



**OFFICE OF DISABILITY RIGHTS
FY 2025 PERFORMANCE PLAN**

NOVEMBER 26, 2024

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1 INTRODUCTION

This document presents the Fiscal Year 2025 Performance Plan for the Office of Disability Rights.

This Performance Plan is the first of two agency performance documents published each year. The Performance Plan is published twice annually – preliminarily in March when the Mayor’s budget proposal is delivered, and again at the start of the fiscal year when budget decisions have been finalized. A companion document, the Performance Accountability Report (PAR), is published annually in January following the end of the fiscal year. Each PAR assesses agency performance relative to its annual Performance Plan.

Performance Plan Structure: Performance plans are comprised of agency Objectives, Administrative Structures (such as Divisions, Administrations, and Offices), Activities, Projects and related performance measures. The following describes these plan components, and the types of performance measures agencies use to assess their performance.

Objectives: Objectives are statements of the desired benefits that are expected from the performance of an agency’s mission. They describe the goals of the agency.

Administrative Structures: Administrative Structures represent the organizational units of an agency, such as Departments, Divisions, or Offices.

Activities: Activities represent the programs and services an agency provides. They reflect what an agency does on a regular basis (e.g., processing permits).

Projects: Projects are planned efforts that end once a particular outcome or goal is achieved.

Measures: Performance Measures may be associated with any plan component, or with the agency overall. Performance Measures can answer broad questions about an agency’s overall performance or the performance of an organizational unit, a program or service, or the implementation of a major project. Measures can answer questions like “How much did we do?”, “How well did we do it?”, “How quickly did we do it?”, and “Is anyone better off?” as described in the table below. Measures are printed throughout the Performance Plan, as they may be measuring an objective, an administrative structure, an activity, or be related to the agency performance as a whole.

Measure Type	Measure Description	Example
Quantity	Quantity measures assess the volume of work an agency performs. These measures can describe the inputs (e.g., requests or cases) that an agency receives or the work that an agency completes (e.g., licenses issued or cases closed). Quantity measures often start with the phrase “Number of...”.	“Number of public art projects completed”
Quality	Quality measures assess how well an agency’s work meets standards, specifications, resident needs, or resident expectations. These measures can directly describe the quality of decisions or products or they can assess resident feelings, like satisfaction.	“Percent of citations issued that were appealed”

(continued)

Measure Type	Measure Description	Example
Efficiency	Efficiency measures assess the resources an agency used to perform its work and the speed with which that work was performed. Efficiency measures can assess the unit cost to deliver a product or service, but typically these measures assess describe completion rates, processing times, and backlog.	"Percent of claims processed within 10 business days"
Outcome	Outcome measures assess the results or impact of an agency's work. These measures describe the intended ultimate benefits associated with a program or service.	"Percent of families returning to homelessness within 6-12 months"
Context	Context measures describe the circumstances or environment that the agency operates in. These measures are typically outside of the agency's direct control.	"Recidivism rate for 18-24 year-olds"
District-wide Indicators	District-wide indicators describe demographic, economic, and environmental trends in the District of Columbia that are relevant to the agency's work, but are not in the control of a single agency.	"Area median income"

Agencies set targets for most performance measures before the start of the fiscal year. Targets may represent goals, requirements, or national standards for a performance measure. Agencies strive to achieve targets each year, and agencies provide explanations for targets that are not met at the end of the fiscal year in the subsequent Performance Accountability Report. Not all measures are associated with a target. For example, newly added measures do not require targets for the first year, as agencies determine a data-informed benchmark. Additionally, change in some quantity or context measures and District-wide indicators may not indicate better or worse performance, but are "neutral" measures of demand or input, or are outside of the agency's direct control. In some cases the relative improvement of a measure over a prior period is a more meaningful indicator than meeting or exceeding a particular numerical goal, so a target is not set.

2 OFFICE OF DISABILITY RIGHTS OVERVIEW

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.

Objectives:

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. Efficient, Transparent, and Responsive Government

Activities:

1. Assess District-owned Buildings
2. Agency Database Compliance
3. ADA Training
4. Reasonable Accommodations Oversight
5. Olmstead Initiative
6. Outreach and Wellness Events
7. Emergency Preparedness
8. Complaints, Information, Technical Assistance

3 OBJECTIVES

3.1 BE A MODEL CITY OF STRUCTURAL, PROGRAMMATIC AND SOCIAL ACCESSIBILITY FOR PEOPLE WITH DISABILITIES.

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
Percent of Complaints, Information, Technical Assistance and Reasonable Accommodations (CITAs) requests addressed within 30 days of request	Efficiency	Up is Better	98.7%	95.23%	90%
Percent of District-owned buildings assessments within 20 days of the request	Efficiency	Up is Better	100%	100%	90%

3.2 IMPROVE THE RESPONSIVENESS OF GOVERNMENT SYSTEMS AND EMPLOYEES TO THE NEEDS OF PEOPLE WITH DISABILITIES.

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
Number of DC Employees, contractors, and grantees receiving ADA training	Quantity	Up is Better	1,580	2,807	1,200
Percent of accessibility reports which are completed within 30 days of the request	Efficiency	Up is Better	100%	100%	90%

3.3 INCREASE EMPLOYMENT OF PEOPLE WITH DISABILITIES IN DC GOVERNMENT.

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
Employment focused outreach events	Quantity	Up is Better	11	30	8

3.4 EXPAND OPPORTUNITIES FOR PEOPLE WITH DISABILITIES TO LIVE IN INTEGRATED COMMUNITY SETTINGS.

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
Age Friendly: Number of participants in the ODR sponsored ADA Community Training on Housing	Outcome	Up is Better	711	105	100

3.5 EFFICIENT, TRANSPARENT, AND RESPONSIVE GOVERNMENT

Create and maintain a highly efficient, transparent, and responsive District government.

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years	Outcome	Up is Better	NA	100%	No Target Set
Percent of employees that are District residents	Outcome	Up is Better	78.57%	85.71%	No Target Set
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Outcome	Up is Better	33.33%	0%	No Target Set
Percent of new hires that are District residents	Outcome	Up is Better	100%	60%	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time	Outcome	Up is Better	No incidents	No incidents	No Target Set

4 ACTIVITIES

4.1 ASSESS DISTRICT-OWNED BUILDINGS

Survey and evaluate District-owned building for accessibility to persons with disabilities and the aging population.

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
Surveys Conducted and Reports Submitted to Determine Accessibility of District-owned Buildings	Quantity	Neutral	132	141	*

*Specific targets are not set for this measure

4.2 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.

No Related Measures

4.3 ADA TRAINING

Provide training's focused on the American's with Disabilities Act (ADA) and other law related to the District's disability population.

No Related Measures

4.4 REASONABLE ACCOMMODATIONS OVERSIGHT

Provide technical assistance and oversight to District Government agencies providing reasonable accommodations to its employee.

No Related Measures

4.5 OLMSTEAD INITIATIVE

Manage the implementation of the city-wide Olmstead Initiative (oversight of reporting and outreach).

No Related Measures

4.6 OUTREACH AND WELLNESS EVENTS

Provide outreach, education and information to constituents related to disability issues.

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
The Number of attendees at ODR-sponsored events	Quantity	Neutral	673	904	*

*Specific targets are not set for this measure

4.7 EMERGENCY PREPAREDNESS

Partnering various agencies to develop and implement effective emergency plans and initiatives in accordance with the Americans with Disabilities Act (ADA).

No Related Measures

4.8 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.

Related Measures	Measure Type	Directionality	FY2023	FY2024	FY2025 Target
The Number of Complaints, Requests for Information and Requests for Technical Assistance (CITA) from residents, employees and visitors to the District	Quantity	Neutral	670	506	*

*Specific targets are not set for this measure

5 PROJECTS

5.1 ADA COMPLIANCE PLAN

Proposed Completion Date: September 30, 2025

Support District agencies in utilizing the new ADA compliance app to submit agencies' annual ADA compliance plan. This app will streamline the process for all District agencies in assessing their compliance and keeping a record of their progress in addressing ADA barriers.

5.2 OLMSTEAD PROJECT

Proposed Completion Date: February 28, 2025

Finalize the District's new Olmstead Community Integration plan for the next three years (2025 to 2027) and cohost the Olmstead conference with DBH.

5.3 OUTREACH TO PROMOTE DISABILITY RIGHTS AWARENESS AND ODR AND ITS WORK

Proposed Completion Date: September 30, 2025

As part of the ODR's racial equity efforts, the agency will continue to expand its reach to the hard-to-reach communities, including the African American community, African American Community, Asian American and Pacific Islander Community, and Latino Community to let people know of ODR and our services by attending outreach events specifically held for each community.

5.4 ADA TRAINING FOR DISTRICT'S NEW EMPLOYEES

Proposed Completion Date: September 30, 2025

ODR will partner with DCHR to provide a training to all new District's employees. The training will be included as part of the onboarding contents DCHR is providing for new employees.

5.5 35TH ANNIVERSARY OF THE ADA

Proposed Completion Date: July 31, 2025

Host a celebration in July 2025 for the 35th anniversary of the ADA. The event will bring agencies, as well as community stakeholders, together to celebrate the progress made in the District for disability rights. This will be an opportunity to raise awareness and renew our commitment for our continued work to ensure the civil rights of people with Disabilities.