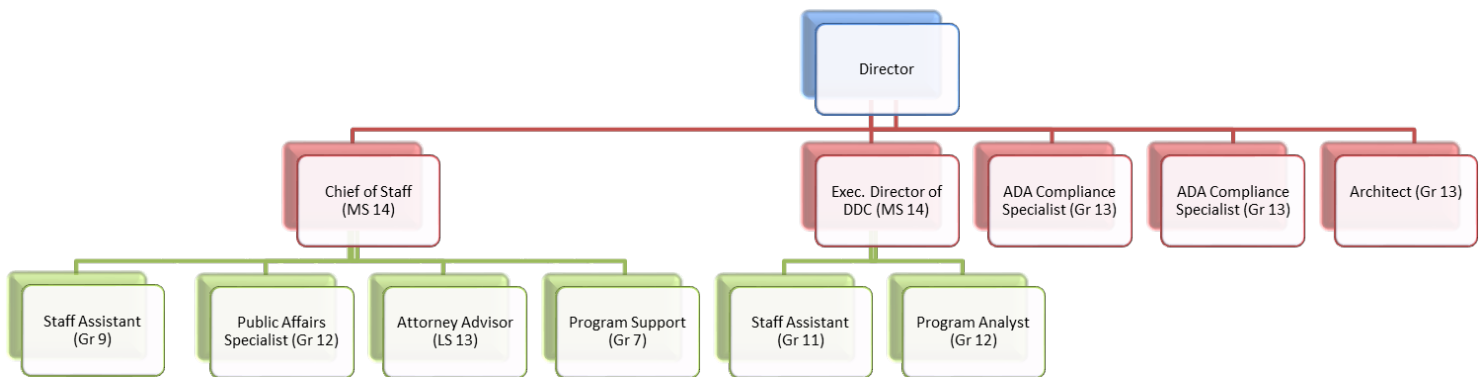


**Office of Disability Rights  
FY20-21 Performance Oversight Questions  
Committee on Human Services  
Councilmember Brianne K. Nadeau (Ward 1), Chair**

**Agency Organization**

- Please provide a complete, up to date organizational chart for each division within the agency, including a list of the employees (name and title) for each subdivision and the number of vacant positions in each subdivision.

**AGENCY RESPONSE**



NAME	POSITION
Mathew McCollough	Director
Christina Mitchell	Chief of Staff (MS14)
VACANT	Attorney Advisor (LS13)
Anwar Mahmood	Architect (CS13)
Haydn Demas	ADA Compliance Specialist (CS13)
Susie McFadden-Resper	ADA Compliance Specialist (CS13)
VACANT	Public Affairs Specialist (CS12)
Ashley Grant	Staff Assistant (CS 9)
Naquran Smith	Program Support Asst (CS 7)
<b>Subdivision: Developmental Disabilities Council (DDC) Federally Funded</b>	
Alison Whyte	Executive Director, DDC (MS14)
Luz Collaro	Admin Support Specialist, DDC (CS12)
Denice McCain	Staff Assistant, DDC (CS11)

Please include explanation of the roles and responsibilities for each division and subdivision; and

### AGENCY RESPONSE

The Office of Disability Rights (ODR) is not formally divided into departments, but a separate entity associated with (or housed under) ODR is the Developmental Disabilities Council (DDC). The DDC is a Mayoral appointed body established in accordance with the mandates of the D.C. Developmental Disabilities Basic State Grant Program. The grant program is authorized by the Developmental Disabilities Assistance and Bill of Rights Act of 2000, Public Law 106-402 (42 USC 15001), dated October 30, 2000. The DDC is entirely funded by the United States Department of Health and Human Services (DHHS), Administration for Community Living (ACL), and is charged with identifying and addressing the most pressing needs of people with developmental disabilities in the District of Columbia. Deliverables, initiatives, and outcomes are identified in the DDC's Five Year State Plan (2017–2021) and approved by ACL. ODR serves as the Designated State Agency for the DDC.

- a. For any organizational changes made during the previous year, please provide a narrative explanation of any organizational changes made during the previous year.

### AGENCY RESPONSE

ODR had no organizational changes.

2. Please provide an up to date position listing for your agency, which includes the following information:

Name of employee or statement that the position

- a. Title of position; is vacant, unfunded, or proposed;
- b. Date employee began in position;
- c. Salary and fringe, including the specific grade, series, and step of position; and
- d. Job status (continuing/term/temporary/contract).

\*List information by the division and subdivision

### AGENCY RESPONSE

Title	Hire Date	Salary	Salary & Fringe	Grade	Step	Series	Job Status
<b>Agency Management Program (AMP) LOCAL</b>							
Chief of Staff	1/10/05	125,526	154,648	14	0	DS0086	Reg
Attorney Advisor	VACANT	110,000	143,405	13	1	LA0001	Reg
Staff Assistant	3/6/20	54,323	62,905	9	3	DC0087	Reg
Director	4/4/10	142,109	175,078	E3	0	DX0000	Reg
Program Supp Asst	1/9/17	43,741	53,889	7	2	DS0087	Reg
<b>Disability Rights Program (DRP) LOCAL</b>							
Public Affairs Spec.	VACANT	76,126	93,787	12	1	DS0087	Reg
ADA Comp. Spec.	1/7/08	110,191	135,755	13	9	DS0087	Reg
ADA Comp. Spec.	8/16/99	110,191	135,755	13	9	DS0087	Reg
ADA Architect	5/27/08	113,002	138,995	13	9	DS0087	Reg
<b>Disability Rights Program (DRP) FEDERAL</b>							
Staff Assistant	3/23/87	77,337	95,279	11	9	DS0087	Reg
Executive Director	1/18/08	110,376	135,983	14	0	DS0087	Reg
Admin Support Spec	5/11/20	87,931	99,787	12	6	DS0087	Reg

3. Please provide the number of vacancies for FY20 and FY21 to date, by program and activity.

**AGENCY RESPONSE**

The Office of Disability Rights presently has two position vacancies: Public Affairs Specialist and the Attorney Advisor.

4. Please update the Committee on the agency's key performance indicators for FY20.

**AGENCY RESPONSE**

FY 2020 Performance Indicators			
Goal Description	Target Number	Actual Number	Achieved
Number of Employees and Customers Trained	1000	979	Nearly Met
Percentage of sign language requests that are scheduled in 5 days	96%	99.6%	Fully-exceeded
Percentage of requests that assistance is provided in 30 days	90%	99.5%	Fully-exceeded
Percentage of complaints, reasonable accommodation requests that were addressed within 30 days	90%	97.4%	Fully-exceeded
Percentage of DC-owned building requests that assessments were provided in 30 days	90%	99.2%	Fully-exceeded

5. Please list all employees detailed to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

**AGENCY RESPONSE**

In FY20, ODR did not detail any agency employees to or from the agency.

6. Please provide the Committee with:
- A list of all employees who receive cell phones, personal digital assistants, or similar communications devices at agency expense;

**AGENCY RESPONSE**

Employee	Title	Device
Mathew McCollough	Director	Cellphone
Christina Mitchell	Chief of Staff	Cellphone, Laptop
VACANT	Public Affairs Specialist	Cellphone
Haydn Demas	ADA Compliance Specialist	Cellphone, Laptop

<b>Anwar Mahmood</b>	Architect	Cellphone
<b>Naquran Smith</b>	Program Support Asst.	Cellphone
<b>VACANT</b>	Attorney Advisor	Cellphone
<b>Susie McFadden-Resper</b>	ADA Compliance Specialist	Cellphone
<b>Ashley Grant</b>	Staff Assistant	Cellphone, Laptop

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned;

**AGENCY RESPONSE**

ODR does not have any vehicles.

- c. A list of employee bonuses granted in FY20 and FY21 to date, if any;

**AGENCY RESPONSE**

ODR did not grant any bonuses.

- d. A list of travel expenses including the amount spent and the reason, arranged by employee;

**AGENCY RESPONSE**

PLEASE SEE ATTACHMENT A

- e. A list of the total overtime and workman's compensation payments paid in FY20 and FY21, to date.

**AGENCY RESPONSE**

ODR did not pay overtime or workman's compensation.

7. How will the new changes to the Executive's organizational chart affect your office, how it functions and who you report to.

**AGENCY RESPONSE**

There is no impact to the overall operations and functions of the agency, or our relationships and collaborative initiatives relating to ADA compliance with other agencies throughout the District Government. The Office of Disability Rights will continue to sit within the Internal Services Cluster, along with the Office of Contracting and Procurement (OCP), the Department of Human Resources (DCHR), the Office of Risk Management (ORM), the Department of General Services (DGS), the Office of the Chief Technology Officer (OCTO), and the Office of Labor Relations and Collective Bargaining (OLRCB).

## **Budget**

8. Please provide a chart showing your agency's approved budget and actual spending, by program, for FY20 and FY21, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for FY20 and FY21, to date.

### **AGENCY RESPONSE**

FY 2020					
Program	Approved Budget	Revised Budget	Actuals	Variance	Comments vs Approved Budget
Agency Management Program (AMP)	580,086	580,086	573,495	6,591	This variance is primarily due to vacancy savings.
Disability Rights Program (DRP)	1,550,603	1,465,977	1,370,358	95,619	This variance is primarily due to lower than anticipated usage of the Sign Language contract.
<b>Total</b>	<b>2,130,689</b>	<b>2,046,063</b>	<b>1,943,853</b>	<b>102,210</b>	

FY 2021					
Program	Approved Budget	Revised Budget	Actuals	Variance	Comments vs Approved Budget
Agency Management Program (AMP)	597,646	597,646	153,188	444,458	This variance is due to being mid-FY2021.
Disability Rights Program (DRP)	1,508,088	1,508,088	218,255	1,289,833	This variance is due to being mid-FY2021.
<b>Total</b>	<b>2,105,734</b>	<b>2,105,734</b>	<b>371,443</b>	<b>1,734,291</b>	

9. Please list any reprogramming, in or out, which occurred in FY20 or FY21, to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

### **AGENCY RESPONSE**

ODR did not conduct any reprogramming.

10. Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during FY20 or FY21, to date.

### **AGENCY RESPONSE**

FY 2020			
<b>Intra-District Transfers Sent</b>			
Amount	Seller Agency	Buyer Agency	Service
1,399	Department of Public Works (DPW)	Office of Disability Rights (ODR)	Fixed Costs - Maint & Repairs Auto
5,648	Executive Office of the Mayor Support Services (EOM)	Office of Disability Rights (ODR)	Telecommunications, transportation, courier, and associated general administrative services
88	Office of Finance and Resource Management (OFRM)	Office of Disability Rights (ODR)	Telecommunications
49,677	Department on Disability Services (DDS)	Office of Disability Rights (ODR)	News Reading and Audio Description Services to Blind and Visually Impaired clients/DC residents
38,040	Office of Contracting and Procurement (OCP)	Office of Disability Rights (ODR)	Purchase Card Transactions
<b>94,852</b>			
<b>Intra-District Transfers Received</b>			
Amount	Seller Agency	Buyer Agency	Service
16,867	Office of Disability Rights (ODR)	Executive Office of the Mayor	Sign Language Interpretation (SLI)
472	Office of Disability Rights (ODR)	Office of the Secretary	Sign Language Interpretation (SLI)
1,444	Office of Disability Rights (ODR)	Office of Planning	Sign Language Interpretation (SLI)
300	Office of Disability Rights (ODR)	Dept of Human Resources	Sign Language Interpretation (SLI)
1,463	Office of Disability Rights (ODR)	Office of Zoning	Sign Language Interpretation (SLI)
89,159	Office of Disability Rights (ODR)	Homeland Security & Emergency Mgmt Agency	Sign Language Interpretation (SLI)
2,004	Office of Disability Rights (ODR)	Commission on the Arts and Humanities	Sign Language Interpretation (SLI)
300	Office of Disability Rights (ODR)	Dept of Aging & Community Living	Sign Language Interpretation (SLI)
150	Office of Disability Rights (ODR)	Mayor's Office on Latino Affairs	Sign Language Interpretation (SLI)
1,442	Office of Disability Rights (ODR)	Office of Attorney General	Sign Language Interpretation (SLI)
10,858	Office of Disability Rights (ODR)	Dept of Employment Services	Sign Language Interpretation (SLI)
150	Office of Disability Rights (ODR)	Office of the Tenant Advocate	Sign Language Interpretation (SLI)
2,550	Office of Disability Rights (ODR)	Dept of Consumer & Regulatory Affairs	Sign Language Interpretation (SLI)
680	Office of Disability Rights (ODR)	Department of Housing and Community Development	Sign Language Interpretation (SLI)
2,430	Office of Disability Rights (ODR)	DC Board of Elections	Sign Language Interpretation (SLI)
15,554	Office of Disability Rights (ODR)	Advisory Neighborhood Commission	Sign Language Interpretation (SLI)
150	Office of Disability Rights (ODR)	Office of the Deputy Mayor for Planning & Economic Development	Sign Language Interpretation (SLI)
236	Office of Disability Rights (ODR)	Metropolitan Police Department	Sign Language Interpretation (SLI)
477	Office of Disability Rights (ODR)	Office of Administrative Hearings	Sign Language Interpretation (SLI)
34,031	Office of Disability Rights (ODR)	DC Public Schools	Sign Language Interpretation (SLI)
2,712	Office of Disability Rights (ODR)	Office of the State Superintendent of Education	Sign Language Interpretation (SLI)
1,050	Office of Disability Rights (ODR)	Deputy Mayor for Education	Sign Language Interpretation (SLI)
1,200	Office of Disability Rights (ODR)	Dept of Parks and Recreation	Sign Language Interpretation (SLI)
1,950	Office of Disability Rights (ODR)	Department of Health	Sign Language Interpretation (SLI)
4,540	Office of Disability Rights (ODR)	Office of Human Rights	Sign Language Interpretation (SLI)
13,222	Office of Disability Rights (ODR)	Department of Human Services	Sign Language Interpretation (SLI)
11,379	Office of Disability Rights (ODR)	District Dept of Transportation	Sign Language Interpretation (SLI)
1,350	Office of Disability Rights (ODR)	Department of Energy & Environment	Sign Language Interpretation (SLI)
150	Office of Disability Rights (ODR)	Deputy Mayor for Operations & Infrastructure	Sign Language Interpretation (SLI)
2,197	Office of Disability Rights (ODR)	Dept of Motor Vehicles	Sign Language Interpretation (SLI)
3,000	Office of Disability Rights (ODR)	Office of Contracting & Procurement	Sign Language Interpretation (SLI)
413	Office of Disability Rights (ODR)	Department of Behavioral Health	Sign Language Interpretation (SLI)
150	Office of Disability Rights (ODR)	Office of the Chief Technology Officer	Sign Language Interpretation (SLI)
<b>224,028</b>			
<b>FY 2021</b>			
<b>Intra-District Transfers Sent</b>			
Amount	Seller Agency	Buyer Agency	Service
5,298	Department of Public Works (DPW)	Office of Disability Rights (ODR)	Fixed Costs - Maint & Repairs Auto
58,000	Office of Contracting and Procurement (OCP)	Office of Disability Rights (ODR)	Purchase Card
<b>63,298</b>			
<b>Intra-District Transfers Received</b>			
Amount	Seller Agency	Buyer Agency	Service
None to Date	N/A	N/A	N/A

11. Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY20 or FY21, to date. For each account, please list the following:
- The revenue source name and code;
  - The source of funding;
  - A description of the program that generates the funds;
  - The amount of funds generated by each source or program; and
  - Expenditures of funds, including the purpose of each expenditure.

**AGENCY RESPONSE**

ODR does not possess special purpose revenue accounts.

12. Please provide the agency's fixed costs budget and actual spend for FY20 and FY21, to date. Please include a narrative description of any substantial changes in these costs.

**AGENCY RESPONSE**

ODR does not possess a fixed costs budget.

**Contracting and Procurement**

13. Please list each contract, procurement, lease, and grant ("contract") awarded or entered into by your agency during FY20 and FY21, to date. For each contract, please provide the following information, where applicable:
- The name of the contracting party;
  - The nature of the contract, including the end product or service;
  - The dollar amount of the contract, including budgeted amount and actually spent;
  - The term of the contract;
  - Whether the contract was competitively bid or not;
  - The name of the agency's contract monitor and the results of any monitoring activity; and
  - Funding source

**AGENCY RESPONSE**

Contractor	Service Provided	Amount	Term	Competitively Bid (Yes/No)	Contract Monitor	Funding Source
ACSI	American Sign Language Interpretation services for the District's Effective Communication Program.	\$100,000	10/1/19-9/30/20	Yes	C. Mitchell	Local
		\$100,000	10/1/20-9/30/21			
Context Global, Inc.	American Sign Language Interpretation services for the District's Effective Communication Program	\$100,000	12/1/19-9/30/20	Yes	C. Mitchell	Local
		\$100,000	10/1/20-9/30/21			

**FEDERAL – Developmental Disabilities Council**

Contractor	Services Provided	Amount	Term	Competitively Bid (Yes/No)	Contract Monitor	Funding Source
TransPerfect	Translation of multiply documents PURCHASE	\$4,512 (spent \$4,360.96)	1 week turn around	No	A. Whyte	Federal
Xerox Corporation	Lease agreement for the copier and maintenance.	\$7,741.78 (spent \$4,279.97) \$4,659.24	10/1/19–9/30/20 10/1/20–9/30/21	No (cont. of 60-mo. lease) Expires 5/30/202	A. Whyte	Federal
Dell	Laptop PURCHASE	1,377.37	October 2020	No	A. Whyte	Federal
Lead for America Fellowship	Place one fellow with the DDC from August 2020 through July 2022 and provide technical assistance	\$54,369	6/1/202 9/30/2021	No	A. Whyte	Federal
SchoolTalk DC	COVID-19 Relief through Social Connectors GRANT	\$8,162	6/1/2020 9/30/2020	No	A. Whyte	Federal
Institute for Educational Leadership	COVID-19 Relief through virtual listening sessions with youth with developmental disabilities. GRANT	\$9,542	6/1/2020 9/30/2020	No	A. Whyte	Federal
Quality Trust	COVID-19 Relief through Technology GRANT	\$8,000	6/1/2020 9/30/2020	No	A. Whyte	Federal
Project ReDirect	COVID-19 Relief to Minimize Isolation through Technology GRANT	\$8,910	4/1/2020 9/30/2020	No	A. Whyte	Federal
Dell	Laptop PURCHASE	\$1,072.53	May 2020			
RCM of Washington	Next Chapter Book Club GRANT	\$3,200	4/1/2020 9/30/2020	No	A. Whyte	Federal
Quality Trust	Annual Parent Session held in conjunction with SchoolTalk's Voice of Change Conference. SPONSORSHIP	\$2,500	1/2020 4/2020	No	A. Whyte	Federal

Institute for Educational Leadership	DC Advocacy Program GRANT	\$124,795 (spent \$112,316)	3/1/2020 9/30/2020	No	A. Whyte	Federal
The Arc of DC	Increase Employment in Ethiopian Community GRANT	\$11,000 (spent \$9,900)	1/1/2020 9/30/2020	No	A. Whyte	Federal
Caring Communities	World of Possibilities Expo SPONSORSHIP	\$3,000	4/18/2020	No	A. Whyte	Federal
L'Arche of Washington, DC	My Voice: Amplifying the Voice of intellectually Disabled individuals in the Medical System GRANT	\$20,000 (spent \$18,000)	1/20/2020 9/30/2020	No	A. Whyte	Federal
Institute for Educational Leadership	Youth Advocacy and Leadership: Co-Creating the tools for youth leadership in Legislative advocacy from the local to the national level	\$18,689.25 (spent \$16,820.33)	1/1/2020 9/30/2020	No	A. Whyte	Federal
Institute for Educational Leadership	DC Advocacy Program GRANT	\$24,750		No	A. Whyte	Federal
Compass Group USA	DDC Retreat	\$2,631,70	1/27/2020	No	A. Whyte	Federal
Quality Trust	Support Family Ties of DC matching referred parents with support parents GRANT	\$30,000 (spent \$15,000 – extended due to pandemic)	12/1/2019 9/30/2020	No	A. Whyte	Federal
Commuter Advertising Inc.	Location-and-time based audio messages playing across all active buses	\$21,500	11/4/2020 for 3-months	No	A. Whyte	Federal

14. Please provide a list of any contractors or consultants performing work within your office, including job description, salary, and length of contract and city of residence.

**AGENCY RESPONSE**

ODR did not use any contractors or consultants.

15. Please provide a list of all MOUs currently in place, any MOUs planned for the coming year, and a brief description of the purpose for each MOU.

### **AGENCY RESPONSE**

One District-wide Sign Language MOU exists between the Office of the City Administrator and ODR. On behalf of the twenty-seven (27) participating agencies, the OCA ensures that the funding for sign language services are transferred Intra-District to ODR. This MOU represents payment by the 27 participating agencies across the District in service to Deaf and Hard of Hearing constituents.

### **Agency Programs and Policies**

16. Please list each policy initiative of your agency during FY20 and FY21, to date. For each initiative please provide:
- A detailed description of the program;
  - The name of the employee who is responsible for the program;
  - The total number of FTEs assigned to the program; and
  - The amount of funding budgeted to the program.

### **AGENCY RESPONSE**

#### **Initiative 1. Agency ADA Compliance**

##### ***Initiative 1.1 District's ESA Policy Guidance***

- ODR will create policy guidance focused on Service and Assistance Animals created around the understanding of Title I and II of the Americans with Disabilities Act (ADA), to be used citywide.
- Responsible Employee: Susie McFadden-Resper
- Number FTEs: 3
- Total Amount Budgeted: ODR has adequate funds to cover the cost of this program.

##### ***Initiative 1.2 ADA District-owned Park Assessments***

- The ADA Architect team will work to assess 200 District-owned public parks for ADA accessibility. The team will provide reports and recommended modifications to bring all DC parks into full ADA Compliance. The first phase of this initiative will include about 65 parks within Wards 7 & 8.
- Responsible Employee: Anwar Mahmood
- Number FTEs: 2
- Total Amount Budgeted: ODR has adequate funds to cover the cost of this program.

#### **Initiative 2. Emergency Preparedness: *Emergency Shelter Assessments***

- Under the directive of a 3-year settlement agreement between the United Spinal Association and the District Government in May 2019, this initiative will identify and assess, in partnership with the Department of Human Services (DHS) and Homeland Security and Emergency Management Agency (HSEMA), potential emergency evacuation shelters throughout the city.
- Responsible Employee: Mathew McCollough
- Number FTEs: 4
- Total Amount Budgeted: ODR has adequate funds to cover the cost of this program.

#### **Initiative 3. Outreach and Wellness Events**

***Initiative 3.1 ADA 30<sup>th</sup> Anniversary***

- a. 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.
- b. Responsible Employee: Mathew McCollough
- c. Number FTEs: 6
- d. Total Amount Budgeted: ODR has adequate funds to cover the cost of this program.

***Initiative 3.2 Mayor's Disability Expo***

- a. 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.
- b. Responsible Employee: Christina Mitchell
- c. Number FTEs: 8
- d. Total Amount Budgeted: ODR has adequate funds to cover the cost of this program

17. Please provide a list of all studies, research papers, and analyses ("studies") the agency prepared, or contracted for, during FY20 and FY21, to date. Please state the status and purpose of each study.

***AGENCY RESPONSE***

ODR has not published any studies, research papers, or analyses.

18. Please list and describe any ongoing investigations, studies, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY20 or FY21, to date.

***AGENCY RESPONSE***

Neither ODR nor its employees have participated in any investigations, studies, or audits.

19. If applicable, please explain the impact on your agency of any legislation passed at the federal level during FY20 or FY21, to date.

***AGENCY RESPONSE***

We are not aware of any federal legislation that would impact the agency at this time.

20. Please list all regulations for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision for each chapter.

***AGENCY RESPONSE***

ODR is responsible for oversight of the District's compliance with the Americans with Disabilities Act (ADA) Title I and Title II, as well as other federal and local disability rights

laws, including the Disability Rights Protection Act of 2006, which created the office. Additionally, we assist the District to ensure compliance with the following:

- *Section 504 of the Rehabilitation Act of 1973*. 29 U.S.C. 794 (1978).
- *21<sup>st</sup> Century Communications Video Accessibility Act*. Pub. L. 111-260 (2010).
- *Mental Health Consumers Rights Protection Act*. DC Code §7-1231 (Oct 21, 2001).
- *DC American Sign Language Legal Recognition*. DC Code §38-2431 (Oct 26, 2001).
- *DC Human Rights Act of 1977*. DC Code §2-1401-1411 (amended Apr 11, 2019).
- Mayor's Order 2017-10 on Enhancing Compliance with the Disability Rights Protection Act and the ADA (January 11, 2017).
- Mayor's Order 2012-160 on Video Accessibility for Persons who Are Deaf and Hard of Hearing (September 27, 2012).
- Mayor's Order 2008-38 on Establishment of the DC Commission on Persons with Disabilities (March 13, 2008).
- Mayor's Order 2008-64 on Appointing the Office of Disability Rights as EEO Counselor for Employees with Disabilities (April 17, 2008).
- Mayor's Order 2008-69 on Designation of the Office of Disability Rights to Provide Coordination of the ADA Compliance Program for the District Government and Assignment of Related Responsibilities to Other District Government Agencies (April 25, 2008).

21. Did the agency meet the objectives set forth in the performance plan for FY20? Please provide a narrative description of what actions the agency undertook to meet the key performance indicators or any reasons why such indicators were not met.

### **AGENCY RESPONSE**

All FY20 objectives and key performance indicators were fully executed and completed, except for: 1. District-wide Service Animal and Assistance Animal Policy Guidance; 2. ADA assessments on District-owned parks, and 3. Number of District Government employees, grantees, and contractors trained on the ADA.

District-wide Service Animal and Assistance Animal Policy Guidance – in progress: The Policy Guidance is currently in draft form and an initial review of the Policy Guidance has been conducted by the Office of the City Administrator. ODR will submit the document to the Office of the City Administrator for final review and approval in Fiscal Year 2021.

ADA assessments on District-owned parks – in progress: The COVID-19 pandemic extremely limited the agency's operations to conduct the ADA assessments on all 200 District-owned parks in Fiscal Year 2020. Due to the current operational status of the agency under the pandemic, this project will be conducted and executed over the course of Fiscal Years 2021 and 2022.

Number of District Government employees, grantees, and contractors trained on the ADA – nearly met: The agency's target was 1000 individuals trained. The final outcome is 978 individuals trained. With the COVID-19 pandemic modifying the agency's activities and operations during the second and third quarter of Fiscal Year 2020, many of the staff needed to receive training and become familiar with many of the online platforms (i.e.: MS Teams, WebEx, and Zoom) in order to provide the virtual training sessions on the ADA for our constituents. As staff became more comfortable performing the training sessions virtually in the third and fourth quarters, the number of attendees at sessions steadily rose.

22. What has the agency done in FY20 to make the activities of your agency more transparent to the public? How did the agency's communications tools and strategies adapt to the COVID-19 pandemic?

### **AGENCY RESPONSE**

In accordance with the Open Government requirements established in FY14, we have continued the efforts by creating online access to the following information:

- Link to all employee salary information
- Administrative staff manuals and instructions
- Information explaining the rights of persons with disabilities
- Information dealing with the receipt or expenditure of public funds
- ODR Budget information
- Minutes of public meetings
- ODR FOIA officer and reports
- Organizational Chart
- A mechanism for the public to submit feedback on the agency's performance or other agency actions

Additionally, with the onset of the COVID-19 pandemic, the agency communicated that certain services were modified in the following areas:

Americans with Disabilities Act (ADA) Complaints, Technical Assistance, Referrals, Guidance, and Information – ODR staff will conduct intake from District employees and residents via video, email, and/or phone. No in-person intakes will take place until the end of the Public Health Emergency.

Sign Language and Braille Services –Arrangement of Sign Language and Braille Services will continue to be provided, upon request. Whenever possible, the utilization of Video Remote Interpreting (VRI) services will be strongly encouraged between the District Government agencies and the Deaf and Hard of Hearing constituents in the interest of health and safety. When necessary, in-person ASL interpretation services will be provided for critical communications to the public conducted by Mayor Bowser and other Government officials relating to the COVID-19 Public Health Emergency.

ADA Training and Outreach Events – ADA trainings will only be provided through online, distant learning opportunities. No in-person outreach events will be conducted until the end of the Public Health Emergency

23. For FY20 and FY21, to date, how many and which facilities have been assessed for accessibility? Please provide a summary of the outcomes of your assessments by facility type.

### **AGENCY RESPONSE**

ODR's compliance team assessed over eighty (80+) different District Government facilities with particular attention to bathrooms, path-of-travel, and points of entrance and egress in FY20 and to date. Accessibility reports were disseminated to DGS, Department of Parks and Recreation Centers, DC Board of Elections, and DC Lottery. Accessibility improvements on facilities are scheduled and conducted based on the individual agencies' budgets.

24. Please respond to the following for FY20 and FY21, to date:
- The number of complaints received by ODR;
  - Provide a breakdown of complaints received by category type and the number within each category type;
  - Indicate the agency or provider identified in the complaint;
  - Provide the outcomes or corrective actions to address each complaint; and
  - Provide the response time for responding to complaints.

### **AGENCY RESPONSE**

The chart below shows the number of complaints received by ODR for informal dispute resolution; it also shows requests received for technical assistance around the ADA and other laws; and requests for referrals to agencies outside District government. ODR has managed to provide timely responses to all employees, constituents, and visitors to the city; and have closed over 90% within 30 days.

Information regarding parties to the complaints received and corrective actions taken by ODR and/or other District Government agencies to resolve such complaints is prohibited from disclosure by the ADA. The complainant requesting relief must authorize disclosure of such information.

CITA Category	FY20	FY21
Complaints	81	15
Information	106	31
Technical Assistance	110	27
Reasonable Accommodations	130	9
Miscellaneous	24	4
<b>TOTAL RECEIVED</b>	<b>451</b>	<b>86</b>

25. One of ODR's objectives is to "improve the responsiveness of the government systems and employees to the needs of people with disabilities." To that end, what efforts and strategies has the agency made in FY20 and FY21, to date, to improve the response of CFSA, DYRS, DBH, and DHS to the needs of parents with disabilities to have reasonable accommodations made so that they can access the services that these agencies offer?

### **AGENCY RESPONSE**

CFSA, DBH, DYRS, and DHS are all participants in the District's current 2017-2020 Olmstead Plan, which ODR oversees. The Plan outlines the District's commitment to ensuring that people with disabilities have the proper supports to make meaningful choices about how they wish to participate in the community. Currently, ODR is hosting a series of community meetings as we develop the next iteration of the District's Olmstead Plan to gather feedback on what we can do to improve housing, healthcare, and employment for people with disabilities of all ages as they transition from institutionalized care into the community. ODR has worked to bring all of these agencies to the table to brainstorm alongside community members about the services and supports they need to ensure a meaningful transition. As a result of these collaborative partnerships, ODR recently released and published the *DC Olmstead Community Integration Plan Update*<sup>1</sup> summarizing the progress, deliverables, and outcomes produced by various agencies since 2017, and the anticipated improvements and changes offered in the new 3-Year *DC Olmstead Community*

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<sup>1</sup> [Olmstead Community Integration Plan - DC One Community for All | odr](#)

*Integration Plan* (Calendar Years 2021-2023). The new 3-Year *Olmstead Plan* will be finalized in 2021.

26. What trainings has ODR provided to district employees and other agencies regarding:
- Creating compliant processes that are accessible to service users of various ability statuses?
  - How and when to propose accommodations to service users?
  - Federal and local disability rights law?

**AGENCY RESPONSE**

Training Title	Training Description	# of Participants
<b>2020</b>		
Hypothermia Training	General overview of disability sensitivity and ADA Title II to shelter employees.	168
Linked Senior Resident Accessibility Training	How to incorporate ADA accessibility, assistive technology, and protect the rights of individuals living in nursing home care or assisted living.	212
Architectural Barriers	Overview of the ADA Accessibility Guidelines as they apply to DC Government facilities.	12
Service and Assistance Animals — A Legal Primer	Overview of how the ADA, Rehabilitation Act, Fair Housing Act, and Air Carrier Access Act apply to service and assistance animals.	35
Olmstead Community Integration Townhall Meetings	Community for All, Olmstead Integration meetings to education the community.	299
Just wanna live my best life: Shaping Medicaid to HCBS to Fit the Individual Priorities	Educating self-advocates on priorities required through the Medicaid program.	239
Accessible Distance Learning for Students and Families with Disabilities Training	Training centered on adapting and accommodating during the pandemic.	63
ADA Title I Employment & ADA Title II Accessible Government	Overview of ODR mission and services “Know your rights” training for new employees on ADA Title1; Overview of ADA Title 2 and requirements to maintain accessible government facilities, programs, and services.	57
ADA Accommodation during the Public Health Emergency	Covid-19 related training on providing reasonable accommodations.	71
Disability and ADA 101	Overview of definition of disability under the ADA, people-first language, disability etiquette.	13
Weather the Storm Festival: Emergency Preparedness Training	Emergency Preparedness Training	29
<b>2021</b>		
TASH Disability Law Virtual Symposium	TASH Annual Symposium on legal updates.	110
Hypothermia Training	General overview of disability sensitivity and ADA Title II to shelter employees.	219
#Take30: Confronting Barriers for Persons with Disabilities - Employment	In honor of the 30 <sup>th</sup> Anniversary of the ADA, training devoted to the overview of the Employment section of the ADA	53
DHS Mass Care Taskforce Training (Presidential Inaug.)	Mass Care training to prepare for the Presidential Inauguration.	30

27. How much funding was programmed Sign Language Interpretation Services by ODR? How much of this funding was used? Please provide a breakdown of the organizations/events that made use of these funds, and the cost associated with each event.

### **AGENCY RESPONSE**

The funding for the Sign Language Interpretation Services program, also known as the Effective Communication Program, is completed through an MOU process. The levels are set based on previous data plus a standard escalation.

Buyer Agency Code	Buyer Agency Name		FY 20 Expend Amount	Number of Requests
AA0	EOM	Executive Office of the Mayor	\$16,186.00	12
BA0	ONCA	Office of Notary Commission & Authentications	\$ 472.00	1
BD0	OP	Office of Planning	\$ 1,444.00	4
BE0	DCHR	Dept of Human Resources	\$ 300.00	1
BJ0	OZ	Office of Zoning	\$ 1,462.50	4
BN0	HSEMA	Homeland Security & Emergency Management Agency	\$ 92,237.90	160
BX0	CAH	Commission on the Arts and Humanities	\$ 2,004.00	2
BZ0	OLA	Mayor's Office of Latino Affairs	\$ 150.00	1
CB0	OAG	Office of the Attorney General	\$1,442.00	2
CF0	DOES	Dept of Employment Services	\$ 10,858.25	26
CQ0	OTA	Office of the Tenant Advocate	\$ 150.00	1
CR0	DCRA	Dept of Consumer & Reg. Affairs	\$ 2,550.00	3
DB0	DHCD	Department of Housing and Community Development	\$ 680.00	1
DH0	PSC	Public Service Commission	\$ 0	0
DL0	DCBOE	DC Board of Elections	\$ 2,430.00	6
DX0	ANC	Advisory Neighborhood Commissions	\$ 17,380.21	17
EB0	DMPED	Office of the Deputy Mayor for Planning & Economic Development	\$ 830.00	2
EN0	DSLBD	Dept of Small & Local Business Development	\$ 0	0
FA0	MPD	Metropolitan Police Dept.	\$ 236.00	1
FB0	FEMS	Fire & Emergency Medical Services Department	\$ 0	0
FS0	OAH	Office of Administrative Hearings	\$ 477.25	2
GA0	DCPS	DC Public Schools	\$ 34,030.95	144
GD0	OSSE	Office of the State Superintendent of Education	\$ 2,712.00	2
GL0	DCAA	DC Athletic Association	\$ 0	0
GW0	DME	Deputy Mayor for Education	\$ 1,050.00	3
HA0	DPR	Dept of Parks and Recreation	\$ 1,200.00	8
HC0	DOH	Department of Health	\$ 1,950.00	3
HM0	OHR	Office of Human Rights	\$ 4,539.75	9
HY0	DCHA	DC Housing Authority	\$ 0	0
JA0	DHS	Department of Human Services	\$ 13,222.45	27
JM0	DDS	Department on Disability Services	\$ 1,950.00	3
JR0	ODR	Office of Disability Rights	\$ 13,437.00	22

JZ0	DYRS	Dept. of Youth Rehabilitation Services	\$ 0	0
KA0	DDOT	District Dept of Transportation	\$ 11,378.50	12
KG0	DOEE	Department of Energy & Environment	\$1,350.00	2
KV0	DMV	Department of Motor Vehicles	\$ 2,196.75	11
PO0	OCP	Office of Contracting & Procurement	\$ 1,050.00	3
SR0	DISB	Dept of Insurance, Securities and Banking	\$ 0	0
Total			\$ 241,357.51	495

28. How much funding was programmed for Braille Interpretation Services by ODR? How much of this funding was used? How many requests did ODR receive for Braille Interpretation? What was the average length of time needed to fulfill a request?

**AGENCY RESPONSE**

ODR has not had any reoccurring cost associated with the Braille Translation Services. ODR fulfilled three (3) requests in FY20 and FY21; each request averages an hour of employee time.

29. Has ODR been consulted in ensuring testing and vaccination sites for COVID-19 are responsive to the needs of people with disabilities?

**AGENCY RESPONSE**

Yes, ODR was consulted and provided recommendations to ensure the COVID-19 testing sites were responsive to the needs of District residents with disabilities. The agency surveyed the following District COVID-19 testing sites for accessibility for people with disabilities and access and functional needs:

- UDC—Bertie Backus;
- Judiciary Square--5th and F St NW;
- UMC Hospital site—Southern Avenue; and
- Washington Convention Center—Alternative Care Site

The implementation of the District's Vaccination Program is primarily being conducted by pharmacies, churches, and other businesses. These private entities are outside ODR's scope and the agency has not been consulted.

30. Has ODR found virtual public hearings to be an aid or a hinderance to accessibility and participation for people with disabilities?

**AGENCY RESPONSE**

ODR has found the virtual public hearings have increased the overall accessibility and participation for our constituents with disabilities.

That said, many factors must align in order for our constituents to have a positive experience.

For example:

- Access to the viewing screens of live captioning, language and linguistic interpreters, and/or American Sign Language interpreters must all be functioning;
- Availability for a call-in option, independent from the video online platform;
- Availability of consistent and strong internet/wi-fi connections for both presenters and participants;

- Staff and participants' familiarity and knowledge with the various video online platforms available to them (i.e.: MS Teams, WebEx, and Zoom); and
- Other unknown factors including participants' access to quality smart devices; literacy levels; data limitations/restrictions; etc.