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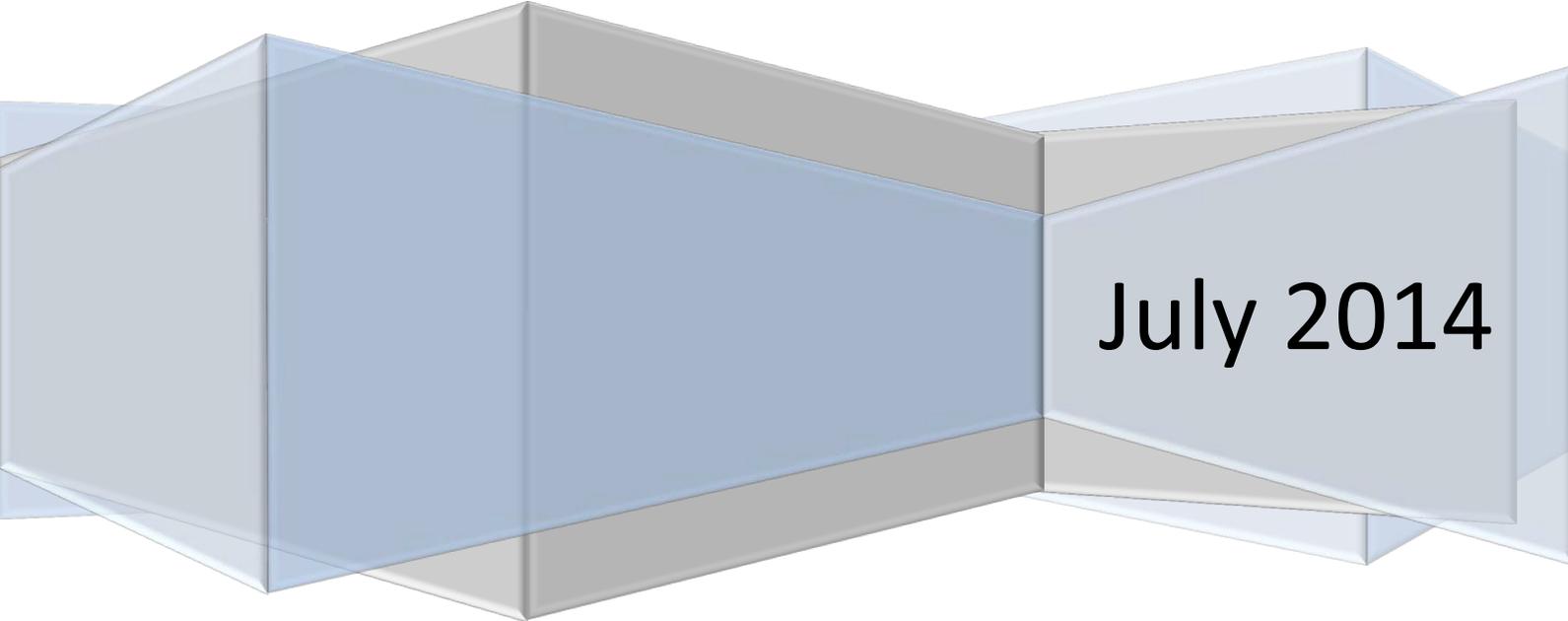
California Commission
on Disability Access

CALIFORNIA COMMISSION ON DISABILITY ACCESS

Draft Five-Year Strategic Plan Outline

Prepared by

California State University, Sacramento
Center for Collaborative Policy



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INTRODUCTION

It is my pleasure to offer the 5 year strategic plan for the CA Commission on Disability Access. This plan is the culmination of an intensive collaborative effort among key stakeholders in the disability community, the business sector, and governmental organizations. From the beginning of this effort a strong emphasis was placed on transparency and openness—in order to bring important issues into the discussion in a manner that could lend itself to constructive problem solving and realistic work planning for the future.

The goals in this strategic plan are wide, ambitious and varied. By design there was not a limit placed on what is achievable now, but instead what needed to be achieved in the near future if given the right combination of commitment, time, and resources. It was notable that the collaboration among the many parties ultimately resulted in a series of efforts that was widely supported across a diverse set of interests and sectors.

The process for this strategic plan started months in advance of the formal two day workshop that resulted in the main findings and agreements for the plan. With the help of Sacramento State University's Center for Collaborative Policy, a stakeholder interview and assessment effort was undertaken to learn what important information and perspectives were being held by key players in the field. The resulting information gathered was brought into the strategic planning dialogue and helped prompt the critical gap analysis process that led to the goals and objectives outlined in this plan.

All strategic plans are essentially 'living documents' and CCDA, in partnership with its varied stakeholder community, will implement these goals and implementation plans with refinement in mind as they uncover new data. My staff and I are excited to embark on the work outlined in this plan and we are confident that the partnerships and outcomes of these efforts will significantly further the goals of disability access in California.

Steve Castellanos
Executive Director
California Commission on Disability Access

DRAFT OUTLINE

**CCDA FIVE-YEAR
STRATEGIC PLAN**

2014-2019

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VISION

DRAFT CCDA VISION STATEMENT

An accessible and barrier free California = Inclusive and equal opportunities and participation for *all* Californians.

MISSION

CCDA MISSION STATEMENT

The mission of the California Commission on Disability Access is to promote disability access in California through dialogue and collaboration with stakeholders including but not limited to the disability and business community and all levels of government.

CORE VALUES *(DRAFT-VALIDATION WORKSHOP WILL ADD)*

The core values are the fundamental perspectives held by CCDA and its client community, and reflect the collective culture and priorities that steer the strategic planning effort and its ultimate implementation – from personal and professional viewpoints translated to the organization.

The Core Values driving the collective work of CCDA and its client community are:

- Seek out leaders from both the disability and business community to help inspire vision, knowledge, integrity, loyalty, pride, passion and service to promote disability access in California.
- Empower those with disabilities by providing information to the community, businesses and governmental entities about disability culture and the disability community's key place in California's economic fabric.
- Support Californians' with disabilities by giving them the tools they need to participate in their community and make a difference in society as a whole.

- Recognize that successful and integrated statewide physical access improvements for persons with disabilities requires sensitivity to the challenges that businesses face in implementing access goals.
- Foster an environment that values and practices communication and collaboration across the wide spectrum of interests in the disability, governmental and business communities.

GUIDING PRINCIPLES *(DRAFT-VALIDATION WORKSHOP WILL ADD)*

Guiding principles help set the tone of how to achieve goals. These principles reflect procedural priorities, shared processes, and the rules of engagement of how the CCDA community will work to implement efforts designed to meet its objectives.

The Guiding Principles are:

- Developing advocates from diverse backgrounds, including persons with disabilities and the informed business community, is critical to California's overall economic success and to promoting and improving disability access for all Californians.
- The CCDA community and its activities should be led by valued and dedicated partners, both representing the full range of disabilities as well as the business community that employs and serves them.
- Knowledge of disability history and culture is an essential part of understanding the access needs and requirements of the disability community in California.
- Providing resource information and fostering awareness of disability community rights, capabilities, and benefits to the business community of California will help create a partnership in support of improved disability access and joint economic interests.

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 CCDA as a whole, and while the goals are realistic and achievable, they seek to stretch and challenge CCDA.

Goal 1 – Advocate for access curricula for post-secondary and technical school programs.

As part of the effort to maintain and build a network of trained and knowledgeable architects, designers, landscape architects, contractors, building inspectors, and other construction trades workers versed in the issues and best practices of accessibility practices and design, the goal addresses the need to raise awareness of and increase training around accessibility design and construction for job seekers interested in the built environment, as well as for professionals with established careers who may seek continuing education credit or job diversification.

Objectives/Strategies:

1. Create an Advisory Board.
 - a. CCDA to create objectives for the advisory board.
2. Meet with all professional and academic groups and accreditation bodies and building officials.
3. Make recommendations to amend the Education Code to include disability access curricula requirements.

NOTE: Include “*program access*” in all above categories.

Goal 2 – Increase disability access awareness.

A large number of members of the disability community are not readily identifiable. As our population ages, mobility issues will affect a greater percentage of society and access will become even more important in the

near future. Accessibility compliance is sometimes viewed as unnecessary and applicable to a very small minority of the population. Many small business owners view access compliance as either an unfunded mandate or a nuisance – not a civil right. Business owners many times are unaware of Americans with Disabilities Act (ADA) requirements - or if they are, what compliance looks like. The goal seeks to raise awareness of access issues and tools available to assist businesses and the community to support changes to the built environment.

Objectives/Strategies:

1. Develop a public and culturally appropriate media /social awareness campaign to increase awareness and educate the general public, government agencies and elected officials.
2. Encourage collaboration between CASp inspectors and the disability community.

Goal 3 – Create training programs for targeted constituencies.

The goal seeks to address the lack of opportunity for businesses and professionals in the planning, design, property and construction sectors to learn about and to engage with resources around access issues and find support to make accommodation modifications. Community groups and organizations from the disability community and other communities will also benefit from trainings on and conversations on rights and remediation efforts locally, statewide, and nationally.

Objectives/Strategies:

1. Collaborate and coordinate with professional associations. Also target elected officials and governmental entities, as well as property and business owners. The messages should include:
 - a. Uphold current laws (code 4450, HS code 11135, cc 51 and laws related to program access such as use of service animals) and create new ones to promote disability access.

- b. Promote cultural competency regarding disability and program access.
2. Seek opportunities to engage diverse interest groups in integrated training and dialogues.
 - a. Target disability communities – both individuals and organizations (educate them on rights and remediation).

Goal 4 – Create and identify revenue streams to fund access needs (subject to increased CCDA staffing).

There is currently no revenue source available to offset the financial cost to assist businesses with access compliance issues. The goal speaks to the need to identify and secure a revenue stream to support efforts to mitigate accommodation costs and incentivize access compliance.

Objectives/Strategies:

1. Research budget systems to fund access compliance.
2. Examine programs underway for opportunities to create funding allocations for access compliance.
3. Create through legislation a designated funding stream for access programs.

Goal 5 – Create financial and other incentives for access compliance.

Similar to goal 4, the intent of the goal is the desire to support and encourage access compliance through new and creative incentive programs.

Objectives/Strategies:

1. Investigate a state and/or local tax credit and deductions.

2. Create a recognition program for access compliance similar to the U.S. Green Building Council's Leadership in Energy & Environmental Design (LEED); project level, municipality, statewide.
3. Investigate whether and how to implement a revolving loan/grant program to provide for accessibility modifications similar to the California Underground Storage Tank (UST) Cleanup Fund (Fund).
4. Investigate whether and how to reduce permit fees as a means to facilitate barrier removal and to reduce the amount of time needed to processes an application.
5. Encourage CASp to review potential cost reductions and efficiencies.
6. Explore incentives for real estate development, and reference enterprise zones and other models.

Goal 6 – Explore the development of a state level American with Disabilities Act (ADA) Access office.

Information, resources, and compliance support for access and accommodation requests are found at varying levels throughout state and local government. The inconsistency of response, availability, and information resources is a challenge for those who seek identify and implement solutions to compliance issues. The goal seeks to address the disparate levels of resources and information by providing a single access point that can guide people in the process of access mitigation and compliance.

Objectives/Strategies:

1. Survey other state programs for examples of state level ADA access offices e.g. Massachusetts.
2. Study all existing offices and programs throughout California government relating to ADA/access compliance.

3. Develop a vision and core mission for the new office, and assess services to provide i.e. ombudsman, interagency coordination, and/or other services.

Goal 7 – Advocate to hold authorities having jurisdiction accountable for the built environment (both public and private) to avoid passive non-compliance for architectural and program access.

Compliance is seen as expensive and most small business owners view access compliance as prohibitively expensive – particularly in older buildings. Additionally, there are few mechanisms to enforce state and federal accessibility laws other than through building inspections (at the state level if modifications trigger a building permit) and lawsuits (at the federal level since there are no building inspectors at the federal level). Conversely, local and state buildings also experience challenges addressing accessibility in existing buildings, and rarely are able to make the necessary adjustments if they are even aware of the requirements. The purpose of the goal is to seek out ways to educate and support public and private entities on their responsibilities for access compliance.

Objectives/Strategies:

1. Understand the scope of authority and responsibility of public agencies and property owners regarding disability access.
2. Identify systemic gaps to the achievement of disability access compliance.
3. Develop recommendations to the legislature regarding accountability (both top down and bottom up) for the built environment to achieve compliance.
4. Help government understand how to create and/or expand mechanisms for accountability on public property, private property and the public/private interface.

Goal 8 – Maintain data on status of access compliance.

There is confusion about access laws and regulations. Not all business owners are aware of Americans with Disabilities Act (ADA) requirements - or if they are, what compliance looks like. There are questions as to what information exists on compliance successes and where opportunities exist to create greater access, not to mention outcomes from federal accessibility lawsuits. The purpose of the goal is to provide relevant information on the issue of access compliance throughout California.

Objectives/Strategies:

1. Continue to collect data on lawsuits related to access violations.
2. Develop research and analysis rubric for data collection (defines what to collect and why).
3. Identify how ADA access is coordinated at state/county and local levels.
4. Gather data from a diverse set of stakeholder organizations at periodic roundtable meetings.
5. Collect data on successful compliance and compile Best Management Practices (BMP's).

Goal 9 – Expand methods of identification, obligation, and enforcement of barrier removal in the built environment.

The purpose of the goal is to facilitate awareness of current and potential gaps and inconsistencies in policy at the state and local levels. With the information of gaps and inconsistencies, accessibility advocates can support and strive for changes that improve the built environment for all.

Objectives/Strategies:

1. Monitor local ordinances, bills and policies passed by elected officials that negatively impact access.
2. Partner with CASI to identify gaps where oversight of access compliance exists, an example may include that business transactions do not trigger a request for a building permit.
3. Recommend expansion of disclosure in lease/purchase agreements between developers/property owners and lessee/buyers of ADA issues.

Additional Objectives – Not Associated With a Particular Goal

1. Insure business owners and property owners have full knowledge and acceptance of their responsibilities.
2. Create a CCDA organizational structure.
3. Expand CCDA website to track known access issues/out-of-compliance properties.
4. Identify funding sources for small businesses and property owners with validated needs.
5. Determine number of city and county ADA coordinators, as a potential survey.
6. Develop YouTube media campaign to raise awareness.
7. Assess the feasibility of whether California should mandate local governments to be responsible for built environment.
8. Develop dialogue opportunities for the business and disability communities.
9. Seek legislation to require disability access curriculum to train at post-secondary level.
10. Prioritize compliance through funding at local and state government to increase access.
11. Restore tax credits for accessibility compliance for business owners.
12. Find revenue stream for funding access needs.
13. CCDA coordinates with associations on compliance for built environment and disability bar.

14. Codes should be characterized as health safety and welfare, not as “access codes” that are part of the building codes.
15. Improve CASp to meet and coordinate partnerships.
16. CCDA develop proposal to create an ADA office to consolidate other state offices.
17. Strengthen working relationships with CASp specialists and government organizations.

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Strategic Planning Design Team:

Name	Organization
Betty Wilson	Chair, Education and Outreach Committee, CCDA
Regina Dick-Endrizzi	Office of Small Business, City and County of San Francisco
Dennis Corelis	DSA
Steve Castellanos, FAIA	CCDA
Scott Hauge	CCDA Commissioner
Erick Mikiten, AIA, LEED-AP	Mikiten Architecture
Meghan Juring	Department of Rehabilitation
Angela Jemmott	CCDA

Stakeholder Workshops Participants:

Name	Organization
Angela Jemmott	CCDA
Betty Wilson	CCDA Commissioner
Bridget Boyd	California Hotel & Lodging Association
Daniel Torrez	Office of Senate Majority Leader Ellen M. Corbett
Douglas Wiele	California Business Properties Association
Gary Layman	City of Oroville, Building Division
Gene Lozano	CA Council of the Blind
Guy Leemhuis	Chair, CCDA
Jake Wachtel	Public Member
Kurt Cooknick	American Institute of Architects, CA Council
Lillibeth Navarro	CALIF, Los Angeles
Megan Juring	CA Department of Rehabilitation
Pamela Cohen	Disability Rights California

Name	Organization
Regina Dick-Endrizzi	Office of Small Business City and County of San Francisco
Richard Devylder	Cal Office of Emergency Services
Rocky Burks	Rocky A. Burks Consulting
Scott Hauge	Vice Chair, CCDA
Stephen Simon	LA Department on Disability
Steve Castellanos	CCDA, Executive Director
Steven Funderburk	CCDA
Suzanne Goldman	Public Member

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