



2019 CCDA Strategic Goal Updates

Goal Statement #1: Implement Phase 2 of the Electronic Data Collection Project: Create a database for data collection.

Explanation of Goal: CCDA developed the Electronic Data Collection Project to make its review of pre-litigation letters and complaints for construction-related accessibility claims more efficient and environmentally friendly, and to promote better data analysis.

In 2018, CCDA completed Phase 1 of the project by implementing an electronic transfer and storage process for previously reviewed files. In 2019, CCDA will enter the second phase of this effort through the creation of a secure database and a web-based form that will allow the legal community to submit claims electronically to CCDA.

Percent Complete (as of October 14, 2019): 50%

Critical Path Steps Completed (January – October 2019):

- ServiceNow Contract Solicitation (10%)
- Project kickoff (10%)
- Review and validate business requirements (10%)
- Document technical requirements (10%)
- Develop system (10%)

Critical Path Steps Remaining (October – December 2019):

- Systems and User Acceptance Testing (UAT) (10%)
- Conduct training with stakeholders and system users (10%)
- Develop communication plan for system users (10%)
- Launch intake system (10%) – *Go Live planned for December 3, 2019*
- Conduct system monitoring (10%)

Goal Statement #2: Conduct a research study on the state accessibility compliance and coordination efforts (Year One of a Two-year goal).

Explanation of Goal: To further its mission of promoting access for all Californians, CCDA will partner with a research university to develop and conduct a survey of state government operations and the effectiveness of ADA coordinators with regard to disability access. In 2019, CCDA will organize study participants at different agencies in state government and publish a roster of statewide ADA coordinators. CCDA and the partner university will have a scope of work/research proposal prepared by the end of the year.

Percent Complete (as of October 14, 2019): 20%

Critical Path Steps Completed (January – October 2019):

- Develop initial roster of ADA Coordinators working within State government (10%)
- CCDA presentation to student researchers at Mount St. Mary's University (10%)

Critical Path Steps Remaining (October – December 2019):

- Monitor administration of survey to all ADA Coordinators working within State government (20%)
- Coordinate and hold presentation meeting with statewide ADA Coordinators about survey findings (20%) – *Planned for December 11, 2019*
- Publish summary report of survey findings (20%)
- Share final roster of statewide ADA Coordinators with internal collaborators and stakeholders (20%)