



**OFFICE OF DISABILITY RIGHTS
PROPOSED FY 2025 PERFORMANCE PLAN**

APRIL 3, 2024

CONTENTS

- Contents** **2**
- 1 Office of Disability Rights** **3**
- 2 Proposed 2025 Objectives** **4**
- 3 Proposed 2025 Operations** **5**
- 4 Proposed 2025 Key Performance Indicators and Workload Measures** **6**

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 PROPOSED 2025 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.

3 PROPOSED 2025 OPERATIONS

| Operation Title | Operation Description | Type of Operation |
|---|--|-------------------|
| Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. | | |
| Assess District-owned Buildings | Survey and evaluate District-owned building for accessibility to persons with disabilities and the aging population. | Daily Service |
| 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 |
| Improve the responsiveness of government systems and employees to the needs of people with disabilities. | | |
| 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 |
| Increase employment of people with disabilities in DC government. | | |
| 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 |
| Reasonable Accommodations Oversight | Provide technical assistance and oversight to District Government agencies providing reasonable accommodations to its employee. | Daily Service |
| Expand oportunities for people with disabilities to live in integrated community settings. | | |
| Olmstead Initiative | Manage the implementation of the city-wide Olmstead Initiative (oversight of reporting and outreach). | Key Project |
| Outreach and Wellness Events | Provide outreach, education and information to constituents related to disability issues. | Daily Service |
| Create and maintain a highly efficient, transparent, and responsive District government. | | |
| 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 |

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Target | FY 2025 Target |
|---|----------------|-------------|-------------------------|----------------|----------------|
| 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 | 99.2% | 98.7% | 90% | 90% |
| Percent of District-owned buildings assessments within 20 days of the request | Up is Better | 100% | 100% | 90% | 90% |
| 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 | 1,516 | 1,580 | 1200 | 1200 |
| Percent of accessibility reports which are completed within 30 days of the request | Up is Better | 100% | 100% | 90% | 90% |
| Increase employment of people with disabilities in DC government. | | | | | |
| Employment focused outreach events | Up is Better | 6 | 11 | 8 | 8 |
| 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 | 60 | 711 | 100 | 100 |
| Create and maintain a highly efficient, transparent, and responsive District government. | | | | | |
| Percent of new hires that are District residents | Up is Better | New in 2023 | 100% | No Target Set | No Target Set |
| Percent of employees that are District residents | Up is Better | New in 2023 | 78.6% | No Target Set | No Target Set |
| Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time. | Up is Better | New in 2023 | No Applicable Incidents | No Target Set | No Target Set |
| 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 2023 | 33.3% | No Target Set | No Target Set |

Key Performance Indicators (*continued*)

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Target | FY 2025 Target |
|--|----------------|-------------|---------------|-------------------|-------------------|
| 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 2023 | Not Available | No Target Set | No Target Set |

Workload Measures

| Measure | FY 2022 | FY 2023 |
|--|---------|---------|
| Assess District-owned Buildings | | |
| Surveys Conducted and Reports Submitted to Determine Accessibility of District-owned Buildings | 238 | 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 | 544 | 670 |
| Outreach and Wellness Events | | |
| The Number of attendees at ODR-sponsored events | 266 | 673 |