



SAN FRANCISCO HUMAN SERVICES AGENCY
**Department of Disability
and Aging Services**

Office on
Disability and
Accessibility

Advancing Accessibility in Small Business

Office of Small Business initiatives

Presented by Michelle Reynolds

Mayors Disability Council

May 15, 2026

Today's presentation

1. About the Office of Small Business
2. Barrier Removal Grant
3. CASp Reimbursement
4. Beyond the Front Door

About the Office of Small Business

- Central point of information for small business
- Year-round, city-wide free services:
 - Business counseling
 - Help with registration
 - Leasing support
 - Permitting help

[SF.gov/OSB](https://sf.gov/osb)

Accessible Barrier Removal Grant

- Up to \$10,000 grants to business owners for physical accessibility improvements and CASp inspections
- Rolling application deadline
- Funded by California's Disability Access & Education Fund
- Common projects include:
 - Entryway improvements, including power door operators and sidewalk regrading
 - Restroom remodels
 - Service counters

[SF.gov/adagrant](https://www.sf.gov/adagrant)

Grants Awarded to Small Businesses

\$1.9M

Awarded since program inception, July 2022-present

\$672,387

Awarded to small businesses in FY2024-2025



103

Businesses received grants in FY2024-2025

Great Tea, 727 Washington St.

CASp program for City staff

The Office of Small Business administers funds to reimburse City employees in CASp training, certification, and recertification.



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MAYOR'S OFFICE OF
HOUSING & COMMUNITY DEVELOPMENT



Beyond the Front Door

- Initiated by Supervisor Rafael Mandelman following the sunseting of the Accessible Business Entrance Program
- Partnership with the Office on Disability & Accessibility and Department of Building Inspection
- Promote concept of customers with disabilities as a business opportunity
- Provide businesses with an easy-to-use guide with recommendations and best practices they can readily adopt
- Encourage mutually beneficial relationships between small businesses and customers with disabilities

Tactics for year 1

- ✓ Best Practice Guide for disability inclusion
- ✓ Short videos that explain and illustrate disability inclusion
- Social media campaigns inviting people with disabilities to submit their own short
- ✓ Information in the Office of Small Business newsletter
- Discuss campaigns and strategies on disability inclusion with the Mayor's Disability Council and Small Business Commission.

Serving customers with disabilities: A guide for small business owners

A guide of practical ideas for businesses to create a welcoming place for customers with disabilities. They focus on low cost or no cost actions.

- Created by the Office on Disability & Accessibility in consultation with community groups and people with disabilities
- It is available as a print-friendly PDF, accessible webpage on SF.gov, and social media shorts

[SF.gov/business-access-guide](https://www.sf.gov/business-access-guide)

Last week



Workshop: Main Library

A dynamic, in-person presentation, small business owners learned simple, practical, and affordable strategies for welcoming customers with a wide range of disabilities. It featured real-world examples that show how small changes can make a big impact.

Next steps

Workshops in Spanish and Chinese

Create social media content, featuring businesses who are leaders in this space

Merchant walks & newsletters

Direct outreach to Union Square and SOMA businesses ahead of the National Association of the Deaf conference in Summer 2026, when we expect upwards of 3,000 deaf and hard-of-hearing individuals.



Thank you