



2020 DGS Strategic Goals

Goal #1

Goal Title:

Implement Phase 3 of the Electronic Data Collection Project: Increase electronic submissions to 40% (2,978 files) in 2020.

Strategic Direction (Collaborative, Consultative, Sustainable, Data-Informed, Effective):

Sustainable

Multi-Year Goal:

No

Description of Goal:

CCDA developed the Electronic Data Collection Project to make its review of pre-litigation letters, complaints, and case resolution reports for construction-related accessibility claims more efficient and environmentally friendly, and to promote better data analysis. In 2018 and 2019, CCDA completed phase 1 and phase 2 of the project respectively by implementing an electronic transfer and storage process for previously reviewed files, as well as launching a web-based portal that allows the legal community to submit claims electronically to CCDA. In 2020, CCDA will enter the third phase of this effort through a multi-pronged marketing strategy to reduce the amount of paper submissions via U.S. mail and email.

Benefit to Customer:

This goal will benefit the legal community through the creation of a web-based self-service portal to submit claims and resolution reports electronically rather than mail or email documents to CCDA resulting in reduction of postage, paper and printing costs for both customer (legal community) and CCDA.

Deliverables:

- CCDA to develop and execute multi-prong marketing strategy to educate legal community about web-based portal.
- CCDA to monitor number of law firms continuing to submit claims and resolution reports via mail or email for additional outreach and follow-up.

- CCDA to obtain report from web-based system demonstrating 40% (2,978) of overall claims and resolution reports were submitted by law firms through the web portal in 2020.
- CCDA to obtain report from web-based system demonstrating law firm Administrator logins and assigned delegate logins submitted 40% (2,978) of overall claims and resolution reports through the web portal in 2020.

Goal #2

Goal Title:

Develop educational tools for small businesses to promote and facilitate disability access compliance.

Strategic Direction (Collaborative, Consultative, Sustainable, Data-Informed, Effective):

Collaborative

Multi-Year Goal:

No

Description of Goal:

In support of CCDA's legislative mandate to prioritize the development and dissemination of educational materials and information, CCDA will complete two educational tools for small businesses to promote and facilitate disability access compliance.

Benefit to Customer:

This goal will benefit the business community and local government agencies through the creation of educational tools outlining information and resources to support, promote, and facilitate disability access at their places of public accommodation.

Deliverables:

- CCDA to complete development of a general toolkit on disability access in 2020.
- CCDA to complete the development of the "Accessibility for Small Business – A Path to Compliance" informational sheets in 2020.
- CCDA to make completed toolkit and informational sheets available for download on its website in accessible and alternative formats in 2020.