



OFFICE OF ETHICS, COMPLIANCE AND LABOR STANDARDS

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TO: Supervisor Terra Lawson-Remer, Vice Chair
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FROM: Branden Butler, Director Office of Ethics, Compliance and Labor Standards

ACCESSIBILITY ENHANCEMENTS FISCAL YEAR 24-25 ANNUAL REPORT

On January 25, 2022 (20), the San Diego County Board of Supervisors (Board) directed the Chief Administrative Officer (CAO) to provide an annual report to the Board that outlines any enhancements to accessibility provided under the various County departments during the year. Attachment A to this memo is a summary listing of accessibility enhancements.

Background

The County of San Diego (County) provides access for people with disabilities to County facilities, services, programs, and activities in accordance with the Americans with Disabilities Act (ADA).

Key types of accessibility include:

- Physical Accessibility
- Program Accessibility
- Effective Communication

Physical enhancements include new construction per California building code, facility improvements, and parking lot and pedestrian rights of way renovations. Program enhancements include program modifications to provide access to people with disabilities, and programs implemented to serve people with disabilities, like programs offered through Behavioral Health Services and Aging and Independence Services. Effective communication enhancements include language and American Sign Language interpretation, document translations, and website updates.

The County ensures compliance with the Americans with Disabilities Act through a variety of means including risk assessment, policies and procedures, training and communication, confidential reporting structure, and investigation process. Resources to ensure accessibility at the County of San Diego include the County ADA Title II Coordinator, the Accessibility Awareness Working Group, Departmental ADA

Coordinators, the Compliance Awareness program, and the Board of Supervisors-appointed community advisory group, the Committee for Persons with Disabilities.

Policies and Procedures

The Board has policies for guidance with respect to accessibility.

- F-49 - Americans with Disabilities Act: Accessible Programs and Facilities Board Policy
- A-125 - Americans with Disabilities Act: Employment Provisions Board Policy

The Chief Administrative Officer (CAO) Administrative Manual includes Policy 0010-09 - Americans with Disabilities Act, Title II, Procedures and Filing of Complaints for conformance to the ADA. This policy was revised and updated as of November 14, 2024.

County ADA Title II Coordinator & Departmental ADA Coordinators

The County ADA Title II Coordinator operates in the Office of Ethics, Compliance, and Labor Standards. The coordinator works across the County to maintain appropriate governance, policies, training, communication, compliance monitoring, and complaint management and issue resolution to ensure compliance with the ADA. The County ADA Title II Coordinator participates in the California Network of ADA Coordinators that is facilitated through the Pacific Region ADA Center.

The Countywide ADA Title II Coordinator hosted Department of Purchasing and Contracting office hours to present ADA Title II Requirements for Vendors and Contractors to departmental contracting officer representatives (CORs).

Departments appoint at least one employee to also serve as a Departmental ADA Coordinator to receive and address any ADA and accessibility issues in the department. In March 2025, the County ADA Title II Coordinator met with Departmental ADA Coordinators on topics which included:

- Revised ADA Policy
- ADA Title II Web and Mobile Application Accessibility Rule
- Processing Requests for Reasonable Modifications to Policies, Practices and Procedures
- Contractor and Vendor Compliance with ADA Title II
- Committee for Persons with Disabilities
- Enhancements Log for Accessibility Annual Report

Accessibility Awareness Working Group

The Accessibility Awareness Working Group was convened as an advisory group of County leaders to address the January 25, 2022 (10) Board direction. The Accessibility Awareness Working Group consists of a core group of departmental County leaders that provides input on the activities in response to the accessibility awareness. Representatives are involved in community engagement as well as identifying and implementing opportunities to increase accessibility awareness and to develop, implement, and log accessibility enhancements.

In FY 2024-25, the County ADA Title II Coordinator shared resources with the Accessibility Awareness Working Group on topics which included:

- Exhibition Design and Accessibility
- Revised CAO Administrative Manual Item No. 0010-09 on ADA Title II
- Effective Communication under the American with Disabilities Act
- Planning for Effective Community Engagement
- DOJ Web and Mobile Accessibility

Committee for Persons with Disabilities

Article III of the Code of Administrative Ordinances states that the Committee for Persons with Disabilities (CPD), a Board-appointed community advisory group, exists to assure the self-determination of persons with disabilities, provide persons with disabilities with the resources and educational services necessary to enable them to achieve their fullest potential, and to provide them with an equal opportunity to participate fully in the social and economic benefits of our society.

In Fiscal Year 2024-25, the CPD elected a Secretary to manage outgoing correspondence. Staff continues to support meeting documentation. At the time of this report, the 11-seat committee has four vacancies. Two vacancies exist in District 1, resulting from the resignation of the appointing District 1 Supervisor in January 2025. One seat each in Districts 2 and 5 have yet to be appointed. Six appointed seats are currently filled, in addition to one expired but occupied seat in District 4.

The CPD was publicized by an exhibition at the LiveWell Advance and School Summit in November 2024. In March 2025, the CPD established its focus areas as Environmental Emergency Preparedness and Public Safety Accessibility, Housing Accessibility, Behavioral Health and Crisis Stabilization Accessibility, and Transportation Accessibility.

Departments continue to be encouraged to provide presentations on their programs to the committee. The CPD received presentations and provided input to various programs in the organizations below:

- CARE Court Overview - Behavioral Health Services
- Sustainable Land Use Framework – Planning and Development Services
- Enterprise-wide Website Restructure – County Technology Office
- Accessible Community CPR Training - Falck
- Accessibility Update - District Attorney's Office
- Flood Emergency/Fire Preparedness - Office of Emergency Services
- Site Evacuation Procedures for Boards, Commissions and Committees – Sheriff's Office
- Live Well Advance Conference and School Summit – Health and Human Services Agency

The Committee has submitted a session proposal for the LiveWell Advance and School Summit in October 2025 highlighting its collaboration with the Sheriff's Department on the Blue Envelope Program and the District Attorney's Office on a disability video.

Jay's Program

With a goal to increase hiring people with disabilities, the Department of Human Resources sponsors Jay's Program with departments across the County. Jay's Program is a 6-month, part-time, paid internship opportunity with the County available to candidates served by the San Diego Regional Center and PRIDE Industries. The program helps those with intellectual and developmental disabilities improve their job skills and increase opportunities for future employment.

The following departments hosted interns in the Jay's Program this past fiscal year:

- Agriculture, Weights and Measures
- Assessor/Recorder/County Clerk
- Clerk of the Board of Supervisors
- County Technology Office
- Department of Environmental Health and Quality
- Department of Parks and Recreation
- Department of Public Works
- Finance & General Government Group Executive Office
- Financial and Support Services Division (HHSA)
- Housing And Community Development Services
- Library (Solana Beach)
- Office of Equity and Racial Justice
- Office of Ethics, Compliance and Labor Standards Enforcement
- Office of the Public Defender
- Planning & Development Services

In FY 2024–25, the County's Jay's Program celebrated its 5th year and the graduation of 11 interns from Cohorts 7–10. During this period, Cohorts 9 and 10 transitioned from in-person to virtual graduation celebrations, expanding accessibility and enabling greater participation from interns' families, support teams, and broader networks.

Departmental Accessibility Enhancements

The Board directed an annual report listing accessibility enhancements to be provided at the end of each fiscal year. This third annual report updates last year's report on enhancements to facilities, services, programs, activities, and accommodations that are in place to provide access to people with disabilities. During Fiscal Year 2024-25, 32 departments across the four management groups provided input on over 200 initiatives and program enhancements that increase accessibility to County facilities, services, programs, and activities.

The report on accessibility enhancements is referenced in **Attachment A**.

If you have questions, please contact Todd Hood, Chief Privacy Officer and County ADA Title II Coordinator at todd.hood@sdcounty.ca.gov or Branden Butler, Director Office of Ethics, Compliance, and Labor Standards Enforcement at branden.butler@sdcounty.ca.gov

Respectfully,



Branden Butler
Director, Office of Ethics, Compliance, and Labor Standards

ATTACHMENT(S)

ATTACHMENT A – County of San Diego – Annual Report of Accessibility Enhancements (Fiscal Year 2024-25)

c: Ebony N. Shelton, Chief Administrative Officer
Caroline Smith, Assistant Chief Administrative Officer
Claudia Silva, County Counsel
Brian Albright, Deputy Chief Administrative Officer, Finance and General Government Group
Dahvia Lynch, Deputy Chief Administrative Officer, Land Use and Environment Group
Andrew Strong, Deputy Chief Administrative Officer, Public Safety Group
Kimberly Giardina, Deputy Chief Administrative Officer, Health and Human Services Agency
Kelly Martinez, San Diego County Sheriff
Summer Stephan, San Diego County District Attorney
Jordan Marks, San Diego County Assessor Recorder County Clerk
Dan McAllister, San Diego County Treasurer - Tax Collector
Board of Supervisors Communications Received