

Draft

California Commission on Disability Access (CCDA)

Strategic Planning: Data Collection Executive Summary

SUBMITTED BY:

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About CPS HR Consulting

CPS HR is a human resources and management consulting firm specializing in solving the unique problems and challenges faced by government and non-profit agencies. As a self-supporting public agency, we understand the needs of public sector clients and have served as trusted advisors to our clients for more than 25 years. The distinctive mission of CPS HR is to transform human resource management in the public sector.

CPS HR offers clients a comprehensive range of competitively priced services, all of which can be customized to meet your organization's specific needs. We are committed to supporting and developing strategic organizational leadership and human resource management in the public sector. We offer expertise in the areas of classification and compensation, organizational strategy, recruitment and selection, and training and development.

CPS HR occupies a unique position among its competitors in the field of government consulting; as a Joint Powers Authority (JPA) whose charter mandates that we serve only public-sector clients, we actively serve all government sectors including Federal, State, Local, Special Districts, and Non-Profit Organizations. This singular position provides CPS HR with a systemic and extensive understanding of how each government sector is inter-connected to each other and to their communities. That understanding, combined with our knowledge of public and private sector best practices, translates into meaningful and practical solutions for our clients' operational and business needs.

With more than 110 full-time employees as well as 200+ project consultants and technical experts nationwide, CPS HR delivers breakthrough solutions that transform public sector organizations to positively impact the communities they serve.

Executive Summary

CPS HR Consulting conducted three distinct data collection activities in February 2026 to inform the development of CCDA’s five-year strategic plan. These activities included a Business Community Stakeholder Summit (February 24), a Disability Community Stakeholder Summit (February 26), and individual interviews with CCDA Commissioners throughout the month. This summary report consolidates the findings from all three sources to present a unified picture of CCDA’s strategic landscape.

Cross-Cutting Themes

Several themes emerged consistently across all three data sources, underscoring areas of strategic importance for CCDA:

Fear of Litigation as the Primary Barrier to Compliance

- Business owners fear that engaging in the compliance process—including obtaining CASp inspections—may increase their exposure to lawsuits rather than reduce it.
- Legislative proposals to make CASp reports publicly accessible have amplified this fear and are perceived as undermining the intent and effectiveness of the program.
- High-frequency litigation remains a central concern across all stakeholder groups. Both communities recognize that predatory litigation harms well-intentioned business owners without necessarily advancing accessibility.
- Commissioners identified a need for more balanced legislation that supports CCDA’s mission rather than creating additional barriers to business engagement.

The Need for Simple, More Accessible Communication & Resources

- Business representatives and disability community members both expressed a need for plain-language, digestible materials that simplify compliance requirements.
- Stakeholders repeatedly requested concise, single-topic fact sheets, quick-reference guides, and “did you know” content that can be easily redistributed through newsletters and trade association channels.
- Commissioners echoed this, calling for practical guidance in layman’s terms, more toolkits for the digital space, and resources that speak to multiple audiences in language that resonates.
- There is strong interest in checklists, step-by-step guides, templates, and video content that can be used by business employees, attorneys, and property owners alike.

CCDA Visibility and Awareness Gaps

- Business community representatives acknowledged that despite CCDA’s efforts, most of their

constituents remain unaware of CCDA’s tools, resources, or even its existence.
Disability community members expressed similar gaps, with many unaware of CCDA, its commission structure, or the Commissioner role.
Commissioners identified visibility of CCDA as a top priority—both with the legislature and in communities statewide, particularly underserved areas such as Los Angeles County.
Participants across all groups emphasized the challenge of “information blindness”: people do not seek resources until they face a problem, making proactive outreach critical.

Expanding Reach Through New Partnerships

Business representatives proposed partnering with attorneys who handle ADA-related cases, noting they have direct access to the companies most in need of CCDA’s support.
The disability community recommended partnerships with independent living centers, county/city accessibility advisory boards, and immigrant business groups.
Commissioners suggested engaging trade associations such as ICSC, BOMA, and CREW, as well as Women’s Business Alliances, Black Chambers of Commerce, and LGBTQIA+ chambers.
All groups recognized that CCDA’s reach can be dramatically expanded by leveraging the distribution networks of existing partners and stakeholders.

Mutual Empathy Between Communities

A notably constructive and empathetic tone was present in both summit sessions. Rather than an adversarial posture, both communities largely expressed a shared desire to protect well-intentioned businesses from predatory litigation while advancing meaningful accessibility.
This cross-community alignment represents a strategic asset for CCDA’s planning process and suggests that collaborative, bridge-building messaging will resonate with stakeholders.

Conclusion

In summary, the landscape for accessibility advancement is shaped by interplay of legal, economic, policy, and perceptual challenges. Addressing these obstacles requires not only resourceful leadership and strategic outreach but also ongoing collaboration among stakeholders to build trust and foster engagement. By acknowledging these barriers and proactively seeking solutions, the commission can better position itself to champion accessibility, enhance public confidence, and drive meaningful progress for all communities.