

# Office of Disability Rights FY2020

Agency Office of Disability Rights

Agency Code JRO

Fiscal Year 2020

**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.

## Strategic Objectives

Objective Number	Strategic Objective
1	Be a Model City of Structural, Programmatic and Social 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 opportunities for people with disabilities to live in integrated community settings.
5	Create and maintain a highly efficient, transparent, and responsive District government.

## Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
<b>1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Measures)</b>					
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Up is Better	97.8%	98.5%	95.8%	90%
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Up is Better	99.8%	100%	99.2%	96%
Percent of District-owned buildings assessments within 20 days of the request	Up is Better	100%	100%	95.9%	90%
<b>2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (2 Measures)</b>					
Number of DC Employees, contractors, and grantees receiving ADA training	Up is Better	1785	1671	1506	1000
Percent of accessibility reports which are completed within 30 days of the request	Up is Better	91.3%	96.8%	98.1%	90%
<b>3 - Increase employment of people with disabilities in DC government. (2 Measures)</b>					
Provide job site mentoring opportunities to high school aged and young adults with disabilities.	Up is Better	New in 2019	New in 2019	47	40
Employment focused outreach events	Up is Better	New in 2019	New in 2019	728	6
<b>4 - Expand opportunities for people with disabilities to live in integrated community settings. (1 Measure)</b>					
Age Friendly: Number of participants in the ODR sponsored ADA Community Training on Housing	Up is Better	New in 2019	New in 2019	95	200

## Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
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Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>5 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)</b>				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	99.4%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	75%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	No Applicable Incidents	Not Available
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management - Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

\*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Be a Model City of Structural, Programmatic and Social 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 the (American with Disabilities Act) ADA laws.	Daily Service
<b>2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (1 Activity)</b>			

Operations Header	Operations Title	Operations Description	Type of Operations
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 oportunities 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
<b>5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)</b>			
EVALUATION AND COMPLIANCE	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

## Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>1 - EVALUATION AND COMPLIANCE (2 Measures)</b>			
Conduct Survey to Determine Accessibility of District-owned Buildings	96	183	121
The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District	581	531	600
<b>1 - OPERATIONS (1 Measure)</b>			
The Effective Communication Program (ECP): The Number of Requests for Sign Language Interpretation and/or Other Assistive Technology	594	373	498
<b>4 - PUBLIC INFORMATION AND OUTREACH (1 Measure)</b>			
The Number of attendees at ODR-sponsored events	1	396	314

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Agency Database Compliance (1 Strategic Initiative)</b>		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
District's ESA Policy Guidance	ODR will create policy guidance focused on Emotional Support Animals (ESA) and Service Animals created around the understanding of Title I and II of the Americans with Disabilities Act (ADA), to be used citywide, possibly a Mayor's Order.	09-30-2020
<b>Effective Communication Program (1 Strategic Initiative)</b>		
ADA District-owned Park Assessments	<p>The ADA Architect team will assess 200 District-owned public parks for ADA accessibility. Providing reports and recommended modifications to bring all DC parks into full ADA Compliance.</p> <p>The first phase of this initiative will include about 65 parks within Wards 7 &amp; 8.</p>	06-30-2022
<b>Emergency Preparedness (1 Strategic Initiative)</b>		
Emergency Shelter Assessments	<p>This 3-year initiative will identify and assess, in partnership with DHS and HSEMA, possible emergency evacuation shelters throughout the city. Phase 1: ODR and DHS will identify the possible locations and begin assessments and evaluations during Q3 and Q4.</p> <p>At this time we will not be able to estimate the number of locations to be assessed during FY20 because we have not identified all possible locations yet.</p>	12-31-2022
<b>Outreach and Wellness Events (2 Strategic initiatives)</b>		
ADA 30th Anniversary	In recognition of the ADA's 30th Anniversary, the agency will sponsor "30-days of the ADA", featuring 30 of the District's most instrumental people working to further the mission of the ADA. Working with the DC Commission on Persons with Disabilities the office will select people for this social media/website roll-out.	07-31-2020
Mayor's Annual Disability Awareness Expo	ODR will host the 12th Annual Mayor's Disability Awareness Expo, to highlight all the programs the District offers to persons with disabilities. In addition, we will use this time to celebrate the District's newly certified ADA Coordinators (Cohort 2) throughout the various agencies.	12-31-2019