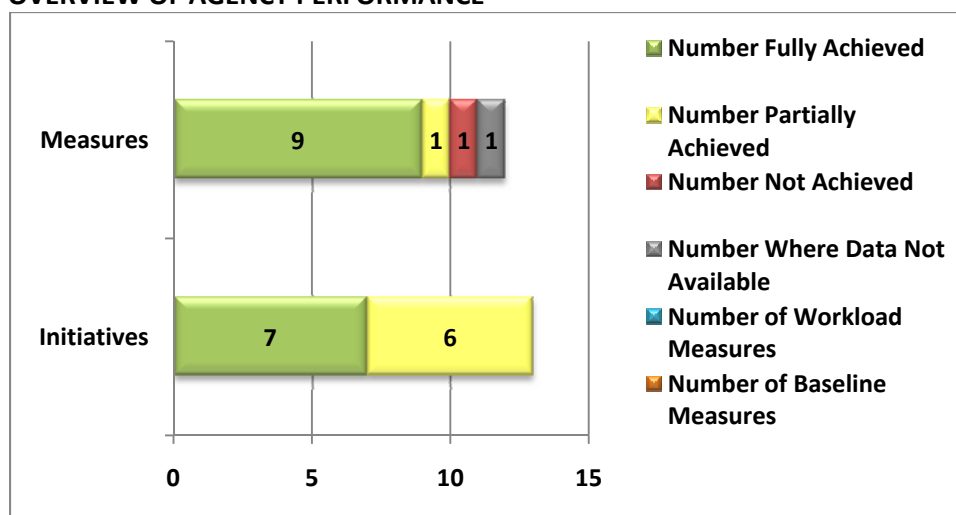
### SUMMARY OF SERVICES

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.

### ACCOMPLISHMENTS

- ✓ Assessed 102 District owned and leased buildings for accessibility modifications (more than twice FY 2010 goal of 45 buildings), providing technical assistance to ensure full access and to be utilized by agency, ODR and DRES for strategic planning.
- ✓ Trained 750 Agency staff members, contractors, vendors and other involved stakeholders (exceeding goal of 500 individuals trained) on topics including the ADA, Disability Sensitivity, ADA Accessibility Guidelines for Buildings and Facilities, Effective Communication and the Fair Housing Act, as well as provided agency-specific trainings to ensure full understanding and application of the Americans with Disabilities Act.
- ✓ Fulfilled 411 Sign Language requests for DC consumers and residents who are Deaf or hard-of-hearing allowing for full access to the programs and services offered by the District and ensuring full compliance with the Effective Communication standards of the ADA (exceeding goal of fulfilling 390 requests).

### 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 2010, 78 District Government owned or leased facilities were modified to enhance accessibility, exceeding ODR's goal of 45 modifications. These modifications were primarily projects of ODR/the Department of Real Estate Services (DRES), the Department of Parks and Recreation (DPR), the DC Public Libraries (DCPL), and the DC Public Schools (DCPS). Additionally, ODR and DRES initiated a plan to issue and RFP in early FY 2011 to contract with an architectural firm to assess the accessibility of all District-owned buildings. The priority for this contract will be assessments of recreational facilities operated by DRES and the DC Office on Aging senior wellness centers. This master plan approach will provide guidance to the extent of capital improvements required, both structurally and financially, to bring the facilities into compliance with the Americans with Disabilities Architectural Guidelines (ADAAG). In addition, in FY 2010 ODR collaborated with the Office of Public Education Facilities Modernization (OPEFM) and the DCPL to assess the accessibility of locations that could be used as Board of Elections and Ethics (BOEE) voting locations that meet ADAAG requirements regarding voting accessibility.
- **INITIATIVE 1.2: Increase accessibility of DC.GOV website and technology to people with vision and hearing impairments.**  
In FY 2010, ODR in collaboration with the Office of the Chief Technology Officer met or exceeds its targets regarding accessibility improvements to the DC.GOV website. Accomplishments during FY 2010 include: training 49 agency staff on Section 508 requirements; 24 agencies completing Section 508 compliance plans; and 100% of new video and audio files having written transcripts and/or captioning as part of the new Content Management System. In FY 2010, ODR collaborated with OCTO to ensure that OCTO training materials include the latest 508 standards for web accessibility. In addition, OCTO and developing and recommending proposed language regarding Section 508 compliance to be included in requests for proposals, contractual agreements, etc.

### 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.**  
During FY 2010, ODR expanded its training beyond agency ADA coordinators to general District Government employees, contractors and grantees. For example, several groups trained in FY 2010 include: DHS hypothermia van drivers; Historic Preservation Board; Summer Youth Employment Program (SYEP) participants; and Construction Code Officials. Overall In FY 2010, ODR exceeded its training target, training 750 DC Government employees, grantees and contractors, above its goal of 500. New areas of training in FY



2010 included the Fair Housing Act; and Disability Sensitivity Training for task specific employees and mental health.

● **INITIATIVE 2.2: Develop a comprehensive Fair Housing Act civil rights education program for DC employees, contractors, and grantees.**

During FY 2010, ODR modified its education priorities and instead focused development on training regarding the District's Olmstead Initiative. The draft of the Olmstead training program has been outlined and drafted. However, the training design and final draft cannot be completed until the Olmstead Initiative plan *DC: One Community for All* has been finalized.

● **INITIATIVE 2.3: Develop a "Train-the-Trainer" curriculum and training design on the "Fair Housing Act" targeted to DCRA staff.**

During FY 2010, ODR modified its curriculum/training priorities and instead focused development on training regarding the District's Olmstead Initiative. The "Train-the-Trainer" program is tied to the finalization of the Olmstead Initiative Plan *DC: One Community for All*. Once the plan is finalized, the training program can begin.

● **INITIATIVE 2.4: Develop a communications plan to enhance and maintain a high-level of internal; and external knowledge of the ADA and other civil rights legislation.**

Beginning FY 2010, ODR published quarterly bulletins that were sent via ODR list serve, posted on the agency's website and printed for circulation. Topics addressed in these bulletins included: ADA Updates and frequently asked questions; Federal litigation summaries relevant to disability rights; Federal publications and resources available on topics such as housing and employment for people with disabilities; and ADA Q&A scenario's.

● **INITIATIVE 2.5: Provide an effective dispute resolution and technical assistance program.**

In FY 2010, ODR successfully exceeded the target goal set for the management of complaints, technical assistance requests and Information and referral requests. Specifically, ODR handled all complaints and requests within 30 days of receipt. The number of disability rights complaints filed with OHR declined by more than 30% during FY 2010, exceeding ODR's Goal. In addition, ODR published a bi-annual community newsletter targeted to District of Columbia residents with disabilities shared via ODR's listserv, website and printed formats. Informational resources contained in this newsletter included: the availability of Sign Language and Braille translation services for District residents when accessing District Government programs and services; ADA Anniversary celebration events; and disability etiquette.

● **INITIATIVE 2.6: Develop and implement agency ADA Compliance Plans.**

During FY 2010, ODR worked with identified Agencies to finalize the submission of 50 ADA Self-Assessment Plans, up from 40 in the prior fiscal year. Upon submission of the plans, ODR staff provided Agency ADA Coordinators with technical assistance with regards immediate issues self-identified. These requests were primarily related to means of egress, path of travel, how to access Sign Language interpretation services, and the provision of Braille documents.



- **INITIATIVE 2.7: Implement city-wide reasonable modification program for District employees and effective communication policies and mechanisms.**

In FY 2010, ODR successfully achieved and exceeded the Performance Measure set for Sign Language Interpretation services, meeting 411 requests in FY 2010. In addition, ODR began offering translation of agency documents into Braille Translation Services and met its goal of fulfilling 100% (three) of these requests.

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

- **INITIATIVE 3.1: Enhance the selection process for people with disabilities when applying for employment with the District.**

In FY 2010, ODR in collaboration with the Rehabilitation Services Administration (RSA) at the Department on Disability Services (DDS) and the DC Commission on Persons with Disabilities (DCCPD) drafted proposed “Schedule A” language for review and consideration by the DC Department of Human Resources (DCHR) and other relevant stakeholders.

- **INITIATIVE 3.2: Implementation of ODR DC Government Employee Survey.**

The DC Government Employee Survey, conducted in FY 2009, was designed to solicit data and feedback from DC Government employees with disabilities. The survey results were summarized into a report with recommendations and next steps, and were provided to the District of Columbia Department of Human Resources (DCHR) for review and consideration. In addition, to enhance the hiring and retention of people with disabilities, ODR works with Agency ADA Coordinators and Supervisory Staff providing “Reasonable Accommodation” planning specific to employee requests and implementation.

- **INITIATIVE 3.3: Ensure District employees with disabilities a productive work experience.**

In FY 2010, ODR worked with 28 DC Government employees who requested assistance with an employment-related reasonable accommodation. This performance was 93% of ODR’s FY 2010 goal of providing this assistance to 30 DC Government employees. Each employee was provided with a reasonable accommodation plan to ensure an effective and efficient resolution of their request.

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

- **INITIATIVE 4.1: Implement the DC Olmstead Community Integration Plan.**

During FY 2010, the District’s Olmstead community integration plan – *DC: One Community for All* – was drafted with input from and collaboration with internal and external stakeholders. DC Government agencies participating in the plan’s implementation provided performance goals that were incorporated into the plan. A draft of the plan was submitted to the Office of the City Administrator in summer 2010 and after revisions/additions, ODR expects to release the final version of the plan in early 2011.



## Key Performance Indicators –Details

### Performance Assessment Key:

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

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2109 YE Rating	Budget Program
●	1.1 # of DC-owned and leased buildings modified for accessibility	49	45	78	173.33%	DISABILITY RIGHTS
●	1.2 # of District Facilities assessed for accommodation needs	40	50	102	204%	
●	1.3 % of text equivalents for non-text items on dc.gov website.	95	100	100	100%	DISABILITY RIGHTS
●	1.4 % of staff responsible for agency websites trained about accessible website components <sup>1</sup>	66	80	0%	0%	DISABILITY RIGHTS
●	1.5 # of agencies trained on Section 508 and management content	0	15	22	146.67%	
●	1.6 <sup>2</sup> % of website videos, audios, documents, and forms accessible to people with vision and hearing disabilities	60	80			
●	2.1 # of DC employees, contractors and grantees receiving ADA Training	960	500	750	150%	
●	2.2 # of technical assistance calls/complaints/resource requests handled within 30 days	407	500	629	125.80%	DISABILITY RIGHTS
●	2.3 # of agency ADA Compliance Plans completed and being	108	50	50	100%	

<sup>1</sup> This KPI has changed as a result of recent changes in the new Content Management System (CMS) for the District of Columbia's websites.

<sup>2</sup> Data is not available due to the new Content Management System's capabilities, allowing agencies to post web content directly. The system does not currently exist to track newly posted documents through individual agency websites to provide an accurate, measurable outcome.



	implemented					
2.4	# of Sign Language requests completed	374	375	411	109.60%	DISABILITY RIGHTS
3.1	# of reasonable accommodations provided to District Employees	13	30	29	96.67%	
4.1 <sup>3</sup>	# of people moved out of institutions into community-based settings	100	75	761	1014.67%	

<sup>3</sup> This figure includes: 72 individuals associated with the Department on Disability Services and the Department of Health Care Finance through the Money Follows the Person program that have intellectual and developmental disabilities and were transitioned to community apartments with supports; 80 individuals served by the Department of Mental Health's Saint Elizabeths Hospital who were in Saint Elizabeths for 187 days or more and were transitioned to the community with supports; 10 children and youth associated with the DC public Schools who were transitioned from Residential Treatment Centers to wrap around support services with a family; 10 children and youth associated with the Department of Mental Health who were transitioned from Residential Treatment Centers to wrap around support services with a family (likely duplicative with the prior count associated with DCPS); and 589 homeless adults associated with the Department of Human Services who have disabilities, were in shelter for one year or more and were transitioned to the permanent supportive housing program.