

STRATEGIC GOAL	
GOAL TITLE	Evaluate compliance with CCDA's data collection mandate by researching filings and submission practices within court systems in California.
STRATEGIC DIRECTION Collaborative, Consultative, Sustainable, Data-Informed, Effective	Data-Informed
MULTI-YEAR GOAL Y/N - If yes, estimate how many years to complete. What year is this goal?	No
DESCRIPTION OF GOAL	CCDA will conduct a data research effort within the federal and state court systems in California to determine compliance with the five-day notification requirement for Title III case filings. From this research, CCDA will conduct outreach to improve compliance.
BENEFIT TO THE CUSTOMER Identify your customer(s) and how the goal benefits them.	Understanding claims submitted within California's courts will help the Commission to better fulfill its legislative mandate to make recommendations that will enable persons with disabilities to obtain full and equal access to public facilities, as well as address many of the unanswered questions asked by stakeholders.

<p>DELIVERABLE(S) Tangible output/documentation which serves as evidence the goal is complete. How will the goal be considered complete? What is the final deliverable? (Example: If we hired a consultant to complete the goal, this is what we would require from them before we paid.)</p>	<p>-CCDA is able to demonstrate differences in claims received vs. those filed within California's courts. -Deliver metrics/report of findings from examining claims submitted within California's courts by pro se litigants and law firms/attorneys. -Develop recommendations for the Legislature's consideration, which will be included in CCDA's Annual Report to the Legislature.</p>
<p>MEASUREMENT How will you know the success of your goal? What KPI or metric do you use to define it as a successful goal? (Example: Did your time decrease? Did you get more done? Did you increase quality?)</p>	<p>-Develop research effort outline, including criteria for data sampling. -Conduct data sampling from 4 California federal courts and 22 California state courts using legal research tools and existing CCDA records. - Identify existing law firms filing claims within California's courts who are not meeting reporting mandate of submitting their claims to CCDA within 5 business days. - Develop a letter to communicate reporting obligations for legal community in order to achieve greater compliance with on-time submissions.</p>
<p>ENTITY OR DIVISION/OFFICE TO PARTNER WITH Is your goal reliant on someone else? (ETS, HR, etc.)</p>	<p>DGS Office of Strategic Planning, Policy and Research; Office of Legal Services.</p>
<p>CARRY OVER Y/N - Goal from previous year to be included in the current year to be tracked in the current year.</p>	<p>No</p>
<p>PUBLISHED GOAL STATEMENT</p>	<p>CCDA will develop recommendations based on findings from examining claims submitted within California's courts by pro se litigants and law firms/attorneys for inclusion in Annual Report to the Legislature.</p>