



Customer Service-Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

## 2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Be a model city of 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 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
<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 opportunities 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

## 2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
<b>1 - Assess District-owned Buildings (1 Measure)</b>								
Assess District-owned buildings	<input type="checkbox"/>		Number of surveys completed	Completed	Annually	Not available	Not available	207
<b>1 - Complaints, Information, Technical Assistance (1 Measure)</b>								
Complaints, Information and Technical Assistance (CITA) received from residents, employees and visitors to the city.	<input type="checkbox"/>		CITA received	Request	Quarterly	Not available	Not available	784
<b>1 - Effective Communication Program (1 Measure)</b>								

Effective Communication Program (ECP)	<input type="checkbox"/>	ECP Request	Request	Semi-Annually	Not available	Not available	442
<b>4 - Outreach and Wellness Events (1 Measure)</b>							
Mayor's Annual Disability Awareness Expo and other wellness events.	<input type="checkbox"/>	Events Completed	Completed	Annually	Not available	Not available	250

## 2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>EVALUATION AND COMPLIANCE (3 Strategic initiative-operation links)</b>		
Increase physical access to District-owned and leased facilities.	Increase physical access to District-owned and leased facilities. ODR consults with District government agencies in order to establish appropriate priorities for capital improvements to DC facilities to provide ADA access. In FY 2016, ODR surveyed at least fifty (50) DC Public Schools to determine accessibility and provide recommendations for modifications, if appropriate. In 2017, ODR will survey the remaining schools and offer recommendations. Completion Date: September, 2017.	09-30-2017
DC Government Workplace Accessibility	ODR will complete the District Government Worksite Assessments of all agencies under the Mayor and publish all implementation plans by September 30, 2017.	09-30-2017
Review community spaces to determine accessibility for seniors and persons with disabilities	ODR will survey at least two (2) parks in each of the eight Wards and provide recommendations for improvements.	09-30-2017
<b>OPERATIONS (1 Strategic Initiative-Operation Link)</b>		
Timely Sign Language Interpretation	ODR will schedule sign language interpretation within 5 days of the request 90% of the time.	09-30-2017
<b>PUBLIC INFORMATION AND OUTREACH (4 Strategic initiative-operation links)</b>		
Deaf and Hard of Hearing Forums	ODR will host at least two (2) forums for the deaf and hard of hearing.	09-30-2017
Host a District-wide event which demonstrates the employment possibilities of persons with disabilities	ODR will host the Annual Districtwide Disability Exposition during Disability Awareness Employment Month with at least forty (40) exhibitors and at least two hundred (200) guests.	12-31-2016
Provide opportunities for students with disabilities through District agencies	ODR and the District of Columbia Developmental Disabilities Council will host the District Government's Mentoring Days Initiative and ascertain that at least 10 agencies or business and at least fifty (40) students participate in this one day program of teaching and mentoring.	12-31-2016
The Olmstead Plan	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. The District's Olmstead Plan establishes District procedures and goals to help ensure that individuals receive treatment in the least-restrictive setting appropriate to their needs and available services for which they are eligible. ODR will continue to monitor the agencies on a quarterly basis to determine compliance with their individual agency plans. This fiscal year, ODR will host two (2) Community Forums.	09-30-2017
<b>TRAINING AND TECHNICAL ASSISTANCE (1 Strategic Initiative-Operation Link)</b>		
Provide a comprehensive disability rights education program for DC employees, contractors, and grantees	In FY 2016, ODR provided technical assistance and training to District Government Agencies that provide grant funding to local community service providers/NGO. The support included participating on the grant review panel as well as providing training to grantees on grantee responsibility under ADA Title II and we reached over 5000 participants. With FY2017, ODR will continue to provide training. The target for 2017 is 1500.	09-30-2017