

Office of Disability Rights FY2021

Agency Office of Disability Rights

Agency Code JRO

Fiscal Year 2021

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' 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.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
2021-2024 Olmstead Community Integration Plan	The Olmstead Working Group was developed with the advice and recommendations of ODR and other agencies serving people with disabilities. The Group is comprised of 14 representatives from District agencies as well as community stakeholders, including people with disabilities and advocates for people with disabilities. Together, the Working Group advises District Government agencies on what the Plan should look like and what the priorities should be. The 2021-2024 Olmstead Plan focuses on the priorities of housing, healthcare, and employment.	The Plan serves three purposes: 1. It tracks the number of District residents who transition to the community from long term care utilizing DC Government supports and services. 2. It highlights District government programs and policies that assist people with transitioning from long-term care into the community. 3. It serves as a guide for a person in transition to let them know about services available to them under these three priorities.
Greater Utilization of the ADA Compliance Tracker by District Agencies - From 10 Agencies in FY2020 to 30+ Agencies in FY2021	The utilization of the ADA Compliance Tracker fosters greater collaborations and partnerships with other District agencies while supporting the District Government's compliance with the Americans with Disabilities Act.	The ADA Compliance Tracker allows agencies to report on how they effectively accommodate and serve District residents and employees with disabilities and their families in accessing District Government services, programs, and activities.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Measures)											
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Quarterly	95.8%	97.4%	90%	98.7%	100%	100%	95.8%	97.3%	Met	
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Quarterly	99.2%	99.6%	96%	100%	99.4%	100%	97.1%	99.3%	Met	
Percent of District-owned buildings assessments within 20 days of the request	Annually	95.9%	99.2%	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)											
Number of DC Employees, contractors, and grantees receiving ADA training	Quarterly	1506	979	1200	479	24	452	698	1653	Met	
Percent of accessibility reports which are completed within 30 days of the request	Quarterly	98.1%	99.5%	90%	83.3%	100%	100%	100%	99.4%	Met	
3 - Increase employment of people with disabilities in DC government. (2 Measures)											
Provide job site mentoring opportunities to high school aged and young adults with disabilities.	Annually	47	40	40	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4	Unmet	The implementation of this initiative was greatly impacted by COVID-19 Pandemic.

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Employment focused outreach events	Quarterly	728	9	6	2	1	3	1	7	Met	
4 - Expand opportunities for people with disabilities to live in integrated community settings. (1 Measure)											
Age Friendly: Number of participants in the ODR sponsored ADA Community Training on Housing	Semi-Annually	95	168	200	Semi-Annual Measure	Needs Update	Semi-Annual Measure	377	377	Met	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Assess District-owned Buildings (1 Measure)							
Conduct Survey to Determine Accessibility of District-owned Buildings	121	125	Annual Measure	Annual Measure	Annual Measure	Annual Measure	126
1 - Complaints, Information, Technical Assistance (1 Measure)							
The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District	600	457	76	56	73	216	421
1 - Effective Communication Program (1 Measure)							
The Effective Communication Program (ECP): The Number of Requests for Sign Language Interpretation and/or Other Assistive Technology	498	545	Semi-Annual Measure	313	Semi-Annual Measure	264	577
4 - Outreach and Wellness Events (1 Measure)							
The Number of attendees at ODR-sponsored events	314	989	408	24	135	557	1124

2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities. (3 Activities)		
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
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
2 - Improve the responsiveness of government systems and employees to the needs of people with disabilities. (1 Activity)		
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
3 - Increase employment of people with disabilities in DC government. (2 Activities)		
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
4 - Expand opportunities for people with disabilities to live in integrated community settings. (2 Activities)		
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
5 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)		
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

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Agency Database Compliance (1 Strategic Initiative)				
Increase usage of the District-wide Complaint, Information, and Technical Assistance (CITA) Quickbase Database	In FY21, ODR will create a District-wide virtual campaign and training course to increase the usage of the District-wide Complaint, Information, and Technical Assistance (CITA) Quickbase Database. The campaign will directly focus on the Agency's ADA Coordinator requirements and highlight the ease and convenience of the database. Additionally, the database records the types of ADA-related reasonable accommodations, information requests, and technical assistance provided to District employees and residents. Ultimately, formal complaints are less likely to occur if more technical assistance and information is provided and recorded by the agencies in service to their constituents. The increased number utilizing the District-wide CITA database will be between 15 and 25 agencies. This initiative will be roll out in the 3rd and 4th quarters of FY21.	Complete	ODR increased the usage of the ADA Compliance Tracker by 50%, and increased the number of submissions by 20%+. All ADA Coordinators were trained on the usage and importance of the Citywide tracker for all Reasonable Accommodation request.	
Emergency Preparedness (1 Strategic Initiative)				
Emergency Sheltering Preparedness	This initiative will take place from FY20 through FY22. ODR will work with HSEMA, DHS, and other members on the Disability Integration Initiative Shelter Workgroup to identify existing and potential physically accessible emergency sheltering locations in the District. Where needed, ODR will assist DHS by providing technical assistance and/or training to shelter staff to help ensure ADA programmatic accessibility.	Complete	Emergency Sheltering Workgroup compiled comprehensive list of various locations and high-rise buildings listed as possible sheltering post.	
Olmstead Initiative (1 Strategic Initiative)				
Olmstead Community Integration Planning and Implementation	ODR will execute, conduct, and facilitate activities that will result in a new multi-year DC Olmstead Community Integration Plan in calendar years 2021-2023. This collaborative initiative is partnership with Departments of Aging and Community Living, Behavioral Health, Disability Services, Health Care Finance, Employment Services, Housing and Community Development, and other government agencies. Additionally, ODR will coordinate and facilitate two (2) public listening sessions with the Olmstead Working Group to receive community feedback around the Olmstead Plan priority areas of housing, healthcare and wellness supports, and employment. ODR will determine topics of discussion relevant to the three priority areas through a community survey tool disseminated prior to each event. ODR, through the Olmstead Working Group, will use community input to inform the Olmstead Working Group efforts, as well as to suggest potential amendments or additions to the Plan, annually.	Complete	The 2021-2024 Olmstead Community Integration Plan was fully drafted, vetted, and approved by the Office of City Administrator. The Omstead Community Integration Plan is now published on ODR's website.	
Outreach and Wellness Events (1 Strategic Initiative)				
ODR Community Outreach	ODR will organize and conduct at least three virtual and/or in-person community-based outreach events to connect with constituents with co-occurring disabilities and other stakeholders from the Blind, Deaf, and Hard of Hearing communities. The outreach will focus on employment, housing, emergency preparedness, and/or home and community-based services and programs. When applicable, ODR will collaborate with DDS, DBH, HSEMA, DHCD, and other partners to conduct these public events and assist District residents in connecting to the appropriate government services. This initiative will be conducted in the 3rd and 4th quarters of FY21.	Complete	ODR sponsored 7 virtual outreach events focused on employment, housing, and various other topics.	