



COUNCIL OF THE DISTRICT OF COLUMBIA
JOHN A. WILSON BUILDING
1350 PENNSYLVANIA AVENUE NW
WASHINGTON, DC 20004

JANESE LEWIS GEORGE

Ward 4 Councilmember
Chair of the Committee on
Facilities and Family Services

COMMITTEE MEMBER

Committee on Transportation and the Environment
Committee on Executive Administration and Labor
Committee on Public Works and Operations

December 21, 2023

Kari Cooke
Director, Mayor's Office of Deaf, Deafblind, and Hard of Hearing
2000 14th St. NW, Suite 101
Washington, DC 20009

Dear Director Cooke:

In preparation for the Mayor's Office of Deaf, Deafblind, and Hard of Hearing's Fiscal Year 2023 Performance Oversight Hearing, the Committee on Facilities and Family Services is sending the following questions for your response.

Although the schedule for the Council's performance oversight hearings is not yet finalized, the Committee is sending these questions now to give your agency ample time to craft thorough responses. The Committee will be in touch with further details about MODDHH's hearing when the schedule is final.

I request you please submit your responses no later than **5 p.m. on Thursday, January 25th**. *For ease of review, please ensure that the responses include searchable text.* Please send your responses to facilities@dccouncil.gov. If the documents are too large to send by e-mail, please submit via Dropbox here: <https://www.dropbox.com/scl/fo/f43h367m7snprjiw2a8ys/h?rlkey=z0muvg84m7edhziyzq7cuev1h&dl=0>. Please provide an electronic version with text responses in a single document, with clearly marked attachments where necessary.

If you have any questions, please feel free to contact the Committee at facilities@dccouncil.gov. Thank you in advance for your timely response.

Sincerely,

Janeese Lewis George
Ward 4 Councilmember
Chair, Committee on Facilities and Family Services

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Overall

Achievements and Priorities

1. Identify the agency's overall mission statement.

- a. The mission of the Mayor's Office of Deaf, DeafBlind, & Hard of Hearing (MODDHH) is to address the important concerns of Deaf, DeafBlind, Deaf Disabled, Late Deafened, & Hard of Hearing (D/DB/DD/HH/LD) residents by addressing a broad range of social and economic needs through strategic management of public and private partnerships, expertise on policy, community relations, civic engagement, building a cohesive community across all eight wards, and providing resources for marginalized D/DB/DD/HH/LD populations.

2. Identify the agency's top achievements in FY 23 and FY 24, to date.

- a. FY23 Achievements
 - Initiatives:
 1. MODDHH Ambassador Program - Enabling Deaf, DeafBlind and Hard of Hearing who request volunteering opportunities with MODDHH, as well as providing opportunities for students in Interpreter Training programs to gain practical experience in earning observation hours specific to government interpreting.
 2. Securing Accessibility For Emergencies (SAFE) Project – The SAFE Project is the umbrella initiative that supports communications accessibility for the District's emergency management services. This includes: Accessible Emergency Management Training, Effective Communication Access Cards, Settlement Agreement Materials for HSEMA DAFN, Fire Prevention Week, Emergency Activation ECP Request Form, and more to come.
 3. Cultural Competency Training - MODDHH customizes this training for your agency/nonprofit/business, and participants will learn best practices and accessibility considerations when engaging with D/DB/DD/HH/LD individuals who "live, work, and play" in DC. Participants will take away best practices to improve accessibility within their organization, activities, and events.
 - Community Engagement
 1. Black Deaf Book Festival
 2. Deaf Women Who Tell Stories: ASL Poetry Night
 3. Mayor Bowser's Deaf History Month
 4. Strength in D/DB/DD/HH/LD PRIDE
 5. Mayor Bowser's Accessibility Stage at the H Street Festival
 6. Accessibility Global Group Summit
- b. FY24 to date:
 - Active Shooter Training Focus Group
 - Text-to-911 Focus Group

3. *Identify the agency's top five overall priorities. Explain how the agency expects to address these priorities in FY 24 and identify the metrics used to track success for each.*

- a. DC's Comeback: MODDHH has developed a campaign to support deaf-owned small businesses aiding them in receiving DC business licenses and CBE certification. Additionally, we hosted the Mayor Bowser Accessibility Stage at the H Street Festival which brings over 150,000 attendees to the District.
- b. Public Safety: MODDHH partners with MPD Deaf and Hard of Hearing Unit to support the unique public safety needs of Washingtonians, additionally MODDHH provides translation services to Mayor Bowser's policy proposals that address enhancing the District's public safety.
- c. Employment/Hiring in DC: In October for National Disability Employment Awareness Month MODDHH hosted the #HHDBDeafDCWorks Employment Summit, which provided workshops on how to apply for jobs in District government and Federal government, as well as to take advantage of the District's job training programs and DDS's vocational rehabilitation services. Additionally, job interviews took place during the summit, connecting Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late Deafened Washingtonians with job opportunities.
- d. Highlighting Ward 8: In conversations with Ward 8 MOCRS and Deaf community members in the District, MODDHH was able to determine that there was a significant need for more resources to be available and accessible for Deaf parents and guardians. MODDHH has formed partnerships with DCPS, OSSE, OSA, PAVE, & MSSD to address this need in Ward 8.
- e. Sports: MODDHH is working with Gallaudet University and Mayor Bowser's Sports Initiative to highlight the legacy of Deaf DC through the creation of a documentary short film that will showcase how the "huddle" was invented by DC's Deaf community.

4. *Describe any new initiatives or programs that the agency implemented in FY 23 and FY 24, to date, to improve the operations of the agency. Describe any funding utilized for these initiatives or program and the results, or expected results, of each initiative.*

- a. MODDHH Ambassador Program: In collaboration with the Mayor's Office on Volunteerism and Partnerships, MODDHH established an Ambassador Program to offer Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late Deafened as well as hearing signing residents with volunteer opportunities as well as real-world learning experiences with DC Government. D/DB/DD/HH/LD and hearing constituents gain knowledge, tools, and skills related to accessibility, advocacy, education, policies and procedures, and program development that can readily be applied to their future endeavors. In turn, their contributions have supported our agency's operations, namely with translating DC Government materials to ASL in lieu of a language access coordinator.
- b. SAFE Project: MODDHH established the SAFE Project to equip District agencies and employees with the resources and knowledge to best serve Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late Deafened (D/DB/DD/HH/LD) constituents, commuters, and visitors during emergencies. SAFE provides D/DB/DD/HH/LD communities in DC with emergency preparedness information and devices needed to meet their unique communication accessibility needs.

- c. Douglass “Thrive, THAT!” Youth Wellness Collective: This program aims to promote wellness in young D/DB/DD/HH/LD Washingtonians by providing educational workshops, activities, networking, and resources to District governments resources and services via promoting the 8 Pillars of Wellness: physical, intellectual, emotional, social, spiritual, vocational, financial, and environmental health.
 - d. #HHDBDeaf DC Works Employment Summit: An employment summit serving as an annual event addressing and correcting employment disparities in Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late Deafened (D/DB/DD/HH/LD) communities.
 - e. Senior Citizen engagement: MODDHH aims to provide space for DC’s signing Senior Citizen population by providing opportunities to learn more about District resources, and engagement opportunities to connect with positive experiences that center ASL as primary form of communication.
5. **Identify the agency’s Strategic Objectives and Key Performance Indicators (KPIs). Explain why each KPI was selected and how it supports the overall mission of the agency.**
- a. **Include the outcomes for FY 23 and FY 24, to date for each KPI measure.**
 - n/a for FY23&FY24, working with OBPM Liaison to determine MODDHH’s KPIs for FY25.
 - b. **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.**
 - In FY23 MODDHH built the office, using community needs reflected from the Ward-to-Ward Townhalls to determine targets.
6. **List each policy initiative of the agency during FY 23 and FY 24, to date. For each initiative provide:**
- a. **A detailed description of the program;**
 - [Policy Summary](#)
 - Policy Memos Drafted/In-Progress
 1. Language Access Act of 2004
 2. LEAD-K Educational Equity
 3. Disabled Property Tax Owner Relief
 4. Closed captioning in public spaces in DC
 5. cCMV Health Screenings
 6. Induction Loops
 7. Zoom Accessibility
 - b. **The name of the employee who is responsible for the program;**
 - Jacqueline Ting
 - c. **The total number of FTEs assigned to the program; and**
 - 1 FTE
 - d. **The amount of funding budgeted to the program**
 - FTE salary

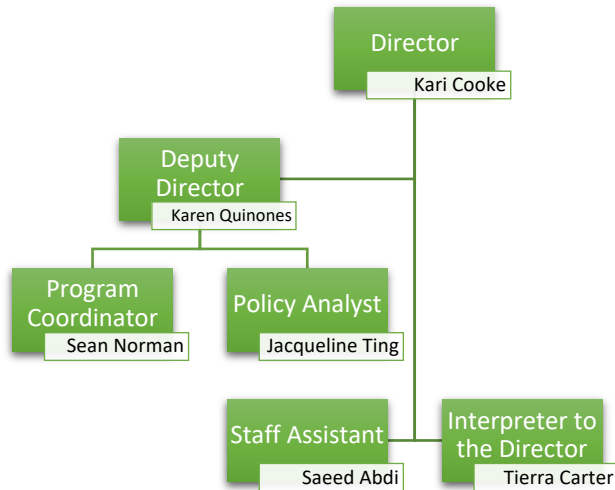
7. Did the agency meet the objectives set forth in its performance plan for FY 23? Provide a narrative description of what actions the agency undertook to meet the objectives or any reasons why such objectives were not met.

a. Yes. In FY23, MODDHH’s main objective was to set up the office, as well as reflect Mayor Bowser’s priorities and initiatives as they impact the Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late Deafened Communities. All objectives were met, as shown in the “MODDHH Community Engagement Outline” with the following details:

- **Branding & Identity Goals**
 1. Clarity
 2. Connection
 3. Community
- **Community Outreach**
 1. MODDHH has attended a cumulative of 500+ events, programs, and meetings in the District
 2. Attended 6 DC-based deaf and hard of hearing leading organization’s general monthly meetings
 3. Connected 13 DC-based deaf organizations, service providers and businesses to DC government agencies
- **Volunteer Engagement**
 1. DeafBlind Legacy Week
 2. MODDHH Ambassador Program
- **Organizational Partnerships**
 1. Gallaudet Innovation and Entrepreneurship Institute and DISB – Mayor Bower’s Downtown Comeback Priority
 2. Starbucks and MPD Deaf & Hard of Hearing Unit– Mayor Bowser’s Public Safety Priority
- **Next steps: Digital Platforming**
 1. Newsletter Outreach
 2. Website Updates

Organization and Staffing

8. Provide a current organizational chart for the agency, including the number of vacant and filled positions in each division or subdivision. Include the names and titles of all personnel and note the date that the information was collected on the chart.



a.
b. ***Include an explanation of the roles and responsibilities for each division and subdivision***

- Director – Appointed by the Mayor, the Director shall be deaf, deafblind, or hard of hearing and who shall serve as the Chief Administrative Officer and will organize personnel, re-delegate authority, develop programs, and take other action consistent with appropriations and other applicable law. The Director will lead the office and perform core duties.
- Deputy Director – Leads the MODDHH Community Engagement Team which covers all engagement programming, policy memos, and the District’s communications accessibility procedural development out of MODDHH
- Program Coordinator – Responsible for program and event planning, marketing/outreach of programs and events, research, data collection, analysis and evaluation, and training. This position builds new (and strengthens existing) partnerships and serves as a liaison for applicable community coalitions and committees.
- Policy Analyst – Responsible for running policies and procedures that come out of MODDHH, identifies, researches, and recommends policies/programs impacting Deaf, DeafBlind, Deaf Disabled, Hard-of-Hearing, and Late Deafened DC residents, and evaluates/writes reports on outcomes implemented policies/programs. The incumbent serves as alternative liaison to the MODDHH Director for applicable DC government councils/tasks forces/initiatives/commissions when the Director is OOO.
- Staff Assistant – Serves as the principal liaison and confidential office assistant to MODDHH, performing program, analytical and administrative assignments that address management, administrative needs, coordination services, and communication matters on behalf of the Director, working with MODDHH Senior Leadership team to provide operational and logistical support.
- Interpreter to the Director – Serves as a sign language interpreter in a wide range of settings between the MODDHH Director and hearing persons who are not familiar with manual communication.

- c. *Provide a narrative explanation of any organizational changes made during the previous year.*
 - n/a
9. *How many vacancies were posted during FY 23 and FY 24, to date? Identify each position, how long the position was vacant, what steps have been taken to fill the position, whether the agency plans to fill the position, and whether the position has been filled.*
- a. The Office was established in FY23, all positions were filled by October 2022.
 - b. There are no current vacancies in MODDHH.
10. *Provide a current Schedule A for the agency which identifies each position by program and activity, with the salary, fringe benefits, and length of time with the agency. Note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Indicate if any position must be filled to comply with federal or local law.*
- a. [JS0 Position Funding Rpt.xlsx](#)
11. *List all employees detailed to or from the agency, if any in FY23. Provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.*
- a. June 30, 2022 - EOM MOTA detailed Chief of Staff Kisha Gore to MODDHH, where she leads intergovernmental relations running what is now known as the Effective Communication Program. There has been no date of return determined as the role will transition to a permanent MODDHH FTE. It is the intent of the Executive to establish the position full time within MODDHH's FY25 budget.
 - b. November 27, 2022 - ODR Program Analyst Shelley Carr-Brown was detailed to MODDHH 3-days a week for one fiscal year to train MODDHH on how to run what was then known as the Sign Language Interpreting Program. Ms. Carr-Brown's date of return was August 4, 2023.

Contracting and Procurement

12. *List each contract, procurement, lease, and grant ("contract") awarded or entered into by the agency during FY 23 and FY 24, to date. For each contract, provide the following information, where applicable:*
- FY23 (August 2023 & September 2023)
- a. *The name of the contracting party*
 - Context Global-A (Interpreting)
 - *The nature of the contract, including the end product or service;*
 - 1. The nature of the contract is to provide qualified sign language interpreters proficient in both American Sign Language and English during weekdays, evenings, holidays and weekends on an on-going basis to the District's agencies upon request.
 - *The dollar amount of the contract, including budgeted amount and actually spent;*
 - 1. Purchase order amount: \$30,000. Actual expenditure: \$ 29,917.50.

- ***The term of the contract;***
 1. The period of performance is for one fiscal year from the date that the agreement is signed by the contacting officer. The District may extend the term of the resulting contract for two (2) one-option years or successive fractions thereof, by written notice to the Contractor before the expiration of the contract.
 - ***Whether the contract was competitively bid or not;***
 1. The contract was competitively bid.
 - ***The name of the agency's contract monitor and the results of any monitoring activity; and***
 1. Kisha Gore
 - ***Funding source.***
 1. OCA input the funds to MODDDHH budget for FY23
- b. ***The name of the contracting party;***
- Context Global-B (Captioning)
 - ***The nature of the contract, including the end product or service;***
 1. The nature of the contract is to provide qualified sign language interpreters proficient in both American Sign Language and English, and Communication Access Realtime Translation (CART) services during weekdays, evenings, holidays and weekends on an on-going basis to District's agencies upon request.
 - ***The dollar amount of the contract, including budgeted amount and actually spent;***
 1. \$60,000. The actual expenditure is 18,895.00. We received funding for FY23 in August which did not allow us to expend the full amount.
 - ***The term of the contract;***
 1. The period of performance is for one (1) year from the date that the agreement is signed by the contacting officer. The District may extend the term of the resulting contract for two (2) one (1) option years or successive fractions thereof, by written notice to the Contractor before the expiration of the contract.
 - ***Whether the contract was competitively bid or not;***
 1. The contract was competitively bid.
 - ***The name of the agency's contract monitor and the results of any monitoring activity; and***
 1. Kisha Gore
 - ***Funding source.***
 1. OCA input the funds to MODDDHH budget for FY23
- c. ***The name of the contracting party;***
- Joyful Signing
 - ***The nature of the contract, including the end product or service;***
 1. The nature of the contract is to provide qualified sign language interpreters proficient in American Sign Language and English, and Communication Access Realtime Translation (CART), services during weekdays, evenings, holidays and weekends on an on-going basis to the District's agencies upon request.

- ***The dollar amount of the contract, including budgeted amount and actually spent;***
 1. The contract amount is \$30,000. The total expenditure is \$27,754.25.
 - ***The term of the contract;***
 1. The period of performance is for one (1) year from the date that the agreement is signed by the contacting officer. The District may extend the term of the resulting contract for two (2) one (1) option years or successive fractions thereof, by written notice to the Contractor before the expiration of the contract.
 - ***Whether the contract was competitively bid or not;***
 1. The contract was competitively bid.
 - ***The name of the agency's contract monitor and the results of any monitoring activity; and***
 1. Kisha Gore
 - ***Funding source.***
 1. OCA input the funds to MODDHH budget for FY23
- d. ***The name of the contracting party;***
- Graham Staffing Services INC
 - ***The nature of the contract, including the end product or service;***
 1. The nature of the contract is to provide qualified sign language interpreters proficient in American Sign Language, and English, and Communication Access Realtime Translation (CART) services during weekdays, evenings, holidays and weekends on an on-going basis to the District's agencies upon request.
 - ***The dollar amount of the contract, including budgeted amount and actually spent;***
 1. \$10,000.00 is the dollar amount of the contract. The actual expenditure is \$3,330.00 with a remaining balance of \$6,670.00
 - ***The term of the contract;***
 1. The period of performance is for one (1) year from the date that the agreement is signed by the contacting officer. The District may extend the term of the resulting contract for two (2) one (1) option years or successive fractions thereof, by written notice to the Contractor before the expiration of the contract.
 - ***Whether the contract was competitively bid or not;***
 1. The contract was competitively bid.
 - ***The name of the agency's contract monitor and the results of any monitoring activity; and***
 1. Kisha Gore
 - ***Funding source***
 1. OCA input the funds to MODDHH budget for FY23
- e. ***The name of the contracting party***
- Context Global-C (MODDHH Internal)
 - ***The nature of the contract, including the end product or service;***
 1. The nature of the contract is to provide qualified sign language interpreters proficient in both American Sign Language and

English, and Communication Access Realtime Translation (CART) services during weekdays, evenings, holidays and weekends on an on-going basis to the staff of the Mayor's Office of Deaf, Deaf Blind and Hard of Hearing upon request.

- ***The dollar amount of the contract, including budgeted amount and actually spent;***
 1. Purchase order amount: \$60,000. The actual expenditure is 18,895.00. We received funding for FY23 in August which did not allow us to expend the full amount.
- ***The term of the contract;***
 1. The period of performance is for one fiscal year from the date that the agreement is signed by the contacting officer. The District may extend the term of the resulting contract for two (2) one-option years or successive fractions thereof, by written notice to the Contractor before the expiration of the contract.
- ***Whether the contract was competitively bid or not;***
 1. The contract was competitively bid.
- ***The name of the agency's contract monitor and the results of any monitoring activity; and***
 1. Kisha Gore
- ***Funding source.***
 1. OCA input the funds to MODDHH budget for FY23

FY24

- a. ***The name of the contracting party***
 - Context Global-A (Interpreting)
 - ***The nature of the contract, including the end product or service;***
 1. The nature of the contract is to provide qualified sign language interpreters proficient in both American Sign Language and English during weekdays, evenings, holidays and weekends on an on-going basis to the District's agencies upon request.
 - ***The dollar amount of the contract, including budgeted amount and actually spent;***
 1. \$90,000 is the purchase order amount. The actual expenditure to date is 38,230.00. With a remaining budget balance of 51,770.00.
 - ***The term of the contract;***
 1. The period of performance is for one fiscal year from the date that the agreement is signed by the contacting officer. The District may extend the term of the resulting contract for two (2) one-option years or successive fractions thereof, by written notice to the Contractor before the expiration of the contract.
 - ***Whether the contract was competitively bid or not;***
 1. The contract was competitively bid.
 - ***The name of the agency's contract monitor and the results of any monitoring activity; and***
 1. Kisha Gore
 - ***Funding source.***

1. OCA input the funds to MODDHH budget for FY24
- b. ***The name of the contracting party;***
- Context Global-B (Captioning)
 - ***The nature of the contract, including the end product or service;***
 1. The nature of the contract is to provide qualified Communication Access Realtime Translation (CART) services during weekdays, evenings, holidays and weekends on an on-going basis to the District's agencies upon request.
 - ***The dollar amount of the contract, including budgeted amount and actually spent;***
 1. \$20,000 is the dollar amount. There are no actual expenditures due to not yet receiving the invoice for services.
 - ***The term of the contract;***
 1. The period of performance is for one (1) year from the date that the agreement is signed by the contacting officer. The District may extend the term of the resulting contract for two (2) one (1) option years or successive fractions thereof, by written notice to the Contractor before the expiration of the contract.
 - ***Whether the contract was competitively bid or not;***
 1. The contract was competitively bid.
 - ***The name of the agency's contract monitor and the results of any monitoring activity; and***
 1. Kisha Gore
 - ***Funding source.***
 1. OCA input the funds to MODDHH budget for FY24
- c. ***The name of the contracting party;***
- Joyful Signing
 - ***The nature of the contract, including the end product or service;***
 1. The nature of the contract is to provide qualified sign language interpreters proficient in American Sign Language and English, and Communication Access Realtime Translation (CART), services during weekdays, evenings, holidays and weekends on an on-going basis to the District's agencies upon request.
 - ***The dollar amount of the contract, including budgeted amount and actually spent;***
 1. \$80,000 is the dollar amount. The actual expenditure to date is \$5945.25 with a remaining balance of \$74,054.75.
 - ***The term of the contract;***
 1. The period of performance is for one (1) year from the date that the agreement is signed by the contacting officer. The District may extend the term of the resulting contract for two (2) one (1) option years or successive fractions thereof, by written notice to the Contractor before the expiration of the contract.
 - ***Whether the contract was competitively bid or not;***
 1. The contract was competitively bid.

- ***The name of the agency’s contract monitor and the results of any monitoring activity; and***
 1. Kisha Gore
 - ***Funding source.***
 1. OCA input the funds to MODDHH budget for FY24
- d. ***The name of the contracting party;***
- Graham Staffing Services INC
 - ***The nature of the contract, including the end product or service;***
 1. The nature of the contract is to provide qualified sign language interpreters proficient in American Sign Language, and English and Communication Access Realtime Translation (CART) services during weekdays, evenings, holidays and weekends on an on-going basis to the District’s agencies upon request.
 - ***The dollar amount of the contract, including budgeted amount and actually spent;***
 1. \$50,000 is the dollar amount. The actual expenditure is \$14,330.00 with a remaining balance of \$35,670.00.
 - ***The term of the contract;***
 1. The period of performance is for one (1) year from the date that the agreement is signed by the contacting officer. The District may extend the term of the resulting contract for two (2) one (1) option years or successive fractions thereof, by written notice to the Contractor before the expiration of the contract.
 - ***Whether the contract was competitively bid or not;***
 1. The contract was competitively bid.
 - ***The name of the agency’s contract monitor and the results of any monitoring activity; and***
 1. Kisha Gore
 - ***Funding source***
 1. OCA input the funds to MODDHH budget for FY24
- f. ***The name of the contracting party***
- Context Global-C (MODDHH Internal)
 - ***The nature of the contract, including the end product or service;***
 1. The nature of the contract is to provide qualified sign language interpreters proficient in both American Sign Language and English, and Communication Access Realtime Translation (CART) services during weekdays, evenings, holidays and weekends on an on-going basis to the staff of the Mayor’s Office of Deaf, Deaf Blind and Hard of Hearing upon request.
 - ***The dollar amount of the contract, including budgeted amount and actually spent;***
 1. \$65,000 is the dollar amount. The actual expenditure is \$5,032.50 with a remaining balance of \$59,967.50.
 - ***The term of the contract;***
 1. The period of performance is for one fiscal year from the date that the agreement is signed by the contacting officer. The District may extend the term of the resulting contract for two (2) one-option

years or successive fractions thereof, by written notice to the Contractor before the expiration of the contract.

- **Whether the contract was competitively bid or not;**
 1. The contract was competitively bid.
- **The name of the agency's contract monitor and the results of any monitoring activity; and**
 1. Kisha Gore
- **Funding source.**
 1. OCA input the funds to MODDHH budget for FY24

13. Provide the following information for all contract modifications made in FY 23 and FY 24, to date:

a. n/a

14. Provide a list of any contractors or consultants performing work within the agency, including job description, salary, and length of contract and city of residence.

a. n/a

15. For FY 2023 and FY 2024, to date, provide the number of contracts and procurements executed by the agency. Indicate how many contracts and procurements were for an amount under \$250,000, how many were for an amount between \$250,000-\$999,999, and how many were for an amount over \$1 million.

a. Between both FY23 and FY24 MODDHH has had 10 contracts with vendors each under \$250,000. MODDHH did not have any contracts over \$250,000.

16. Provide the typical timeframe from the beginning of the solicitation process to contract execution for:

a. **Contracts and procurements under \$250,000;**

- This process took approximately 3 ½ months.

b. **Contracts and procurements between \$250,000-\$999,999; and**

- n/a

c. **Contracts and procurements over \$1 million.**

- n/a

17. In cases where you have been dissatisfied with the procurement process, what have been the major issues?

a. In FY23, the extended time for solicitation to contract execution took longer than normal because as a new office, MODDHH staff were not in the PASS system yet and there was unfamiliarity with the ASL contracting process. The OCP team shined through, and in FY24 to date, the time frame from solicitation to contract execution has been less than 2 weeks.

18. What changes to contracting and procurement policies, practices, or systems would help the agency deliver more reliable, cost-effective, and timely services?

a. n/a

Racial Equity

19. The District defines racial equity as “the elimination of racial disparities such that race no longer predicts opportunities, outcomes, or the distribution of resources for residents of the District, particularly for persons of color and Black residents.” What are three areas, programs, or initiatives within the agency that have the most opportunity to make progress toward racial equity?

- a. #HHDBDeaf DC Works Employment Summit: The [National Deaf Center](#) Deaf, DeafBlind, and Hard of Hearing people of color face higher unemployment rates than hearing people of color and White Deaf, DeafBlind, and Hard of Hearing Washingtonians. MODDHH’s employment summit was created to bridge this gap. This is an annual event addressing and correcting employment disparities *within* Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late Deafened communities.
- b. SAFE Project: Numerous [studies](#) show there is racial discrepancy in disaster preparedness and emergency management even within people with hearing loss. MODDHH established the SAFE Project to equip District agencies and employees with the resources and knowledge to best serve Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late Deafened (D/DB/DD/HH/LD) constituents, commuters, and visitors during emergencies in a way that is equitable to communities of color. SAFE provides D/DB/DD/HH/LD communities in DC with emergency preparedness information and devices needed to meet their unique communication accessibility needs.
- c. Community Partnerships: As seen by the MODDHH End of the Year Report, MODDHH has been intentional with partnering with community organizations such as DC Area Black Deaf Advocates, Greater Washington Asian Deaf Association, and Latino Deaf and Hard of Hearing Association of Metropolitan DC, and more. MODDHH played a role in supporting the community programming and engagement events of these organizations, as well as offering them opportunities to engage with resources and services provided by the government of the District of Columbia.

20. In the past year, what are two ways the agency has addressed racial inequities internally or through the services you provide?

- a. #HHDBDeaf DC Works Employment Summit and the SAFE Project.

21. Consider one area where the agency collects race information. How does the agency use this data to inform decision-making?

- a. MODDHH collects demographic information (including racial identification) on the post-event surveys. The information collected assists MODDHH in determining where to emphasize our outreach efforts as well as informs future partnership opportunities.

22. How are communities of color engaged or consulted when the agency considers changes to programs or services? Provide one specific example from the past year.

- a. Based on community feedback, MODDHH decided to forgo the creation of visitor cards listed in the office’s D.C. Code § 2-1431.03a, as it was seen as not being effective or safe for people of color.

- b. DC Area Black Deaf Advocates, Greater Washington Asian Deaf Association, and Latino Deaf and Hard of Hearing Association of Metropolitan DC, and more were contacted when developing focus groups with MPD updating their active shooter drill training for accessibility and have requested their own focus group which is scheduled soon.

Sexual Harassment

23. Describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY 23 and FY 24, to date, and whether and how those allegations were resolved.

- a. MODDHH follows the procedures set forth in Mayor's Order 2023-131, dated October 31, 2023, which outlines the District Government's sexual harassment policy. As MODDHH is under the Executive Office of the Mayor, we have been trained and informed on the procedure of contacting the EOM SHO to disclose and investigate any allegations of sexual harassment.
- b. No allegations have been received in FY23 or FY24 to date.

24. Has the agency identified a primary and alternate sexual harassment officer ("SHO") as required by Mayor's Order 2023-131 ("Sexual Harassment Order")? If no, why not? If so, provide the names of the primary and alternate SHOs.

- a. As an EOM agency, MODDHH's SHOs are Mayor's Office of Women's Policy Affairs Director Natasha Dupee, MOCA Grants Manager Pedro Mojica, and Mayor's Office of Returning Citizens Affairs Director of Operations Jordyn Seide.

25. Has the agency received any requests from staff in an otherwise prohibited dating, romantic, or sexual relationship for a waiver of provisions of the Sexual Harassment Order? What was the resolution of each request? If a waiver has been granted, are there limitations on the scope of the waiver?

- a. No.

Other

26. Explain any significant impacts on the agency, if any, of legislation passed at the federal or local level during FY 23 and FY 24, to date.

- a. n/a

27. Provide the number of FOIA requests received for FY 23, and FY 24, to date. Include the number granted, partially granted, denied, and pending. In addition, provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

- a. n/a

Budget

28. Provide a table showing the agency’s Council-approved budget, revised budget (after reprogrammings, etc.), and actual spending, by program, activity, and funding source for FY 23 and FY 24, to date. Detail any over- or under-spending and if the agency had any federal funds that lapsed.

(JS0)

Office for the Deaf, Deafblind, and Hard of Hearing

Table JS0-1

Description	FY 2021	FY 2022	FY 2023	FY 2024	% Change
	Actual	Actual	Approved	Approved	from FY 2023
OPERATING BUDGET	\$0	\$0	\$818,747	\$1,104,278	34.9
FTEs	0.0	0.0	6.0	6.0	0.0
CAPITAL BUDGET	\$0	\$0	\$0	\$0	N/A
FTEs	0.0	0.0	0.0	0.0	N/A

- a.
- b. MODDHH does not receive federal funds.

29. Provide a list of all budget enhancement requests (including capital improvement needs) for FY 23 or FY 24. For each, include a description of the need, the amount of funding requested, and the status of the enhancement.

- a. MODDHH works with EOM and the Mayor’s Office of Budget and Performance Management to develop its annual budget. The Mayor’s annual budget submission reflects those efforts.

30. For FY 23 and FY 24, to date, list all intra-District transfers to or from the agency. For each, provide a description of the purpose of the transfer and which programs, activities, and services within the agency the transfer impacted.

- a. n/a

31. List, in chronological order, each reprogramming that impacted the agency in FY 23 and FY 24, to date, including those that moved funds into the agency, out of the agency, and within the agency. For each reprogramming, list the date, amount, rationale, and reprogramming number.

- a. FY 23 Internal Reprogramming within agency of \$25,000 from Office Supplies to Other Services and Charges.
- b. FY 24 \$86,306 Reprogramming to Agency from Multiple agencies for 1.0 FTE

32. List and describe any spending pressures the agency experienced in FY 23 and any anticipated spending pressures for the remainder of FY 24. Include a description of the pressure and the estimated amount. If the spending pressure was in FY 23, describe how it was resolved, and if the spending pressure is in FY 24, describe any proposed solutions.

- a. Mayor Bowser has ensured that that all fiscal needs of MODDHH have been met.

33. For FY 23 and FY 24, to date, identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

- a. n/a
- 34. For FY 23 and FY 24, to date, provide a list of employee bonuses, special pay granted, or separation pay issued, that identifies the employee receiving the bonus, special pay, or separation pay, the amount received, and the reason for the bonus, special pay, or separation pay.**
- a. n/a
- 35. For FY 23 and FY 24, to date, list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.**
- a. FY 23: \$17,951 P-card expenditures for office supplies and professional services (interpreter/captioner services)
- b. FY 24: \$0 in P-card expenditures to date.
- 36. For FY 23 and FY 24, to date, list all vehicles owned, leased, or otherwise used by the agency including their age, division, and purpose.**
- a. n/a
- 37. For FY 23 and FY 24, to date, list all employees who receive cell phones, personal digital assistants, or similar communications devices at agency expense.**
- a. All (6) MODDHH staff received cell phones and iPads at EOM expense.
- 38. For FY 23 and FY 24, to date, provide the following information regarding the agency's authorization of employee travel:**
- a. n/a
- 39. For FY 23 and FY 24, to date, list all of the total overtime and workman's compensation payments paid.**
- a. n/a

Inter-Agency Coordination

- 40. List and provide a copy of all memoranda of understanding ("MOU") or other written agreements between MODDHH and other District agencies during FY 23 and FY 24, to date, as well as any MOU currently in force and any MOU planned for the upcoming year. For each, indicate the date on which the MOU was entered and the termination date.**
- a. Citywide Sign Language Interpreting (FY23 & FY24)
- On behalf of all agencies under the Mayor's purview – Office of the City Administrator
 - Independent agencies – Commission on Arts & Humanities, Office of the Chief Financial Officer, Office of Administrative Hearings, Office of Advisory Neighborhood Commissions, Office of the General Counsel, Office of Planning (FY23 only: Board of Ethics & Government Accountability, DC Housing Authority)
- b. EOM Support – \$8,000 Transportation Services (FY24)

41. Describe MODDHH's collaboration with the Department on Disability Services. Include any specific partnerships on programs, initiatives, and events that MODDHH had with DDS in FY 23 and FY 24, to date.

- a. The Department of Disability Services collaborated by participating to provide resources and open new cases as well as answer questions for D/DB/DD/HH/LD residents during MODDHH's Employment Summit for Disability Employment Awareness Month.
- b. MODDHH presented about our office, services, and resources at DDS 2023 Provider Fair.
- c. Collaborations with DDS on Tech First initiatives relating to accessibility tech.
- d. MODDHH partners with DDS' Rehabilitation Services Administration to have a vocational rehabilitation counselor have open office hours once a week in the MODDHH office.
- e. MODDHH is a member of DDS' National Expansion of Employment Opportunities Network (NEON) Initiative.

42. Describe MODDHH's collaboration with the Office of Disability Rights. Include any specific partnerships on programs, initiatives, and events that MODDHH had with ODR in FY 23 and FY 24, to date.

- a. ODR Program Analyst Shelly Carr-Brown was detailed to MODDHH 3-days a week for one fiscal year to train MODDHH on how to run what was then known as the Sign Language Interpreting Program.
- b. ODR provided resources and answered questions for D/DB/DD/HH/LD residents during MODDHH's Employment Summit for Disability Employment Awareness Month.
- c. MODDHH and ODR partnered with an international conference "Accessibility Global Group Summit on Technology" that took place in the District.

43. Describe MODDHH's collaboration with the Office of Human Rights. Include any specific partnerships on programs, initiatives, and events that MODDHH had with OHR in FY 23 and FY 24, to date.

- a. MODDHH connected with OHR to address over 15 constituent inquiries.
- b. MODDHH presented at OHR Commission on Human Rights Annual Awards Gala.

44. D.C. Code § 2-1431.02(a)(6) requires all District agencies to "[s]ubmit an annual self-evaluation and implementation plan to ODDHH describing how the agency shall ensure that all programs and public information are accessible to the deaf, deafblind, and hard of hearing communities, including an evaluation of the agency's coordination with ODDHH to provide interpreter services."

- a. **Describe MODDHH's efforts to implement this law in FY 23 and FY 24, to date.**
 - i. MODDHH developed the Accessibility Feedback Form Template for constituents to take after attending a District-related event.
 - ii. MODDHH developed a Referral Tracking Spreadsheet, tracking constituent emails/phone calls where MODDHH refers them to different agencies or resources in District government with weekly follow-ups as needed.

- b. List the agencies, if any, that have submitted self-evaluation and implementation plans to MODDHH.**
 - i. n/a
- c. List the agencies, if any, that have not submitted self-evaluation and implementation plans to MODDHH.**
 - i. n/a
- d. Describe MODDHH's plans to implement this law in FY 24.**
 - i. MODDHH is developing an Agency Communications Accessibility Template wherein each District government agency can customize to their own agency operations for self-evaluations.

Codified Duties

45. D.C. Code § 2-1431.03a(e) assigns MODDHH numerous duties. Share an update and relevant data on each codified duty for FY 23 and FY 24, to date:

- a. Advocate for the adoption of laws, policies, and programs that benefit the deaf, deafblind, and hard of hearing communities;**
 - i. Policies
 - 1. Closed Captioning Initiative
 - 2. Open Movie Captioning Requirement Act
 - 3. Induction Loops Accessibility Policy Memo
 - ii. Programming
 - 1. Department of Small and Local Business Development - Accessible CBE Training
 - 2. Douglass “Thrive, THAT!” Youth Wellness Collaborative
 - 3. Black Deaf Book Festival
 - 4. DeafBlind Legacy Week
 - 5. DeafBlind Youth Empowerment Panel
 - 6. Erasing the Stigma: Family and Community Tour
 - 7. Strength in DDBHH LGBTQIA PRIDE
- b. Provide community outreach, training, and education on issues affecting the deaf, deafblind, and hard of hearing communities;**
 - i. MODDHH Cultural Competency training
 - ii. Accessible Emergency Management training
 - iii. Testimony Tips + Template Workshop
 - iv. Partnering with MPD and DC HSEMA to improve accessibility and inclusion on MPD active shooter active threat training
 - v. Active Shooter Focus Group
 - vi. Text-to-911 Focus Group
 - vii. Department of Housing and Community Development Session
 - viii. Department of Small and Local Business Development- CBE Training
- c. Provide information about existing programs and services for the deaf, deafblind, and hard of hearing communities;**
 - i. ASL translation with captioning of all District public safety outreach and emergency alerts
 - ii. Partner with DACL, Deaf REACH, & District Deaf-based organizations
 - iii. Securing Accessibility For Emergencies (SAFE) Project
 - iv. Douglass “Thrive, THAT!” Youth Wellness Collaborative

- d. Refer members of the deaf, deafblind, and hard of hearing communities with problems or concerns to the appropriate District agency or organization;**
 - i. Referrals have been made to: DDS, Serve DC, DAFL, MOLA, MOWPI, MOCRS, ODR, OHR, DHS, DC Dept of Health, and DC Health Link
- e. Assist educational institutions, employment agencies, social service agencies, and businesses comply with District and federal laws that affect the deaf, deafblind, and hard of hearing communities;**
 - i. While ODR is the compliance office for all District agencies, & OHR is the compliance office for non-District agencies, MODDHH assists with compliance to ODR/OHR by providing trainings, creating educational and informative one-pagers, supporting with settlement agreement requirements, recommendations for updating District procedures, establishing SAFE, etc. to address accessibility gaps.
- f. Provide members of the deaf, deafblind, and hard of hearing communities with access to specialized services, including case management, interpreter services, technology services, such as assistive listening devices, independent living services, and information services;**
 - i. As MODDHH is under EOM, we follow the EOM referral system/procedures regarding case management.
 - ii. The Effective Communication Program is a resource for District agencies to provide ASL/Captioning when constituents request communications accessibility services.
- g. Maintain a registry of available qualified interpreters in the District and work to increase the number of qualified interpreters in the District;**
 - i. The Effective Communications has a list of both qualified interpreters as well as numerous interpreting agencies available to the District.
- h. Create and distribute visor communication cards to the Metropolitan Police Department containing instructions on how to effectively communicate with a deaf, deafblind, or hard of hearing motorist, along with images of common traffic situations;**
 - i. The policy analyst's investigation concluded visors are not effective due to racial concerns. Instead, we propose working with MPD DHHU to implement strategies for identifying D/DB/DD/HH/LD constituents during stops
- i. Assist agencies in developing policies and practices that consider the needs of the deaf, deafblind, and hard of hearing communities;**
 - i. MODDHH Cultural Competency and Accessible Emergency Management trainings are available to all District government agencies.
 - ii. Developing the District-wide Accessibility Report
 - iii. Completed HSEMA Settlement Agreement materials on District procedures during emergencies
 - iv. Securing Accessibility For Emergencies (SAFE) Project
 - v. Office of Racial Equity Virtual Resource Library for District Employees
- j. Ensure District-wide compliance with laws and policies that protect the civil rights of the deaf, deafblind, and hard of hearing communities;**
 - i. MODDHH partners with ODR to identify compliance needs, including communication with ODR's Attorney Advisor

- ii. MODDHH partners and communicates with District agencies on emergency prep materials and updating policies that are used across the District. For example:
 1. District Procedures on Requesting Sign Language Interpreters and Auxiliary Aids (ODR, DC HSEMA)
 2. Language ID & Poster Card (DC HSEMA, OHR)
 3. Effective Communication Cards (that reference compliance laws) (OHR, DC HSEMA)
- k. Assist agencies and the Council with referrals to qualified interpreters;***
 - i. The Effective Communications Program has referred multiple DC government agencies as well as the DC Councilmember Janeese Lewis-George Office and DC Council Office of the Secretary on lists of vendor-agencies where they can find qualified interpreters.
- l. Coordinate with the appropriate agencies to provide:***
 - i. ***All members of the deaf, deafblind, and hard of hearing communities who are children with support and access, from birth, to all services necessary to ensure language access and developmental support; and***
 1. Douglass “Thrive, THAT!” Youth Wellness Program
 2. OSA Know Your Rights "Special Education" Workshop: MODDHH Tabled in 2023
 3. PAVE Parent Leader in Education: MODDHH Tabled in 2023
 4. MODDHH is a member of DC Early Hearing Detection and Intervention (EHDI)
 5. Worked with DCPS, OSSE, OSA, PAVE, on developing the D/DB/DD/HH/LD Guardians: Your Accessibility Rights at Your Child’s School Workshop
 6. Consulted with DC Dept of Health that submitted a proposal for partnership on an EHDI grant.
 - ii. ***The deaf, deafblind, and hard of hearing communities with support and access to workforce development opportunities;***
 1. The MODDHH Ambassador Program provides opportunities for Deaf, DeafBlind, and Hard of Hearing individuals to learn more about working with a local government agency through volunteerism at events and program planning
 2. Employment Summit: Resume Review, on-the-spot interviews
 3. Various MOCA Job Fairs
 4. Small Business support in partnership with DSLBD for the accessible CBE Training Course
 5. Deaf Entrepreneurship Campaign of 2024 which supports Deaf-own small businesses in the District
- m. Provide training to agencies and the Council on:***
 - i. ***The needs of the deaf, deafblind, and hard of hearing communities as it relates to each agency's and the Council's functions and mission;***
 1. Provided to the DC Council on January 26, 2023, additionally all trainings are available to District government agencies and OANC
 - ii. ***Cultural awareness of the deaf, deafblind, and hard of hearing communities; and***

1. Provided to the DC Council on January 26, 2023, with availability to all District government agencies and OANC
- iii. **Basic sign language communication.**
 1. Provided to the DC Council on January 26, 2023, with availability to all District government agencies and OANC

46. D.C. Code § 2–1431.03a(e)(14) requires MODDHH to submit annually a report to the Council and Mayor. Share the report or update on the status of the report.

- a. The MODDHH Annual Report for FY23 is drafted and completed, awaiting final design and publishing. The Annual Report highlights MODDHH FY23 achievements, social media reach and statistics, constituent testimonies, and more.

47. D.C. Code § 2–1431.02(b)(3) requires the Mayor to “[e]stablish and implement a plan to enhance existing programs or to create new programs to ensure that all services provided by agencies are accessible to the deaf, deafblind, and hard of hearing communities”.

a. Provide a copy of this plan.

- MODDHH collects feedback after every event/program it hosts – the event feedback form is customized for each MODDHH-related event
- Additionally, MODDHH is developing a Communications Accessibility Feedback Form Template (for constituents to take after attending a non-MODDHH District-hosted event) as part of its Communications Accessibility Agency Self-Evaluation Template
- A Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, Late Deafened Constituent Feedback Form (with video submission enabled) is being developed for any type of issues for general feedback for constituents related to District government resources and services

b. Describe MODDHH’s efforts to implement this law in FY 23 and FY 24, to date.

- MODDHH’s Community Engagement Team has a detailed training tracker (for both Accessible Emergency Management Training as well as Cultural Competency Trainings)
- A District-wide memo regarding how to use the Effective Communication Program has been submitted to EOM leadership for distribution across all DC government agencies.
- Currently working with DCHR’s Center for Learning and Development to give certification to District employees who attend communications accessibility training.

c. Describe MODDHH’s plans to implement this law in FY 24.

- MODDHH plans to continue the above-mentioned practices for the rest of FY24.

48. D.C. Code § 2–1431.02(b)(4) requires the Mayor to “[e]stablish and implement a plan to address particular areas of concern identified by ODDHH”.

a. Provide a copy of this plan.

- Upon receipt of the Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, Late Deafened Constituent Feedback Form MODDHH analyzes the

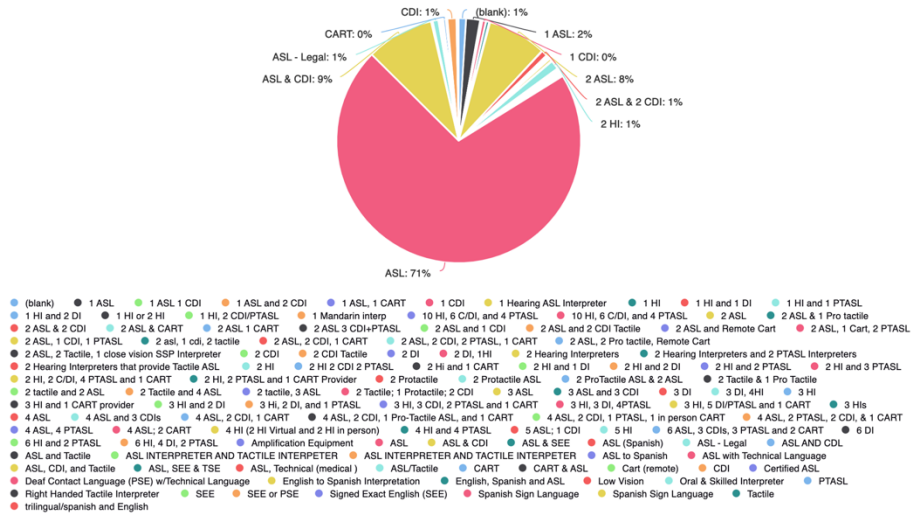
constituent's experiences navigating District services and resources to look for target areas to address.

- Once target need is identified, MODDHH either:
 1. Uses feedback to inform our programming and policy, *OR*
 2. Reaches out to the corresponding agency to provide customized trainings to address the communications accessibility issue or immediately addresses simple resolutions when possible.
 - As part of the Communications Accessibility Agency Self-Evaluation Template, the ECP Interpreter Evaluation Form on the MODDHH website will be required distribution every time an agency uses ECP service for constituent engagement
- b. ***Describe MODDHH's efforts to implement this law in FY 23 and FY 24, to date.***
- MODDHH's Community Engagement Team has a detailed training tracker (for both Accessible Emergency Management Training as well as Cultural Competency Trainings)
 - A District-wide memo regarding how to use the Effective Communication Program has been submitted to EOM for distribution across all DC government agencies.
 - MODDHH is currently working with DCHR's Center for Learning and Development to give certification to District employees who attend communications accessibility training.
- c. ***Describe MODDHH's plans to implement this law in FY 24.***
- MODDHH plans to continue the above-mentioned practices for the rest of FY24.

ASL Interpretation, Braille, and CART Services

- 49. Provide a list of all requests for ASL interpretation services MODDHH received from District agencies in FY 23 and FY 24, to date. For each request, include the following:***
- a. ***Date request received; Date of service; Requesting agency; Number of hours of service; Cost of service; and whether the interpreter(s) was a contractor or District employee.***

By Language Used (Pie Chart)



50. Describe the process for how District agencies should request ASL interpretation services from MODDHH.

- a. Agencies under the Mayor’s purview (as well as select independent government agencies) are able to fill out the [Effective Communications Request Form](#) on the MODDHH website to receive services.
- b. Additionally, in the case of Mayoral emergency activations MODDHH has a separate [Emergency Activation ECP Request Form](#) that is filled out.

51. Did any emergency announcements from the Mayor not have Sign Language Interpretation Services during FY 23 and FY 24, to date?

- a. MODDHH has no oversight or tracking over the Mayor’s Interpreters as the FTEs are located within the Office of Disability Rights.
- b. However, the MODDHH Community Engagement Team ensures that there are ASL and captioning translations of all Mayor Bowser’s public safety and emergency alerts.

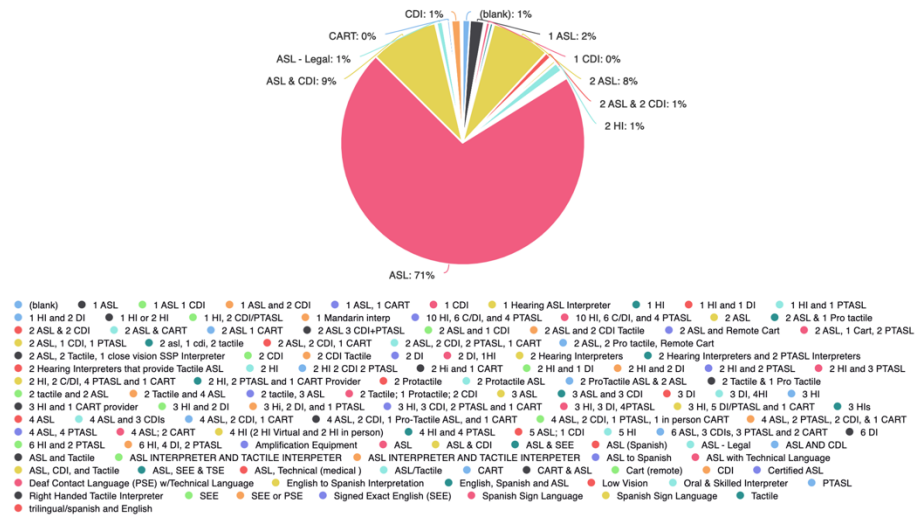
52. Provide a list of all requests for Braille interpretation services MODDHH received from District agencies in FY 23 and FY 24, to date. For each request, include the following:

- a. *Date request received; Date of service; Requesting agency; Number of hours of service; Cost of service; and whether the interpretation was completed by a contractor or District employee.*
 - n/a

53. Provide a list of all requests for Communication Access Realtime Translation Services MODDHH received from District agencies in FY 23 and FY 24, to date. For each request, include the following:

- a. *Date request received; Date of service; Requesting agency; Number of hours of service; Cost of service; and whether the captioner(s) was a contractor or District employee.*

By Language Used (Pie Chart)



Community Engagement

54. Describe how MODDHH ensures its outreach efforts connect with the following populations:

- Youth, including youth in CFSA's custody and care;** Douglass Thrive, That! Wellness Collaborative, partnerships with DCPS, OSSE, OSA, and MSSD
- Unhoused;** Partnership with Department of Housing and Community Development at several MODDHH events.
- Immigrants;** Event - Erasing the Stigma: Community Tour with Mayor's Office of Caribbean Community Affairs and Mayor's Office of African Affairs
- Veterans;** Provided one-pager of our office, services, and resources to Mayor's Office of Veteran Affairs (MOVA) and partnership with MOVA's LGBTQ Community Liaison
- Residents East of the River; and** Close relationship with Director of East River Family Strengthening Collaborative (ERFSC) and the Deaf/Hard of Hearing Programming Manager, as well as attending ERFSC events tabling to share office services, and resources.
- Seniors.** Close partnership with DACL, ERFSC, Signing Seniors Initiatives which led to the very first ever Deaf contestant of Ms. Senior DC Queen

55. Provide a list of resources MODDHH has developed specifically for each of the populations:

- People who are Deaf; People who are Deafblind; People who are Deaf Disabled; People who are Hard of Hearing; and people who are Late Deafened.**
 - All resources and programs of MODDHH are tailored to the full Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late Deafened community in the District.

56. Based on what MODDHH has learned from community members, list the most significant barriers to access of District services and facilities specifically for the following populations:

a. *People who are Deaf; People who are Deafblind; People who are Deaf Disabled; People who are Hard of Hearing; and people who are Late Deafened.*

- The most significant complaint and barrier frequently raised is lack of accessible communications on transportation (Metro trains, buses, and for-hire vehicles). MODDHH aims to work with agencies on next steps which will ensure all District services and agencies are able to provide captioning as a form of accessible communication.
- For those who rely on ASL, there have been several complaints levied against the quality of Mayoral Interpreters during Mayor Bowser's live broadcasts/pressers. While MODDHH has no oversight of these interpreters, we encourage constituents to not only relay their feedback to ODR (where the FTEs are located), but to also use the MODDHH interpreter evaluation form to note specific complaints that we can follow-up with ODR about. Additionally, ODR has recently hired two new phenomenal Mayoral Interpreters that we have received positive feedback about, and don't foresee similar complaints being brought up moving forward.
- For Senior Citizens who communicate through sign language (which is different than those with hearing loss and still communicate orally) there has been frustration noted with lack of access to social opportunities as well as accessible services and resources geared for senior citizens. MODDHH was proud to partner with DACL and East River Family Strengthening Collaborative's work in conjunction with signing seniors to ensure communications accessibility in social engagements.
- While there have been a few complaints about public safety officers' barriers with communication during emergencies, great strides have been made in partnerships with MPD, most recently the Active Shooter Drill Training community focus group hosted by MODDHH.
- In addition to the above, the Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late Deafened community is not much different than the rest of Washingtonians, they would like to see more funding and support for: mental health services, access to safe shelters, more accessible and affordable housing, and more opportunities for employment.