

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

Departmental Accessibility Enhancements

This is the third 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. We include continuing enhancements reported last year to reflect resources that remain available.

Agriculture, Weights and Measures

- Agricultural Fieldworker Training
- California Department of Food and Agriculture (CDFA) Examination
- Certified Bilingual Staff
- Certified Farmers Markets (CFM) StoryMap
- Crop Report Google Translate Project
- Departmental Neurodivergent (ND) Workforce Development Plan
- Hiring of Student Workers
- Inclusion of Veteran Workforce - Skillbridge Veteran Internship
- Inclusive Interview Best Practices
- Language Access Included in Gov Delivery Outreach
- North County Satellite Location
- Notice Mailouts in Threshold Languages
- Pesticide Disposal Events
- Price Accuracy Program "Attention to Consumers" Stickers Translated
- QR Code on Weighing and Measuring Seals on Commercial Devices
- Small Business Grant Assistance
- Supplemental Nutrition Access Program/Electronic Benefits Transfer Access at CFMs
- Website Readability Enhancement

Department of Animal Services

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

Assessor/Recorder/County Clerk

- Apostille Pop-Ups
- Authorized Notary Program
- Conversion of non-GIS maps to the GIS platform
- Homeless Resource Fairs
- Marriage Escalation/Emergency Services
- One Stop Shop
- Onsite Interpreter Services
- Small Business Resource Fairs

Chief Administrative Office

- ADA Policy Update - CAO Administrative Manual
- Committee for Persons with Disabilities (CPD) at LiveWell Advance & School Summit
- CPD Disability Video with District Attorney

Child Support Services

- Document Accessibility Enhancements
- Marketing of Virtual Interviews

Civil Service Commission

- Language Access for People with Limited English Proficiency

Communications Office

- Identified Bilingual Employees for Translations During Emergencies
- International Association for Public Participation Trainings
- Planning for Effective Community Engagement
- Published Spanish Videos on the County Budget
- Scanned All Design Documents for Accessibility
- Training for Translators During Emergencies

County Fire

- Cal Office of Emergency Services (OES) Hazard Mitigation Summit (emergency preparedness engagement)
- Community Engagement Meetings with County OES
- Community Emergency Preparedness Engagement Activities, Events or Training
- Community Emergency Preparedness – 25 Sessions for Populations/Languages
- 2025 Prepare in a Year Campaign Monthly Tips (Spanish)
- Emergency Medical Dispatch Enhanced Care Access
- Emergency Medical Services (EMS) Buprenorphine
- State and National CERT Access and Functional Needs (AFN) Meetings
- Public Access Defibrillation Sites
- Revive & Survive Project (K - 12 with Rady Children's Hospital)
- Translate Emergency Preparedness Materials and Training (Arabic, Mandarin, Spanish)
- Emergency Preparedness Training (Autistic/Neurodivergent)
- Emergency Preparedness Programs with Community Based Organizations

County Technology Office

- Digital Accessibility Fair for Website Authors
- Website Manual Testing for Accessibility Issues

District Attorney's Office

- Cover Redesign of Elder and Dependent Adult Abuse Blueprint
- Disability Video for Law Enforcement Training

Department of Environmental Health & Quality

- Interpretation and Translation Services at Counter
- Neurodivergent Staff Training
- Translation of Web Services
- Veterans Exemption Permits

Department of General Services

- ADA Access Gate in South Parking Lot
- ADA Button for Suite Door
- ADA Door Opener with Push Buttons and Card Reader
- ADA Grab Bar in Staff Information Lobby Restroom
- ARCC Restroom Remodel
- Golden Hills - CRASH House Renovation
- HCDS Town Centre Manor Critical Systems Upgrades

Health & Human Services Agency (HHSA)

- Live Well Advance - Accessibility Subcommittee
- Live Well San Diego 5K - Accessibility Subcommittee
- Live Well San Diego Social Media, Newsletter, Website
- Justice, Equity, Diversity and Inclusion (JEDI) Committee

HHSA - A.B. & Jessie Polinsky Children's Center

- ADA Vans, shared with other departments as needed
- Interpreter Services for Children and Clients
- Virtual, Real-time Visits for Resident Youth

HHSA - Aging & Independence Services

- Collaboration Efforts
- Cool Zones - Transportation Support
- Health Promotion Programs
- Retired & Senior Volunteer and Senior Volunteers in Action Programs
- Technology for Social Inclusion
- Website Updates

HHSA - Behavioral Health Services

- CARE Court ADA Van
- Enhanced Care Coordination (ECC) Program - Van Procurement

HHSA - Child and Family Wellbeing (CFWB)

- Completed Document Accessibility Enhancements (508 Compliant and threshold languages)
- Online Mandated Reporter Portal at Child Abuse Hotline
- Tech Access in CFWB Lobby
- Updated and remodeling multiple CFWB lobbies
- Updated CFWB Websites

HHSA - Financial & Support Services Division

- Partnership with Department of General Services (Facility Accessibility)

HHSA - Homeless Solutions and Equitable Communities (HSEC)

- Bancroft Safe Parking
- Housing Disability Advocacy Program (HDAP)
- Magnolia Safe Parking
- National City Welcome Center

HHSA - Housing & Community Development Services (HCDS)

- ADA Accessibility Improvements at Town Centre Manor Public Housing

HHSA - In-Home Supportive Services (IHSS) - AIS

- Back-Up Provider System (BUPS) Program
- Career Pathways Training
- Digital SOC426 Packet for IHSS Provider Applicants
- Electronic Timesheet and Electronic Visit Verification Training
- Gender Identity Inclusion within Registry Database
- IHSS Public Health Nurse (PHN) Care Coordination

HHSA - Medical Care Services

- Assistance for Persons with Disabilities
- Healthcare Outreach & Education
- Pharmacy Education
- Public Health Clinic Accessibility

HHSA - Public Health Services

- Community Gardens
- Community Outreach - Fliers/Presentations/Trainings
- Cool Zones Pilot Outreach and Education
- Educational Materials
- Epidemiology & Immunization Services Branch Website
- Infectious Disease Surveillance and Response
- Infectious Disease Temporary Lodging Program
- Public-Facing Websites
- Safe Routes to School
- School-Based Vaccination Clinics/Community Vaccination Events
- Testing and Treatment of Mpox Infections and Vaccination Administration

HHSA - Self-Sufficiency Services (SSS) Programs

- Live Well on Wheels Offices for Outreach, Enrollment and Community Events
- On-site and Virtual Support to 48 Schools and Hospitals
- Utilizing Family Resource Center Lobbies as Resources - Triage Business Model
- Social Media Campaign for CalFresh Awareness Month and Medi-Cal Redeterminations
- SSS Memo 23-03 Reasonable Accommodations at Triage Areas

Department of Human Resources

- Community Connections
- Diversity & Inclusion Quarterly Digests
- Human Resources Webpage Update
- Language and Translation Service Training
- Neurodivergent Excellence Initiative
- Neurodiversity Awareness eLearnings

San Diego County Library

- ADA Service Animal Training
- Adult Learning
- Books by Mail
- Digital Book Collection
- Emergency Preparedness Training
- Evaluating Documents for Plain Language
- Include Web Accessibility in Procurement
- Interpreters at Events
- Student Technology Accessibility
- Updates to Library Buildings
- Visual Accessibility and Contrast Compliance Guide
- Website Accessibility

Department of Parks and Recreation

- Additional Amenities at Waterfront Park
- Collier Community Garden
- Graphic Design Check for Color Contrast and Equitable, Accessible Language
- New Amenities at Four Gee Park
- New Inclusive Playground at Lakeside Baseball Park
- New Playground at Valley Center Park
- New Stelzer Park Ranger Station/Visitor Center
- New Walkways at Lonny Brewer Leash Free Area
- Refurbished Restrooms and Paths at Valley Center and Adams Parks
- Website Updates for Improved Accessibility and Language Translation
- Website Updates to Improve Digital Certainty Index Score

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

Department of Public Works

- Departmental ADA Policy & Procedures
- Digital Experience Initiative

Registrar of Voters (ROV)

- ASL Services at Accessibility Committee Meetings
- Autism Acceptance Month Gallery Walk
- Connections with Community Organizations Supporting Neurodivergent Individuals
- Connect Neurodivergent Employees with Support
- Neurodivergence Training
- Inclusive and Accommodating Job Descriptions and Hiring Processes
- In-person ASL Services
- Monthly Neurodivergence Informational Email
- Tour of ROV in ASL
- Translated Ballot Information
- Voter Accessibility Survey
- Voter Education/Registration and Workshops

Sheriff's Office

- ADA Unit Staff Expansion
- Addition of ADA Accessible Cells
- ADA Information Brochure for Incarcerated Persons
- Infrastructure Renovations - San Diego Central Jail
- Video Relay Service
- Video Remote Interpretation
- Vocational Programs

Treasurer/Tax Collector

- County ADA Policy Update Communication
- Disability Awareness for Employees

Jay's Program Participating Departments

- 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