

Agenda Item 12: CCDA DGS Strategic Goals 2026-2027

As an entity that is administratively housed within the California Department of General Services (DGS), CCDA develops and implements initiatives that align with the department's priorities and objectives.

CCDA's 2026-2027 strategic goals focus on promoting efficiency in data collection and analysis while advancing CCDA's mission to improve access for all Californians. Specifically, in 2026-2027 CCDA will:

1. Increase Connections with Community Partners to Build Their Capacity:
 - Between January 2026 and October 2027, CCDA will engage with three previously connected communities to strengthen local capacity. Each engagement will include a planning check-in meeting, a stakeholder meeting either virtual or in-person, and a post-engagement evaluation. Two stakeholder meetings are targeted for 2026, and the third will occur no later than June 2027, depending on community availability and readiness.
2. Launch Industry Specific Outreach Model
 - Between February 2026 and November 2027, CCDA will implement an Industry Specific Outreach Model to reduce accessibility-related violations by hosting four Listening Forums across key sectors. These Forums will be based on industry trends identified in CCDA Annual Reports and each will produce a visual summary deliverable. CCDA will conclude the project with a final report that documents key findings and stakeholder feedback.
3. Deepen Data Driven Engagement
 - CCDA will use cross-referenced violation and U.S. Census data to identify underserved communities with high complaint rates. CCDA will develop and deliver a targeted webinar series to engage these communities, then evaluate and plan for future series based on data and feedback.