



Office of Disability Rights ODR (JRO)

MISSION

The mission of the DC Office of Disability Rights (ODR) is to ensure that the programs, services, benefits, activities and facilities operated or funded by the District of Columbia are fully accessible to, and useable by people with disabilities. ODR is committed to inclusion, community-based services, and self-determination for people with disabilities.

SUMMARY OF SERVICES

Determine American with Disabilities Act (ADA) compliance with District of Columbia services, benefits and facilities.

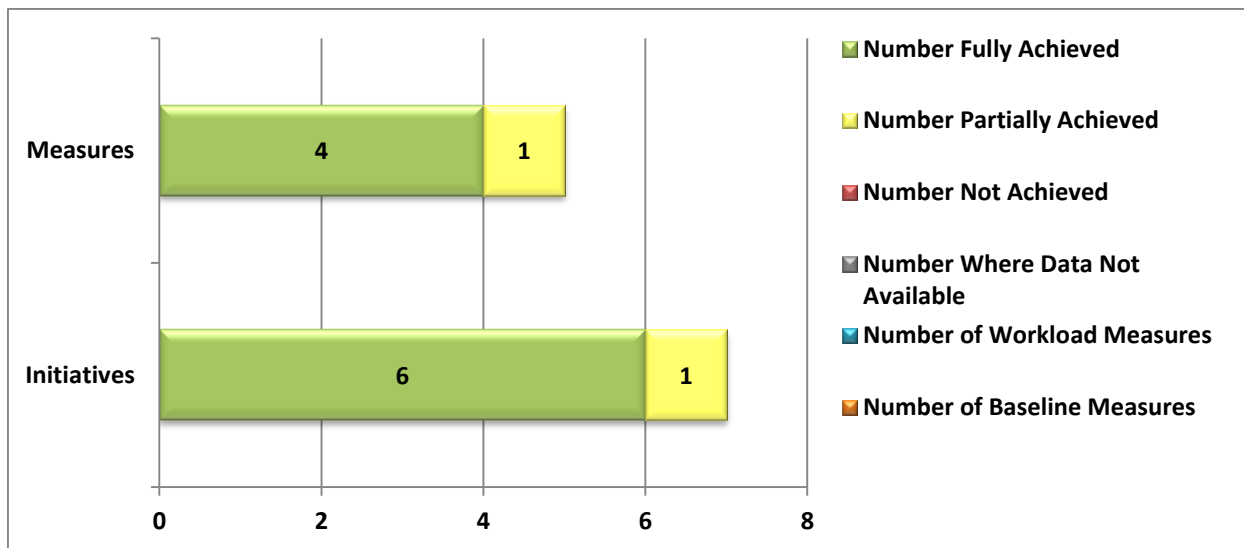
ACCOMPLISHMENTS

- ✓ Trained over 1100 persons on the ADA
- ✓ Ascertained that over 200 constituents received sign language interpretation
- ✓ Completed and published a well-received disability sensitivity training video

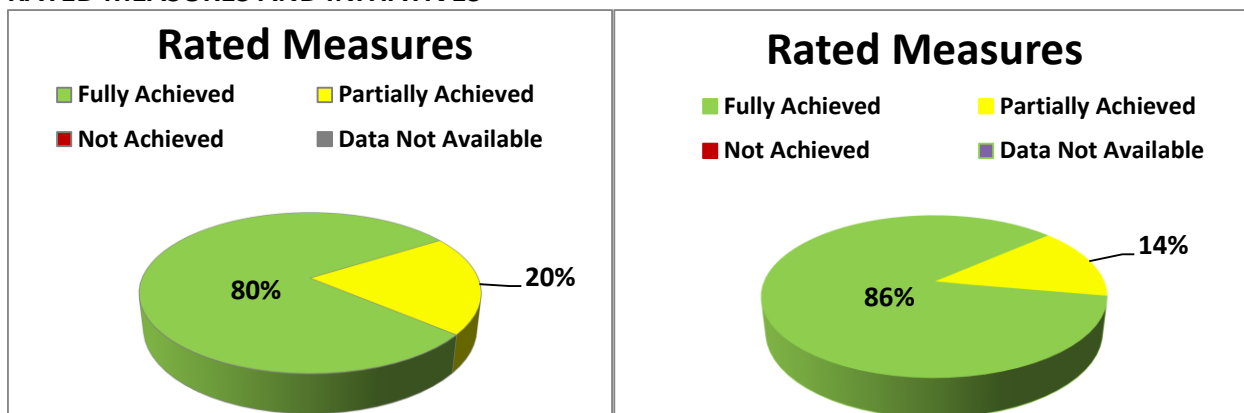


OVERALL AGENCY PERFORMANCE

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.

- **This Initiative was fully achieved:** Anwar Mahmood. Mitchell Park ADA Ramp/Handrails into Building & ADA Restroom renovations; Congress Heights ADA Restroom Renovations; ADA Pool Lifts at the following locations: Fort Dupont, Francis, Langdon, Turkey Thicket, Rumsey Aquatic, and Wilson Aquatic. ADA Ramps at Dakota Park. The following construction projects are in the design and construction phase. All projects have an ADA component. In active construction: Forest Hill Recreation Center; active design: Guy Mason Playground. Kellingworth Recreation Center-new construction: design and development. Banneker Community Center-completed. Brentwood Playground Renovation: completed. Douglas Community Center-active construction; Lansburgh Dog Park; Newark Playground Renovation. This list is not all inclusive.

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.

- **This Initiative was fully achieved.** We targeted 800 persons to be trained, which included employees, contractors and the general public. We surpassed this goal by reaching over 1200 constituents.

INITIATIVE 2.2: Develop and provide comprehensive community inclusion education.

- **This Initiative was fully achieved this goal.** After receiving input from all affected agencies, we incorporated the information into a document and it was reviewed by the administration. Although this document is complete and received input from all agencies and all comments from the admin were incorporated, we will publish when final approval is given. ODR also partnered with the Commission and DCOA on providing a forum on caregiver issues in March of 2014.

INITIATIVE 2.3: Provide an effective dispute resolution and technical assistance program.

- **This Initiative was partially achieved,** but forecasting that 475 complaints or inquiries would come in is not a true indicator of ODR's performance. According to our records, we received 394 inquiries. But, based on our actual performance, we have fully achieved our goal because we address all complaints in a timely, efficient, and effective manner.

INITIATIVE 2.4: Implement city-wide sign language interpretation program and effective communication policies and mechanisms for DC Employees and constituents

- **This initiative was fully achieved.** The Office of Disability Rights coordinates all requests for SLI. Our goal was to complete 200 this year and we completed 220 in a timely manner or in less than 5 days.



OBJECTIVE 3: Ensure District employees with disabilities have a productive work experience.

INITIATIVE 3.1: Ensure District employees with disabilities have a productive work experience:

This Initiative was fully achieved: Haydn Demas, Christina Mitchell and Jessica Hunt have

- provided advice and suggestions in at least 51 requests for assistance in reasonable accommodation requests.

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

INITIATIVE 4.1: Expand opportunities for people with disabilities to live in integrated

- **community settings.**

This Initiative was fully achieved: ODR worked with agencies and stakeholders in updating the Olmstead Plan for FY15.



Key Performance Indicators –Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
	1.1	# of DC-owned and leased buildings modified for accessibility	63	20		97	485%	DISABILITY RIGHTS
	2.1	Number of DC employees, contractors and grantees receiving ADA training	799	800		1,213	151.63%	DISABILITY RIGHTS
	2.2	Number of technical assistance calls/complaints/resource requests handled within 30 days	430	475		394	82.95%	DISABILITY RIGHTS
	2.3	# of Sign Language Requests completed	210	200		220	110%	DISABILITY RIGHTS
	3.1	# of reasonable accommodations provided to District Government Employees	23	20		51	255%	DISABILITY RIGHTS