

Office of Disability Rights FY2017

FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

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.

Summary of 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.

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
ODR has trained over 1,500 persons.	Extended our outreach to the community.	This year ODR was able to extend our training coverage by offering an online webinar, this allowed us to train constituents and District employees.
Completed ADA School Assessments for over 50 DCPS campuses.	Through a partnership with DGS, we were able to provide recommended upgrades to bring the schools into full compliance.	The District is working towards full inclusion in all District-owned buildings, this includes our schools. These assessments allowed a team member the chance to walk each and every hall, assess for physical accessibility as required by the Dept. of Justice.
Effective Communication Programs notes 100% of the sign language, Braille embossing or other requests that were made in a timely manner, we fulfilled by the agency.	ODR was able to expand the program to more agencies.	Residents of the District were able to receive effective communication when participating in District hosted meetings, conferences or events.

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 opportunities 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	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
1 - Be a model city of accessibility for people with disabilities. (3 Measures)									
Percentage of Sign Language Interpretation scheduled within four (4) days of the request	Quarterly	100%	100%	100%	100%	99.1%	99.8%	Nearly Met	
Percentage of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request.	Quarterly	90%	94.8%	98.8%	97%	100%	97.8%	Met	
Percentage of District-owned buildings assessments within 30 days of the request	Annually	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (2 Measures)									
Percentage of accessibility reports which are completed within 30 days of the request	Quarterly	90%	No data available	89.2%	No data available	100%	91.3%	Met	
Number of DC Employees, contractors, and grantees receiving ADA training	Quarterly	1250	118	37	246	1384	1785	Met	
5 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Measure)									
Percentage of Homeless Shelters surveyed within 30 days of request	Quarterly	85%	No applicable incidents	100%	100%	100%	100%	Met	

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
1 - Assess District-owned Buildings (1 Measure)						
Assess District-owned buildings	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96
1 - Complaints, Information, Technical Assistance (1 Measure)						
Complaints, Information and Technical Assistance (CITA) received from residents, employees and visitors to the city.	Quarterly	116	172	164	129	581
1 - Effective Communication Program (1 Measure)						
Effective Communication Program (ECP)	Quarterly	117	239	No data available	238	594
4 - Outreach and Wellness Events (1 Measure)						

Mayor's Annual Disability Awareness Expo and other wellness events.	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1
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2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
EVALUATION AND COMPLIANCE (3 Strategic initiatives)				
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.	Complete	59 school have been surveyed, with completed reports for each location.	
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.	25-49%	39 locations have been reported. The team is working to identify and assist with at least 40 additional compliance plans.	ODR was not able to receive completed plans from each agency during FY17, the task was more comprehensive, and assessing each building for accessibility was difficult. ODR has received 39 completed documents and is currently working to receive the remaining 40 reports from District agency locations.
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.	Complete	Over 20 parks and playgrounds were surveyed for compliance.	
OPERATIONS (1 Strategic Initiative)				
Timely Sign Language Interpretation	ODR will schedule sign language interpretation within 5 days of the request 90% of the time.	Complete	We have been able to accommodate	

			SLI request with over 95% timely response.	
PUBLIC INFORMATION AND OUTREACH (4 Strategic initiatives)				
Deaf and Hard of Hearing Forums	ODR will host at least two (2) forums for the deaf and hard of hearing.	Complete	Deaf and Hard of Hearing events were successfully held, the committee is currently working on next years event.	
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.	Complete	Event was held in October 2017, hosted in the DOES Hdqtrs. Over 400 attendees and 40+ exhibitors.	
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.	Complete	This event was completed with over 42 students and 10 agencies. We are currently planning for FY 18.	
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.	Complete	As of July 14th, we completed the 2nd Olmstead Conference and Community Forum.	
TRAINING AND TECHNICAL ASSISTANCE (1 Strategic Initiative)				
Provide a comprehensive disability	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	Complete	Over 1500 person trained in-	

rights education program for DC employees, contractors, and grantees

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.

person and via online training.