



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.

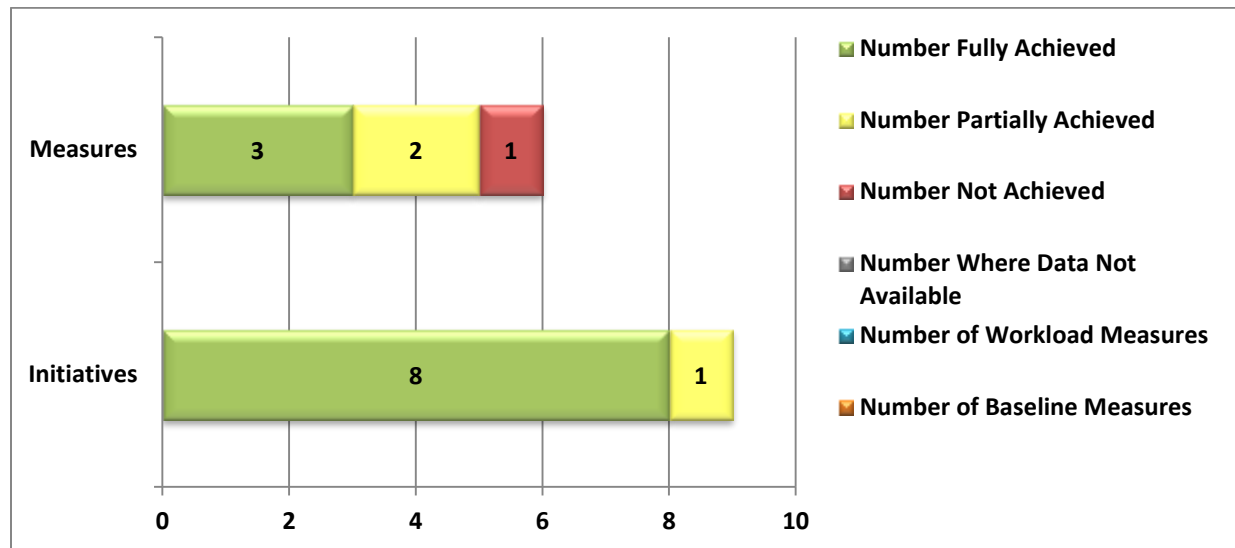
ACCOMPLISHMENTS:

- ✓ Developed a web-based video for District Government Employees and Executives on the process for requesting and providing a Reasonable Accommodation under “Title I” of the “Americans with Disabilities Act”.
- ✓ In collaboration with the Department of Health, office of “Health Preparedness and Response Administration (HEPRA)” developed a “Path to Preparedness” handbook for people with disabilities to plan and prepare for disaster situations. This handbook was nationally recognized as a “best-practice”.
- ✓ Provided training to over 700 DC employees, grantees, vendors and other stakeholders on Disability Rights issues. In FY '13, ODR expanded our training audience to include a partnership with the DC Taxi Commission to provide training to new taxi driver vendors.

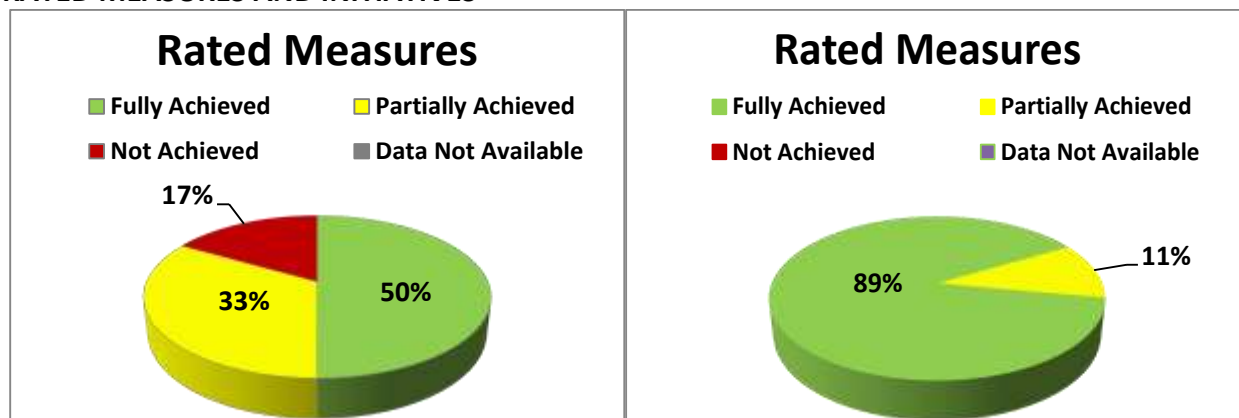


OVERALL OF AGENCY PERFORMANCE

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**
Partially achieved: In FY '13, 63 facilities achieved enhanced accessibility in compliance with Title II of the Americans with Disabilities Act. A primary focus of this work was directed at bringing all Department of Parks and Recreation (DPR) pools into compliance; specifically, all pools were made accessible – independent of assistance – for people with disabilities.

 **INITIATIVE 1.2: Increase accessibility of DC.GOV website and technology to people with vision and hearing impairments**
Fully achieved: ODR continued our collaboration with the Office of the Chief Technology Officer (OCTO) to ensure the DC.GOV web portal was in compliance with Section 508 website accessibility standards. In addition, ODR assumed the responsibility for providing written transcripts, upon request and without charge, to residents and other stakeholders of videos on the DC.GOV portal that are not “closed captioned.”

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: In FY '13, ODR expanded our training audience to include a partnership with the DC Taxi Commission to provide training to new taxi driver vendors. In addition, ODR provided training to all grantees from the “Office of Latino Affairs” and the “Office of Asian and Pacific Islanders” to ensure their understanding and compliance with “Title II” of the Americans with Disabilities Act.

 **INITIATIVE 2.2: Develop and provide a comprehensive community inclusion education Response to Initiatives:**
Partially achieved. In FY '13, ODR continued to coordinate the District’s Olmstead Plan – “DC – One Community for All”. In collaboration with the Department of Health, office of “Health Preparedness and Response Administration (HEPRA)” developed a “Path to Preparedness” handbook for people with disabilities to plan and prepare for disaster situations. This handbook was nationally recognized as a “best-practice”. In addition, the handbook, “A Path to Community Living” was developed to include a visual translator component (picture based) for people with disabilities who are non-verbal.

 **INITIATIVE 2.3: Provide an effective dispute resolution and technical assistance program.**
Fully achieved: In FY '13, ODR successfully managed the requests of 430 consumers and other stakeholders with regards requests for information and referral, technical assistance and submission of complaints. This process has lessened the number of complaints brought to the Office of Human Rights (OHR) from people with disabilities claiming discrimination.



●	INITIATIVE 2.4: Develop and implement agency ADA Compliance Plans Fully achieved: In FY '13, ODR completed the long-term plan of ensuring all DC Government Agencies had completed, reviewed and incorporated into their planning process issues identified as being barriers to compliance with ADA Title I (Employment) and Title II (Government Programs and Services).
●	INITIATIVE 2.5: Implement city-wide reasonable modification program for District employees and effective communication policies and mechanisms Fully achieved: In FY '13, ODR provided Sign Language Interpreter Services and Braille Translation services to ensure the DC Government provides “effective communication” services upon request by people with disabilities.
OBJECTIVE 3: Increase employment of people with disabilities in DC government.	
●	INITIATIVE 3.1: Ensure District employees with disabilities have a productive work experience Fully achieved: In FY '13, ODR provided reasonable accommodation services to 32 District Government Employees requesting assistance under Title I of the Americans with Disabilities Act to ensure an effective and efficient work experience. In addition, developed a web-based video for District Government Employees and Executives on the process for requesting and providing a Reasonable Accommodation under “Title I” of the “Americans with Disabilities Act”.
OBJECTIVE 4: Expand opportunities for people with disabilities to live in integrated community settings.	
●	INITIATIVE 4.1: Implement the DC Olmstead Community Integration Initiative. Fully achieved: In FY '13, ODR continued to coordinate the District’s Olmstead Plan – “DC – One Community for All”. The plan was revised and updated in April 2013, and the document was printed into booklet form to enhance the dissemination of the document to people with disabilities who are presently living in an institutional setting or are at risk of being institutionalized.



Key Performance Indicators –Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
	1.1	Number of DC-owned leased buildings modified for accessibility	63	70		63	90%	DISABILITY RIGHTS
	2.1	Number of DC employees, contractors and grantees receiving ADA training	1070	750		799	106.53%	DISABILITY RIGHTS
	2.2	Number of technical assistance calls/complaints/resource requests handled within 30 days	480	450		430	95.56%	DISABILITY RIGHTS
	2.3	# of ADA Compliance Plans Completed and Reviewed	51	85		87	102.35%	DISABILITY RIGHTS
	2.4	# of Sign Language Requests completed	1,727	450		210	46.67%	DISABILITY RIGHTS
	3.1	# of reasonable accommodations provided to District Government Employees	30	30		32	107%	DISABILITY RIGHTS