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| **Session 7: Community Involvement** |
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**Part One: File a Complaint**

Have you or your family members ever experienced disability discrimination or other issues accessing services and supports? When this happens it is important that you file a complaint so that you may be able to resolve the problem as well as raise awareness about the problem. The first step is to identify who discriminated against you and where the discrimination happened. Then you can file a complaints about it Filing a complaint requires you to tell a story about what happened. The importance of filing complaints is both to let the agency know about a problem so it can be addressed and to serve as a form of advocacy, especially when multiple complaints about similar problems are sent. Some agencies have complaint forms to make it easy for the public to communicate with them and may follow up with you to get more information although not always. You can follow up with them, saying you have filed a complaint form and would like information on how this is being addressed.

**Read** through at least **three** of the complaints at the links below and **submit a complaint** for at least **one**. Then, **answer** the questions on Part One of the Hand-in Sheet

* Department on Disability Services (if you do not agree with DDS decisions or a service provider is not providing appropriate services)
* Fair Housing <http://dhcd.dc.gov/service/fair-housing-complaints>
* Renter/Tenant <http://ota.dc.gov/sites/default/files/dc/sites/ota/publication/attachments/TenantPetitionForm.pdf>
* MetroAccess, Metrorail, and Metrobus <http://www.wmata.com/accessibility/free_resources.cfm#complaints>
* Special Education <http://osse.dc.gov/sites/default/files/dc/sites/osse/publication/attachments/DPC%20Form%2008.10.2011.pdf>
* Office of Human Rights (includes issues around employment, housing, education and places of public accommodation (hotels, restaurants, stores, parks, etc.) <http://ohr.dc.gov/complaint>

(OHR also can provide a free mediator to help resolve a complaint between two parties. These medication services are only available when the complaint has been filed with OHR.)

* Taxi discrimination <http://ohr.dc.gov/taxis>
* Attorney misconduct <https://www.dcbar.org/attorney-discipline/for-the-public/file-an-attorney-complaint.cfm>
* Judge misconduct (not for use to petition a judge’s decision) <https://www.dcbar.org/membership/file-a-judicial-complaint.cfm>
* Police misconduct <http://mpdc.dc.gov/page/how-file-citizen-complaint-or-commendation>
* Health professional misconduct <http://doh.dc.gov/service/file-complaint-health%20prof>

**Part Two: Events in the Community**

Pick any event from the Events section of your resource binder **OR** Observe Congress in session. The **answer the questions** on Part Two of the Hand-in Sheet

The Senate and House Galleries are open to visitors whenever either body is in session. In addition, the House Gallery is open 9:00 am – 4:30pm, Monday – Friday, when the House is not in session (August) Passes are required to enter either gallery at any time. You can obtain gallery passes from DC’s Congresswoman Eleanor Holmes Norton. <https://norton.house.gov/services/tours-and-tickets>

Scroll down to “Request Tours”, fill out the form, and check the box for capitol; in the box at the end of the form indicate that you’d like to visit the House Gallery or Senate Gallery if in session and the House Gallery if they are not is session. Also ask for accommodations if you need them. Submit your request for a ticket to Congresswoman Holmes-Norton.

**Try to set this up before Congress is on recess**. Recess is all of August so you need to schedule this right away for July. It may take some time to process you r

**Part Three: Becoming a Change Agent**

Apply to join a committee, board, or commission. Then, **answer** the questions on Part Three of the Hand-in Sheet

This assignment contains a list of Mayoral or City Council appointed boards and commissions related to disability issues with vacancies. Remember this list is not always accurate but you can always still apply. If a vacancy is not available when you apply, you can ask when it will be available. **Anyone** can apply to these boards and commissions. You do not need to know the mayor or city council members in order to be appointed. All of these vacancies require the same form for submission, available here: <http://obc.dc.gov/page/obc-application-forms-and-eligibility>

Other organizations, (government, non-profit, or for-profit) have boards or committees with different procedures. You can check online or contact them about openings.

* National Council on Independent Living (NCIL) Committee or Task Force

Website: <http://www.ncil.org/ncil-committee-structure/join-a-committee/> Tel: 202.207.9334 (You must be a NCIL member in order to join a committee)

* Child and Youth Investment Trust Corporation, Board of Directors

The DC Children and Youth Investment Trust Corporation is the primary resource for developing partnerships that expand and improve services and opportunities for children and youth in DC, especially during their time out of school.  The partnerships include public schools, city agencies, and employers.

Website: <http://www.cyitc.org/default.asp>

Address: 1400 16th Street, NW Suite 500, Washington, DC 20036  
Tel: 202-347-4441

* Citizen Review Panel: Child Abuse and Neglect

Citizen Review Panel (CRP) is a federally mandated group who serve as an external oversight body for DC’s child welfare system. CRP evaluates strengths and weaknesses of District government agencies involved in child protection and neighborhood-based services provided.

Website: <http://www.dc-crp.org/>

Address: 714 G Street, SE, Washington, DC  20003

Email: [ccpfs@centerchildprotection.org](mailto:ccpfs@centerchildprotection.org)

* United Planning Organization Board

This community action agency for Washington, DC, was established to plan, coordinate, and implement human services programs for low-income residents in the Nation's Capital. UPO has been in the forefront of the war on poverty. As the catalyst for economic security and growth for all DC residents, UPO has laid the groundwork for innovative social service programs such as weatherization and energy conservation services, Head Start, workforce development training and youth development.

Website: <http://www.upo.org/>

Address: 301 Rhode Island Ave, NW Washington DC 20001

Phone: 202-238-4609

Email:  [info@upo.org](mailto:info@upo.org)

* Quality Trust

Quality Trust's vision is a community where everyone is respected, belongs, contributes, is valued and shapes his or her own present and future. Quality Trust's mission is to be an independent catalyst for change in the lives of people of all ages with developmental disabilities.

Website: <http://www.dcqualitytrust.org/page01a.shtml>

Address: 5335 Wisconsin Avenue NW, Suite 825, Washington, DC 20015  
Phone: 202-448-1450    
Email: [vbroddie@dcqualitytrust.org](mailto:vbroddie@dcqualitytrust.org?subject=Program%20Volunteering)

* Parents Advocacy Leaders Group (PALS) Board

Parent Advocate Leaders Support Group (PALS) is a community-based peer outreach program providing advocacy training, support, and mentoring to parents of children with special needs. The focus is to build a community source of services which can provide support to parents of children with special needs and establish a network

**Website: http://www.hscsn-net.org/node/31**

**Address: HSC Pediatric Center**, **1731 Bunker Hill Rd NE**, **Washington, DC 20017**

**Phone: 202-580-6489**

**Email: cdoggette@hscsn.org**

* **National Youth Transitions Center Program Advisory Committee**

**The Committee ensures that members, youth and young veterans with disabilities, families and community members all have a strong voice in determining the direction of the NYTC. The Committee fulfills its purpose by fostering and enhancing communications within the NYTC; representing and advocating for constituencies of the NYTC; advising and making recommendations on existing and proposed policies and procedures; and providing a forum for discussing NYTC’s progress and development in providing services.**

**Contact: Dana Fink**

* **Advocates for Justice and Education (which houses the Parent Training & Information Center)**

**Training and advocacy sessions are designed to: clarify legal obligations and rights; assist advocates in the preparing for educational meetings and conferences; and to orient on the various services available for children with disabilities. An important component of AJE’s mission is to empower parents to be effective advocates.**

**Website:** <http://www.aje-dc.org/>

Address: 1012 Pennsylvania Ave SE, Washington DC 20003

Phone: 202-678-8060

Email: [weade.wallace@aje-dc.org](mailto:weade.wallace@aje-dc.org)

* The Arc DC

We envision a society in which individuals with intellectual and developmental disabilities exercise their rights and are afforded a full set of opportunities and choices that enable them to contribute and have impact in the community.

Website: http://www.arcdc.net/

Address: 415 Michigan Ave, NE, Washington DC 20017

Phone: 202-636-2950

Email: [arc@arcdc.net](mailto:arc@arcdc.net)

* Art Enables

Art Enables gives people with I/DD the resources and supports they need to become visual artists. Their artwork is exhibited and sold at the studio, at host venues and via the web site. They earn 60% of revenue from sales.

Website: <http://www.art-enables.org/about/board.php>

Address: 2204 Rhode Island Ave, NE, Washington DE 2001855

Phone: 202-554-9455

Email: [mliniger@art-enables.org](mailto:mliniger@art-enables.org)

* Georgetown University Center for Child and Human Development

The Developmental Disabilities Assistance and Bill of Rights Act of 2000 authorizes the University Centers for Excellence in Developmental Disabilities (UCEDD) to provide leadership, advise federal, state and community policy makers about, and promote opportunities for people with developmental disabilities and their families. Georgetown University Center for Child and Human Development is the UCEDD for DC

Website: <http://gucchd.georgetown.edu/>

Phone: 202-687-8807  
E-mail: ucedd@georgetown.edu

* Special Olympics DC

Special Olympics D.C. is a non-profit organization providing quality sports and fitness opportunities for citizens with intellectual disabilities in the District of Columbia.

Website: <http://www.specialolympicsdc.org/>

Address: 900 Second St, Ste200, Washington DC 20002

Phone: 202-408-2640

Email: [shocker@specialolympicsdc.org](mailto:shocker@specialolympicsdc.org)

* Easter Seals of Greater Washington/Baltimore

Easter Seals provides services to ensure that all people with disabilities or special needs, including military, wounded warriors, veterans and their families, have equal opportunities to live, learn, work and play in their communities.

Website: <http://www.easterseals.com/DCMDVA/>

Address: 420 Spring St. Silver Spring, MD 20910

Phone: 301-588-8700

* DC Business Leadership Network

The DC Metro Business Leadership Network (DC Metro BLN) promotes the best practices in hiring, retaining, and marketing to people with disabilities in the District of Columbia, Northern Virginia, and Suburban Maryland.

PO Box 441 Garrett Park, MD 20896 Phone: 202-630-9226 Email: katherine.mccary@gmail.com

* SchoolTalk

The mission of SchoolTalk is to offer parents early and effective opportunities for raising and resolving their concerns regarding special education identification, assessment, and delivery, by working with DC schools to improve communication and dispute resolution processes associated with the delivery of special education services.

Email: [Sarah.Grime@schooltalkdc.org](mailto:Sarah.Grime@schooltalkdc.org) Phone: (202) 907-6887; [www.schooltalkdc.org](http://www.schooltalkdc.org)

* DC TASH

TASH Chapters drive a powerful and personal connection to issues that impact individuals with significant disabilities throughout the nation. TASH Chapters unite advocates, push for legislation and promote systems change at the local level, applying TASH values to opportunities in communities, schools, jobs and programs. Chapters hold events and weigh in on the issues that impact their communities

Contact Ron Smith (2013 Partner) 202-575-9499 [Jr7771@verizon.net](mailto:Jr7771@verizon.net)

* United Cerebral Palsy

Mission: To advance the independence, productivity and full citizenship of people with disabilities through an affiliate network.

1825 K Street NW Suite 600, Washington, DC 20006 Phone: 800.872.5827 / 202.776.0406

* DC KIDS COUNT

The role of the DC KIDS COUNT Advisory Board is to provide critical leadership and strategic input as DC KIDS COUNT strives to develop and use its data to inform policy discussions and decisions to secure better futures for all of DC’s children.

1432 K Street, NW, Suite 1050 Washington, DC 20005 Phone: 202-234-9404 Email: [info@dckids.org](mailto:info@dckids.org)

* Washington Peace Center

The Washington Peace Center provides education, resources and action for those working for positive social change and a world free from oppression. We strengthen the impact of the peace and justice movements by: fostering greater collaboration among activist groups, bridging the gap between global, national & local issues and communities, and providing the material support to achieve these goals.

1525 Newton St NW, Washington, DC 20010 Phone: 202-234-2000 Email: [info@washingtonpeacecenter.org](mailto:info@washingtonpeacecenter.org)

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| **Session 7: Community Involvement Hand-In Sheet** |
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NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

There are three sections to this month’s Community Involvement assignment. You must complete all three parts. The assignment is due at the August DC AP session, You can bring it in then or submit by email. If you need assistance with this assignment call Dana, Sherri or Suzanne. We are always available to help you.

**Part One: File a Complaint**

1. Which three agency complaint procedures did you review? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. To which one agency did you submit a complaint? (If you did not submit a complaint, check one of the options below.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_ I did not file a complaint because I do not have one.

\_\_\_\_ I did not file a complaint because I don’t know what to write.

\_\_\_\_ I did not file a complaint because of another reason.

Explain reason \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What did you discuss in the complaint? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Part Two: Events in the Community**

1. Which event(s) did you attend? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. What was this event about? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. How will you use this information in your advocacy work? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Part Three: Becoming a Change Agent**

1. Which board, committee, or commission did you apply for? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Is it with the local government, federal government, a nonprofit, or for-profit organization? (Pick one) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Have you received a response? If so, what was it? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_