

Center on Disability 2025 Annual Report



Message from our Director

The Center on Disability staff had a busy and impactful 2025! I'm incredibly proud of what we've accomplished this year and of the new relationships we've built along the way. None of our work would be possible without our community partners and individuals like you across the country.

You can support our mission by:

- Subscribing to our newsletters or following us on social media
- Sharing our resources with coworkers, friends, and community members
- Donating to the Center on Disability so we can continue addressing the issues that matter most to the disability community

In partnership,

Jerri Davison

Director, Center on Disability/Pacific ADA Center

2025 Year in Review

Center on Disability & Pacific ADA Center

Staff Snapshot



2025 Year in Review

Partnerships & Collaborations

The Pacific ADA Center is the largest and longest-running Center on Disability program. It provides training, technical assistance, and resources to support understanding and implementation of the Americans with Disabilities Act (ADA).

ADA 35

The Pacific ADA Center participated with the City of San Francisco and 20 other disability organizations throughout the Bay Area in planning events to celebrate the 35th Anniversary of the ADA.

The events included an ADA training for over 200 disability community members in Bakersfield on the ADA Anniversary date, an outreach event with ADA materials at Golden Gate Park in San Francisco, and a scavenger hunt that allowed participants to explore sites that were key to the history of the disability rights movement.



Spanish-Language Outreach Partners

In 2025, the Pacific ADA Center continued our Spanish-language outreach partnership with [La Familia](#), a non-profit based in California's Bay Area. We co-facilitated a virtual ADA training in May 2025 for dozens of Spanish-speaking families of children with disabilities. We also participated in a virtual Congreso Familiar event in August 2025 to deliver an ADA training for Spanish-speaking families.

Additionally, La Familia continues to provide technical assistance, host public awareness events, and distribute materials for families across the Bay Area with support from our Center.



2025 Year in Review

Media and Press

California Hotel and Lodging Association

In 2025, Pacific ADA Center director Jerri Davison did an extensive interview about hotel accessibility for California Lodging News entitled, "Opening Doors in Hospitality." The article featured sections on an inclusive guest experience, staff training, and hiring employees with disabilities.

Pacific ADA Center was highlighted as a resource, directing readers to visit our website and subscribe to our newsletter.



New York Times

In April 2025, the New York Times published an interview with Jan Garrett on concrete tips and advice to help people with disabilities (and their family, friends, and caregivers) better prepare for emergencies and natural disasters. [Read the article.](#)

KOLD Tucson

In June 2025, a woman using a service animal was excluded from a restaurant in Tucson, Arizona because the owner believed no dogs were allowed. After learning of this incident, a reporter from KOLD Tucson Channel 13 News aired an interview with Jan Garrett on the rights people with disabilities have under the ADA to have their service animals with them when they eat in restaurants. [Watch the TV interview.](#)

2025 Year in Review

Media and Press

Living Better San Diego

In celebration of the ADA's 35th anniversary, Savannah Bradley of the Pacific ADA Center discussed with Living Better San Diego how far we have come in accessibility and what work remains to be done to support people with disabilities. [Listen to the radio interview.](#)

State of Hawaii

The state of Hawaii issued a [press release](#) to encourage residents with disabilities using electric medical devices to use Pacific ADA Center's emergency prep list to prepare for upcoming power outages due to wildfire threats.

PSAs

The Pacific ADA Center team recorded public service announcements (PSAs) in both English and Spanish language to acknowledge the ADA's 35th anniversary and share the Center's contact information. The PSAs aired throughout California including rural areas.

KTVU Fox 2

To share more about the ADA during its 35th Anniversary year, KTVU-Fox 2 San Francisco interviewed Jan Garrett about what the ADA covers and how the rights of people with disabilities are covered by it.

During the holiday season, a KTVU Fox 2 reporter interviewed Jan Garrett on how to create accessible spaces for friends and co-workers at holiday gatherings. [Watch the TV interview.](#)



2025 Year in Review

Training Highlights

Joint Powers Insurance Authority (JPIA)

JPIA provides training, HR services, and insurance to small cities that lack purchasing power and training resources. In 2025, the Pacific ADA Center delivered four training sessions for ADA Coordinators from JPIA member cities.

Topics included Disability Awareness and the Role of the ADA Coordinator; Accessibility Laws and Standards; Effective Communication, Reasonable Modification, Service Animals, and Grievance Procedures.

At JPIA's 2025 risk management forum in San Diego, Pacific ADA Center staff presented to 25 attendees on how to develop and complete ADA Title II self-evaluations and transition plans. Additionally, staff provided a digital accessibility training for JPIA that drew 200 attendees and received positive feedback.

Resource Usage – Emergency Shelter Assessment

Emergency shelter services must be accessible to people with disabilities. In 2024, the Pacific ADA Center and the California Office of Emergency Services created an emergency shelter survey to identify accessible and usable shelters.

In 2025, our staff trained two groups from the California Department of Social Services on conducting facility accessibility reviews and using the survey.

Disabilities and Disasters Symposium with NYU

The Pacific ADA Center cohosted the Disabilities and Disasters Symposium with New York University's Complex Public Health Disasters Lab, drawing 480 attendees.

The event covered findings on resilience and preparedness, survey data on Pacific region residents with disabilities and their emergency experiences, an overview of our accessibility work with California OES, and a panel of people with disabilities sharing insights on emergency preparedness.



2025 Year in Review

Trainings

The **Pacific ADA Center** trained over 12,000 individuals this year!



Lunch & Learns

The Pacific ADA Center staff delivered four virtual Lunch & Learn sessions on the ADA in areas of employment, healthcare, emergency preparedness, and the ADA's 35th anniversary. Through these webinars, we reached an average of 276 people each session. The recorded webinars are available on the [Pacific ADA Center YouTube page](#).



ADA National Network Health Care Webinars

The Pacific ADA Center, in partnership with the ADA National Network, hosted a series of educational webinars throughout 2025. Each webinar featured experts in the field of healthcare accessibility with time for audience Q&A participation. The total attendance for these sessions was 1,105. All sessions in the Healthcare Webinar Series are available to the public to view for free at the [Pacific ADA Center YouTube page](#).



Collaboration with CCDA

The Pacific ADA Center collaborated with the California Commission on Disability Access (CCDA) on two webinars for the business community where over 150 people were trained. The first webinar covered accessible parking and included information on the CCDA accessible parking toolkit. The second training covered how businesses can benefit from including facility accessibility and inclusion of people with disabilities in their business post-disaster recovery and rebuilding plans.



Hawaii County Digital Accessibility Training

Hawaii County's digital accessibility training drew strong participation and positive feedback, resulting in three additional training requests from other local government organizations in Hawaii.



DSS training on emergency preparedness

The Pacific ADA Center team trained over 20 California Department of Social Services staff on how to use the Center's checklist for Identifying Accessible Emergency Shelters. Training participants learned how to measure building elements like doorways for accessibility.



Las Vegas Libraries

The Pacific ADA Center team trained over 400 staff both virtually and in-person at the Las Vegas-Clark County Library District on the ADA and Service Animals.

Affiliate Highlights

Below are two stories of some of the amazing work our affiliates are doing in the community.



Independent Living Center of Kern County (ILCKC)- Shelter trainings on service animals

Over the course of 2025, ILCKC provided training to local shelters after learning that they were turning away service animals unless they were provided with a certification. The training had staff from multiple shelters in attendance and provided them with case studies for discussion, to great effect.



Independent Living Center of Southern California- job fair for unhoused individuals with disabilities

Each year, ILCSC hosts a yearly job fair for their local community. They provide information and resources to unhoused people with disabilities while also helping them to secure employment opportunities.

The Pacific ADA Center contracted with 10 affiliates in our region in 2025 to help us disseminate information about the Americans with Disabilities Act.

[Ability 360](#)

[Independent Living Resource Center, Santa Barbara](#)

[Independent Living Center of Kern County](#)

[Disability Rights Arizona](#)

[Rural Center for Independent Living](#)

[Communities Actively Living Independent & Free](#)

[Placer Independent Resource Services](#)

[Independent Living Center of Southern California](#)

[New Horizons Disability Empowerment Center](#)

[Community Resources for Independent Living](#)

2025 Year in Review

Technical Assistance

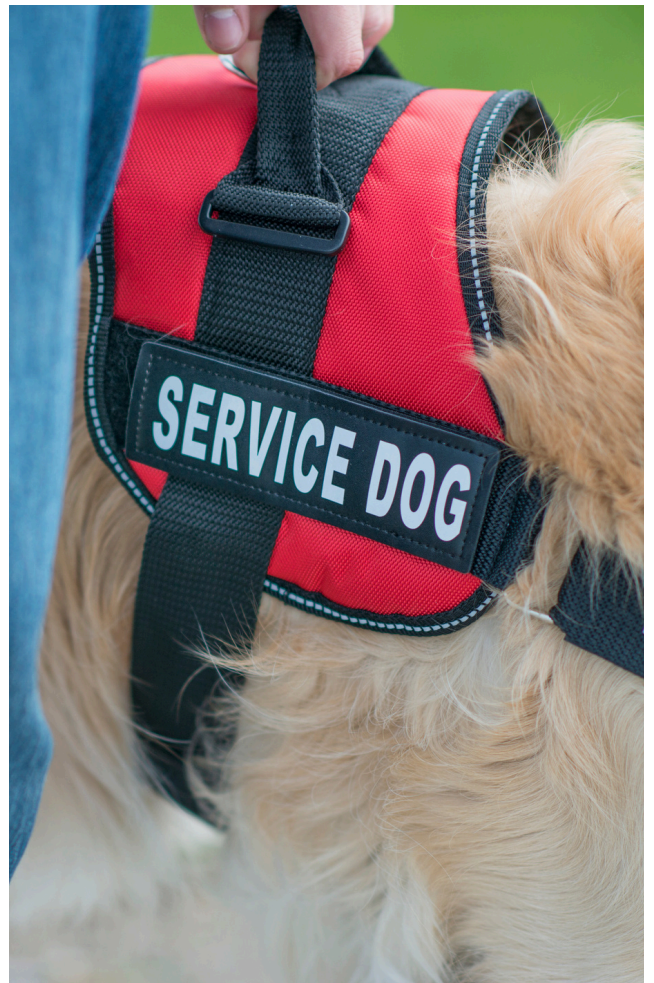
Through our technical assistance staff and affiliate network, the Pacific ADA Center conducted **18,779** instances of direct technical assistance, answering personalized questions about the ADA throughout the Pacific region.



Technical Assistance Success Story

A woman has a seizure-alert dog that barks and paws at her to alert her to an onset. She was denied entry to a small casino/bar. She was informed that a previous patron had brought in a dog that attacked another patron, and the casino has not allowed any dogs since then. The woman decided she would wait outside until her companions were ready to leave.

She called the Pacific ADA Center while waiting and discussed her rights under the ADA with Technical Assistance Specialist Don Risdall. Don explained the ADA requirement for businesses to make reasonable modifications and how allowing a service animal is usually considered reasonable. She attempted to pass the telephone to the manager so Don could relay the information. The manager declined to speak but allowed the woman to enter with her service animal.



BeyondAccess Consulting

CASp Course

To increase accessibility of the built environment, California offers the Certified Access Specialist program (CASp). Individuals must pass an examination given by the California Division of the State Architect (DSA) to become certified as a CASp.

Three times each year, our BeyondAccess Consulting program staff host a training course to prepare people for the CASp exam. Each day a guest instructor joins to share their knowledge and real world insight. Each course includes 10 to 12 participants, who include city building professionals, public and private architects, and accessibility consultants.

Last year, we trained a total of 40 participants.

Here's what a few of them had to say about the course:

- GREAT JOB!! Jan and Don were great and the guest speakers were very informative and engaging. I am really glad I took this course.
- Very good presenters, very knowledgeable and willing to entertain the questions and allowed good discussions to occur.
- It tackled an overwhelming amount of information in a way that was organized and the concepts accessible.

Facility Assessments

BeyondAccess Consulting also performed facility assessments in 2025 to increase accessibility of our local communities. Staff performed a facility assessment for Community Resources for Independent Living (CRIL), a Center for Independent Living based out of Hayward, California.

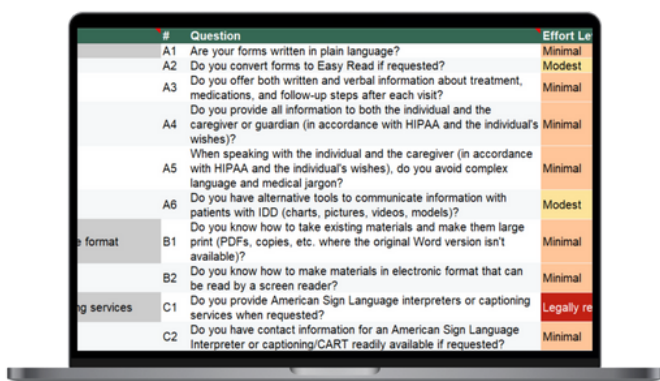
After a thorough review of the facility assessment report, CRIL made necessary changes to improve the accessibility of their office building. The largest of these was to have their parking lot repaved to ensure full access for all.



2025 Year in Review

Other Center on Disability Activities

Inclusive Medical Provider Self Audit Tool



#	Question	Effort Level
A1	Are your forms written in plain language?	Minimal
A2	Do you convert forms to Easy Read if requested?	Modest
A3	Do you offer both written and verbal information about treatment, medications, and follow-up steps after each visit?	Minimal
A4	Do you provide all information to both the individual and the caregiver or guardian (in accordance with HIPAA and the individual's wishes)?	Minimal
A5	When speaking with the individual and the caregiver (in accordance with HIPAA and the individual's wishes), do you avoid complex language and medical jargon?	Minimal
A6	Do you have alternative tools to communicate information with patients with IDD (charts, pictures, videos, models)?	Modest
B1	Do you know how to take existing materials and make them large print (PDFs, copies, etc. where the original Word version isn't available)?	Minimal
B2	Do you know how to make materials in electronic format that can be read by a screen reader?	Minimal
C1	Do you provide American Sign Language interpreters or captioning services when requested?	Legally required
C2	Do you have contact information for an American Sign Language Interpreter or captioning/CART readily available if requested?	Minimal

The Center on Disability (CoD) and [**The Center to Advance Community Health & Equity \(CACHE\)**](#) developed an Inclusive Provider Self-Audit Tool for healthcare providers and practitioners to assess and improve the inclusivity of their practices for people with disabilities, specifically individuals with intellectual and developmental disabilities (I/DD).

The self-audit tool was developed based on input from the medical provider, disability, and caregiver community. The goal of this project was to develop a sustainable tool to help health professionals, practices, and/or providers assess their level of inclusiveness of people with I/DD and identify actionable steps to take towards greater or more intentional inclusion. The tool can be found on the [**Center on Disability website**](#).



The Project was funded by Special Olympics Health and the Centers for Disease Control and Prevention.

Our staff had the opportunity to share the tool in a session at the APHA conference in Washington, DC. We also trained around 100 staff at Seattle Children's Hospital about inclusive medical care for individuals with I/DD.



2025 Year in Review

Resource Creation

Plain Language (CoD) Guides and Course

The Inclusive Communication

Project provides tools and resources for government agencies, businesses, and nonprofit organizations on how to write in plain language and Easy Read. These resources make written communication more accessible for those with intellectual, learning, and cognitive disabilities.



Inclusive Communication for Nonprofits

Making Written Communication Easy to Understand



The project also includes an online course, [How to Make Information Easier to Understand](#), that teaches individuals with intellectual and developmental disabilities (I/DD) about plain language and Easy Read. It helps them turn complex information into easy-to-understand language using AI.

They can use those skills in many ways:

- Employment
- Healthcare
- Voting
- Community services and events

The project was funded by the California State Council on Developmental Disabilities.

2025 Year in Review

Social Media & Blog

Thanks to you all, we increased our social media followers by **31%** this year and generated **109,844 impressions** (how often our content showed up in your feed)!

We use our social media to share important events, highlight the great work of our partners, and amplify the voices of the disability rights movement like Brad Lomax, Alice Wong, and Judy Heumann.

We also started a blog called [Disability Watch](#) on the Center on Disability website to share important updates with our community.



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