



Civil Rights, Inclusion
and Opportunity
Department

THE OFFICE OF DISABILITY AFFAIRS

**Three-Year Strategic Plan
for the Disability Community**

2024-2027

*Transforming Detroit
into a More Welcoming, Inclusive,
and Universally Accessible City*

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City of Detroit

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About the Office of Disability Affairs

Established on February 11, 2021, the Office of Disability Affairs is a division of the Civil Rights, Inclusion, and Opportunity Department. It serves over 119,000 residents with disabilities in the City of Detroit.

VISION STATEMENT

To transform Detroit into a more welcoming, inclusive and universally accessible city.

MISSION STATEMENT

The mission of the office is to increase independence, opportunities, community participation, safety and wellness for persons with disabilities in the City of Detroit, and to ensure inclusion, representation, and equity for persons with disabilities as it relates to City employment, programs and services.

In collaboration with community partners, constituents, and the City government, the Office of Disability Affairs will increase independence, opportunities, community participation, safety and wellness for persons with disabilities through three focus areas:

- **Public Engagement & Community Partnerships:** The goal is that our community stakeholders and constituents feel valued, and want to work, live, and do business in Detroit.
- **Constituent Services:** The goal is that our programs and services are of exceptional quality and delivered in a timely manner.
- **Disability Awareness & ADA Compliance:** The goal is for everyone to go to the Office of Disability Affairs as a one-stop shop for information, for resolving complaints, and for receiving technical assistance.

STRATEGIC OBJECTIVE 1:

Launch the Accessible Housing Campaign

The Accessible Housing Campaign aims to educate developers, landlords, property owners, and building inspectors on universal design principles and accessible amenities, encouraging them to increase the availability of accessible units in the city, while also focusing on educating individuals with disabilities about their fair housing rights. Collaborating with the Housing and Revitalization Department (HRD), Buildings, Safety Engineering, and Environmental Department (BSEED), and community partners, the campaign spans three years and involves research, stakeholder input, launching educational programs, and evaluating effectiveness to create a more inclusive and accessible housing landscape in Detroit. Key metrics include the impact on developers, trained professionals, educated residents, and community partner involvement.

STRATEGIC OBJECTIVE 2:

Improve Accessibility of City's Programs and Services

The Accessible Digital Content Campaign aims to ensure that city meetings and public information are accessible to the disability community, available in various formats such as ASL interpretation, captioning, transcripts, and screen reader-friendly formats. Collaborating with key departments, including the Media Services Department, Department of Innovation and Technology, and different departmental communications teams, the campaign trains City employees on producing accessible digital content, increases the number of interpreted and captioned government meetings, and enhances the availability of auxiliary aids and assistive technology solutions. Over three years, efforts will focus on developing and launching the campaign, evaluating existing solutions, and advocating for increased resources to provide comprehensive accessibility accommodations.

STRATEGIC OBJECTIVE 3:

Increase ODA Engagements and City Partnership

Strategic Objective Three focuses on increasing the Office of Disability Affairs' engagement in various projects to ensure ADA compliance and foster inclusivity for disabled individuals. The intended results include having dedicated and trained staff in each department to monitor activities, resolve complaints, and create a positive environment. The Office of Disability Affairs collaborates with various city departments and participates in department initiatives. Key metrics include the number of engagements in city development projects, including Preliminary Project Reviews. Collaborators include city departments and community partners.

STRATEGIC OBJECTIVE 4:

Improve Disability Awareness and City's Knowledge of the Americans with Disabilities Act

The Office of Disability Affairs, in collaboration with the Disability Awareness Employee Resource Group and community partners, aims to ensure that City employees understand the Americans with Disabilities Act, work effectively with the disability community, and implement best practices for accessibility and inclusivity. Key metrics include tracking the number of training opportunities provided to City employees, the number of employees trained, and the engagement of community partners. Coordinated efforts will focus on developing an annual educational curriculum covering themes such as mental health, emergency preparedness, disability employment, customer services, human rights, and innovations for creating an accessible city.