

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Executive Office of Mayor Muriel Bowser**



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Donahue'.

Kevin Donahue  
Interim City Administrator



# Office of Disability Rights FY2020

**Agency** Office of Disability Rights

**Agency Code** JRO

**Fiscal Year** 2020

**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.

## 2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Technical assistance and policy related contributions to the District's COVID-19 Public Health Emergency Response inclusive of seniors, residents with disabilities, other communities with access and functional needs. Specific contributions include: Developing COVID-19 workplace and reasonable accommodation policies; Creating Disability Community Resources List; Informational videos with captioning; Recommendations in properly featuring ASL Interpreters during Mayor's Press Conferences; Recommendations in making weekly Community Telephone Townhall Meetings more accessible to the Deaf and Hard of Hearing residents; and more.	This accomplishment strengthened the partnership with HSEMA and the Mayor's Communication team, in addition to the creation of procedures, accommodations and resources.	ODR was able to provide the residents of DC with effective and inclusive communication to ensure the safety and accessibility to all residents.
Conducted assessments and provided accessibility reports on all polling locations operated by the District Government to DCBOE and DGS in preparation for the 2020 Presidential Election.	Our 2-person ADA Assessment team was able to visit over 95 polling sites in less than thirty days in order to provide the required recommendations and modifications for all sites.	The District will have 100% ADA accessible voter polling sites.
Updated Calendar Year 2020 Olmstead Community Integration Plan and began developing new Olmstead Community Integration Plan for Calendar Years 2021-2023 in partnership with DHCF, DBH, DDS, DAEL, DCHA, DOES, and other sister agencies.	ODR was able to host various virtual meetings and conferences to gain better understanding and feedback from the community which we serve.	The purpose of the Olmstead Plan is to foster and promote inclusive living plans for persons with disabilities to chose to live independently within the community.
ODR surveyed three District-Government-operated coronavirus testing sites for physical and programmatic accessibility. In addition, we provided recommendations to improve physical and programmatic accessibility at the Washington Convention Center Alternate Care site.	ODR was pleased with the partnerships created during the pandemic.	Creating an inclusive and accessible city.

## 2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
<b>1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Measures)</b>												
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Quarterly	97.8%	98.5%	95.8%	90%	95.7%	97.7%	97.9%	98.9%	97.4%	Met	
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Quarterly	99.8%	100%	99.2%	96%	99.4%	99.3%	100%	100%	99.6%	Met	
Percent of District-owned buildings assessments within 20 days of the request	Annually	100%	100%	95.9%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99.21%	Met	
<b>2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (2 Measures)</b>												
Number of DC Employees, contractors, and grantees receiving ADA training	Quarterly	1785	1671	1506	1000	328	30	195	426	979	Nearly Met	During the Public Health Emergency, ODR needed to transfers all trainings to a virtual atmosphere, which lead to some down time. Once the appropriate training system, accommodations and in-house training was completed, we were able to continue to facilitate training courses.

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
Percent of accessibility reports which are completed within 30 days of the request	Quarterly	91.3%	96.8%	98.1%	90%	100%	100%	100%	99.2%	99.5%	Met	
<b>3 - Increase employment of people with disabilities in DC government. (2 Measures)</b>												
Provide job site mentoring opportunities to high school aged and young adults with disabilities.	Annually	New in 2019	New in 2019	47	40	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40	Met	
Employment focused outreach events	Quarterly	New in 2019	New in 2019	728	6	2	3	1	3	9	Met	
<b>4 - Expand opportunities for people with disabilities to live in integrated community settings. (1 Measure)</b>												
Age Friendly: Number of participants in the ODR sponsored ADA Community Training on Housing	Annually	New in 2019	New in 2019	95	200	Annual Measure	Annual Measure	Annual Measure	Annual Measure	168	Unmet	In partnership with DHCD and Housing Finance Agency, ODR usually conducts the annual Fair Housing Symposium in April. However, the event was cancelled due to the COVID-19 Public Health Emergency. Historically, the Fair Housing Symposium represented a substantial percentage of ODR's housing-related training numbers and impacted the outcome for this initiative.

## 2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 PAR
<b>1 - Assess District-owned Buildings (1 Measure)</b>							
Conduct Survey to Determine Accessibility of District-owned Buildings	183	121	Annual Measure	Annual Measure	Annual Measure	Annual Measure	125
<b>1 - Complaints, Information, Technical Assistance (1 Measure)</b>							
The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District	531	600	140	129	97	91	457
<b>1 - Effective Communication Program (1 Measure)</b>							
The Effective Communication Program (ECP): The Number of Requests for Sign Language Interpretation and/or Other Assistive Technology	373	498	Annual Measure	Annual Measure	Annual Measure	Annual Measure	545
<b>4 - Outreach and Wellness Events (1 Measure)</b>							
The Number of attendees at ODR-sponsored events	396	314	445	96	75	373	989

## 2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Activities)</b>			
OPERATIONS	Effective Communication Program	Coordinate city-wide Sign Language Interpretation services, Braille printing or other reasonable accommodations for the purpose of communicating with constituents.	Daily Service
EVALUATION AND COMPLIANCE	Assess District-owned Buildings	Survey and evaluate District-owned building for accessibility to persons with disabilities and the aging population.	Daily Service
EVALUATION AND COMPLIANCE	Complaints, Information, Technical Assistance	Provide information and technical assistance to residents, employees and visitors of the District, as related to the (American with Disabilities Act) ADA laws.	Daily Service
<b>2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (1 Activity)</b>			
EVALUATION AND COMPLIANCE	Agency Database Compliance	ODR requests that all agency ADA Coordinators input all requests for reasonable accommodations and allegations of disability discrimination into Quickbase for ODR review and recommendations.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
<b>3 - Increase employment of people with disabilities in DC government. (2 Activities)</b>			
TRAINING AND TECHNICAL ASSISTANCE	ADA Training	Provide training's focused on the American's with Disabilities Act (ADA) and other law related to the District's disability population.	Daily Service
EVALUATION AND COMPLIANCE	Reasonable Accommodations Oversight	Provide technical assistance and oversight to District Government agencies providing reasonable accommodations to its employee.	Daily Service
<b>4 - Expand oportunities for people with disabilities to live in integrated community settings. (2 Activities)</b>			
PUBLIC INFORMATION AND OUTREACH	Olmstead Initiative	Manage the implementation of the city-wide Olmstead Initiative (oversight of reporting and outreach).	Key Project
PUBLIC INFORMATION AND OUTREACH	Outreach and Wellness Events	Provide outreach, education and information to constituents related to disability issues.	Daily Service
<b>5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)</b>			
EVALUATION AND COMPLIANCE	Emergency Preparedness	Partnering various agencies to develop and implement effective emergency plans and initiatives in accordance with the Americans with Disabilities Act (ADA).	Key Project

## 2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
<b>Agency Database Compliance (1 Strategic Initiative)</b>				
District's ESA Policy Guidance	ODR will create policy guidance focused on Emotional Support Animals (ESA) and Service Animals created around the understanding of Title I and II of the Americans with Disabilities Act (ADA), to be used citywide, possibly a Mayor's Order.	Complete	Developed and drafted the Service and Assistance Animal Policy Guidance. Currently in review with OCA.	
<b>Effective Communication Program (1 Strategic Initiative)</b>				
ADA District-owned Park Assessments	The ADA Architect team will assess 200 District-owned public parks for ADA accessibility. Providing reports and recommended modifications to bring all DC parks into full ADA Compliance.  The first phase of this initiative will include about 65 parks within Wards 7 & 8.	25-49%	Due to the Public Health Emergency we were asked to halt all ADA assessments.	We will attempt to complete all location once the Health Emergency pandemic is over.  ODR was able to complete ADA Assessments for Covid-19 testing sites, and the voter polling sites.
<b>Emergency Preparedness (1 Strategic Initiative)</b>				
Emergency Shelter Assessments	This 3-year initiative will identify and assess, in partnership with DHS and HSEMA, possible emergency evacuation shelters throughout the city. Phase 1: ODR and DHS will identify the possible locations and begin assessments and evaluations during Q3 and Q4.  At this time we will not be able to estimate the number of locations to be assessed during FY20 because we have not identified all possible locations yet.	0-24%	ODR surveyed three District-Government-operated coronavirus testing sites for physical and programmatic accessibility.  We provided recommendations to improve physical and programmatic accessibility at the Washington Convention Center Alternate Care site.	Due to the Public Emergency, ODR paused the original initiative to complete survey three District-Government-operated Covid-19 testing sites for physical and programmatic accessibility. In addition, we provided recommendations to improve physical and programmatic accessibility at the Washington Convention Center Alternate Care site.
<b>Outreach and Wellness Events (2 Strategic initiatives)</b>				
ADA 30th Anniversary	In recognition of the ADA's 30th Anniversary, the agency will sponsor "30-days of the ADA", featuring 30 of the District's most instrumental people working to further the mission of the ADA. Working with the DC Commission on Persons with Disabilities the office will select people for this social media/website roll-out.	Complete	ODR held a social media celebration to recognize the signing of the American's with Disabilities Act 30-years ago.	
Mayor's Annual Disability Awareness Expo	ODR will host the 12th Annual Mayor's Disability Awareness Expo, to highlight all the programs the District offers to persons with disabilities. In addition, we will use this time to celebrate the District's newly certified ADA Coordinators (Cohort 2) throughout the various agencies.	Complete	Completed in Q1	