



CCDA ADA MENTORSHIP PILOT PROGRAM

A Partnership of State, Local and Private Industry

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Background and Overview

It is universally understood that everyone has the right to fully participate in community life, including dining in public restaurants, shopping, enjoying community park facilities, and the like. This belief is supported by Title III of the Americans with Disabilities Act (ADA) requiring public accommodations to provide goods and services to individuals with disabilities equally with the general public. The actual regulations require that architectural and communication barriers must be removed in areas of public accommodation and at "existing" facilities (facilities constructed prior to 1992) when their removal is *readily achievable*—in other words, easily accomplished and able to be carried out without much difficulty or expense.

In general, ADA requires providers of public services to make reasonable accommodations to serve people with disabilities. "Reasonable accommodation" means making changes that don't cause unreasonable hardship. In many cases accessibility issues are simple to fix and/or maintenance if businesses knew what they needed to do. Recognizing that each step in improving access potentially reduces a business' exposure to a lawsuit and equally important provides equitable service to all customers. It is just good business!

Education is the key

SB1186 which created Government Code Section 4467, Disability Access and Education, required that local jurisdictions collect an additional \$1 with business tax certificates, 70% of which is retained by the City for the purpose of increasing CASp services and developing programs to facilitate compliance with construction-related accessibility requirements. Following which, AB1379 amended Government Code Section 4467 Disability Access and Education to extend the operation of the fee indefinitely and increases the amount from \$1 to \$4 for a period of 5 years, 90% of which is retained by the city for the purpose of increased certified access specialist (CASp) training and certification within that local jurisdiction and to facilitate compliance with construction-related accessibility requirements. The amount of the fee will revert to \$1 with the amount retained reverting to 70%, on and after January 1, 2024.

It CCDA request of the Cities to use a portion of the monies collected to participate in educational outreach effort of CCDA alongside of *Private Supporting Partners* to undergird the educational outreach project: **Accessible (City) ADA Mentorship Program. The details of the project are developed in a two-part program effort.**

PART 1

Part 1 is modeled after the **Accessible Fresno** program created by the City of Fresno (www.fresno.gov/accessiblefresno). The local city conducts the selection process by securing CASp(s) to participate in the ADA Mentorship project on behalf of the targeted business segment(**FY 18-19 is the Restaurant Industry**).

ELIGIBLE BUSINESSES

There should be no cost to the business to apply or participate in Accessible (CITY) ADA Mentor Program. Eligible businesses will meet the following criteria:

- Small for-profit business (\$1 million or less annual gross revenue) located in the City of _____
- Current valid business tax certificate
- Place of Public Accommodation, as defined in ADA Title III. Targeted places of public accommodations for this awarding series: Establishment serving food or drink. FY 18-19 is restaurants industry.
- Has not yet been served a summons and complaint of a construction related accessibility claim for the property site
- Business public use area is 4,000 square feet or less
- Individual business site (not a multi-business complex. Businesses that are located in a multi- business complex are eligible, however the multi-business complex itself is not eligible.)
- No outstanding code violations on record

ADMINISTRATION of Part 1

Accessible (CITY) ADA Mentor Program is suggested to be administered in-house. Some cities have determined the City ADA Coordinator as the program administrator (Program Administrator). **Every region is different, but we ask that all interested businesses are selected by a designated Program Administrator/Team.**

The City will contract with one or more CASp Consultants which will be selected based on their qualifications. The contracted CASp Consultants provide the CASp inspection, report, Disability Access Inspection Certificate and inspection support services. Interested businesses is given an online link to apply for the mentorship opportunity (example of the marketing/communication using the Fresno Accessible program www.fresno.gov/accessiblefresno).

The mentorship application includes the appropriate indemnifications and disclaimers as determined by risk management and a sign affidavit that the information that the business provided is accurate and true.

The application period is opened for (**determine your timeline**). In general, once the application period is closed the Program Administrator will review and process all applications. The Program Administrator verifies with the Finance Department the annual revenue and validity of business tax certificate. The Program Administrator verifies with the Development and Resource Management Department that there are no outstanding code violations on file.

CCDA ask for FY 18-19 a selection of 2 businesses for this round. A “round” is a 2 yr. mentorship relationship. **(NOTE: As a pilot program with limited funding we hope to exponentially increase the business mentoring opportunity in the near future).**

Businesses that have applied and are determined to meet the eligibility criteria are prioritized and selected using a weighted scoring matrix. Upon selection and agreement, the program administrator provides to the CASp consultant that best meets need a list of businesses with which to work. Within a pre-determined timeframe, the CASp Consultant connects directly with the business or their designated representative to conduct services.

The Consultant shall provide to the Program Administrator monthly progress reports. The report shall include, at minimum:

- In-progress tasks
- Work completed in the current month and cumulatively
- Confirmation that inspections and inspection reports generated are accurate and in accordance with the procedures established by the DSA.

Under no circumstances shall the City receive or review the CASp inspection report of a business. These reports and findings must be kept confidential between the service provider and the business owner or their designated representative.

Consultants will invoice and be paid the flat rate per business upon verification of completion of all aspects of the scope of service for that business.

Part 1 Flow Chart

City contracts with CASp Consultants (Determine Budget from your Disability Access & Education from AB1379)



Businesses submits application to participate in Mentorship Program



Program administrator reviews application and selects Mentees



CASp firm works directly with businesses



CASp firm performs the duties of a licensed professional and submits reports to the City



Payment to CASp firm

PART 2

Part 2 is the enhancement of the **Accessible Fresno** program created by the City of Fresno by providing an ADA Business Mentor for selected businesses. It is understood the CASp professional are trained to provide “a point in time” assessment of a business facility, but the maintenance and execution of the recommendations of a CASp report is left to the judgment and knowledge of the business client. The second half of the program is to secure the long term success of the business in the area of fully developing and maintaining an accessibility action plan. CCDA believe success is obtainable through a mentor/ mentee professional relationship. This relationship will offer support through the guidance of a Transition Plan by the aid of a technical support system, and a quarterly review of the ADA Access Toolkit by professional Customer Service specialist.

The overall goal is to empower and equip the business owners with right amount of professional support that a twofold outcome will be realized. One, an increased and ongoing disability accessible establishment and secondly, a process to increase revenue for businesses by increasing their customer base. It is our belief creating access for all is profitable!

ELIGIBLE BUSINESSES

The eligible business will be selected from the targeted industries pool of candidates created by the Program Administrator (The Restaurant Industry was selected for FY 18-19). Awarded mentees are businesses who accepted the CASp services provided by the local city through the Educational and Outreach Funds and signed an agreement to participate in the 2 year mentoring program offered through CCDA.

Administration and Budget of Part 2

The vision of CCDA mentorship program is to have a minimum of 2 businesses selected by each region. CCDA continuously seeks to secure financial guarantors to assist in generating opportunities for honorariums, contracts, and/or the basic provision of in-kind professional Mentorship services. The targeted investment for the mentorship is a bi-annual budget of \$59,400(see detailed cost projections on page 7). *It is assumed the CASp services cost is supplemented by the Regional City Representatives.*

CCDA staff will provide the administrative oversight and transparency to the execution of professional services promised to the small business mentees. As the Administrator

of Part 2, CCDA will provide quarterly reporting of each mentor/mentee progress and/or opportunities.

Part 2 Flow Chart

Program administrator reviews application and selects Mentees



Mentee's site review is completed by CASp professional



Mentee signs the agreement to participate in mentorship commitment



Mentors sign an agreement to perform the support of a ADA access mentor



Mentor/Mentee initial and quarterly meetings



CCDA reviews progress and report out to stakeholders



Honorarium provided to mentors for services rendered

Projected of Cost for one Transition Plan Mentorship

Task	Time	Total@ 325/hr
Initial meeting/call with client to discuss process	1	\$325
Meeting/call after conclusion of CASp report to review and create preliminary schedule of completion	2	\$650
Meeting/call after bids obtained and modification of schedule of completion	1	\$325
Follow-up once every three months regarding update on schedule of completion	4	\$1300
Total for First Year	8	\$2600
Follow-up once every three months regarding update on schedule of completion	4	\$1300
Total for Second Year	4	\$1300
Grand Total for 2-Year Contract	12	\$3900

6 mentees times \$ 3900.00 = \$23,400

Projected of Cost for one Customer Service Toolkit Mentorship

Task	Time	Total (@ \$250/hr)
Initial meeting/call with client to discuss process	2	\$500
Follow-up once every three months regarding usage of ToolKit and Customer Service Enhancement	10	\$2500
Total for First Year	12	\$3000
Follow-up once every three months regarding usage of ToolKit and Customer Service Enhancement	12	\$3000
Total for Second Year	12	\$3000
Grand Total for 2-Year Contract	24	\$6000

6 mentees times \$6000 = \$36,000

Overall projected total cost for 6 mentees within a 2-year mentorship project for transition plan and customer service services is projected a rate of \$59,400.

Again, it is the vision within this project that every Region (Central, Northern, and Southern) secures CASp professional from the Disability Access Educational fund for 2 businesses from their prospective area.