



CCDA

California Commission
on Disability Access

**2020-2024 Goals and Objectives
from input given by CCDA Commissioners
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DRAFT

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Table of Contents

GOALS AND OBJECTIVES	1
Goal 1: Increase disability access awareness.....	1
Objectives/Strategies:	1
Goal 2: Create training programs for targeted constituencies.	2
Objectives/Strategies:	2
Goal 3: Identify and promote revenue streams to fund access needs.	2
Objectives/Strategies:	2
Goal 4: Explore the development of a state-level Americans with Disabilities Act (ADA) office.....	3
Objectives/Strategies:	3
Goal 5: Maintain data on status of access compliance.	3
Objectives/Strategies:	3
Goal 6: Propose solutions to enhance programmatic and physical access.	4

GOALS AND OBJECTIVES

Each of the following goals identifies desired end results to achieve in the next five years. The goals reflect the most important strategic issues for the Commission as a whole, and while the goals are realistic and achievable, they seek to stretch and challenge the Commission.

Goal 1: Increase disability access awareness.

A large number of members of the disability community are not readily identifiable, as disability come in all forms—visible and non-visible. As California’s diverse population continues to grow and change, a greater percentage of society will need built environments that are barrier-free. Accessibility compliance is sometimes viewed as unnecessary and applicable to a very small minority among entities in the planning, design, property, and construction sectors and those maintaining places of public accommodation. Many small business owners view access compliance as either an unfunded mandate or a nuisance. Business owners, nonprofits, and other organizations are often unaware of applicable state and federal compliance requirements—or if they are, may be unsure of what compliance looks like. This goal seeks to raise awareness of access issues and the availability of tools to support changes to the built environment.

Objectives:

1. Develop culturally appropriate media/social awareness campaigns to increase awareness among the business community and those providing public accommodations on Americans with Disabilities Act (ADA) access issues.
2. Develop dialogue opportunities on ADA access and compliance issues among those maintaining places of public accommodation.
3. Support the Department of General Services (DGS)’ Division of the State Architect (DSA) in encouraging collaboration between Certified Access Specialist Program (CASp) inspectors, the disability community, and the small business community, and in coordinating partnerships.

Goal 2: Create training programs for targeted stakeholders.

The whole community will benefit from training and conversations on rights of individuals with disabilities and efforts locally, statewide, and nationally to support rights related to access. This goal seeks to address the need for places of public accommodation to learn about access issues, including available resources and supports to make disability access modifications.

Objectives:

1. Collaborate and coordinate with entities providing places of public accommodation, as well as local agencies, to provide education on how to uphold current, applicable laws.
2. Provide education and promote awareness among appropriate entities regarding disability and program access.
3. Seek opportunities to engage diverse interest groups in integrated training and dialogues around ADA access issues.
4. Provide a cost/benefit analysis for business owners on ADA access compliance.
5. Ensure outreach events focus on latest-published data, and are data-informed.
6. Ensure a statewide/regional reach for training & awareness programs.
7. Develop training videos on several subjects and post on the Commission's website.

Goal 3: Identify and promote revenue streams to fund access needs.

There are limited revenue sources available to offset the financial cost of assistance to the business community and other entities with access compliance issues. This goal seeks to identify and secure revenue streams to support efforts to support the Commission's efforts and incentivize access compliance.

Objectives:

1. Identify funding sources for small businesses and other organizations with validated funding needs for access compliance support.
2. Research methods to budget and adequately fund the Commission's accessibility efforts and access compliance, including appropriate state funding.
3. Examine existing state and local programs for opportunities to create funding allocations for access compliance.
4. Promote designated funding streams for access programs created through legislation.
5. Establish continuous appropriation of non-General Fund sources of revenue.

Goal 4: Explore the development of a state-level Americans with Disabilities Act (ADA) office.

Information, resources, and compliance support for access and accommodation requests are found at varying levels throughout state and local government. California code regarding ADA has no single statewide compliance office. The inconsistency of response, availability, and information resources is a challenge for those who seek to identify and implement solutions to compliance issues. This goal seeks to address the disparate levels of resources and information at various state offices by providing a single access point that can guide people in the process of access mitigation and compliance.

Objectives:

1. Survey other state-level ADA offices, similar in size and composition to California, as well as existing California state and local offices and programs relating to ADA compliance, to identify how ADA issues are coordinated and to gather best management practices (BMPs).
2. Develop a vision and core mission for the new office, and determine services to provide, i.e., ombudsman, interagency coordination, and/or other services.

Goal 5: Maintain data on status of access compliance.

Data on the status of access compliance will help entities in the planning, design, property, and construction sectors, and those maintaining places of public accommodation be more aware of common areas where alleged barriers are encountered and how compliance can be achieved. Data can also demonstrate compliance successes and existing opportunities to create greater access, include outcomes from state and federal accessibility lawsuits. This goal seeks to provide relevant information and data on the status of access compliance throughout California.

Objectives:

1. Continue to collect data on lawsuits related to construction-related access violations.
2. Expand the Commission's website to report known access and compliance issues at a summary level, including a tally of lawsuits and complaints by category.
3. Develop a research and analysis rubric for data collection that defines what to collect and why.
4. Collect and report data on successful compliance.
5. Report to the Legislature by annual deadline for preceding year's data.

6. Publish “Top 10” alleged violations (every 6 months), including federal cases, state cases, pre-litigation letters, and outcome reports received.

Goal 6: Propose solutions to enhance programmatic and physical access.

[Need description of goal, including proposed objectives.]