



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.

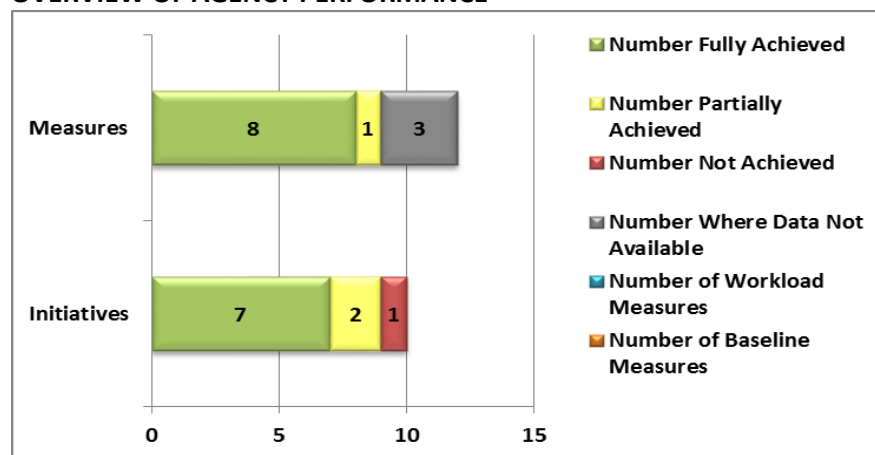
SUMMARY OF SERVICES

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.

ACCOMPLISHMENTS

- ✓ In Fiscal Year FY '11, the Office of Disability Rights, provided conflict resolution, technical assistance and information and referral services to 470 consumers and residents and other invested stakeholders., and District Government Agencies. **Mayoral priorities for this accomplishment relates to: Fiscal Stability , Public Safety and Self Determination**
- ✓ In Fiscal Year FY '11, the Office of Disability Rights provided training to 676 District Government employees, vendors, contractors and other stakeholders. Topics included local and Federal Disability Rights law; Disability Sensitivity; Fair Housing Act and individualized training programs when requested. **Mayoral priorities for this accomplishment relates to: Fiscal Stability and Self Determination**
- ✓ In Fiscal Year FY '11, the Office of Disability Rights in collaboration with DRES, surveyed 178 District Government owned buildings to determine the extent of accessibility for people with disabilities as defined by the Americans with Disabilities Act Architectural Guidelines. **Mayoral priorities for this accomplishment relates to: Fiscal Stability and Public Safety**

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details


Performance Assessment Key:

 Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

OBJECTIVE 1: Be a model city of accessibility for people with disabilities.

INITIATIVE 1.1: Develop a comprehensive plan to modify District-owned properties for accessibility.

-  In FY '11, ODR in collaboration with DRES, issued an RFP to have all District-owned buildings assessed for compliance with the Americans with Disabilities Architectural Guidelines (ADAAG) standards. A total of 357 buildings were assessed. The project was lead by “Swanke Hayden Connell Architects”. In FY '12, ODR will be working with the DC Department of Parks and Recreation (DCPR) to prioritize DCPR facilities for modification that maximize recreation accessibility in all Wards of the City.


The initiative was Fully Achieved (100% completed)

-  **Initiative 1.2: Identify and implement changes to the District Government Construction Code to incorporate national best practice standards for accessibility.**

In FY '11, ODR in collaboration with DRES, worked with “Swanke Hayden Connell Architects” to identify obstacles to ADA compliance that exist in the current codes in place with DCRA, HPB, and DCOP and recommended revisions to those codes to effect full compliance with Americans with Disabilities Architectural Guidelines (ADAAG) standards. A comprehensive report entitled “Comparison of the Existing DC Models to the New ADA Legislation and the Path Forward” was completed.

The initiative was Fully Achieved (100% completed)

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

-  Through OCTO' efforts, increased accessibility through the DC.Gov website has been obtained by purchasing and obtaining content management system platforms (OpenText & Drupal) that allow web accessibility requirements to be implemented and utilized; all agency websites on the portal present a unified, consistent presence to enhance usability for web visitors; offering a consistent Web Style and guidance designed to give District agency web authors clear, up-to-date, and easy-to-use information for writing or editing documents, memos, presentations, and other online content; development and implementation of Web Interface Standards, consistent with Section 508: Provides specific standards regarding appropriate content for the website, font sizes and styles, photos and graphics, posting requests, forms and new applications, technical specifications, and; conducting training sessions to employees responsible for the agencies' website to properly and effectively post information and content related to their services, programs and activities.

The initiative was Partially Achieved (between 75% to 99.99% completed)



OBJECTIVE 2: Improve the responsiveness of government systems and employees to the needs of people with disabilities.

● **INITIATIVE 2.1: Develop and provide a comprehensive community inclusion education.**

A curriculum for training consumers, residents and other invested stakeholders on the vision and values of “community inclusion” – specifically the Supreme Court “Olmstead Mandate”, will be completed and implemented in FY ’12.

The initiative was Not Achieved (less than 75% completed)

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

In FY ’11, ODR managed 470 requests for assistance from District consumers, residents and other stakeholders in the areas of informal dispute resolution, requests for technical assistance as well information and referral. 100% of all requests were completed within 30 days of the request being made.

The initiative was Fully Achieved (100% completed)

● **INITIATIVE 2.3: Expand outreach and communication efforts.**

In FY ’11, ODR produced and published a monthly newsletter that provided information on a broad spectrum of disability related issues from both local and national. Topics included disability employment opportunities, conferences and trainings, regulation change and other highlights of importance to the disability community.

The initiative was Fully Achieved (100% completed)

● **INITIATIVE 2.4: Develop and implement agency ADA Compliance Plans.**

In FY ’11, ODR in collaboration with identified District Agencies, completed 140 ADA Compliance Plans. These plans identified DC Agency barriers to ADA compliance with regards accessibility both programmatic and policy related. Recommendations for remediation were included in the plans summary.

The initiative was Fully Achieved (100% completed)

OBJECTIVE 3: Develop new funding streams to expand ODR programs and services.

● **INITIATIVE 3.1: Apply for and receive external grant funding to expand agency programs.**

In FY ’11, ODR partnered with the DC Board of Ethics and Elections (BOEE) on a Federal Grant to expand, enhance and ensure voting accessibility for people with disabilities. This grant initiative provided additional revenue for ODR.

The initiative was Fully Achieved (100% completed)

OBJECTIVE 4: Expand opportunities for people with disabilities to live in integrated community settings.

● **INITIATIVE 4.1: Implement the DC Olmstead Community Integration Initiative.**

In FY ’11, ODR continued to coordinate the District’s “Olmstead Initiative” working with 10 District Agencies who provide funding and/or coordinate care and services for District residents



with disabilities who are institutionalized, or at risk of institutionalization. The initiative “DC – One Community for All” , is reviewed with all participating Agencies on a monthly basis. The initiative was Fully Achieved (100% completed)

● **INITIATIVE 4.2: Develop Year 2 of the DC Olmstead Community Integration Initiative.**

In FY '11, the Olmstead initiative, “DC – One Community for All” , was reviewed and updated to incorporate quantifiable and qualitative goals for each participating Agency. The initiative was Partially Achieved (between 75% to 99.99% completed)



Key Performance Indicators –Details

Performance Assessment Key:

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

		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	1.1	# of DC-owned and leased buildings modified for accessibility	0	50		71	142%	DISABILITY RIGHTS
●	1.2	# of District Facilities assessed for accommodation needs	0	60		357	595%	DISABILITY RIGHTS
●	1.3	# of agencies trained on Section 508 and content management.	0	18		N/A		DISABILITY RIGHTS
●	1.4	% of video and audio files posted to new content management system with captioning or written script.	0	80		N/A		DISABILITY RIGHTS
●	1.5	# of Section 508 compliance plans submitted to improve web accessibility	0	14		N/A		DISABILITY RIGHTS
●	2.1	# of reasonable accommodations provided to District Employees	0	40		35	87.50%	DISABILITY RIGHTS
●	2.2	# of Sign Language requests completed	0	400		402	100.50%	DISABILITY RIGHTS
●	2.3	% of Sign Language Interpretation requests filled within 5 business days from the date of request.	0	100		100%	100%	DISABILITY RIGHTS
●	2.4	# of DC employees, contractors and grantees receiving ADA Training	0	600		676	112.67%	DISABILITY RIGHTS
●	2.5	# of technical assistance calls/complaints' resource requests handled within 30 days	0	450		470	104.44%	DISABILITY RIGHTS



		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	2.6	# of agency ADA Compliance Plans completed and being implemented	0	60		140	233.33%	DISABILITY RIGHTS
●	4.1	# of people moved out of institutions into community-based settings	0	90		840	933.33%	DISABILITY RIGHTS