Office of Disability Rights FY2017

Agency Code Office of Disability Rights Agency Code JRO Fiscal Year 2017

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.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	Be a model city of accessibility for people with disabilities.
2	$Improve \ the \ responsiveness \ of \ government \ systems \ and \ employees \ to \ the \ needs \ of \ people \ with \ disabilities.$
3	Increase employment of people with disabilities in DC government.
4	Expand opportunties for people with disabilities to live in integrated community settings.
5	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Be a model city of	accessibilit	y for people	e with disal	oilities. (3 Me	asures)				
Percentage of Sign Language Interpretation scheduled within four (4) days of the request		Quarterly		100%	Not available	100%	100%	100%	100%
Percentage of Complaints, Information,Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request.		Quarterly		100%	85%	96%	85%	98.8%	90%
Percentage of District- owned buildings assessments within 30 days of the request		Annually		Not available	85%	95.5%	85%	100%	90%
2 - Improve the respo	onsiveness	of governm	ent system	s and employ	ees to the ne	eds of people	with disabilit	ies. (2 Meası	ıres)
Percentage of accessibility reports which are completed within 30 days of the request	•	Semi- Annually		Not available	80%	91.3%	85%	New Measure	90%
Number of DC Employees, contractors, and grantees receiving ADA training		Quarterly		Not available	1000	5103	1250	5180	1250
5 - Create and mainta	ain a highly	efficient, t	ransparent	and responsi	ve District gov	vernment.**	(10 Measure	s)	
Percentage of Homeless Shelters surveyed within 30 days of request	~	Quarterly		Not available	Not available	Not available	Not available	New Measure	85%
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	•			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomine October 2017
Contracts/Procurement- Contracts lapsed into retroactive status	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Budget- Local funds unspent	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Budget- Federal Funds returned	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomine October 2017

Customer Service- Meeting Service Level Agreements	4		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		
1 - Be a model ci	ity of accessibility for	people with disabilities. (3 Activities)			
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		
2 - Improve the	responsiveness of go	vernment systems and employees to the needs of people with disabilities. (1 Activity	ty)		
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.				
3 - Increase emp	ployment of people w	ith disabilities in DC government. (2 Activities)			
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		
4 - Expand oppor	rtunties for people wi	th disabilities to live in integrated community settings. (2 Activities)			
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
1 - Assess District-owned Buildings (1 Measure)								
Assess District-owned buildings			Number of surveys completed	Completed	Annually	Not available	Not available	207
1 - Complaints, Information, Technical Assis	stance (1 M	leasure)						
Complaints, Information and Technical Assistance (CITA) received from residents, employees and visitors to the city.			CITA received	Request	Quarterly	Not available	Not available	784
1 - Effective Communication Program (1 Measure)								

Effective Communication Program (ECP)			ECP Request	Request	Semi- Annually	Not available	Not available	442
4 - Outreach and Wellness Events (1 Measure)								
Mayor's Annual Disability Awareness Expo and other wellness events.			Events Completed	Completed	Annually	Not available	Not available	250

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
EVALUATION A	AND COMPLIANCE (3 Strategic initiative-operation links)	
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.	09-30-201
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.	09-30-201
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.	09-30-201
OPERATIONS	(1 Strategic Initiative-Operation Link)	
Timely Sign Language Interpretation	ODR will schedule sign language interpretation within 5 days of the request 90% of the time.	09-30-201
PUBLIC INFOR	MATION AND OUTREACH (4 Strategic initiative-operation links)	
Deaf and Hard of Hearing Forums	ODR will host at least two (2) forums for the deaf and hard of hearing.	09-30-201
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.	12-31-201
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.	12-31-201
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.	09-30-201
TRAINING AND	TECHNICAL ASSISTANCE (1 Strategic Initiative-Operation Link)	
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.	09-30-201