



OFFICE OF DISABILITY RIGHTS

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023

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1 OFFICE OF DISABILITY RIGHTS

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.

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.

2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>Between FY2021 and FY2022, all District parks operated under DPR were evaluated and assessed by ODR's Architectural Team based on the American with Disabilities Act (ADA) compliance standards. In FY2022, ODR completed the accessibility evaluations on the remaining 114 DPR-operated parks.</p>	<p>Through this initiative, ODR maintains strong collaborative partnerships and relationships with the Departments on General Services and Parks and Recreation while sharing the accessibility recommendations and improvements for individual parks. Furthermore, ODR's accessibility recommendations can provide guidance influencing DGS and DPR's determinations for future fiscal and budgetary priorities as related to improving and renovating the District parks.</p>	<p>Improving physical access of DPR operated parks promotes greater inclusivity, integration, and social interactions, while diminishing levels of isolation, between children with disabilities with their peers without disabilities. Furthermore, family members and guardians with disabilities can also play and interact with their children with and without disabilities in greater capacities.</p>
<p>Between FY2022 and FY2023, more than 80 District agencies under the purview of the Executive Office of the Mayor will provide their ADA Compliance Plans to ODR. In FY2022, 41 agencies submitted their ADA Compliance Plans for review.</p>	<p>Pursuant to Mayor's Orders 2008-69, Section III(A) (April 25, 2008) and 2017-010, Section II(A) (January 11, 2017), all District Government Agencies are required to complete an Americans with Disabilities Amendments Act (ADA) Self-Assessment survey. By compiling, reviewing, and evaluating the submission of each agency's ADA Compliance Plan, ODR is fulfilling its mission under the strong leadership provided by Mayor Bowser and her Administration while ensuring that the District of Columbia continues to serve as a national model of accessibility.</p>	<p>The ADA Compliance Plan represents each agency's commitment and obligation to provide District residents with disabilities and their families access to fully integrated District Government services, programs, and activities. As a result, District residents with a disabilities can improve their trajectory and quality of life by accessing and utilizing government services of their choosing.</p>
<p>Four new training video vignettes focusing on Title I of the ADA and the reasonable accommodation process were developed and produced at the end of FY2022.</p>	<p>These ODR training videos on employment supports agency ADA Coordinators and Human Resources professionals on how to effectively accommodate their employees with disabilities protected under the Americans with Disabilities Act.</p>	<p>These ODR training videos will educate District residents with disabilities about their employment rights and the interactive reasonable accommodation process under Title I of the ADA.</p>

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.	3	3
Improve the responsiveness of government systems and employees to the needs of people with disabilities.	2	1
Increase employment of people with disabilities in DC government.	1	2
Expand opportunities for people with disabilities to live in integrated community settings.	1	2
Create and maintain a highly efficient, transparent, and responsive District government.	13	1

4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.		
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
Improve the responsiveness of government systems and employees to the needs of people with disabilities.		
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
Increase employment of people with disabilities in DC government.		
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
Expand oportunities for people with disabilities to live in integrated community settings.		
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
Create and maintain a highly efficient, transparent, and responsive District government.		
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

5 2022 STRATEGIC INITIATIVES

In FY 2022, Office of Disability Rights had 3 Strategic Initiatives and completed 66.67%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
ADA Training Video	ODR will be developing a new informative training video on Title II of the ADA this year, as well. The Title II training video will be in the same vein as ODR's highly successfully Awkward Bob Disability Sensitivity Video.	Complete	4 training video vignettes produced and developed	
Agency ADA Accessibility Plan	Work with District agencies to create their ADA Accessibility Plan allows the agency to evaluate its programs and services in four areas: 1. ADA Coordinator, Notice & Grievance Procedures; 2. General Effective Communications; 3. Website Accessibility; and 4. Physical Accessibility of Government Facilities	25-49%	41 ADA Compliance Plans submitted on 9/30/2022 for this 2-year initiative	This is a two year initiative.
Assess Voter Polling Sites for ADA Accessibility	In partnership with the DC Board of Elections, DGS, and other government agencies and community stakeholders, ODR will conduct accessibility assessments on polling locations in preparation of the upcoming Primary and General Elections.	Complete	Upon request by DCBOE and DGS, ODR conducted accessibility assessments on all identified polling locations requiring evaluation.	

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Be a Model City of Structural, Programmatic and Social Accessibility for People with Disabilities.											
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Up is Better	97.4%	97.3%	90%	96.8%	100%	100%	100%	99.2%	Met	
Percent of Sign Language Interpretation scheduled within four (4) days of the request	Up is Better	99.6%	99.3%	96%	100%	98.9%	97.6%	98%	98.6%	Met	
Percent of District-owned buildings assessments within 20 days of the request	Up is Better	99.2%	100%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Improve the responsiveness of government systems and employees to the needs of people with disabilities.											
Number of DC Employees, contractors, and grantees receiving ADA training	Up is Better	979	1653	1200	742	236	105	433	1516	Met	
Percent of accessibility reports which are completed within 30 days of the request	Up is Better	99.5%	90%	90%	100%	100%	100%	100%	100%	Met	
Increase employment of people with disabilities in DC government.											
Employment focused outreach events	Up is Better	9	7	6	3	2	1	0	6	Met	
Expand opportunities for people with disabilities to live in integrated community settings.											
Age Friendly: Number of participants in the ODR sponsored ADA Community Training on Housing	Up is Better	168	377	200	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	60	Unmet	This KPI has been met with a total of 395 participants in ODR sponsored ADA Community trainings on housing.

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Assess District-owned Buildings							
Conduct Survey to Determine Accessibility of District-owned Buildings	125	126	Annual Measure	Annual Measure	Annual Measure	Annual Measure	238
Complaints, Information, Technical Assistance							
The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District	457	421	122	154	151	117	544
Effective Communication Program							
The Effective Communication Program (ECP): The Number of Requests for Sign Language Interpretation and/or Other Assistive Technology	545	577	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	647
Outreach and Wellness Events							
The Number of attendees at ODR-sponsored events	989	1124	1	2	47	216	266