

Mayor's Office for People with Disabilities

**2016 Budget Statement to the City Council Committee
on the Budget and Government Operations**

October 5, 2015

Karen Tamley, Commissioner

Good morning, Chairman Austin and esteemed members of the City Council. Thank you for the opportunity to present the Mayor's Office for People with Disabilities' (MOPD) budget request for fiscal year 2016.

MOPD promotes total access, full participation and equal opportunity for people with all types of disabilities. Our comprehensive approach to systemic change for people with disabilities includes: the delivery of direct independent living services; public education and awareness about disability issues; policy reform; and initiatives with the goal of making Chicago the most accessible and inclusive city in the nation.

Additionally, MOPD provides disability-related expertise to City departments and sister agencies, as well as to private sector companies and non-profit organizations.

2015 Accomplishments

The current year has been very productive and successful for MOPD.

Increasing the Independence of Chicago Residents with Disabilities

Since 2014, MOPD provided over the phone and in-person information & referral assistance to 48,962 individuals, in-home personal assistance/homemaker services to 340 individuals and independent living services to 533 individuals. MOPD provided assistive technology to 74 residents in 2014; in 2015, YTD, 93 additional clients have been served.

MOPD's HomeMod Program continues to be in high demand. By the end of 2015, it is anticipated that 75 homes will be modified for accessibility, which include lifts, accessible entryways, kitchens and bathrooms. Last year, MOPD revised the application process for the HomeMod Program by eliminating the application deadlines and establishing a year-round application process. This change has allowed MOPD staff to maintain a consistent work flow with predictable goals and outcomes - and has given residents more opportunities to apply without running the risk of missing the deadline.

MOPD has also worked to support Colbert class members in their efforts to relocate from nursing homes to community settings. From November 2014, when the program started, to August 2015, our Engagement Specialist made over 60 visits to nursing facilities in Chicago and

engaged 890 individuals in small and large outreach and peer mentoring activities. From these visits, 344 referrals for transition assistance have been made. It is anticipated that by December 2015, this number will be 412. This program will end in October 2015.

MOPD distributes free amplified land-line phones to individuals who are hard-of-hearing and unable to use the telephone. Since 2014, MOPD distributed 210 amplified land-line phones and generated \$8,240 in revenue.

Since 2014, Chicago Meals on Wheels has collaborated with MOPD to provide home delivered meals to a total of 142 people with disabilities under the age of 60, who are unable to prepare their own meals or have support for meal preparation. This initiative fills a gap in current services.

Emergency Preparedness Planning & Public Safety for People with Disabilities

MOPD has continued to partner with the Office of Emergency Management and Communication (OEMC), the Chicago Fire Department (CFD) and other departments to ensure that people with disabilities are included in the City's emergency planning. In 2015, MOPD:

- participated in various OEMC work groups and in table tops exercises to ensure that the disability community is represented in all emergency related planning;
- continued working with OEMC to develop a strategic plan to ensure that emergency shelters utilized by the City are accessible to the disability community;
- worked with OEMC, CFD, DFSS and Law to identify ways to provide alternative resources to individuals who call 911 for non-emergency and non-medical assistance;
- sponsored a Town Hall meeting with OEMC and FEMA in October 2014 on emergency planning for people with disabilities; and
- increased its role in the City's emergency weather response through well-being checks and distributing information on warming shelters and other disability-specific information.

Making Chicago a More Accessible City

One of MOPD's key functions is to increase accessibility throughout the city and achieve greater compliance with federal, state and municipal laws. MOPD's Accessibility Compliance Unit (ACU) works to guarantee the ongoing accessibility of commercial and residential buildings through the provision of permitting, pre-permit review and technical assistance to developers and architects.

ACU:

- from 2014 to 2015 YTD, documented 2,220 plan reviews, 565 pre-permit plan reviews; generated \$45,050 in fees from preliminary plan reviews and responded to 5,030 requests for technical assistance;
- as part of the City's Title II Self-Evaluation Program, conducted self-evaluation surveys of all City facilities and programs and completed draft reports for DCASE and Animal Care and

Control (in 2014), identifying accessible barriers and suggested barrier removal actions for each;

- completed a draft of the accessibility provisions of the Chicago Building Code (CBC). This will align our local code with the requirements of the 2010 ADA Standards, update and strengthen it based on recent experience and elevate the accessibility of multi-family housing constructed in the city;
- conducted accessibility reviews of the City's major infrastructure projects, including Central Loop BRT, McCormick Place Event Center, Union Station Historical Renovations, Fulton Market Shared Street Project, CHA Lathrop Homes, Navy Pier, Polk Park, and numerous Chicago Public Schools, CTA stations and parks;
- finalized ~~several outstanding edits to~~ the Chicago Human Rights Ordinance Disability Regulations, and started an outreach campaign to educate businesses and other stakeholders;
- worked with the Department of Aviation to make additional accessibility improvements, including an animal relief area on the airside and improvements to the disability content on their website. Also scheduled to be completed in 2015 are new curbcuts and taxi cues for people requiring wheelchair accessible taxis.

Training

MOPD also works to make Chicago more accessible through its training programs. This past year, MOPD provided disability awareness and etiquette training to public and private employees (over 2,400 individuals and 71 sessions in 2014 and 2015 YTD). Of significance, MOPD also helped coordinate a "Community Roundtable" hosted by the Transportation Security Administration (TSA). Approximately 80 representatives of the local disability community attended to learn about TSA's policies and procedures for travelers with disabilities.

MOPD also held training sessions for its own staff in 2015. This training was established to improve customer service by increasing awareness of all types of disabilities. The sessions were held monthly and conducted by subject matter experts outside of the department.

Parking Reforms and Legislation

As a continuation of our efforts to reduce disabled parking abuse, MOPD helped coordinate numerous CPD parking enforcement actions to eliminate fraudulent use of disabled parking placards. In 2015 (YTD), 1194 vehicles have been checked, 352 placards have been confiscated, 401 parking citations have been issued, and 14 vehicles have been towed. MOPD also assisted with education and outreach efforts for the two-tiered placard program.

Promoting Employment and Economic Opportunities

Unemployment among the disability community remains a serious issue in Chicago and nationwide. To combat this issue, MOPD provides comprehensive benefits analysis to Chicago Social Security disability beneficiaries of all ages under a federal Work Incentives Planning and

Assistance (WIPA) grant from the Social Security Administration (SSA). From 2014 to 2015 YTD, 344 ESU/WIPA presentations have been made to people with disabilities (4402 participants); 166 workshops for youth with disabilities, three youth summits, 4896 benefit analyses, 177 placements of people with disabilities and 1774 job training and placement referrals. MOPD was also recently informed that it has been awarded a new WIPA grant (with same objectives). This grant started on August 1, 2015 and is renewable annually, for up to five years.

Other employment initiatives included:

- MOPD Youth Employment Program (YEP): This spring, MOPD and the Chicago Public Schools' Office of Diverse Learners (ODLSS) collaborated to place 260 students with disabilities with various types of businesses and agencies for Groundhog Job Shadow Day. These students experienced a day of hands-on career exploration activities with PepsiCo, United, Walmart, AT&T, Univision, EEOC, Northern Trust, BMO Harris and Rush Medical Center, just to name a few.
- One Summer Chicago: MOPD, CPS/ODLSS and Department of Family and Support Services worked together to launch a pilot paid summer internship program under One Summer Chicago. MOPD matched a total of 23 students with 12 employers for this six week program. Employers included TJ Max, Marshalls, HomeGoods and the Illinois Department of Human Services.
- Partners Breakfast: MOPD and CPS/ODLSS hosted a "Partners Breakfast" at Northern Trust in August. Over 60 attendees learned about our YEP plans for the coming school year, as well as debrief about our pilot internship program. Testimonials were provided by employers and students regarding their experiences this summer.
- Resource/Employment Fair: In October 2015, MOPD and CPS/ODLSS will host a resource/employment fair. Invitees will include community-based agencies who offer support services for youth with disabilities, as well as employers with job opportunities. Additionally, workshops will be provided on resume writing and interviewing. We anticipate up to 900 students attending.

Increasing the Number of Accessible Taxi Cabs and Improving Service for the Disability Community

In 2015, MOPD:

- participated as a member of the Evaluation Committees for the E-Hail App and Central Dispatch for Wheelchair Accessible Vehicles (WAV) RFPS;
- worked with BACP and the Mayor's Office to develop strategies for better utilizing the Accessibility Fund; and
- served on the Selection Committee to award a taxi medallion to a taxi driver who provides excellent service to people with disabilities;

ADA25Chicago

MOPD worked closely with the Chicago Community Trust to launch the *ADA25Chicago* – a new initiative in recognition of the 25th Anniversary of the ADA. ADA25 has engaged civic, business and community leaders to improve the lives of people with disabilities through widespread public awareness and legacy projects. Efforts to launch ADA 25 will continue through December 2015.

As part of ADA25, MOPD worked with the Chicago Park District to create two accessible health facilities and fitness centers for people with disabilities. The centers, which will be completed by the end of 2015, will include a number of accessible fitness machines that can be accessed from wheelchairs.

MOPD has also been very involved with the development of a pilot Leadership Institute for People with Disabilities. The Leadership Institute is designed to build leadership capacity and develop a future talent pool to expand inclusion of people with disabilities on private, public and non-profit sector boards and commissions; in appointed offices and high level professional positions. The first training session is scheduled for December 2015.

Other current and future ADA25 initiatives can be found below:

2016 Programs, Services and Initiatives

Serving Residents with Disabilities

In 2016, MOPD will continue to provide its full array of services to Chicagoans with disabilities and veterans in response to the critical state of the economy and in an effort to reach our goal of making Chicago a world-class disability-friendly city.

Promoting Accessibility Compliance

In 2016, MOPD will:

- continue working with the Commission on Human Relations on its outreach/educational initiative to the disability community and the business community on the new Human Rights Ordinance Disability Regulation and how businesses can become accessible and inclusive for people with disabilities;
- convene a meeting with Chicago's water passenger vehicles (water taxis, architectural tours, Odyssey, etc.) to discuss issues and the unmet need of equal access to water transportation;
- work with the Mayor's Office to either introduce a City ordinance or implement a policy that will require all technology purchased by the City to be accessible to individuals with disabilities;
- finalize and secure City Council approval of an amendment to the accessibility chapter of the Chicago Building Code (this will be followed by an outreach strategy to educate architects and developers on the new code requirements);

- continue revising its materials on how City departments and agencies can ensure that their meetings are accessible to people with disabilities, i.e. how to secure sign language interpreters and provide materials in alternate formats; and
- develop an airport way-finding app for people who are blind or visually-impaired.

Emergency Preparedness and Public Safety

MOPD will continue its work to ensure that people with disabilities are included in the City's emergency preparedness plans. In 2016, MOPD will:

- continue its partnership with OEMC, CFD, DFSS to provide appropriate and alternative resources to individuals who call 911 for non-emergency and non-medical assistance;
- finalize and launch a citywide emergency shelter plan (with OEMC and CDPH) that will identify, prioritize and GEO code an inventory of all accessible facilities;
- continue the efforts of the Pedestrian Access Advisory Committee which MOPD co-chairs with CDOT (the Advisory Committee solicits input from the disability community on city infrastructure affecting pedestrians with disabilities); and
- hold another Town Hall Meeting on emergency preparedness for people with disabilities (partners will include OEMC and FEMA).

Increasing the Number of Accessible Taxi Cabs and Improving Service for the Disability Community

MOPD will continue its work with BACP and the Accessible Taxicab Advisory Council on initiatives that will increase the number of wheelchair accessible taxis and improve services for passengers with disabilities.

In 2016, MOPD will work with BACP to:

- utilize funding strategies that will result in the increase of accessible taxis;
- initiate strategies to improve taxicab service for passengers with disabilities, including, but not limited to, enhancing driver training and phasing in technology that will allow passengers who are blind or visually-impaired to utilize accessible fare payment systems;
- monitor service provided to the disability community by the transportation network providers; and
- create a new training video, in collaboration with Olive Harvey College, for taxi drivers on how to provide service to people with disabilities.

ADA25

In 2016, as part of ADA25, MOPD will:

- improve linkages between City Colleges and CPS. This will be done, in part, by securing better data on students with disabilities and linking career services for better outcomes. A Fall 2015 event is planned, with implementation for later 2015 and 2016.

- initiate a strategic plan to make several (or remaining) CTA stations accessible. Currently, 70 percent are accessible.
- establish a Literacy Task Force aimed at advancing reading proficiency of CPS students with disabilities. There is nearly a 40 percent gap between students with and without disabilities. Mayor Emanuel has approved the establishment of the Task Force and initial meetings with CPS and literacy experts have begun.
- work with the Park District to develop a fully inclusive playground that includes physical and sensory accessibility for children with multiple disabilities. This concept is supported by Supt. Kelly and the Chicago Parks Foundation. Potential funders are being sought.

In closing, MOPD will continue to provide dedicated customer service and advocacy on behalf of Chicagoans with disabilities in the upcoming year. MOPD's budget reflects the department's best efforts to sustain integral programs, services and priority initiatives in the coming year. MOPD will remain steadfast in its commitment to maximize all available resources to increase accessibility, opportunity and independence for people with disabilities who live, visit and work in Chicago.

Thank you.

Mayor's Office for People with Disabilities 2016 Budget Hearing

MBE/WBE/ BEPD Contracting Data

Period: January 1, 2015 to August 31, 2015

Total Purchases: No departmental prime contracts

Staffing Data

Department Ethnicity and Gender				
	Male	Female	Total	%
Asian	1	1	2	7%
Black	2	7	9	33%
Hispanic	2	2	4	15%
White	4	8	12	45%
Total	9	18	27	
	33%	67%		100%

Disabled - Department Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	0	0	0%
Black	1	0	1	4%
Hispanic	1	1	2	7%
White	2	4	6	22%
Total	4	5	9	
	14%	18%		33%

Department Managers Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	0	0	0%
Black	0	2	2	20%
Hispanic	1	0	1	10%
White	3	4	7	70%
Total	4	6	10	
	40%	60%		100%

Disabled - Department Managers Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	0	0	0%
Black	0	0	0	0%
Hispanic	0	0	0	0%
White	2	2	4	40%
Total	2	2	4	
	20%	20%		40%

New Hires Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	0	0	0%
Black	0	0	0	0%
Hispanic	0	0	0	0%
White	0	0	0	0%
Total	0	0	0	
	0%	0%	0%	

Interns

School	Gender	Race
Loyola University	Female	Caucasian
Columbia College	Male	African-American
Northeastern Illinois University	Female	African- American
Virginia State University	Male	African-American

Mayor's Office for People with Disabilities
2016 Program & Services Organizational Chart

