



Item 10b: 2021 Strategic Goal

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 sampling of the sixty-two court systems (four federal and fifty-eight state) 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 that will enable persons with disabilities to obtain full and equal access to public facilities based on findings from researching filing trends within California's courts. These recommendations 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>CCDA has examined and conducted random sampling of the four California federal courts and 58 state courts.</p>
<p>ENTITY OR DIVISION/OFFICE TO PARTNER WITH Is your goal reliant on someone else? (ETS, HR, etc.)</p>	<p>DGS 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 conduct a data sampling of the sixty-two court systems (four federal and fifty-eight state) 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.</p>