



MAYOR'S OFFICE OF DEAF, DEAFBLIND, AND HARD OF HEARING PROPOSED FY 2025 PERFORMANCE PLAN

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1 MAYOR'S OFFICE OF DEAF, DEAFBLIND, AND HARD OF HEARING

Mission: The mission of the Office of Deaf, Deafblind, and Hard of Hearing (ODDHH) is to advance the civil rights of Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late Deafened community by ensuring and overseeing District-wide compliance with laws that affect the community.

Services: ODDHH will advance the adoption of laws, policies, and programs that benefit the community; increase public awareness of the needs and issues affecting the community; provide outreach, training, and education on issues affecting the community; provide information about existing programs and services for the community; and submit an annual report that includes analysis of the accessibility of District programs, an evaluation of the availability of language access measures, and recommendations for new laws, policies, or programs that address the needs of the community.

2 PROPOSED 2025 OBJECTIVES

Strategic Objective

Provide and oversee District-wide communication accessibility covering all modes of D/DB/DD/HH/LD communication through the Effective Communication Program (ECP).

Ensure and oversee District-wide constituent development programs, resources, and services (PRS) are accessible to D/DB/DD/HH/LD constituents and their families.

Develop accessible program, resources, services for D/DB/DD/HH/LD communities and their families through community and interagency engagement and partnerships, programming, and policy.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2025 OPERATIONS

Operation Title	Operation Description	Type of Operation
Provide and oversee District-wide communication accessibility covering all modes of D/DB/DD/HH/LD communication through the Effective Communication Program (ECP).		
Service Delivery and Language Access	Receive and fulfill District-wide communication accessibility requests covering all modes of communication including interpreting, Pro tactile, tactile, etc.	Daily Service
Performance Management	Standardization of external effective communication access for professionals, vendors, and service provision, and standardization of intergovernmental compliance in providing effective communication for D/DB/DD/HH/LD employees and constituents. Tracking and reporting data collected through Effective Communication Professional Evaluation forms.	Daily Service
Ensure and oversee District-wide constituent development programs, resources, and services (PRS) are accessible to D/DB/DD/HH/LD constituents and their families.		
Performance Management	Communicate with and provide oversight to District agencies' Communication Accessibility Self-Evaluation and Implementation Plan	Key Project
Service Delivery and Language Access	Make recommendations and provide guidance to District agencies on how to fill in gaps in and/or provide communication accessibility in their PRS	Key Project
Partnership Development	Develop and maintain intergovernmental and external partnerships to ensure accessibility in respective PRS and increase opportunities	Daily Service
Develop accessible program, resources, services for D/DB/DD/HH/LD communities and their families through community and interagency engagement and partnerships, programming, and policy.		
Partnership Development	Develop and maintain intergovernmental and external partnerships to develop and deliver accessible PRS	Daily Service
Policy and Procedural Recommendations	Identify D/DB/DD/HH/LD issues and accessibility gaps that can be addressed through policy and procedural recommendations and consultation	Daily Service
Event Planning and Community Engagement	Develop accessible PRS that reflect and address MMB Fiscal Year priorities and D/DB/DD/HH/LD disparities in District	Daily Service
Create and maintain a highly efficient, transparent, and responsive District government.		
Strategic and Accessible Communications	Create and distribute communication through monthly newsletters, email blast, information flow through listservs and social media, including language access translations.	Daily Service
Performance Management	Collect and organize data from D/DB/DD/HH/LD communities through outreach events, constituent feedback forms, and social media.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
Referral Assistance	Record and track MODDHH constituent referrals to DC Government Agencies and/or Community Based Organizations for culturally and linguistically appropriate programs, resources, and services.	Daily Service

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Provide and oversee District-wide communication accessibility covering all modes of D/DB/DD/HH/LD communication through the Effective Communication Program (ECP).					
Percentage of ECP requests fulfilled	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025
Number of ECP requests received	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025
Ensure and oversee District-wide constituent development programs, resources, and services (PRS) are accessible to D/DB/DD/HH/LD constituents and their families.					
Percent of Community Accessibility Self-Evaluation and Implementation Plans submitted to MODDHH on time	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025
Percent of Communication Accessibility Self-Evaluation and Implementation Plans provided with recommendations and guidance by MODDHH	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025
Develop accessible program, resources, services for D/DB/DD/HH/LD communities and their families through community and interagency engagement and partnerships, programming, and policy.					
Percent of satisfactory or above ratings at community engagement and outreach events hosted by MODDHH	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of new hires that are District residents	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025
Percent of employees that are District residents	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025

Key Performance Indicators *(continued)*

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Number of constituents referred to District agencies and/or Community Based Organizations	Up is Better	New in 2025	New in 2025	New in 2025	New in 2025

Workload Measures

Measure	FY 2022	FY 2023
Performance Management		
Number of MODDHH trainings provided on effective communication, accessibility request procedures, and compliance	New in 2025	New in 2025
Number of post-event surveys distributed	New in 2025	New in 2025
Event Planning and Community Engagement		
Number of community engagement and outreach events hosted/co-sponsored by MODDHH	New in 2025	New in 2025
Number of trainings, advisory groups, focus groups, townhalls, and volunteer opportunities attended	New in 2025	New in 2025
Partnership Development		
Number of MODDHH Ambassadors volunteered with MODDHH to support PRS delivery	New in 2025	New in 2025
Number of constituent questions, comments, or concerns on feedback forms	New in 2025	New in 2025
Strategic and Accessible Communications		
Number of MODDHH newsletters published	New in 2025	New in 2025
Number of newsletter subscribers	New in 2025	New in 2025
Number of language access translations requests and completions	New in 2025	New in 2025
Number of social media followers	New in 2025	New in 2025