



## FY 2015 Performance Accountability Report Office of Disability Rights

### INTRODUCTION

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

### 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, qualified people with disabilities with or without reasonable accommodations or modifications.

### 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.

### OVERVIEW – AGENCY PERFORMANCE

The following section provides a summary of ODR performance in FY 2015 by listing ODR's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

### TOP THREE ACCOMPLISHMENTS

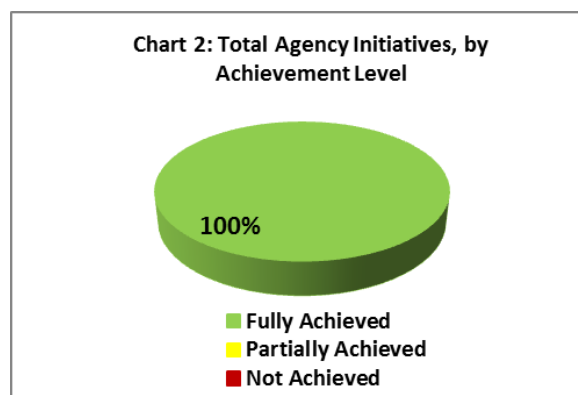
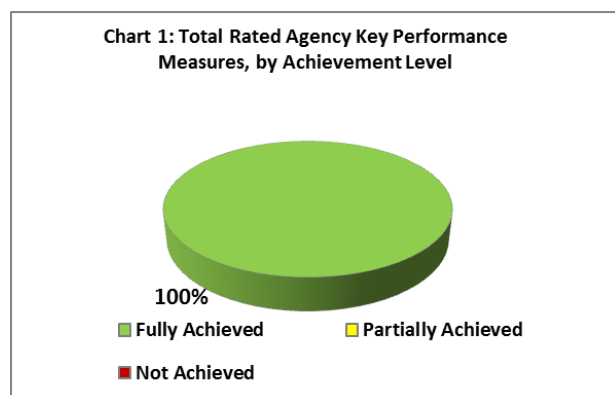
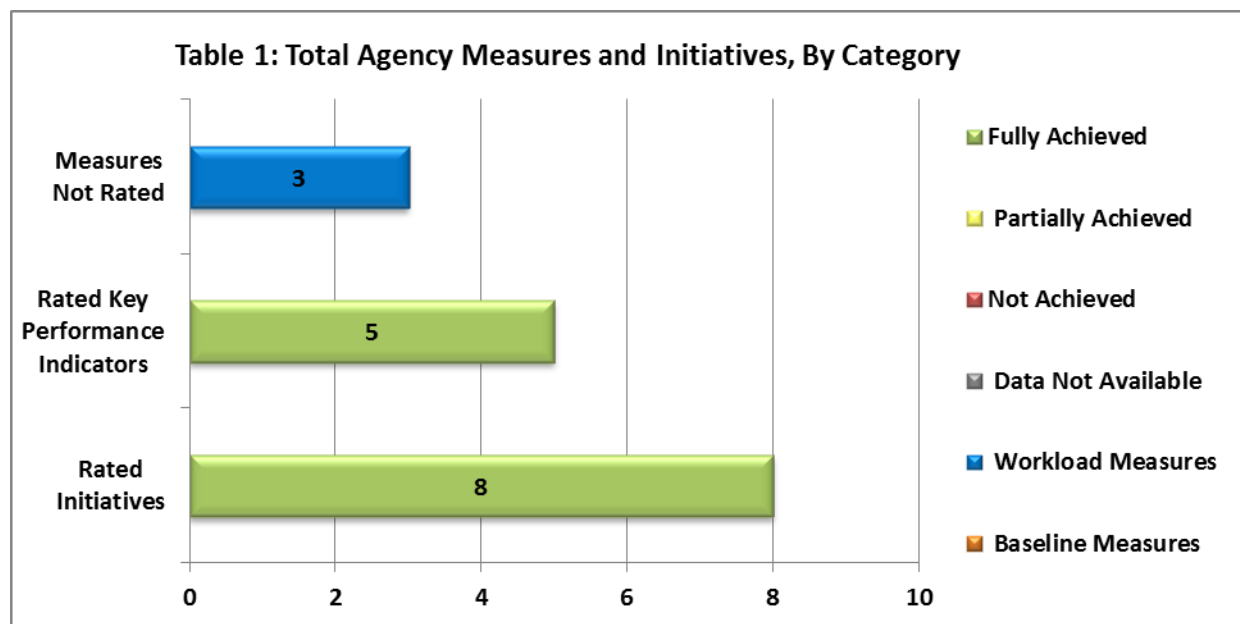
The top three accomplishments of ODR in FY 2015 are as follows:

- ✓ We provided training for over 5000 persons through our comprehensive disability rights education program. This year we were able to partner with DOES and provide training to the Marion Barry Summer Youth Employment Program (SYEP) participants.
- ✓ We accommodated close to 400 Effective Communication requests in the form of Braille, assistive technology and American Sign Language Interpretation.
- ✓ We launched a *Quickbase* Reasonable Accommodation and Complaints database. This new system allows for each District Government agency to communicate and gain technical assistance for requests made by all District employees, residents and visitors to the city.



## SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS

Table 1 (see below) shows the overall progress the ODR made on completing its initiatives, and how overall progress is being made on achieving the agency's objectives, as measured by their key performance indicators.



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



In FY 2015, ODR fully achieved 100% all of its initiatives and rated key performance measures. **Table 1** provides a breakdown of the total number of performance metrics ODR uses, including key performance indicators and workload measures, initiatives, and whether or not some of those items were achieved, partially achieved or not achieved. **Chart 1** displays the overall progress is being made on achieving ODR’s objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated performance measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. **Chart 2** displays the overall progress ODR made on completing its initiatives, by level of achievement.

The next sections provide greater detail on the specific metrics and initiatives for ODR in FY 2015.

## PERFORMANCE INITIATIVES – ASSESSMENT DETAILS

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

#### **INITIATIVE 1.1: Increase physical access to District-owned and leased facilities (Age-Friendly DC Goal: Domain 1).**

ODR consults with District government agencies in order to establish appropriate priorities for capital improvements to DC facilities to provide ADA access. In FY 2015, ODR will continue to work with the Department of Parks and Recreation (DPR) in collaboration with the Department of General Services (DGS) in the implementation of their “Access Master Plan.” In FY 2015, DPR recreation facilities will be reviewed for accessibility within 30 days of the request. **Date: September, 2015.**

- **Performance Assessment Key: Fully Achieved.** In an effort to increase accessibility and public-safety, the ODR partnered with DGS, DPR, and HSEMA to identify the most accessible and possible emergency shelters in the event of mass care disaster. We were able to survey over 200 District-owned and leased facilities, our findings have been turned over to HSEMA.

### 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.**

In FY 2015, ODR will continue to enhance the scope of our training curricula with a goal of ensuring that the necessary knowledge, skills and attitudes essential to the successful incorporation of the training are achieved. In FY 2014, ODR targeted training for 800 employees, grantees, consumers and contractors.



In FY 2015, ODR will provide technical assistance and training to District Government Agencies that provide grant funding to local community service providers/NGO. The support will include participating on the grant review panel as well as providing training to grantees on grantee responsibility under ADA Title II. In addition, as requested, ODR will provide post-award technical assistance on-site to grantees to ensure full programmatic accessibility. Target: 1000 participants. **Date: September 2015**

- **Performance Assessment Key: Fully Achieved.** In FY 2015, ODR enhanced and expanded its training curricula to include the participants of the MBSYEP. By adding this new level of training, we were able to reach the young adult population entering the workforce. During the SYEP orientation, ODR participated in the training for over 5100 participants.

**INITIATIVE 2.2: Develop and provide comprehensive community inclusion education (Age-Friendly DC: Domain 5).**

In FY 2014, ODR partnered with the DC Commission on Persons with Disabilities (DCCPD) and DC Office on Aging (DCOA) to conduct a community outreach/forum to discuss and gather input on the topic of “Care-Givers/Home Health Aides” and areas of quality improvement and industry advancement. This was completed on March 8, 2014.

In FY 2015, ODR will partner with the Department of Behavioral Health and one of its wellness center partners to conduct a community forum on fair housing and disability discrimination. **Date: September 2015.**

- **Performance Assessment Key: Fully Achieved.** In FY 2015, ODR facilitated and/or organized 18 community forum/outreach events. Each event partnered with DBH, HSEMA and other District agencies, to provide the most detailed and effective information related to current disability topics.

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

ODR informally investigates and resolves disputes between members of the public with disabilities, other stakeholders, and DC agencies as well as between DC Government employees and their employers. This mechanism provides for effective resolution of complaints as an alternative to filing complaints with the Office of Human Rights (OHR) or federal enforcement agencies. It also allows for centralized gathering of information on how many and what types of ADA disputes are received, which allows ODR to craft appropriate responses, develop policies, counsel agencies, and develop preventive strategies. ODR partners with OHR to manage cross-referral of disputes. When disputes are unable to be resolved informally through ODR’ intervention, complainants are referred to OHR and relevant federal agencies. In FY 2015, ODR projects to manage and provide resolution within 30 days of the requests for Informal Dispute Resolution, Information and Referral and Technical Assistance.

**Completion Date: September 2015.**



- **Performance Assessment Key: Fully Achieved.** In April 2015, ODR launched the Reasonable Accommodation and Complaints database. Prior to launch, we held several trainings, in-person and via webinar for District government ADA Coordinators on this new system. A Mayor's Order is currently under review for Districtwide application and compliance.

**INITIATIVE 2.4: Implement city-wide reasonable modification program for District employees and effective communication policies and mechanisms (Age-Friendly DC: Domain 5).**

The Americans with Disabilities Act (ADA) requires that government agencies reasonably modify their policies, practices, and procedures as necessary to allow a person with a disability to participate in government programs and services. The ADA (Title II) also requires agencies to provide auxiliary aids, such as sign language interpreters, as necessary to ensure that communication with people with hearing, vision, and speech impairments is effective. In FY 2015, ODR will continue to coordinate the District-wide contract for a centralized sign language interpretation program. ODR will provide sign language interpretation within 5 days of the request. **Date: September 2015.**

In FY 2015, ODR will continue to provide the translation of Agency documents into Braille and other accessible formats such as large print at no cost to the Agency.

In compliance with the Mayor's Order mandating that all videos on the DC.GOV Web-portal be captioned and/or transcribed, ODR will provide transcription services for residents and consumers requesting a transcription of a web video, within 14 days, at no cost to the residents and consumers as well as requesting Agencies.

**Completion Date: September 2015.**

- **Performance Assessment Key: Fully Achieved.** In FY 2015, the Effective Communication Program has fulfilled 391 requests for ASL interpretation, braille printing and other assistive technology. ODR has been able to provide these services within 5 days or less of the request. ODR reached a benchmark of over 2,000 requests fulfilled since the inception of the program in 2008.

**OBJECTIVE 3: Increase employment of people with disabilities in DC government.**

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

ODR provides District Government employees with Reasonable Accommodations Plans to ensure that they are provided the range of accommodations necessary to meet the essential functions of their position. The planning process is initiated by the new or active employee by informing the Agency ADA Coordinator of their need for a Reasonable Accommodation. The Agency ADA Coordinator has the option of managing the request internally – or requesting



the assistance of the ODR Employment Specialist. In FY 2015, ODR will assist District Employees and Coordinators with the completion of Reasonable Accommodation plans within 60 days of the request.

**Completion Date: September 2015.**

- **Performance Assessment Key: Fully Achieved.** In partnership with other District agencies, we have been able to successfully complete seventy eight (78) reasonable accommodation requests throughout District government. Ninety four percent (94%) of the requests were completed within the requisite 60-day timeframe.

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

**INITIATIVE 4.1: Implement the DC Olmstead Community Integration Initiative (Age-Friendly DC: Domain 8).**

The ADA (as interpreted in the Supreme Court’s “Olmstead” decision) requires governments to serve people with disabilities in the most integrated setting appropriate to their needs. This court decision requires the District, as appropriate, to serve people with disabilities in community settings, rather than in institutions.

In FY 2014, ODR modified the Olmstead Community Integration Plan: DC—One Community for All - to reflect issues presented in the ongoing litigation, Thorpe v. DC. The Olmstead Plan was tailored to the programs, services and outcomes of the following agencies:

- Department of Behavioral Health (DBH)
- DC Office on Aging (DCOA)
- Department of Health Care Finance (DHCF)
- Department of Disability Services (DDS)

In addition, we will include the DC Housing Authority (DCHA) and Department of Housing and Community Development (DHCD) as partners who provide infrastructure resources.

In FY 2015, ODR will collaborate with Olmstead participating Agencies to develop tools to enhance the outreach and implementation of the goals and objectives highlighted in the FY 2015 edition of the Olmstead initiative “DC – One Community for All.” ODR will continue to monitor the agencies on a quarterly basis to determine compliance with their individual agency plans.

**Completion Date: ODR will issue a report by October 1, 2015 memorializing these efforts.**

- **Performance Assessment Key: Fully Achieved**



In FY 2015, ODR collected quarterly reports on Olmstead quantitative and qualitative goal progress for the following agencies:

- Department on Disability Services (DDS);
- DC Office on Aging (DCOA);
- Department of Healthcare Finance (DHCF); and
- Department of Behavioral Health.

The report data tracked the number of individuals each agency assisted to transition from an institutional setting into the community, as well as the efforts each agency, both independently and collaboratively, afforded to provide a network of supports, programs, benefits, and services to allow for successful current and future transitions. The most current agency data can be found on ODR's website at: <http://odr.dc.gov/book/olmstead-community-integration-plan-dc-one-community-all>.

In addition, ODR participated in the 2015 Olmstead Working Group, composed of representatives from DC government agencies and community partners, residents, and stakeholders. The group is working together to draft a Calendar Year 2016 Olmstead Plan, which will be released in December for public comment.

#### **OBJECTIVE 5: Oversee the implementation of agency-wide priorities.**

##### **INITIATIVE 5.1: Conduct agency sustainability assessment using OCA approved criteria developed by DDOE and OP in accordance with Mayor's Order 2013-209 (Sustainable DC Governance Goal 1, Action 1.2; Built Environment Goal 3)**

Within one hundred twenty (120) days after the City Administrator approves sustainability assessment criteria developed jointly by the District Department of the Environment and the Office of Planning, each agency head subject to the authority of the mayor shall use the criteria to evaluate the sustainability of their respective operations in accordance with the requirements of Mayor's Order 2013-209, the Sustainable DC Transformation Order, and submit to his or her responsible Deputy Mayor and the Office of the City Administrator the results of the agency's internal assessment.

**Completion Date: April 2015**

- **Performance Assessment Key: Fully Achieved.** ODR submitted this survey to DDOE prior to April 2015.

#### **KEY PERFORMANCE INDICATORS**



	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
●	1.1	Number of DC employees, contractors, and grantees receiving ADA training	1,121	1,000	Not Applicable	5,103	510.30%	Disability Rights (Operations)
●	1.2	Percentage of accessibility reports which are completed within 30 days of the request.	39	85%	Not Applicable	97%	114.12%	Agency Management Program (AMP)
●	2.1	Percentage of technical assistance calls/complaints/resource requests handled within 30 days	Not Applicable	85%	Not Applicable	96%	112.89%	Agency Management Program (AMP)
	2.1a	Number of technical assistance calls/complaints/resource requests handled within 30 days <sup>1</sup>	389	Not Applicable	Not Applicable	380	Not Applicable	Agency Management Program (AMP)
●	3.1	Percent of Sign Language Interpretation requests that are filled within 5 days of the original date of the request. <sup>2</sup>	5(100%)	5(100%)	Not Applicable	5(100%)	100%	Disability Rights (Operations)
●	3.2	Percentage of reasonable accommodations plans completed within 60 days of the request.	Not Applicable	85%	Not Applicable	94.87%	111.61%	Disability Rights (Operations)

<sup>1</sup> KPI 2.1a is the same data as KPI 2.1 but in raw number form, it is included in the FY 2015 performance plan, but moving forward this metric should be tracked as a workload measure since the agency cannot create a target for the number of technical assistance requests received in a FY.

<sup>2</sup> Listed in the FY 2015 Performance Plan as "Average # of days Sign Language Interpretation requests are filled from the date of the request. In FY15, the agency decided that 5 day turnaround time was the goal to achieve based off of FY 2015 YE Actual therefore set the goal to complete all requests within 5 days.





## WORKLOAD MEASURES – APPENDIX

### WORKLOAD MEASURES ●

<b>Measure Name</b>	<b>FY 2013 YE Actual</b>	<b>FY 2014 YE Actual</b>	<b>FY 2015 YE Actual</b>	<b>Budget Program</b>
Number of Sign Language Interpretation Requests	200	220	347	Disability Rights (Operations)
Number of complaints, requests for technical assistance and/or information and referral requests completed	475	389	396	Agency Management Program (AMP)
Training Performed	800	1121	5103	Disability Rights (Operations)