



Office of Disability Rights

ODR (JR)

MISSION

The Office of Disability Rights (ODR), established in November 2007, has a mission to ensure that the programs, services, benefits, activities and facilities operated or funded by the District of Columbia are fully accessible to, and usable by, people with disabilities. ODR is responsible for ensuring that District Government is in compliance with the Americans with Disabilities Act of 1990, its amendments and other Federal and District disability rights laws.

SUMMARY OF SERVICES

To accomplish this mission, our office provides training, expertise, technical assistance, policy recommendations, and rapid informal dispute resolution to District agencies, consumers and residents with disabilities, as well as other relevant stakeholders.

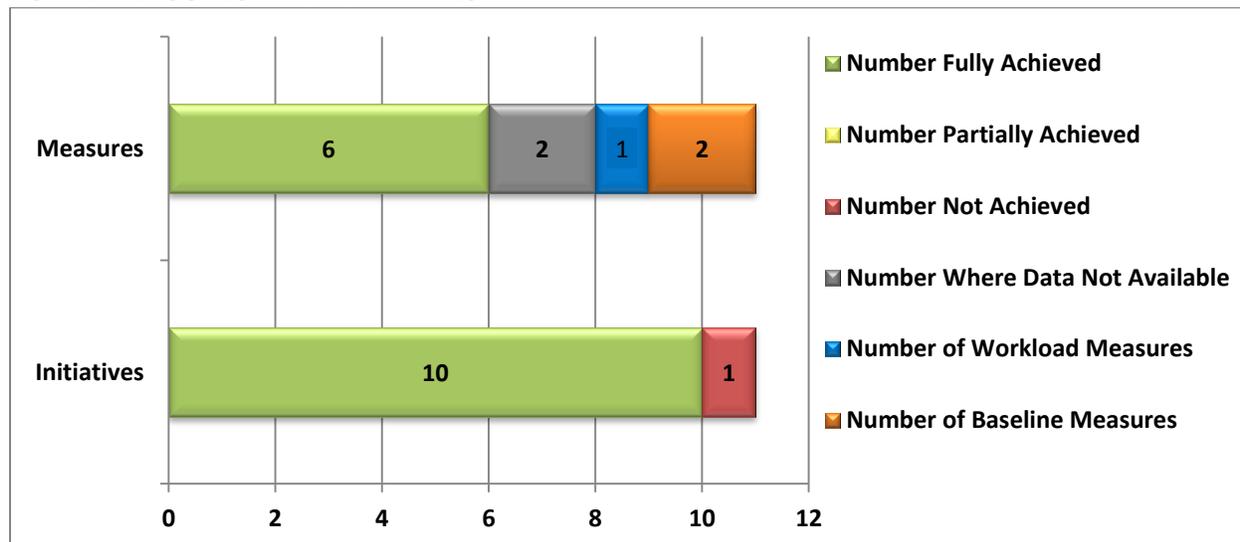
ACCOMPLISHMENTS:

- ✓ Created 3 Videos for the ODR website presented in Sign Language.
- ✓ Created a webinar on the Federal and local laws specific to the topic of "Service Animals".
- ✓ Developed and published "A Path to Community Living".

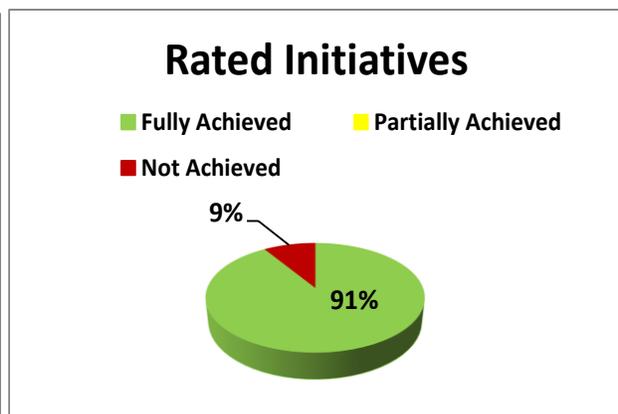
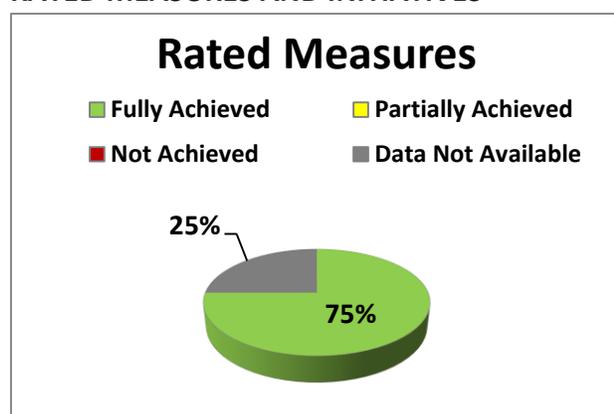


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

| Default KPI Rating: | |
|---------------------|--------------------|
| $\geq 100\%$ | Fully Achieved |
| 75 - 99.99% | Partially Achieved |
| $< 75\%$ | Not Achieved |



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

- **Fully Achieved.** In collaboration with DGS and other independent agencies, ODR participated in the review and/or collection of data to ensure the target goal was achieved.

INITIATIVE 1.2: Increase accessibility of DC.GOV website and technology to people with vision and hearing impairments

- **Fully achieved.** ODR collaborated with OCTO to ensure that District Government Agency websites transitioned to the new content management system (CMS) maximized the accessibility of the DC.GOV portal.

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.

- **Fully achieved.** ODR provided comprehensive training programs to District Government employees and other stakeholders to ensure the understanding and application of ADA Title I and Title II mandates.

INITIATIVE 2.2: Develop and provide a comprehensive community inclusion education.

- **Fully achieved.** ODR developed and presented a training design to review the Olmstead decision as well as provided periodic updates on national cases related to Olmstead implementation.

INITIATIVE 2.3: Develop a communications plan to enhance and maintain a high-level of internal; and external knowledge of the ADA and other civil rights legislation.

- **Fully achieved.** ODR published and broadly disseminated to all stakeholders monthly newsletters, as well as “special edition” announcements to promote the activities, understanding and status of local and federal disability rights law.

INITIATIVE 2.4: INITIATIVE 2.4 Provide an effective dispute resolution and technical assistance program.

- **Fully achieved.** ODR provided effective and efficient review/resolution of complaints, provision of technical assistance and information and referral to District residents, consumers, Agency staff and area visitors.



INITIATIVE 2.5: INITIATIVE 2.5 Develop and implement agency ADA Compliance Plans.

- **Fully achieved.** ODR staff worked with 78 District Government Agencies to assist review and implement Agency ADA Compliance Plans.

INITIATIVE 2.6: INITIATIVE 2.6 Implement city-wide reasonable modification program for District employees and effective communication policies and mechanisms.

- **Fully Achieved.** ODR worked with employees from multiple DC Government Agencies to ensure that employees with disabilities had the needed resources and accommodations required and requested as appropriate to ensure a successful work experience.

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.

- **Not achieved.** The development and implementation of a District Government program designed to promote and enhance the selection and placement of people with disabilities into the workforce was impacted by the employee hiring freeze in place in FY 2012.

INITIATIVE 3.2: Ensure District employees with disabilities have a productive work experience

- **Fully achieved.** ODR successfully worked with employees from across multiple agencies to ensure that employees requesting a "reasonable accommodation" received the necessary supports to ensure an effective and efficient work experience.

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

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

- **Fully achieved.** ODR successfully released and maintained the on-going coordination of the District's Olmstead initiative - "DC - One Community for All."



Key Performance Indicators –Details

Performance Assessment Key:

Fully achieved
 Partially achieved
 Not achieved
 Data not reported
 Baseline Measure

| | KPI | Measure Name | FY 2011 YE Actual | FY 2012 YE Target | FY 2012 YE Revised Target | FY 2012 YE Actual | FY 2012 YE Rating | Budget Program |
|--|-----|---|-------------------------|-------------------------|------------------------------------|-------------------------|-------------------------|-------------------|
| | 1.1 | # of DC-owned and leased buildings modified for accessibility | 71 | 60 | 51 | 62 | | DISABILITY RIGHTS |
| | 1.2 | # of District Facilities assessed for accommodation needs | 0 | 80 | 92 | 92 | | DISABILITY RIGHTS |
| | 1.3 | # of agencies trained on Section 508 and content management. | 0 | 0 | | NA ⁱ | | DISABILITY RIGHTS |
| | 1.4 | % of video and audio files posted to new content management system with captioning or written script. | 0 | 100% | | 100% | 100% | DISABILITY RIGHTS |
| | 1.5 | # of Section 508 compliance plans submitted to improve web accessibility | 0 | 0 | | NA ⁱⁱ | | DISABILITY RIGHTS |
| | 2.1 | # of reasonable accommodations provided to District Employees | 35 | 30 | 31 | 31 | 100% | DISABILITY RIGHTS |
| | 2.2 | # of Sign Language requests completed | 402 | 425 | 1,727 | 1,727 | 100% | DISABILITY RIGHTS |
| | 2.3 | % of Sign Language Interpretation requests filled within 5 business days from the date of request. | 0 | 100 | | 100% | | DISABILITY RIGHTS |
| | 2.4 | # of DC employees, contractors and grantees receiving ADA Training | 676 | 750 | 1,070 | 1,070 | 100% | DISABILITY RIGHTS |
| | 2.5 | # of technical assistance calls/complaints 'resource requests handled within 30 days | 470 | 480 | 509 | 509 | 100% | DISABILITY RIGHTS |
| | 2.6 | # of agency ADA Compliance Plans completed and being implemented | 140 | 50 | | 50 | 100% | DISABILITY RIGHTS |



ⁱ OCTO's implementation of an updated "Content Management System" (CMS) greatly enhanced the accessibility of the DC.GOV Web portal for residents and consumers who are blind or have low-vision. ODR published and disseminated a comprehensive technical assistance manual that addresses the accessibility issues of both Agency managed web content as well as the promotion of social media to access and fully utilize the DCX.GOV website.

ⁱⁱ ODR successfully produced three (3) video files presented in American Sign Language (ASL). The videos produced and are available on the ODR website, provide information on 1) how to request Sign Language Interpreter; 2) how to file a complaint with the Office of Disability Rights and 3) information on accessible voting.