GOVERNMENT OF THE DISTRICT OF COLUMBIA
EXECUTIVE OFFICE OF THE MAYOR

Responses to Fiscal Year 2024

Performance Oversight Hearing Questions

Kari Cooke
Director, Mayor's Office of Deaf, Deafblind, and Hard of Hearing

Submission to The Committee on Facilities
Council of the District of Columbia

The Honorable Janeese Lewis George, Chairperson

Monday, March 3, 2025
9:30 AM (Hybrid)

Overall

Achievements, Priorities

1. ***Identify MODDHH'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 MODDHH's top achievements in FY 24 and FY 25, to date.***
   a. FY24 Achievements
      i. Initiatives:
         1. MODDHH Ambassador Program - This program connects Deaf, DeafBlind and Hard of Hearing individuals who request volunteering opportunities with MODDHH. Additionally, this program provides opportunities for students in Interpreter Training programs to gain practical experience in earning observation hours specific to government interpreting.
         2. **S**ecuring **A**ccessibility **F**or **E**mergencies (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 Disability, Access, and Functional Needs (DAFN) Program, Fire Prevention Week, Emergency Activation ECP Request Form, and more to come.
         3. Cultural Competency Training - MODDHH customizes this training for agencies/nonprofits/businesses, and participants will learn best practices and accessibility considerations when engaging with D/DB/DD/HH/LD individuals who "live, work, and play" in the District. Participants will take away best practices to improve accessibility within their organization, activities, and events.
      ii. Community Engagement
         1. Active Shooter Training Focus Group (SAFE)
         2. Text-to-911 Focus Group (SAFE)
         3. Inaugural D/DB/DD/HH/LD Community Emergency Response Team (CERT) cohort (SAFE) (14 new CERTS)
         4. Mayor Bowser's Deaf History Month
         5. Deaf Awareness Events with DC Sports Teams
         6. Strength in D/DB/DD/HH/LD PRIDE
         7. Mayor Bowser's Accessibility Stage at the H Street Festival
   b. FY25 Achievements to date:
      i. Initiatives

1. **F**ostering **R**esources for **A**ccessible and **M**ultimodal **E**ducation (FRAME) - This new MODDHH program works in partnership with the District's Early Hearing Detection & Intervention program along with DCPS, OSSE, and the Clerc Center (MSSD & Gallaudet University) to address the growing educational disparity and the unique needs of the community.
    ii. Community Engagement
        1. MODDHH is part of the Community Emergency Response Team (CERT) Cohort with ServeDC
        2. Fire Prevention Week with DC FEMS, Burn Center, ARC, and MPD's Deaf and Hard of Hearing Unit (DHHU)
        3. Q1 Community Dialogue: DC Department of Transportation (DDOT)
        4. One Team, One Goal: Collaborating to Improve Outcomes for All Babies (FRAME)
        5. Q2 Community Dialogue: Accessibility in Action
        6. Hands on Heart Training w/ DC FEMS (SAFE)
        7. Sign into the Future: Collaboration with OCTO's AI Taskforce and MODDHH Senior Citizens

3. *Identify MODDHH's top five overall priorities. Explain how MODDHH expects to address these priorities in FY 25 and identify the metrics used to track success for each.*
    a. Downtown DC: On a monthly basis, MODDHH highlights opportunities for residents to take advantage of events/programs/resources in Downtown DC while assisting them in making sure Downtown is accessible. Additionally, MODDHH worked with ODR's Developmental Disabilities Council to co-host the Employment First Summit in DC's Downtown to address the employment disparity within the Deaf Disabled community.
    b. Public Safety: The SAFE project is the umbrella initiative that supports communications accessibility for the District's emergency management services. MODDHH partners with HSEMA's DAFN division, DC FEMS emergency management trainings, OUC 911/311 texting/VRS accessibility, DDOT transportation and construction services, and MPD's DDHU to support the unique public safety needs of Washingtonians. Additionally, MODDHH provides translation services for Mayor Bowser's policy proposals that address enhancing the District's public safety.
    c. East of the River Outreach: MODDHH has quarterly Office Hours at the Anacostia Safe Commercial Corridor Hub, these are sites where residents can walk in and get help from multiple DC Government agencies. The hubs allow our teams to be more responsive to issues in the community. The core teams staffing the Office Hours are a mix of staffers from community relations, public safety, and human and behavioral health services.
    d. Education: The new FRAME program works in partnership with the District's Early Hearing Detection & Intervention program along with DCPS, OSA, PAVE OSSE, and the Clerc Center (MSSD & Gallaudet University) to address the growing educational disparity and the unique needs of the community.

4. *List each policy initiative of MODDHH during in FY 24 and FY 25, to date. For each initiative provide:*
   a. *A detailed description of the program;*
      i. [Policy Summary](#)
      ii. Policy Memos Drafted/In-Progress
         1. Amendments to the 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 and Assistive Technology
         7. Zoom Accessibility
   b. *The name of the employee who is responsible for the program;*
      i. Jacqueline Ting – Policy Analyst
   c. *The total number of FTEs assigned to the program; and*
      i. 1 FTE (with Deputy Director and Director as supervisors)
   d. *The amount of funding budgeted to the program.*
      i. FTE Salary

5. *Identify MODDHH's Strategic Objectives and Key Performance Indicators (KPIs). Explain why each KPI was selected and how it supports the overall mission of the agency.*
   1. Provide and oversee District-wide communication accessibility covering all modes of D/DB/DD/HH/LD communication through the Effective Communication Program (ECP).
   2. Ensure and oversee District-wide constituent development programs, resources, and services (PRS) are accessible to D/DB/DD/HH/LD constituents and their families.
   3. Develop accessible program, resources, services for D/DB/DD/HH/LD communities and their families through community and interagency engagement and partnerships, programming, and policy.
   4. Create and maintain a highly efficient, transparent, and responsive District government.

   a. *Include the outcomes for FY 24 and FY 25, to date for each KPI measure.*
      i. Performance plan tracking for MODDHH began in Fiscal Year 2025. Currently, we have inputted data on FY25 Q1. Tracked all KPI data and reported for Q1 KPIs. MODDHH internal tracking of FY25 Q1 KPI can be found here: [FY25 Performance Plan-MODDHH Internal](#). This information and narratives on KPIs are inputted on QuickBase for the Office of the City Administrator (OCA) to review.
   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.*
      i. MODDHH Community Engagement Team (CET) and Effective Communication Program (ECP) use the performance plan as a guideline to determine that KPIs relating to effective communication program compliance, engagement, programming, and overall operations for MODDHH are met. CET ad ECP monitor and track their respective KPIs,

workload measures, and operations. When quarterly performance plan data is due, each team inputs their reports.

6. *Provide MODDHH's FY 24 Performance Plan.*
   a. *Did MODDHH meet the objectives set forth in its performance plan for FY 24? Provide a narrative description of what actions MODDHH undertook to meet the objectives or any reasons why such objectives were not met.*
      i. MODDHH developed their first performance plan to be implemented and tracked beginning in FY25: ODDHH_2024-04-05.pdf
      ii. As this is the first performance plan for the agency, all results will serve as baseline data for future performance assessments.

## Reporting Requirements

7. *List all reporting requirements in the District of Columbia Code or Municipal Regulations that MODDHH was required to complete in FY 24 and FY 25, to date. For each requirement, list the date the report was required and the date it was produced. If MODDHH did not produce the report on time, explain why.*
   a. MODDHH's FY24 End of the Year Report was fully approved 1/20/2025. Specifics and details can be found here: MODDHH FY24 EOY Report

8. *List and describe any regulations promulgated by MODDHH in FY 24 and FY 25, to date, and the status of each.*
   a. None.

9. *Provide the number of FOIA requests MODDHH received for FY 24 and FY 25, 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. MODDHH received zero (0) FOIA requests.

Organization and Staffing

10. *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.*
    Chart created: February 1, 2025
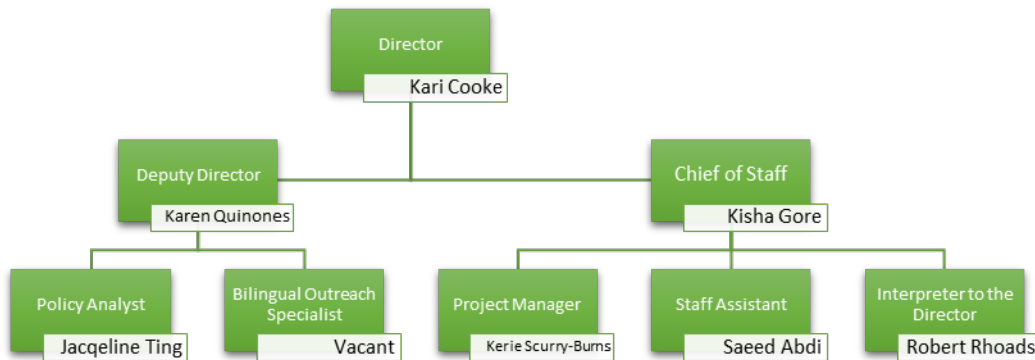
a. *Include an explanation of the roles and responsibilities for each division and subdivision.*
   i. **Director** – Appointed by the Mayor, the Director shall be deaf, deafblind, or hard of hearing and shall serve as the Chief Administrative Officer and will organize personnel, re-delegate authority, develop programs, and take other action consistent with appropriations and other applicable law. The Director will lead the office and perform core duties.
   ii. **Deputy Director** – Leads the *MODDHH Community Engagement Team (CET)* which covers all engagement programming, policy memos, and the District's communications accessibility procedural development out of MODDHH. Direct Reports for the Deputy Direction includes Policy Analyst and Bilingual Outreach Specialist.
      1. **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 of implemented policies/programs. The incumbent serves as an alternative liaison to the MODDHH Director for the applicable DC government body, such as Council, tasks forces, initiatives, and commissions, when the Director is out of the office or unable to perform duties.
      2. **Bilingual Outreach Specialist** – Responsible for program and event planning, marketing/outreach of programs and events, research, data collection, analysis and evaluation, and training. This position represents MODDHH at MOCA/Mayoral events and

builds new (and strengthens existing) partnerships and serves as a liaison for applicable community coalitions and committees.

    iii. **Chief of Staff** – Leads the *MODDHH Effective Communication Program (ECP)* which is the District's ADA Communications Accessibility compliance program. Part of this work includes working with the AFO and OCP liaisons on budgeting for vendor recruitment, implementing contracts and making payments. Additionally, the ECP houses the DC Caption Access Program (currently being implemented), as well as conducting centralized assessment of the quality of District interpreters and CART transcribers. Direct Reports for the Chief of Staff include the Project Manager, Staff Assistant, and Interpreter to the Director.

        1. **Project Manager** – Serves as the Emergency Response representative for MODDHH; supervises the implementation of outreach to ECP clients/vendors, analyzes the ECP process and recommends improvements, and assists with working with AFO and OCP liaison on budgeting needs for implementing contracts and making payments.

        2. **Staff Assistant** – Serves as the principal liaison and confidential office assistant to ECP clients and vendors; performs program, analytical and administrative assignments that address management, administrative needs, coordination services, and communication matters on behalf of the ECP.

        3. **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.

b. *Provide a narrative explanation of any organizational changes made during the previous year.*

    i. **Transfer of Detail from AA0 to JS0**: Chief of Staff Kisha Gore, previously detailed to MODDHH, filled a full time added to MODDHH's FY 25 budget.

    ii. **Reclassification of Program Manager**: The program manager position as it was initially developed did not match the needs of MODDHH over time. With an emphasis on compliance and lack of staffing to fulfill the ever-growing need, MODDHH developed the Project Manager position solely for ECP. The Project Manager works with the ECP Scheduler (a DC Council funded position that focuses on scheduling requests made by the DC Council). As such the Program Manager position (which is housed under CET) has been submitted for reclassification from an MSS position to the CS position of Bilingual Outreach Specialist.

11. *Provide a current Schedule A for MODDHH 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. Schedule A JS0.FY25Q1

12. *During FY 24 and FY 25, to date how many vacancies were posted? Identify*
    a. *each position;*
        i. Program Manager (position was re-classified)
    b. *how long the position was vacant;*
        i. Program Manager – 3 months (prior to decision to reclassify)
    c. *what steps have been taken to fill the position;*
        i. MODDHH is working with EOM Human Resources and MOTA to reclassify the position to a Bilingual Outreach Specialist. All steps have been completed by EOM and the position is currently at DCHR for approval.
    d. *whether MODDHH plans to fill the position;*
        i. Once the reclassification is approved MODDHH plans to fill the position of Bilingual Outreach Specialist.
    e. *and whether the position has been filled.*
        i. The position is awaiting approval from DCHR. Once approved it will be posted publicly and MODDHH will be able to quickly fill the position.

13. *List all employees detailed to or from MODDHH, if any. Provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.*
    a. There are no employees detailed to or from MODDHH.

14. *List in descending order MODDHH's top 25 overtime earners in FY 24 and FY 25, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned by each.*
    a. There are no employees who have earned overtime in MODDHH in FY 24 or FY 25 to date.

15. *For FY 24 and FY 25, 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. There are no employees that have received bonuses, special pay, or separation pay in MODDHH in FY 24 or FY 25 to date.

16. *Provide each collective bargaining agreement that is currently in effect for MODDHH employees. Include the bargaining unit and the duration of each agreement. Note if the agency is currently in bargaining and the anticipated date of completion of each agreement in bargaining.*
    a. There are no collective bargaining agreements currently in effect for MODDHH.

Risk Management

17. *List all pending lawsuits that name MODDHH as a party. Identify which cases on the list are lawsuits that potentially expose the District to financial liability or will result in*

a change in agency practices and describe the current status of the litigation. Provide the nature of each claim, regardless of its likelihood of success.
  a. None.

18. *List all settlements entered into by MODDHH or by the District on behalf of MODDHH in FY 24 and FY 25, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).*
  a. None.

19. *List the administrative complaints or grievances that MODDHH received in FY 24 and FY 25, to date, broken down by source.*
  a. None.

20. *Provide a list of total workers' compensation payments paid in FY 24 and FY 25, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.*
  a. None.

Investigations, Audits, and Reports

21. *List and describe any ongoing investigations, audits, or reports on MODDHH or any employee of the Agency that were completed during FY 24 and FY 25, to date.*
  a. None.

22. *Provide a copy of all studies, research papers, reports, and analyses that MODDHH prepared or funded during FY 24 and FY 25, to date.*
  a. None.

23. *Identify all recommendations identified by the Office of the Inspector General, Auditor, or other federal or local oversight entities during the previous three years. Provide an update on what actions have been taken to address these recommendations. If the recommendation has not been implemented, explain why.*
  a. None.

Racial Equity

24. *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."*
  a. *What is MODDHH's mission?*
      i. 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.

b. ***In the context of MODDHH's mission and the District's racial equity definition, what are three areas, programs, or initiatives within MODDHH where the Agency sees the most opportunity to make progress toward racial equity?***

     i. **Employment First 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. DCC and 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.

     ii. **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.

     iii. **Community Partnerships**: As seen in 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.

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

    a. MODDHH created FRAME to address the accessibility disparity and racial equity gaps in education. The initiative started from last year's work: 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 BIPOC Deaf parents and guardians. MODDHH formed partnerships with UDC, DCPS, OSSE, OSA, PAVE, & MSSD to address this need, which is now known as FRAME.

26. ***Consider one area where MODDHH collects race information. How does MODDHH 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.

27. ***How are communities of color engaged or consulted when MODDHH 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 visor 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 to begin soon.

Sexual Harassment

28. ***Explain MODDHH'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 24 and FY 25, 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 EOM, 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 FY 24 or FY 25 to date.

29. ***Has MODDHH 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 & Initiatives Director, Natasha Dupee, EOM Associate Director of Budget and Compliance, Pedro Mojica, and Mayor's Office of Returning Citizens Affairs Director of Operations, Jordyn Seide.

30. ***Has MODDHH 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.

Performance Evaluation

31. Does MODDHH conduct annual performance evaluations of all its employees? If so, who conducts such evaluations? What steps are taken to ensure that all office employees are meeting individual job requirements?

    a. MODDHH does not conduct annual performance evaluations of its employees. However, on a weekly basis supervisors provide feedback to employees regarding performance. This includes recognition of exemplary work as well as guidance if someone's work needs improvement.

32. Provide MODDHH's FY 24 Performance Accountability Report.

    a. MODDHH finalized our first PAR at the end of FY24 which can be found here: https://oca.dc.gov/sites/default/files/dc/sites/oca/page_content/attachments/ODDHH_2024-04-05.pdf. In FY25 MODDHH will record and submit the first numbers, which will serve as the baseline for future PARs.

33. Explain the staff on-boarding and training process.

    a. Provide a list training curriculum synopsis (including the training course titles, topics and hours of training under each course title).

        i. MODDHH follows the EOM onboarding process as set forth by EOM Human Resources and MOTA. Additionally, MODDHH has its own onboarding which consists of MODHH orientation (including the Front Desk Operations Manual and ECP Handbook) and a review of applicable policies in the MOCA Handbook. Additional trainings are provided by EOM and DCHR as required for the role, such as the Sexual Harassment Policy Compliance training, OCTO Cybersecurity training, Advancing Racial Equity training, LGBTQ Cultural Competency training, BEGA Ethics trainings, and PASS trainings.

    b. Provide a list of the trainings/information sessions MODDHH provided in FY 24 and FY 25, to date.

        i. MODDHH Cultural Competency Training: Course Code 5489

    c. Provide a list of the trainings/information sessions MODDHH plans to provide in the remainder of FY 25.

        i. Accessible Emergency Management Training: Course Code 963

        ii. MODDHH Cultural Competency Training: Course Code 5489

Other

34. Identify all electronic databases maintained by MODDHH, including the following:

    a. A detailed description of the information tracked within each system;

        i. MODDHH's Effective Communcation Program (ECP) uses QuickBase to track all ECP requests that are received by all participating and independent agencies. We also use QuickBase to input invoice information received from the ECP vendors during the billing cycle.

        ii. MODDHH uses QuickBase to input and update information on performance plans. This includes quarterly and annual qualitative and quantitative reporting.

iii. MODDHH uses QuickBase for the District-wide ADA self-evaluation plan. The prototype is currently being developed by OCTO.

b. ***The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and***
   i. QuickBase was a system that we were granted access to once we inherited the program. The ECP scheduler Saeed Abdi has made significant upgrades the system to improve the efficiency of the database by adding significant data fields to the request form to assist the vendors in having a complete snapshot of the event to send out to their providers. He also separated the invoicing portion of the form to maintain privacy once the requests were emailed to the vendors. In FY25, we are working with OCTO to streamline the ECP process even more to include end users having direct access to QuickBase to input their events using their log-in credentials to maintain a more secure access, and automation of reminders/notifications/confirmations to end users, vendors and interpreters/transcribers.

c. ***Whether the public can be granted access to all or part of each system.***
   i. The vendors/providers secured for requests will have view access only to the database.

35. ***List all regulations for which MODDHH is responsible for oversight or implementation. List by chapter and subject heading, including the most recent revision date.***
    a. While ODR is the disability compliance office for all District agencies (with the exception of communications accessibility), & OHR is the compliance office for non-District agencies (and enforcement office for the entirety of the District of Columbia both in and out of government), MODDHH is responsible for communications accessibility compliance in the District. This is done by providing trainings, creating educational and informative one-pagers, supporting with settlement agreement requirements, recommendations for updating District procedures and policies, establishing initiatives, and more to address accessibility gaps.

36. ***Explain the impact on MODDHH of any federal legislation or regulations adopted during FY 24 and FY 25, to date that significantly affects agency operations or resources.***
    a. There have been no federal legislation or regulations adopted during FY 24 and FY 25, to date, that significantly affects agency operations or resources.

Contracting and Procurement

Overall

37. **List each contract, procurement, and lease entered or extended by MODDHH during FY 24 and FY 25, to date. For each contract, provide the following information where applicable:**
   a. **The name of the contracting party (vendor);**
   b. **A description of the contract, including the end product or service;**
   c. **The dollar amount of the contract, including amount budgeted and amount actually spent;**
   d. **The term of the contract (award date and end date);**
   e. **Whether the contract was competitively bid;**
   f. **The name of the agency's contract monitor and the results of any monitoring activity;**
   g. **The MODDHH division under which the contract operates;**
   h. **The funding source; and**
   i. **Any long-term contracts and how community input is sought regarding the contract.**

FY24 Contracting and Procurement

Context Global (A)

a. **The name of the contracting party (vendor)**	Context Global (A) Interpreting Services for participating and independent agencies as well as MODDHH Programming.
b. **A description of the contract, including the end product or service**	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.
c. **The dollar amount of the contract, including the amount budgeted and amount actually spent;**	Amount Budgeted under multiple POs - $169,000. Amount Expended - $168,397.50
d. **The term of the contract (award date and end date)**	Award date 8/11/2023 to End Date 8/10/2024
e. **Whether the contract was competitively bid**	The contract was competitively bid.
f. **The name of the agency's contract monitor and the results of any monitoring activity**	Kisha Gore. During FY 24 and FY 25 we monitored the quality of services and worked with the Office of Contracts and Procurement to improve service where needed.
g. **The MODDHH division under which the contract operates**	Effective Communication Program
h. **The funding source**	MODDHH established an MOU with each participating agency with their projected spending amounts based on the previous year. Each participating agency and independent agency's AFO was responsible to set up their own project line with the funds projected.
i. **Any long-term contracts and how community input is sought regarding the contract.**	No

Context Global (B)

a. **The name of the contracting party (vendor)**	Context Global (B) Interpreting Services for MODDHH Internal Staff
b. **A description of the contract, including the end product or service**	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.
c. **The dollar amount of the contract, including amount budgeted and amount actually spent;**	Budgeted Amount, multiple POs $49,720, Actual Expenditure - $49,707.50
d. **The term of the contract (award date and end date)**	Award date 9/21/23 to End date 9/20/24
e. **Whether the contract was competitively bid**	Yes
f. **The name of the agency's contract monitor and the results of any monitoring activity**	Kisha Gore
g. **The MODDHH division under which the contract operates**	Effective Communication Program
h. **The funding source**	OCA input the funds to MODDHH for FY 24
i. **Any long-term contracts and how community input is sought regarding the contract.**	No

Context Global (C)

a. **The name of the contracting party (vendor)**	Context Global (C) CART-Captioning
b. **A description of the contract, including the end product or service**	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
c. **The dollar amount of the contract, including amount budgeted and amount actually spent;**	Budgeted Amount - $20,000 Expended Amount - $2,325.00 $17,000 was De-encumbered to cover other effective communication costs.
d. **The term of the contract (award date and end date)**	Award Date 8/9/2023 to End Date 8/8/2024

e.	Whether the contract was competitively bid	Yes
f.	The name of the agency's contract monitor and the results of any monitoring activity	Kisha Gore
g.	The MODDHH division under which the contract operates	Effective Communication Program
h.	The funding source	MODDHH established an MOU with each participating agency with their projected spending amounts based on the previous year. Each participating agency and independent agency's AFOs were responsible to set up their own project line with the funds projected.
i.	Any long-term contracts and how community input is sought regarding the contract.	No

Graham Staffing Inc.

a.	The name of the contracting party (vendor)	Graham Staffing Inc.
b.	A description of the contract, including the end product or service	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.
c.	The dollar amount of the contract, including amount budgeted and amount actually spent;	Budgeted Amount, Multiple POs – 139,555 Expended Amount - $137,307.50
d.	The term of the contract (award date and end date)	Award Date 8/14/2023 to End Date 8/13/2024
e.	Whether the contract was competitively bid	Yes
f.	The name of the agency's contract monitor and the results of any monitoring activity	Kisha Gore
g.	The MODDHH division under which the contract operates	Effective Communication Program
h.	The funding source	MODDHH established an MOU with each participating agency with their projected spending amounts based on the previous year. Each participating agency and independent agency's AFOs were responsible to set up their own project line with the funds projected
i.	Any long-term contracts and how community input is sought regarding the contract.	No

Joyful Signing

a.	**The name of the contracting party (vendor)**	Joyful Signing
b.	**A description of the contract, including the end product or service**	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.
c.	**The dollar amount of the contract, including amount budgeted and amount actually spent;**	Budgeted Amount - $209,225.00 Expended Amount - $209,007.50
d.	**The term of the contract (award date and end date)**	Award Date 8/25/2023 to End Date 8/24/2024
e.	**Whether the contract was competitively bid**	Yes
f.	**The name of the agency's contract monitor and the results of any monitoring activity**	Kisha Gore, Joyful Signing performed satisfactory with the quality of their services.
g.	**The MODDHH division under which the contract operates**	Effective Communication Program
h.	**The funding source**	MODDHH established an MOU with each participating agency with their projected spending amounts based on the previous year. Each participating agency and independent agency's AFO were responsible to set up their own project line with the funds projected.
i.	**Any long-term contracts and how community input is sought regarding the contract.**	No.

FY25 Contracting and Procurement

Context Global (A)

a.	**The name of the contracting party (vendor)**	Context Global (A) Interpreting Services for participating and independent agencies as well as MODDHH Programming.
b.	**A description of the contract, including the end product or service**	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.
c.	**The dollar amount of the contract, including the amount budgeted and amount actually spent;**	Amount Budgeted - $70,000. Amount Expended - $16,472.50

d.	*The term of the contract (award date and end date)*	Award date 8/11/2024 to End Date 2/10/2025
e.	*Whether the contract was competitively bid*	No, the option year was exercised and extended for a period of six months.
f.	*The name of the agency's contract monitor and the results of any monitoring activity*	Kisha Gore. During the latter part of FY 24 and the beginning of FY 25 we tracked that there were assignments that went unfilled. At the later part of FY 24 we spoke with OCP and decided that we would extend the current contracts for six months while we prepared to bid the contracts again with companies that can meet the demand of the number of requests as well as last-minute assignments.
g.	*The MODDHH division under which the contract operates*	Effective Communication Program
h.	*The funding source*	OCA fully funded the ECP program and funds were loaded into MODDHH's budget
i.	*Any long-term contracts and how community input is sought regarding the contract.*	No

Context Global (B)

a.	*The name of the contracting party (vendor)*	Context Global (B) Interpreting Services for MODDHH Internal Staff
b.	*A description of the contract, including the end product or service*	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.
c.	*The dollar amount of the contract, including amount budgeted and amount actually spent;*	Budgeted Amount, multiple POs $35,000, Actual Expenditure - $170.00
d.	*The term of the contract (award date and end date)*	Award date 8/11/24 toEnd date 2/10/2025
e.	*Whether the contract was competitively bid*	No, the option year was exercised and extended for a period of six months.
f.	*The name of the agency's contract monitor and the results of any monitoring activity*	Kisha Gore
g.	*The MODDHH division under which the contract operates*	Effective Communication Program
h.	*The funding source*	OCA fully funded the ECP program and funds were loaded into MODDHH's budget

i.	*Any long-term contracts and how community input is sought regarding the contract.*	No

Context Global (C)

a.	*The name of the contracting party (vendor)*	Context Global (C) CART -Captioning
b.	*A description of the contract, including the end product or service*	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
c.	*The dollar amount of the contract, including amount budgeted and amount actually spent;*	Budgeted Amount - $2,600 Expended Amount - $0
d.	*The term of the contract (award date and end date)*	Award Date 8/11/2024 to End Date 2/10/2025
e.	*Whether the contract was competitively bid*	No, the option year was exercised and extended for a period of six months.
f.	*The name of the agency's contract monitor and the results of any monitoring activity*	Kisha Gore
g.	*The MODDHH division under which the contract operates*	Effective Communication Program
h.	*The funding source*	OCA fully funded the ECP program and funds were loaded into MODDHH's budget
i.	*Any long-term contracts and how community input is sought regarding the contract.*	No

Graham Staffing Inc.

a.	*The name of the contracting party (vendor)*	Graham Staffing Inc.
b.	*A description of the contract, including the end product or service*	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.
c.	*The dollar amount of the contract, including amount budgeted and amount actually spent;*	Budgeted Amount, Multiple POs – $95,000 Expended Amount - $$63,572.50

d.	**The term of the contract (award date and end date)**	Award Date 8/11/2024 to End Date 2/10/2025
e.	**Whether the contract was competitively bid**	No, the option year was exercised and extended for a period of six months.
f.	**The name of the agency's contract monitor and the results of any monitoring activity**	Kisha Gore
g.	**The MODDHH division under which the contract operates**	Effective Communication Program
h.	**The funding source**	OCA fully funded the ECP program and funds were loaded into MODDHH's budget
i.	**Any long-term contracts and how community input is sought regarding the contract.**	No

Joyful Signing

a.	**The name of the contracting party (vendor)**	Joyful Signing
b.	**A description of the contract, including the end product or service**	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.
c.	**The dollar amount of the contract, including amount budgeted and amount actually spent;**	Budgeted Amount - $125,000 Expended Amount - $114,163.75
d.	**The term of the contract (award date and end date)**	Award Date 8/25/2024 to End Date 2/24/2025
e.	**Whether the contract was competitively bid**	No, the option year was exercised and extended for a period of six months.
f.	**The name of the agency's contract monitor and the results of any monitoring activity**	Kisha Gore
g.	**The MODDHH division under which the contract operates**	Effective Communication Program
h.	**The funding source**	OCA fully funded the ECP program and funds were loaded into MODDHH's budget
i.	**Any long-term contracts and how community input is sought regarding the contract.**	No

38. For all contract modifications made in FY 24 and FY 25, to date, provide:

    a. *Name of the vendor;*
        i. Same as in above charts.
    b. *Purpose of the contract;*
        i. Same as in above charts.
    c. *Modification term;*
        i. All contract modifications on the BPAs listed above were created to increase funding to pay for vendor invoicing.
    d. *Modification cost, including budgeted amount and actual spent;*
        i. Same as in above charts.
    e. *Narrative explanation of the reason for the modification; and*
        i. An increase in ECP requests led to a need for more funds to pay vendors to provide contracted services.
    f. *Funding source.*
        i. Office of the City Administrator-Office of Budget & Performance Management.

39. ***Provide a list of sole source contracts awarded in FY 24 and FY 25, to date. Explain why each was awarded as a sole source contract.***
    a. There were no sole source contracts awarded in FY 24 and FY 25 to date.

40. ***Explain MODDHH's process for vendor dispute resolution. Provide a list of all protests and disputes filed against the District filed with the Contracting Officer in FY 24 and FY 25, to date. Identify which protests and disputes resulted in formal claims and their outcomes.***
    a. MODDHH's process for vendor dispute resolution is to identify the issue, review the current BPA for provisions that address the dispute, work with the vendor to develop an agreement, document the agreement ensuring that the terms of the agreement are clear, concise and agreed upon by both parties and then monitor the agreement to oversee its implementation. In FY 24 & FY 25 we have not had any vendor disputes.

41. ***Provide the typical timeframe from the beginning of the solicitation process to contract execution for:***
    a. *Contracts and procurements under $250,000;*
        i. 2-3 weeks
    b. *Contracts and procurements between $250,000-$999,999; and*
        i. MODDHH does not have any contracts and procurements for this amount.
    c. *Contracts and procurements over $1 million.*
        i. MODDHH does not have any contracts and procurements for this amount.

42. ***Provide the number of contracts and procurements executed by MODDHH in FY 24 and FY 25, to date. Indicate how many contracts and procurements were for:***
    a. *Under $250,000;*
        i. There were five BPA contracts established in FY 24 and FY 25 to procure vendors that provide Effective Communication modes such as Sign language interpreters, CART (captioning) and PTASL services during weekdays, evenings, holidays and weekends on an on-going basis to the District's agencies upon request.

  b. <mark>**Between $250,000-$999,999; and**</mark>
    i. None.
  c. **Over $1 million.**
    i. None.

Contractor/Provider Accountability

43. ***Explain MODDHH's processes ensuring contractors fully satisfy the requirement of their contract? What specific terms are written into each contract to ensure work is acceptable and, if not, that MODDHH and taxpayers do not pay for substandard work?***
  a. We internally review the performance of each vendor. We also collect community feedback, when possible, on providers secured through the vendors and if there is an unsatisfactory experience we inform the vendor and, in some cases, have placed providers on the "Do not Send" list. Our feedback evaluation is posted on our website for any individual that received services through ECP. We encourage all recipients to submit the evaluations based on the quality of the services received.
  b. Section C3, Number 6: "The contractor shall adhere to the internal MODDHH screening procedures. In the event an interpreter appears on the "Do Not Send List" the contractor shall remove that interpreter from all assignments, meetings, conferences etc. within all of DC government agencies both inside and outside of this agreement. Failure to comply after one (1) incident will result in termination of contract."

44. ***Within FY 24 and FY 25, to date, has MODDHH terminated any contracts? If so, provide a list and brief explanation for each instance.***
  a. No.

45. ***Within FY 24 and FY 25, to date, has MODDHH issued any cure notices? If so, provide a list and brief explanation for each instance.***
  a. While there was no official cure notices sent, the Office of Contracts and Procurement were responsive to MODDHH repeated requests for one vendor to adhere to the terms listed in the statement of work.

46. ***Within FY 24 and FY 25, to date, has MODDHH sued any contractors for breach of contract? If so, provide a list.***
  a. No.

Budget

47. ***Provide a table showing MODDHH's Council-approved budget, revised budget (after reprogrammings, etc.), and actual spending, by program, activity, and funding source for FY 24 and FY 25, to date. Detail any over- or under-spending and if the agency had any federal funds that lapsed.***

Table JS0-5
(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2024 Approved Budget and FTE		**1,104**	**6.0**
Removal of One-Time Funding	Multiple Programs	-306	0.0
LOCAL FUNDS: FY 2025 Recurring Budget		**798**	**6.0**
Increase: To align resources with operational spending goals	Agency Management Program	281	0.0
Increase: To align personnel services and Fringe Benefits with projected costs	Multiple Programs	15	0.0
Enhance: To fully fund the Effective Communication Policy	Agency Management Program	400	0.0
Enhance: To support an additional FTE	Agency Management Program	116	1.0
LOCAL FUNDS: FY 2025 Mayor's Proposed Budget		**1,610**	**7.0**
Enhance: To support B25-151, the Open Movie Captioning Requirement Act of 2024	Agency Management Program	97	1.0
Enhance: To support open movie captioning requirements	Agency Management Program	15	0.0
LOCAL FUNDS: FY 2025 District's Approved Budget		**1,722**	**8.0**
GROSS FOR JS0 - OFFICE FOR DEAF, DEAF BLIND, HARD OF HEARING		**1,722**	**8.0**

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the approved funding for interagency projects funded within this agency, please see **Appendix H, FY 2025 Interagency Budgets, of the Executive Summary, Volume 1** located on the OCFO's website.

a.

48. *Provide a list of all budget enhancement requests (including capital improvement needs) for FY 24 and FY 25, to date. For each, include a description of the need, the amount of funding requested, and the status of the enhancement.*
    a. MODDHH's budgets are reflected in the approved FY 24 and FY 25 budgets.

49. *List, in chronological order, each reprogramming that impacted MODDHH in FY 24 and FY 25, 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. Into Agency, $86,306, (Personnel Cost for Chief of Staff) *(October 1, 2024)*

50. *Provide the details of any surplus in MODDHH's budget for FY 24, including:*
    a. *The total amount of the surplus*
        i. $6,792.00.
    b. *All projects and/or initiatives that contributed to the surplus.*
        i. Underspending in supplies (for the FY 24 MARC requirement)

51. *List and describe any spending pressures MODDHH experienced in FY 24 and FY 25, to date and any anticipated spending pressures for the remainder of FY 25. Include a description of the pressure and the estimated amount. If the spending pressure was in FY 24 or FY 25, to date, describe how it was resolved, and if the spending pressure is expected in FY 25, describe any proposed solutions.*
    a. Mayor Bowser has ensured that all aspects of the work of MODDHH is sufficiently funded.

52. *For FY 24 and FY 25, to date, identify any special purpose revenue funds maintained by, used by, or available for use by MODDHH. For each fund identified, provide:*
    a. *The revenue source name and code;*
        i. MODDHH does not have any special purpose revenue funds.

b. ***The source of funding;***
  i. n/a
c. ***A description of the program that generates the funds;***
  i. n/a
d. ***The amount of funds generated by each source or program;***
  i. n/a
e. ***Expenditures of funds, including the purpose of each expenditure; and***
  i. n/a
f. ***The current fund balance.***
  i. n/a

53. *For FY 24 and FY 25, to date, list any purchase card spending by MODDHH, the employee making each expenditure, and the general purpose for each expenditure.*

Purchase	Date	Employee	Purpose
1. Office Supplies	10/06/2023	Kisha Gore	Purchase supplies for the operations of the office and for staff use
2. Office Supplies	2/15/2024	Kisha Gore	Purchase supplies for the operations of the office and for staff use
3. Cultural Event services (Waiver approved)	4/25/2024	Kisha Gore	Provide DJ services for Deaf History Month ASL Jubilee event.
4. Promotional items	8/12/2024	Kisha Gore	For the purpose of tabling for the office
5. H Street Festival Stage	8/29/2024	Kisha Gore	For the purpose of participating in the H street festival highlighting Deaf, DeafBlind, Deaf Disabled, Late Deafened and Hard of Hearing performers.
6. Cultural Event services (Waiver approved)	9/26/2024	Kisha Gore	For the purpose of participating in the H street festival by providing music to highlight Deaf, DeafBlind, Deaf Disabled, Late Deafened and Hard of Hearing performers.

54. *For FY 24 and FY 25, to date, provide the following information regarding MODDHH's authorization of employee travel:*
a. ***Each trip outside the region on official business or at agency expense;***
  i. None.
b. ***Individuals (by name and title/position) who traveled outside the region;***
  i. None.
c. ***Total expense for each trip (per person, per trip, etc.);***
  i. None.

        d. **What agency or entity paid for the trips; and**
           i. None.
        e. **Justification for the travel (per person and trip).**
           i. None.

55. **Provide a list of all vehicles owned, leased, or otherwise used by MODDHH including their age, division, and purpose.**
    a. None.

56. **For FY 24 and FY 25, to date, list all employees who receive cell phones, personal digital assistants, or similar communications devices at agency expense.**
    a. Kari Cooke, Karen Quinones, Jacqueline Ting, Kisha Gore, Kerie Scurry-Burns, Saeed Abdi, Robert Rhoads.

Community Engagement

57. **List all community engagement events MODDHH held in FY 24, and FY 25, to date. For each event include:**
    a. **Date of event;**
    b. **start and end time of event;**
    c. **location of the event;**
    d. **format of the event (virtual, in-person, or hybrid);**
    e. **topic of event; and**
    f. **number of attendees.**
       • Please see the following: CET Events Chart

58. **Explain the factors MODDHH considers when deciding whether to hold a community event.**
    a. **Mayoral Priorities and Community Needs** – Events are aligned with the Mayor's priorities and address pressing community needs to ensure relevance and impact.
    b. **Program Alignment** – Initiatives like SAFE and FRAME guide event planning, ensuring consistency with the Mayor's public safety and education priorities.
    c. **Budget & Resource Availability** – Funding, staffing, and logistical resources are assessed to determine feasibility and sustainability.
    d. **Community Engagement & Impact** – The potential reach and benefit to the community, particularly underserved groups, are considered.
    e. **Partnership Opportunities** – Collaboration with government agencies, local organizations, and stakeholders is evaluated to enhance effectiveness.
    f. **Accessibility & Inclusion** – Events must be designed to accommodate diverse accessibility needs.
    g. **Timing & Logistics** – Scheduling, venue availability, and potential conflicts with other community events are factored in.

59. **Provide a list of resources MODDHH has developed specifically for each of the populations:**
    a. **People who are Deaf;**

        i. Resources include ASL-accessible emergency preparedness materials through SAFE, educational workshops and trainings on multimodal approaches under FRAME, and partnerships with ODR, OHR, and DDS to provide equal access to services. Cultural competency trainings help improve district-wide accessibility and inclusion, while the Ambassador Program supports job training/development, and employment pathways.

b. People who are Deafblind;

        i. SAFE provides tactile and visual emergency communication tools (CERT cohort presentation materials accessible to DB participants, PTASL interpreters during CERT sessions, DB constituents factored in emergency preparation and response), while FRAME advocates for multimodal educational resources. Cultural competency trainings educate on best practices with DB individuals and promote inclusive services, and the Ambassador Program offers employment support tailored to DB individuals.

c. People who are Deaf Disabled;

        i. Cultural Competency and Accessible Emergency Management trainings, District resources, and customized communication support are integrated into SAFE and FRAME. MODDHH collaborates with agencies offering disability-specific accommodations. Cultural Competency trainings foster inclusion, and the Ambassador Program provides job training and career development resources.

d. People who are Hard of Hearing; and

        i. SAFE includes captioned emergency preparedness and post-emergency materials, while FRAME supports training on communications accessibility (Cultural Competency trainings and FRAME partnerships). Cultural Competency trainings also improve service accessibility, and the Ambassador Program assists with employment readiness and pathways.

e. People who are Late Deafened.

        i. FRAME offers education on communication strategies and assistive technologies, while SAFE assists with emergency preparedness materials in multiple formats. Cultural Competency trainings promote district-wide accessibility, and the Ambassador Program provides employment support and career development. MODDHH works with District and community partners to support late-deafened individuals.

60. 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;

        i. Barriers include a lack of communications accessibility (ASL interpreters) in housing and employment services, limited accessibility in DPR programming, and inadequate ASL resources in senior citizens programming (including programming tailored to senior citizens who primarily use ASL). Social media often lacks ASL translation and captioning, and the Department of Buildings (DOB) does not track or enforce the installation of hearing assistive technologies, such as induction loops (no data available). In public safety, many emergency systems and

housing lack strobe lights, making it difficult for Deaf individuals to receive timely warning in emergencies. In education, the limited knowledge and training on multimodal approaches, including ASL, captioning, and visual learning strategies, further restricts access for Deaf students.

b. *People who are Deafblind;*

    i. Severe barriers in housing and employment services, including a lack of PTASL interpreters and braille materials. DOB fails to account for haptic and visual alert systems in public spaces. The Department of For-Hire Vehicles (DFHV) presents significant challenges, as rideshare drivers frequently cancel rides upon realizing a passenger is DeafBlind or drop them off at incorrect locations, making it extremely difficult for them to navigate without support. MODDHH emphasizes the need for a co-navigator (CN) program to provide trained personnel who can assist DB individuals in safely reaching their destinations. In public safety, the absence of strobe lights, vibrating alert systems, and Pro/Tactile emergency notifications puts DB individuals at extreme risk during emergencies.

c. *People who are Deaf Disabled;*

    i. This community has severe barriers across all areas as District-wide accessibility remains poor. Housing services lack accessible units and disability accommodations. Employment services fail to provide communication and mobility support. The DOB lacks data and enforcement on hearing assistive technologies, further restricting access. DFHV's failure to regulate and educate rideshare drivers compounds mobility barriers, necessitating a co-navigator program to provide essential travel assistance. In public safety, the lack of strobe lights and accessible alarm systems creates life-threatening risks.

d. *People who are Hard of Hearing; and*

    i. A lack of captioning, assistive listening devices, and clear communication strategies creates barriers in all areas. Social media content is rarely captioned. DOB does not track the availability of induction loops in public spaces. The lack of strobe lights in emergency systems further limits their ability to respond quickly in critical situations.

e. *People who are Late Deafened.*

    i. A lack of captioning, assistive listening devices, and clear communication strategies creates barriers in all areas. Social media content is rarely captioned. DOB does not track the availability of induction loops in public spaces. The lack of strobe lights in emergency systems further limits their ability to respond quickly in critical situations.

f. *All MODDHH Communities*

    i. There is a limited number of professionals trained in trauma-informed practices tailored to D/DB/DD/HH/LD experiences. Trauma related to language deprivation, accessibility barriers, and forced reliance on ineffective communication methods deeply impact mental health. Hard of Hearing and Late Deafened individuals often experience emotional

distress from sudden or progressive hearing loss, which often leads to isolation and a lack of support.

    ii. There is a limited number of professionals with cultural and linguistic competency in all areas. There is also a limited incorporation of multimodal communication strategies and specialized interventions in District services.

    iii. MODDHH works to address this gap by providing cultural competency trainings for professionals (including service providers in health, education, and public safety).

Inter-Agency Coordination

61. List and provide a copy of all memoranda of understanding ("MOU") or other written agreements between MODDHH and other District agencies, during FY 24 and FY 25, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.
   a. Please see the following: [MOU FY24 Fully Executed Accessible Communications-SLI MOU](#)

62. For FY 24 and FY 25, to date, list all intra-District transfers to or from MODDHH.
   a. AA0 – Executive Office of the Mayor
   b. AB0 – Council of the District of Columbia

63. Provide a complete accounting for all Interagency Standard Request Form Agreements for FY 24 or FY 25 to date, including:
   a. **Buyer agency and Seller agency;**
   b. **Attributes for the: Services GL – Buyers Program Cost & Cost Center Attributes; Buyers Fund Attributes; and the Buyer Project # - Assigned to Seller;**
   c. **Funding source (i.e., local, federal, SPR);**
   d. **Description of MOU services; and;**
   e. **Total MOU amount, including any modifications.**
   - Please see the link for specifics: [FY25 AND FY24 IASRF ATTRIBUTES.pdf.](#)

64. List the task forces and organizations MODDHH is a member of, and any associated membership dues paid.
   a. DC Government
      i. HSEMA DAFN: Disability Community Advisory Group
      ii. ODR: Olmstead Workgroup
      iii. DOH: Early Hearing Detection and Intervention Partner Workgroup
      iv. DACL: Age-Friendly Task Force
   b. National Organizations
      i. National Association of State Agencies of the Deaf and Hard of Hearing

65. Describe MODDHH's collaboration with the Department on Disability Services (DDS). Include any specific partnerships on programs, initiatives, and events that MODDHH had with MODDHH in FY 24 and FY 25, to date.

  a. MODDHH's partnership with DDS includes ongoing community dialogues aimed at addressing key accessibility issues in the District. Dialogues provide a platform for community members to share concerns and collaborate on solutions for a more inclusive future.

  b. MODDHH and DDS hosted a community dialogue with DDOT to share big ideas for an equitable transportation future.

  c. Upcoming "Accessibility in Action" dialogue with ODR and OHR with a focus on expanding accessibility across District services, facilities, and digital platforms. MODDHH and District partners will engage with agencies and community members to identify actionable steps for improving PRS (programs, resources, services) for D/DB/DD/HH/LD constituents.

  d. Disability-focused event for World Pride – MODDHH, DDS, and other District agencies are collaborating on an event during World Pride to center the experiences of Disabled LGBTQAI+ individuals.

  e. Connecting constituents to RSA program. MODDHH continues to connect constituents to RSA program, supporting D/DB/DD/HH/LD individuals' access to job training, employment resources, and vocational rehabilitation services. This partnership strengthens employment pathways and provides direct support for workforce development.

66. Describe MODDHH's collaboration with the Office of Disability Rights (ODR). Include any specific partnerships on programs, initiatives, and events that MODDHH had with ODR in FY 24 and FY 25, to date.

  a. MODDHH provides an Accessible Emergency Management training annually to District agencies and employees. Afterwards, ODR provides their Video Remote Interpreter (VRI) training. MODDHH and ODR works together to confirm District agencies and employees are aware of the procedures to follow to establish effective communication services during emergency activations.

67. Describe MODDHH's participation in the development of the District's Olmstead Community Integration Plan. Highlight any provisions in the 2025-2027 plan that are designed to specifically benefit residents who are who are D, DB, DD, HH, LD.

  a. MODDHH has joined virtual workgroups to observe Olmstead Townhalls and participate in the District's Olmstead Community Integration Plan. Provisions of D/DB/DD/HH/LD residents in the 2025-2027 plan:

   i. "Education Supports, which consists of communication classes to teach participants who are deaf American Sign Language, Visual Gestural Communication, or another form of communication, to the extent that such classes are not available under a program funded by the Individuals with Disabilities Education Act (IDEA) or DC Rehabilitation Services Administration (DC RSA)." (page 25 of plan)

   ii. "Federal law requires that as of July 11, 1988, all newly constructed housing using federal financial assistance make at least five percent of units in new construction be accessible to people with mobility

impairments, and at least two percent accessible to people with hearing or vision impairments." (page 8 of plan)

68. Describe how MODDHH collaborates with District of Columbia Public Schools (DCPS) to ensure students who are D, DB, DD, HH, LD are provided education in an accessible manner.

    a. MODDHH collaborates with DCPS to improve accessible education that meets D/DB/DD/HH students' communication and learning needs. Through advocacy, training, and direct engagement, MODDHH works to address barriers in education and promote inclusive learning environments rooted in Universal Design for Learning (UDL) concepts to support diverse learning styles and accessibility needs.

    b. MODDHH established FRAME: Fostering Resources for Accessible and Multimodal Education to enhance accessibility and inclusion in education. FRAME works to foster equitable opportunities for learners who are Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, or Late Deafened (D/DB/DD/HH/LD). Through advocacy, community partnerships, and innovative solutions, FRAME aims to promote multimodal approaches to learning, including the use of sign language, visual aids, tactile tools, and other assistive technologies. By addressing systemic barriers, FRAME empowers educators, professionals, families, and students to create an inclusive educational environment that supports diverse learning needs. District partners include DC Public Schools.

        i. FRAME initiatives involving DCPS:

            1. Know Your Rights: Special Education workshop with DCPS and the Office of the Student Advocate. Workshop tailored specifically for D/DB/DD/HH students and caregivers. Educates caregivers on laws, rights, and resources related to IEPs, 504 plans, communications accessibility, and accommodations in the classroom and at home.

            2. Partnership with the Office of Teaching and Learning: Language Acquisition Division to provide ongoing Cultural Competency trainings for DCPS employees. These trainings, typically conducted during Professional Development Days, equip employees with the knowledge and tools to engage with D/DB/DD/HH/LD students and caregivers.

69. Describe how MODDHH collaborates with Department of Youth Rehabilitation Services (DYRS) to ensure services and programs are accessible to residents who are D, DB, DD, HH, LD.

    a. MODDHH provides District-wide Cultural Competency trainings for District employees to improve effective engagement with D/DB/DD/HH/LD constituents.

70. Describe how MODDHH collaborates with the Department of Corrections (DOC) to ensure services and programs are accessible to residents who are D, DB, DD, HH, LD.

    a. MODDHH advised DOC on communications accessibility to establish equitable access to communication for inmates, including videophone installations and best practices for engaging with D/DB/DD/HH/LD inmates.

71. Explain how MODDHH collaborates with DPR to ensure DPR programs, especially camps, are accessible to youth and residents who are D, DB, DD, HH, LD.

    a. Collaboration includes:

        i. **Cultural Competency training** – MODDHH provided a Cultural Competency training to DPR staff to equip them with the knowledge and resources needed to support the communication needs and accessibility requirements of D/DB/DD/HH/LD participants.

        ii. **Consultation on Communications Accessibility requests** – MODDHH advises DPR on strategies to streamline communications accessibility requests including ongoing coordination with DPR staff. MODDHH maintains frequent communication with key DPR personnel responsible for communications accessibility coordination, facilitating the effective implementation of accessibility measures across DPR programs.

        iii. **Effective Communication Program Support** – Through the ECP program, MODDHH helps provide camps and recreational programs with communications access services, supporting D/DB/DD/HH/LD youth and residents to fully participate in DPR activities.

        iv. **In the works** – Building a pipeline of "PE & Recreation" majors/undergraduate students to volunteer with DPR to help create and sustain an inclusive recreational environment where D/DB/DD/HH/LD youth and residents have equitable access to programs, services, and opportunities for engagement.

72. Explain how MODDHH collaborates with DACL to ensure DACL programs are accessible to seniors and residents who are D, DB, DD, HH, LD.

    a. MODDHH collaborates with DACL to expand accessibility within DACL programs for D/DB/DD/HH/LD seniors. This collaboration includes:

        i. **Senior Citizen Programming for ASL users** – Recognizing gaps in accessible programming for signing seniors, MODDHH launched a senior citizen program specifically designed for seniors who primarily use ASL. This initiative provides social engagement, resources, and tailored activities for signing seniors, fostering greater inclusion within community programming.

        ii. **Partnership with DACL and East of the River** – MODDHH called for a partnership with DACL and East of the River to expand this program for signing seniors to have access to community activities and essential services.

        iii. **ECP Support** – Through the ECP program, MODDHH advises and supports DACL in making events and services accessible to D/DB/DD/HH/LD residents. This includes consultations, training, and connecting DACL with qualified service providers such as ASL interpreters (hearing and Deaf), CART captioning, and PTASL interpreters.

73. Explain how MODDHH collaborates with Department of General Services. Does MODDHH provides input during the design phase of capital projects to ensure District

government spaces are accessible to residents and employees who are D, DB, DD, HH, LD.

    a. MODDHH provides District-wide Cultural Competency training for District employees to improve effective engagement with D/DB/DD/HH/LD constituents.

ASL Interpretation, Braille, and CART Services

74. *Provide a list of all requests for ASL interpretation services MODDHH received from District agencies in FY 24 and FY 25, to date. For each request, include the following:*
    a. Date request received;
    b. Date of service;
    c. Requesting agency;
    d. Number of hours of service;
    e. Cost of service; and
    f. Whether the interpreter(s) was a contractor or District employee.
- Please see the following chart: Performance Hearing ASL Interpreter request Question.csv

FY25 Performance Hearing ASL Interpreting Services.csv

75. *Describe the process for how District agencies should request ASL interpretation services from MODDHH.*
    a. This report outlines the comprehensive process for requesting interpreters via the Effective Communication Program (ECP). The process involves three main stages: 1. initiating the request, 2. processing it through the Octo QuickBase system, and 3. post-program activities. Each stage is designed to establish efficient communication and accessibility for individuals requiring interpretation services.

        i. Initiating the Request:

            1. **Accessibility Request Form:**
                a. District agencies initiate the process by completing the Accessibility Request Form for the Effective Communication Program, which is made available online.
                b. Detailed information is crucial, and agencies are encouraged to provide as much detail as possible on the form.

            2. **Email Communication:**
                a. Completed forms are sent to the Effective Communications Program via email.
                b. The program reviews the submitted forms to assess the need for interpreters, whether on-site or virtual.

            3. **Clarification and Confirmation:**
                a. In case of unclear information, the program communicates with the requesting agency through email to establish accuracy.

        b. Once the information is confirmed, a confirmation email is sent to the vendor, and subsequently, to the requestor and the point of contact with the interpreter's details.

  ii. **OCTO QuickBase Processing:**

    1. **Form Submission:**

       a. The program team fills out the form in OCTO QuickBase to update the system.

    2. **Vendor Agencies Communication:**

       a. Requests are sent to three vendor agencies via the ECP email.

       b. Communication with vendor agencies may involve clarifying details, seeking additional information, and sharing preparation materials.

    3. **Securing Interpreters:**

       a. Once interpreters are secured, a confirmation email is sent to the requestor and point of contact who initiated the request.

  iii. **Post-Effective Communications Program:**

    1. **Billing Information Update:**

       a. The program team updates billing information into the Octo QuickBase system for record-keeping.

    2. **Evaluation Forms:**

       a. Evaluation forms are sent to constituents or clients who are Deaf, gathering feedback on the effectiveness of the interpretation services provided.

b. The outlined process establishes a systematic and thorough approach to handling interpreter requests through the ECP. The use of the OCTO QuickBase system streamlines communication and helps maintain an organized record of requests and services provided. Continuous evaluation through feedback forms establishes a commitment to improving and optimizing the program's effectiveness.

76. *Provide a list of all requests for Braille interpretation services MODDHH received from District agencies in FY 24 and FY 25, to date. For each request, include the following:*

  a. *Date request received;*
    i. None
  b. *Date of service;*
    i. None
  c. *Requesting agency;*
    i. None
  d. *Number of hours of service;*
    i. None
  e. *Cost of service; and*
    i. None
  f. *Whether the interpretation was completed by a contractor or District employee.*

i. None

77. ***Provide a list of all requests for Communication Access Realtime Translation Services MODDHH received from District agencies in FY 24 and FY 25, to date. For each request, include the following:***
    a. ***Date request received;***
    b. ***Date of service;***
    c. ***Requesting agency;***
    d. ***Number of hours of service;***
    e. ***Cost of service; and***
    f. ***Whether the captioner(s) was a contractor or District employee.***
       - Please see the following chart: CART FY 25.csv.

Codified Duties

78. ***D.C. Code § 2–1431.03a(e)(1) requires MODDHH to "Advocate for the adoption of laws, policies, and programs that benefit the deaf, deafblind, and hard of hearing communities". Describe how MODDHH did so in FY 24 and FY 25, to date.***
    a. As part of the Executive Office of the Mayor, MODDHH followed procedures for advocating for laws, policies, and programs by submitting the memos to the District's Office of Policy and Legislative Affairs.

79. ***D.C. Code § 2–1431.03a(e)(2) requires MODDHH to "Provide community outreach, training, and education on issues affecting the deaf, deafblind, and hard of hearing communities". Describe how MODDHH did so in FY 24 and FY 25, to date.***
    a. Cultural Competency Trainings:
       i. Accessible Emergency Management training
       ii. Active Shooter Drill training
    b. Outreach:
       i. Testimony tips at MODDHH roundtable
       ii. Emergency Preparedness Event with GU (public safety issue)
       iii. Active Shooter Focus Group (public safety issue)
       iv. MPD DHHU Community Engagement Academy (public safety issue)
       v. Homeownership Series (housing issue)
       vi. Co-sponsor community vaccine clinics (health access)

80. ***D.C. Code § 2–1431.03a(e)(3) requires MODDHH to "Provide information about existing programs and services for the deaf, deafblind, and hard of hearing communities". Describe how MODDHH did so in FY 24 and FY 25, to date.***
    a. ASL translation with captioning of all District public safety outreach, emergency activation alerts, and translation requests.
    b. Partner with DACL + District Deaf-based organizations.
    c. Securing Accessibility for Emergencies (SAFE) Project partnering with DC HSEMA, DC FEMS, MPD DHHU, DDOT OUC, ServeDC-CERT.

81. ***D.C. Code § 2–1431.03a(e)(4) requires MODDHH to "Refer members of the deaf, deafblind, and hard of hearing communities with problems or concerns to the***

appropriate District agency or organization". Describe how MODDHH did so in FY 24 and FY 25, to date.

    a. This has been achieved through direct referrals and connections to appropriate agencies, interagency collaborations, and targeted outreach efforts. Connections have been made to multiple District agencies including DCPS, OSA, MPD, FEMS, HSEMA, DPR, DHCD, DDS/RSA, Serve DC, DACL, MOLA, MOWPI, MOCRS, ODR, OHR, DHS, DC DOH, DC EHDI, DBH, and DC Health Link. The referral process is a critical function of MODDHH as it not only connects D/DB/DD/HH/LD residents to the appropriate District agencies and organizations but also identifies gaps in services and informs program development. Based on the concerns and needs identified through referrals in FY24 and FY25 to date, MODDHH implemented several key initiatives to address systemic barriers:

        i. SAFE: Many referrals highlighted barriers to emergency preparedness and response, including the lack of accessible public safety alerts, inadequate first responder training, and limited emergency communication tools. In response, MODDHH established the SAFE program 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.

        ii. FRAME
            1. Senior Citizen Programming for ASL Users
            2. Community Dialogues

82. ***D.C. Code § 2–1431.03a(e)(5) requires MODDHH to "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". Describe how MODDHH did so in FY 24 and FY 25, to date.***

    a. While ODR is the disability compliance office for all District agencies, & OHR is the compliance office for non-District agencies (and enforcement office for the entirety of the District of Columbia both in and out of government), MODDHH is responsible for communications accessibility compliance in the District. This is done by providing trainings, creating educational and informative one-pagers, supporting with settlement agreement requirements, recommendations for updating District procedures and policies, establishing initiatives, and more to address accessibility gaps.

83. ***D.C. Code § 2–1431.03a(e)(6) requires MODDHH to "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". Describe how MODDHH did so in FY 24 and FY 25, to date.***

    a. As MODDHH is under EOM, we follow the EOM referral system/procedures regarding case management.

    b. The ECP is a resource for District agencies to provide ASL/captioning when constituents request communications accessibility services.

84. ***D.C. Code § 2–1431.03a(e)(7) requires MODDHH to "Maintain a registry of available qualified interpreters in the District and work to increase the number of qualified interpreters in the District". Describe how MODDHH did so in FY 24 and FY 25, to date.***
    a. The ECP has a list of both qualified interpreters, as well as numerous interpreting agencies available to the District and its residents.

85. ***D.C. Code § 2–1431.03a(e)(8) requires MODDHH to "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". Describe how MODDHH did so in FY 24 and FY 25, to date.***
    a. 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.

86. ***D.C. Code § 2–1431.03a(e)(9) requires MODDHH to "Assist agencies in developing policies and practices that consider the needs of the deaf, deafblind, and hard of hearing communities". Describe how MODDHH did so in FY 24 and FY 25, to date.***
    a. MODDHH Cultural Competency and Accessible Emergency Management trainings are available to all District government agencies.
    b. Developing and overseeing the District-wide Agency Self-Evaluation.
    c. Securing Accessibility for Emergencies (SAFE) Project.
    d. Office of Racial Equity Virtual Resource Library for District Employees.
    e. District Guide on Effective Communication Program (ECP) Requests.
    f. ASL translation during emergency activations and as requested for best practices on information access.

87. ***D.C. Code § 2–1431.03a(e)(10) requires MODDHH to "Ensure District-wide compliance with laws and policies that protect the civil rights of the deaf, deafblind, and hard of hearing communities". Describe how MODDHH did so in FY 24 and FY 25 to date.***
    a. Applicable Policies:
        i. Title II of the Americans with Disabilities (ADA), 42 U.S.C. 12131 et seq.
        ii. Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794 et seq
        iii. District of Columbia Human Rights Law, D.C. Code § 2-1402.01 et seq
        iv. District of Columbia ADA Compliance Program, D.C. Code § 2–1431.02
        v. Establishment of the Office for the Deaf, Deafblind, and Hard of Hearing, D.C. Code § 2–1431.03a.
    b. To develop compliance with the above-mentioned policies, MODDHH developed the *District Guide to Effective Communication Program (ECP) Requests* to assist D/DB/DD/HH/LD constituents in effectively receiving communications accessibility in the District. Along with the District guide, the ECP teams works daily to receive, fulfill, and remain in compliance with the mentioned laws and policies.
    c. MODDHH partners with ODR to identify compliance needs, including communication with ODR's Attorney Advisor.

> d. MODDHH partners and communicates with District agencies on emergency preparation materials and updating policies that are used across the District. For example:
>> i. District Procedures on Requesting Sign Language Interpreters and Auxiliary Aids (ODR, DC HSEMA)
>> ii. Language ID & Poster Card (DC HSEMA, OHR); and
>> iii. Effective Communication Cards (that reference compliance laws) (OHR, DC HSEMA).

88. **D.C. Code § 2–1431.03a(e)(11) requires MODDHH to "Assist agencies and the Council with referrals to qualified interpreters".**
    a. The ECP provides these referrals upon request.

89. **D.C. Code § 2–1431.03a(e)(12) requires MODDHH to "Coordinate with the appropriate agencies to provide:**
    - **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**
      o Douglass "Thrive, THAT!" Youth Wellness Program
      o OSA Know Your Rights "Special Education" Workshop: MODDHH Tabled in 2023
      o PAVE Parent Leader in Education: MODDHH Tabled in 2023
      o MODDHH is a member of DC Early Hearing Detection and Intervention (EHDI)
      o Consulted with DC Dept of Health that submitted a proposal for partnership on an EHDI grant.
    - **The deaf, deafblind, and hard of hearing communities with support and access to workforce development opportunities". Describe how MODDHH did so in FY 24 and FY 25, to date? Describe how MODDHH did so in FY 24 and FY 25, to date.**
      o 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, program planning, and policy outreach.
      o Employment First Summit: Resume Review, on-the-spot interviews.
      o Various MOCA Job Fairs.
      o Small Business support in partnership with DSLBD for the accessible CBE Training Course.
      o Deaf Entrepreneurship Campaign of 2024 which supports Deaf-own small businesses in the District (Deaf-owned business spotlights).

90. **D.C. Code § 2–1431.03a(e)(13) requires MODDHH to "Provide training to agencies and the Council on:**
    - **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;**
      o Accessible Emergency Management (AEM) training for District agencies involved with emergency activations to address communications accessibility needs during emergencies. District agencies are required to provide effective communication to residents, so if a shelter is opened or certain agency is

overseeing an emergency-related training/workshop/event/etc., the AEM training demonstrates how agencies should fill out effective communication requests along with the legal requirements to do so.

- *Cultural awareness of the deaf, deafblind, and hard of hearing communities; and*
  - o Cultural Competency training previously provided to the Council and various District agencies including DCPS, DPW, MPD, and employees through the Center for Learning and Development (CLD) website.
- *Basic sign language communication". Describe how MODDHH did so in FY 24 and FY 25, to date.*
  - o The Cultural Competency training includes examples of American Sign Language for communication with residents who use sign and examples of PTASL to communicate with DeafBlind folks.
  - o MODDHH began monthly ASL filming on various sign language terminology on social media.

91. **D.C. Code § 2–1431.03a(e)(13A) requires MODDHH to "Process and fulfill requests for interpreter services made to the Council by a member of the public; provided, that the Council shall have exclusive control over the administration of Council hearings and meetings and that ODDHH enters into a memorandum of understanding with the Council to implement this paragraph".**
    a. **Has the FTE funded in the Office for the Deaf, Deafblind, and Hard of Hearing Amendment Act of 2024 been on-boarded? If not, provide an update on the hiring process.**
        i. Yes.
    b. **Describe MODDHH's plans to implement this provision in FY 25.**
        i. MODDHH has already started this process with the Project Manager overseeing the process and Chief of Staff Kisha Gore reviewing the approvals.

92. **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's annual End of Year Report can be found on its website at https://communityaffairs.dc.gov/moddhh#3.

93. **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.**
        i. Please see below
    b. **Describe MODDHH's efforts to implement this provision in FY 24 and FY 25, to date.**
        i. MODDHH collects feedback after every event/program it hosts – the event feedback form is customized for each MODDHH-related event
        ii. Additionally, MODDHH developed the 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

iii. A Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, Late Deafened Constituent Feedback Form (with video submission enabled for those with language deprivation) is being developed for any type of issues for general feedback for constituents related to District government resources and services

94. **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.**
        i. 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.
        ii. 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.
        iii. As part of the Communications Accessibility Agency Self-Evaluation Template, the ECP Interpreter Evaluation Form on the MODDHH website is a required distribution every time an agency uses ECP service for constituent engagement.
    b. **Describe MODDHH's efforts to implement this provision in FY 24 and FY 25, to date.**
        i. MODDHH's Community Engagement Team has a detailed training tracker (for both Accessible Emergency Management Training as well as Cultural Competency Trainings)
        ii. A District-wide memo regarding how to use the ECP has been submitted to EOM for approval and distribution across all DC government agencies.
        iii. MODDHH is currently working with DCHR's Center for Learning and Development to issue certifications to District employees who attend and complete communications accessibility trainings.