



OFFICE OF DISABILITY RIGHTS

FY 2023 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 16, 2024

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1 OFFICE OF DISABILITY RIGHTS

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.

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.

2 2023 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>ODR finished a 2-year project in which it assessed the ADA compliance of 228 DPR parks and produced a report which shows the features that are non-ADA compliant and provides recommendations for remedies. The report will be shared with DPR and DGS who will address the accessibility barriers.</p>	NA	Barriers were identified and after they are addressed by DGS and DPR, parks will become more accessible to all DC residents.
<p>ODR hosted the Mayor Bowser's 15th Annual Disability Expo in October 2022 at the MLK, Jr. Library. Mayor Bowser attended and provided remarks at the event, which emphasized the importance of employment opportunities and accessible government services for District residents with disabilities and their families to improve their overall trajectory and quality of life. Nearly 50 government and community exhibitors were at the event showcasing their services, and more than 200 participants attended the annual event.</p>	NA	The event helped raise awareness on disability rights at the same time made services for people with disabilities be known to more people in the community.
<p>ODR developed tools for self-assessments and template for agencies to develop their ADA compliance plan. It engaged 86 agencies in the 2 years period to train agencies' ADA coordinators to use the tools to identify barriers and develop an ADA compliance plan for their agency. ODR staff worked with coordinators through the process to support them. By the end of FY2023, 77 over 86 agencies submitted their assessment results and ODR continues the work to help agencies develop and implement their compliance plans in FY2024 and beyond.</p>	NA	This project helped District agencies identify barriers to ADA compliance and help them form a compliance plan which when implemented will provide better access to all DC residents including people with disabilities.

3 2023 OBJECTIVES

Strategic Objective

Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.

Improve the responsiveness of government systems and employees to the needs of people with disabilities.

Increase employment of people with disabilities in DC government.

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

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

4 2023 OPERATIONS

Operation Title	Operation Description
Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.	
Effective Communication Program: Daily Service	Coordinate city-wide Sign Language Interpretation services, Braille printing or other reasonable accommodations for the purpose of communicating with constituents.
Assess District-owned Buildings: Daily Service	Survey and evaluate District-owned building for accessibility to persons with disabilities and the aging population.
Complaints, Information, Technical Assistance: Daily Service	Provide information and technical assistance to residents, employees and visitors of the District, as related to the (American with Disabilities Act) ADA laws.
Improve the responsiveness of government systems and employees to the needs of people with disabilities.	
Agency Database Compliance: Daily Service	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.
Increase employment of people with disabilities in DC government.	
ADA Training: Daily Service	Provide training's focused on the American's with Disabilities Act (ADA) and other law related to the District's disability population.
Reasonable Accommodations Oversight: Daily Service	Provide technical assistance and oversight to District Government agencies providing reasonable accommodations to its employee.
Expand opportunities for people with disabilities to live in integrated community settings.	
Olmstead Initiative: Key Project	Manage the implementation of the city-wide Olmstead Initiative (oversight of reporting and outreach).
Outreach and Wellness Events: Daily Service	Provide outreach, education and information to constituents related to disability issues.
Create and maintain a highly efficient, transparent, and responsive District government.	
Emergency Preparedness: Key Project	Partnering various agencies to develop and implement effective emergency plans and initiatives in accordance with the Americans with Disabilities Act (ADA).

5 2023 STRATEGIC INITIATIVES

In FY 2023, Office of Disability Rights had 2 Strategic Initiatives and completed 50%.

Title	Description	Update
Transition of the Sign Language Program	Transition parts of the Effective Communications program to the Mayor's Office of the Deaf, DeafBlind and Hard-of-Hearing.	Completed to date: Complete ODR successfully completed the transfer of Effective Communications program to the Mayor's Office of the Deaf, Deaf Blind and Hard-of-Hearing (MODDHH). The program is now 100% administered by MODDHH and ODR staff, who was detailed to MODDHH to support them during the transfer has returned to ORD.
Website Cultural Competency	This 2-year project will provide more inclusive documents and translation into Spanish, throughout the agency's government webpage.	Completed to date: 25-49% ODR's website translation to Spanish and Amharic was completed and OCTO is working on updating the translated content to the website This is a 2 year initiative. There is one more year to go.

6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.											
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Up is Better	97.3%	99.2%	97.1%	98.3%	100%	100%	98.7%	90%	Met	
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Up is Better	99.3%	98.6%	95.1%	92.9%	96.1%	100%	95.1%	96%	Nearly Met	
Percent of District-owned buildings assessments within 20 days of the request	Up is Better	100%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	90%	Met	
Improve the responsiveness of government systems and employees to the needs of people with disabilities.											
Number of DC Employees, contractors, and grantees receiving ADA training	Up is Better	1,653	1,516	67	127	960	426	1580	1,200	Met	
Percent of accessibility reports which are completed within 30 days of the request	Up is Better	90%	Not Available	100%	100%	100%	100%	100%	90%	Met	
Increase employment of people with disabilities in DC government.											
Employment focused outreach events	Up is Better	7	6	1	4	5	1	11	8	Met	
Expand opportunities for people with disabilities to live in integrated community settings.											
Age Friendly: Number of participants in the ODR sponsored ADA Community Training on Housing	Up is Better	377	60	Semi-Annual Measure	0	Semi-Annual Measure	711	711	100	Met	

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Assess District-owned Buildings							
Surveys Conducted and Reports Submitted to Determine Accessibility of District-owned Buildings	126	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	132
Complaints, Information, Technical Assistance							
The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District	421	Not Available	172	232	143	123	670
Effective Communication Program							
The Effective Communication Program (ECP): The Number of Requests Received for Sign Language Interpretation.	577	Not Available	Semi-Annual Measure	113	Semi-Annual Measure	6	119
Outreach and Wellness Events							
The Number of attendees at ODR-sponsored events	1,124	Not Available	381	32	0	260	673