

County of San Diego - Annual Report of Accessibility Enhancements (Fiscal Year 23-24)

Departmental Accessibility Enhancements

This is the second Accessibility Enhancements Annual Report for the County of San Diego. Accessibility enhancements range from updating materials for translation to physical building construction. County departments have reported the following accessibility enhancements listed below for their respected divisions. We include continuing enhancements reported last year in order to reflect resources that remain available.

Agriculture Weights and Measures

- SNAP/EBT access at certified farmer markets and community supported agriculture operations
- Training - Agricultural Fieldworkers
- AWM Awareness Campaign
- Certified Bilingual Staff across divisions and programs
- Crop Report Google Translate Project
- Departmental Neurodivergent (ND) Workforce Development Plan
- Accessible employment -hiring of Student Workers
- Language Access Included in Gov Delivery Outreach
- Inclusion of Veteran Workforce - Miramar Career Fair
- Accessible North County Satellite Location
- Notice Mailouts accessible in threshold languages
- Accessible Pesticide Disposal Events
- Price Accuracy Program "Attention to Consumers" Stickers Translated
- QR Code on Weight Measure seals on commercial weighing and measuring devices
- Inclusion of Veteran Workforce - Skillbridge Veteran Internship
- Small Business Grant Assistance
- Website Readability - Accessibility

Animal Services

- Special Needs Volunteer Program
- Visual Placards with Information About Each Animal in Kennels

Assessor/Recorder/County Clerk

- ADA Entry Door

Chief Administrative Office

- Promote Committee for Persons with Disabilities Community Advisory Group

Child Support Services

- ADA Automatic Door Openers
- ADA Local Coordinator
- ASL Local Coordinator
- Document Accessibility Enhancements
- Marketing of Virtual Interviews
- Overflow ADA Parking Spaces
- Clerk of the Board of Supervisors
- Language Line
- Staff Training
- Verification of listening device functionality

Communications Office

- Enhancing Language Access
- Language Access
- Language Access and Community Engagement
- Training - Language Access
- Meaningful Community Engagement
- Translation and Interpretation During Emergencies

County Fire

- Cal OES DE&I Meetings and Workgroups
- City of Boston Mayor's Office of Emergency Management DE&I Workgroup
- Training - CPR/AED (ASL Delivery)
- Training - CPR/AED (Spanish Language Delivery)
- D/AFN Disaster Preparedness Train-the-Trainer w/ County OES
- Implementing a "Quiet Room" for individuals who are neurodivergent
- LISTOS Alertar y Preparar (Spanish)
- New Front Counter with wheel chair accessibility
- Training - Personal Disaster Plans & Fire Extinguisher (Mandarin)
- Residential Knox Box Program
- Training - SDCF Basic CERT Application
- SDG&E's PSPS AFN Workgroup
- Training - Senior/Older Adults Engagement: Emergency Preparedness
- The Great CA ShakeOut Event & Resource Safety Fair
- Training - Promoting Respectful Interactions with Individuals with Disabilities
- Updating County Fire's website to be more accessible
- Upgrade Fire Stations for ADA Compliance
- Training - Youth Engagement: Emergency Preparedness

District Attorney

- Public Website Accessibility Enhancement
- Training - Interacting with Neurodiverse Victims, Witnesses and Community Members

Environmental Health & Quality

- Interpretation and Translation Services
- Training - Neurodivergent Staff
- Accessible Translation
- Veterans Exemption Permits

General Services

- ADA Facility Repairs
 - o ADA entry doors
 - o ADA grab bar
 - o ADA sink/toilet
 - o COC Campuswide Repairs
- County Administration Center (CAC) Major Systems Renovations Project (MSRP)
- Deerhorn Fire station 37 Restroom Remodel
- East Otoy Mesa Fire Station 38
- Julian Library ADA Access
- Pine Valley Sheriff Station - Restroom Remodel
- Rancho San Diego Library Public Restroom Remodel
- Rancho SD Library ADA Upgrades
- SD Central Jail Emergency ADA Upgrade
- Spring Valley Library Public Restroom Remodel

HHSA – Office of Strategy and Innovation

- Live Well Advance & School Summit-Accessibility Subcommittee and Identified Enhancements Included
- Live Well on Wheels – Physical Accessibility Features Included
- Live Well San Diego 5K - Accessibility Subcommittee and Identified Enhancements Included
- Live Well San Diego Social Media, Newsletter, Website – Updated for Accessibility
- Love Your Heart – Updated Communications Accessibility
- New County Logo Branding Guide – Accessibility Guidance
- Live Well San Diego Brand Guide - Accessibility Guidance for Staff and Partners
- HHSA Justice, Equity, Diversity and Inclusion (JEDI) Committee – monthly convenings
- Plain Language & Accessibility Guide – Ensures e-newsletter accessibility

HHSA - Agency Contract Support

- Accessibility - Focus on Inclusivity

HHSA - Aging & Independence Services

- Collaboration Efforts with Committee for Persons with Disabilities
- Cool Zone Sites - Transportation Support
- Health Promotion Programs
- In-Home Supportive Services Public Health Nurse Care Coordination
- Retired & Senior Volunteer and Senior Volunteers in Action Programs
- Translated SD-VISA Program Participant Documents
- Technology for Social Inclusion
- Public Website Accessibility Enhancement

HHSA - Behavioral Health Services

- CARE Act program ADA Van
- Enhanced Care Coordination Program - Van procurement
- Skilled Nursing Facility - Special Treatment Program beds

HHSA - Child and Family Wellbeing

- Walkway between 8965 and 8911 Balboa Offices
- Electronic Document Accessibility (Section 508 Compliant and threshold languages)
- New Child and Family Well Being Department (CFWB)
- Online Mandated Reporter Portal at Child Abuse Hotline
- Updated and remodeled CFWB lobbies with technology access
- Updated websites to use clear and simple language
- A.B. & Jessie Polinsky Children's Center
 - o 2 ADA Vans, shared with other departments as needed
 - o Office/department-wide Interpreter services for children and clients
 - o Cottage renovations included ADA upgrades and additional ADA bathrooms
 - o Virtual, real-time visits for resident youth

HHSA - Financial & Support Services Division

- Partnership with Department of General Services to ensure compliance with local and State building codes/ADA at HHSA occupied County facilities
- Southeastern Live Well Center

HHSA - Homeless Solutions and Equitable Communities

- Training - Accessibility: Autism
- Training - Accessibility: Down Syndrome
- Training - Accessibility: Mental Health
- Bancroft Safe Parking
- Closed Captioning in Virtual Meetings
- Housing Disability Advocacy Program
- Magnolia Safe Parking
- National City Welcome Center
- Presentation from DiverseAbility ERG
- Training - Inclusive Language best practices

HHSA - Housing & Community Development Services

- ADA Accessibility Improvements at Public Housing (Towncentre Manor)

HHSA - Human Resources Division

- Training - Disability Awareness and Etiquette
- Training - Disability Voices

HHSA - In-Home Supportive Services – Aging & Independence Services

- Back-Up Provider System Program
- Training - Career Pathways
- Digital SOC426 Packet for In-Home Supportive Services Provider Applicants
- Training - Electronic Timesheet and Electronic Visit Verification
- Gender Identity Inclusion within Registry Database

HHSA - Medical Care Services

- Medical Care Services Websites and Platforms per Accessibility Guidelines (WCAG) 3.0
- Personal Assistance for Individuals with Disabilities
- Healthcare Outreach & Education
- Pharmacy Education
- Public Health Clinic Accessibility
- San Diego Advancing and Innovating Medi-Cal (SDAIM)

HHSA - Public Health Services

- ADA Automatic Door Openers
- Establish/Expand 19 Community Gardens
- Community Outreach – Accessible Materials for Presentations/Trainings
- Cool Zones Pilot Outreach and Education
- COVID-19 Home Test Kit Distribution
- Diversity & Inclusion Committee - neuro-inclusion, mental health, transgender awareness
- Grand Rounds Educational Alliance and Transformation
- Literacy-level appropriate, culturally responsive, accurately translated education materials
- Epidemiology & Immunization Services Branch Website
- Homebound Vaccine Program
- Infectious Disease Surveillance and Response
- Infectious Disease Temporary Lodging Program
- Mobile Health Lab
- Improved navigation and accessibility on Public-Facing Websites
- Safe Routes to School
- School-Based Vaccination Clinics and Community Vaccination Events
- Testing and Treatment of Mpox Infections and Vaccination Administration

HHSA - Self-Sufficiency Programs

- Live Well on Wheels Offices for outreach, enrollment, and community events
- Established on-site and virtual support to (48) schools and hospitals
- Instituted Family Resource Center lobby triage business model - resource tool versus lobby waiting room
- Social Media Campaign for CalFresh Awareness Month and Medi-Cal Redeterminations
- Reasonable Accommodations at Lobby Triage Areas

Human Resources

Over the past year, the Neurodivergent Excellence Initiative has significantly advanced education and accessibility for neurodivergent individuals in our workforce. This initiative includes comprehensive training, inclusive practices, and enhanced outreach efforts, supporting organizational enhancements. HR has seen numerous accessibility improvements, and we continue to build on the resources each year to ensure ongoing support.

- Community Connections
- Diversity & Inclusion Quarterly Digests
- Human Resources Webpage Update
- Training - Language and Translation Service
- NEOGOV Job Posting Enhancements
- Training - Neurodiversity Awareness eLearnings

Library

- Monthly monitoring of Library website for accessibility
- Developed a Visual Accessibility Guide for marketing materials
- Website Readability - Accessibility
- Increased use of interpreters at events, i.e., ASL for the Deaf Community Festival
- Training - Simple Language training for staff to increase accessibility
- New laptops with MiFi access for Library High School students
- Student technology accessibility
- Increase access to adult learning
- Increased access digital book collection
- Include Web Content Accessibility Guidelines (WCAG) standards in procurement requirements
- Resident Emergency Preparedness training with County CERT, County Fire, and OES
- Adult learning opportunities
- Increased support for access to Books by Mail
- Training – Staff on Service Animal Use
- Restroom ADA accessible refresh in five locations

Parks & Recreation

- ADA Accessibility
 - Design and construct Cabin at Guajome Regional Park
 - Design and build walkways - San Diego Botanic Garden Pacific Promenade and Bamboo Path
- Programs were modified to accommodate participation
 - Education/Interpretation Programming
 - Program Guides
 - Recreation Programming
 - SD Nights
 - Subscription-based e-newsletters
 - Summer Movies in the Park
 - Virtual Recreation Center

Planning and Development Services

- ADA Compliance review of construction projects
- Increased public access to meetings and hearings
- Staff training on accessibility and diversity
- Website Readability - Accessibility

Probation

- Co-located at the Southeastern Live Well Center (SELWC)
- Housing and Resource Navigators (HRN)
- Language Interpretation Services offered during Community Engagement Events (CCP)
- Participate in Homeless Court Pop-up Resource Fairs throughout the County
- Partnership between Probation and Public Defender's Pretrial Advocacy Community Connections (PACC)
- Probation Mobile Centers
- Renovation Project of Housing Units at East Mesa Juvenile Detention Center (EMJDC)

Public Defender

- Language Accessibility
- Pre-Trial Advocacy and Community Connections (PACC)
- Virtual Court

Public Works

- ADA compliant Accessibility Infrastructure Improvements
 - Upgraded 195 existing pedestrian ramps
 - Constructed 68 new ADA compliant ramps
 - Pedestrian Ramps, Sidewalks, etc.
- Sidewalk panels repaired/replaced at multiple locations in unincorporated areas.
- Pedestrian Signals, Ramps and Traffic Signals
- Accessibility Enhancements for all users - CEQA Fact Sheet
- Accessible Digital Experience Initiative
- Training - Monthly staff on Equity, Diversity & Inclusion
- Website Readability and Accessibility

Registrar of Voters

- ASL Services at Committee Meetings
- Autism Acceptance Month Gallery Walk
- Blue Envelope Items Pick-up Site
- Blue Envelope Program Information to Poll Workers
- Inclusive Interview Process
- Monthly Neurodivergence Informational Email
- Training - Neurodivergence
- Translated Ballot Information
- Voting at Deaf Community Services facility

Sheriff

- Expansion of Sheriff ADA Unit
- Infrastructure Renovations - San Diego Central Jail
- Ubi Duo 3 - Texting ASL
- Video Relay Service
- Video Remote Interpretation

Treasurer/Tax Collector

- Disabled Veterans Exemption Information
- Property Tax Postponement Information