

County of San Diego - Annual Report of Accessibility Enhancements (Fiscal Year 22-23)

Departmental Accessibility Enhancements

As the first Accessibility Enhancements Annual Report, some of the facility, service, program, and activity enhancements listed may have been in place prior to the fiscal year. Accessibility enhancements are anything ranging from updating materials for translation to physical building construction enhancements. County departments have reported the following accessibility enhancements listed below for their respected divisions. We will include enhancements as reported from additional departments in subsequent reports.

Assessor/Recorder/County Clerk

Services available in person and online. Provide ADA research kiosks and adjustable counters at all locations. Provide sign language interpreter services for marriage ceremonies. Added concrete to ARCC marriage arbor at CAC west lawn.

- Created space for wheelchair parking at CAC marriage ceremony rooms.
- Translated ADA Title II Public Notice and provide in Mandarin Chinese.
- Offered language/interpretation services to better serve the public.
- Offered services such as available include onsite, telephonic, video, and written translation.
- Implemented eMail eCommerce for customers to access documents by email either immediately or within 24 hours.
- Enhanced Owner Alert system to ensure subscribers receive real-time information with valuable context and immediate access to key details.
- Offered hospital weddings for patients who are unable to leave the hospital.
- Installed new ADA compliant window for Accounting Unit to better serve customers.

Chief Administrative Office

- Promoted Committee for Persons with Disabilities throughout the County of San Diego.

Child Support Services

- Hiring interns and permanent employees from Jay's Program (ongoing).
- Enhanced signage and call buttons facilitate access at Kearny Mesa office.
- Included language and TDD information on outreach materials, social media posts and website.

Clerk of the Board of Supervisors

- Installed door actuators to improve access to the Board of Supervisors Offices at the County Administration Center.
- Using Twitter account to notify public of agenda items allowing the public to easily follow the agenda and know when specific items are going to be addressed.

County Communications Office

- American Sign Language at COVID Press Conferences.
- Mexican Sign Language (LSM) at COVID Press Conferences.
- Streaming Simultaneous Spanish Interpretation of COVID Press Conferences to Univision TV Station.
- Closed Captions on County of San Diego YouTube channel for Board of Supervisors Meetings.
- Closed Captions on County of San Diego Facebook page for livestreams.
- CCO-produced videos posted on InSite have closed captioning.
- CCO-produced videos posted on Twitter and Facebook have closed captioning.

County Counsel

- Translating the Claim Form into 10 threshold languages and setting-up language/interpretation services, including onsite, telephonic, video and written translation.

Economic Development and Governmental Affairs

- Provided virtual, real-time access to Arts & Culture Commission meetings.
- Prepared multiple language translation options for Holocaust Exhibit at County library.
- Developed Holocaust Exhibit website to provide virtual accessibility of the exhibit.
- Optional online self-paced Inclusion 101 training to help support our neurodiverse colleagues.
- Identified how to access text to voice software on the computer.
- Revamped EDGA website to provide enhanced accessibility.
- Provided Language Services information and contact person to grant staff.

Office of Emergency Services

- County Emergency Operations Center (EOC) ADA Doors
- Translated Emergency Messages
- Disaster Preparedness for People Who Need Assistance Train-the-Trainer course

County Fire

- County Fire Station Restroom Remodel
 - o Palomar Mountain Community Center
 - o Deerhorn Station 37
- East Otay Mesa Fire Station Built per CA Building Code
- CERT Emergency Preparedness Outreach Events for Access and Functional Needs

District Attorney's Office

- Officewide access to language line for interpretation services
- American Sign Language (ASL) added to language access for real-time ASL interpretations via video
- De-escalation and Crisis Management Training for Countywide Law Enforcement, San Diego Fire/Emergency Medical Services, and the community
- Mandatory DA employee training on communicating appropriately and respectfully with someone who has a disability
- Mandatory training through the ARC San Diego on interacting with individuals and developmental disabilities
- Added UserWay program to DA public website to enhance website accessibility

General Services

- ADA Facility Repairs
 - o County Administration Center - ADA Door Actuators/Accessible Door Repairs
 - o County Operations Center - Accessible Door Repairs
 - o County Operations Center - Accessible Water Drinking Fountain Repair
 - o County Operations Center - AWM - All Gender Restroom Signage
 - o Imperial Beach Library - Accessible Door Repair
 - o N. Inland Crisis Center - Path of Travel Walkway Improvements
 - o North Central Regional Center - Concrete ADA Accessible Walkway
 - o South Bay Regional Center - Assessor - Accessible Door Repair
- Parking Lot Upgrades
 - o Fletcher Hills Library
 - o Descanso Library
 - o Air Pollution Control District Headquarters
 - o San Marcos ARCC/AWM/Sheriff Offices
- Facility Renovations (ADA per California Building Code)
 - o CWS Balboa - ADA Compliant Ramp and Path of Travel Improvements
 - o El Cajon Library
 - o Mills Family Resource Center - Tenant Improvement
 - o North Coastal Crisis Stabilization Unit
 - o Polinsky Renovation
 - o Probation Community Support Office
 - o Rock Mountain Detention Facility - Major Systems Upgrade
 - o San Marcos Fleet Garage and DPW Office Remodel
 - o Sunshine Summit Fire Station Expansion
 - o Youth Transition Campus Phase 1 - Urban Camp
- New Facilities (ADA per California Building Code)
 - o Electric Vehicle Charging Stations - Public Use - 3 locations
 - o Mount Laguna Fire Station
 - o New Lakeside library
 - o New Ohio Street Probation Building
 - o Palomar Mountain Fire Station Living Quarters

HHSA

- Departments translated outreach materials in one or all County threshold languages.

HHSA - Aging & Independence Services

- ADA Compliant Sites
 - o AIS Health Promotion Programs
 - o Retired & Senior Volunteer and Seniors in Action Programs
 - o Cool Zones – Transportation Support
- Adult Protective Services for persons with disabilities
- Enhanced Outreach Material Accessibility – translated materials into multiple languages
- Promoted AIS programs/resources to Community Based Organizations for people with disabilities.
- In-Home Supportive Services (IHSS) Public Authority assists persons with disabilities and their caregivers
 - o Back-Up Provider System (BUPS) Program
 - o Electronic Services Portal (ESP) offered in-person and via telephone
 - o Virtual and telephone training for IHSS recipients
 - o Career Pathways and service training for IHSS Caregivers
- Care coordination programs provide connection to resources, and include many people with disabilities.

HHSA - Behavioral Health Services

- Skilled Nursing - Specialized Treatment Program (SNF-STP) Beds

HHSA - Child Welfare Services (CWS)

- New Child and Family Well-Being Department
 - o Updated Websites
 - o Accessible Technology in Lobby
- Mandated Reporter Online Portal at Child Abuse Hotline
- 8965 and 8911 Balboa Walkway Construction
- Document Accessibility Enhancements (508 Compliant)

HHSA - Department of Homeless Solutions and Equitable Communities

- Enhanced knowledge of accessibility challenges and resources
 - o Autism/Down Syndrome/Mental Health/Hearing
- Magnolia Safe Parking other upcoming Safe Parking and Shelters will be ADA compliant.
- Culturally Responsive and Accessible Outreach Materials and Presentations
 - o Created website for HSEC with enhanced accessibility.
 - o Community meetings offer interpretation in threshold languages and live transcript.
- Accessible Services and Programming
 - o Housing Disability and Advocacy Program
 - o Street outreach conducted in threshold languages.
 - o Welcome Center provides resources and services that is accessible and culturally appropriate.

HHSA - Housing & Community Development Services

Public Housing (Towncentre Manor) - modernize and replace systems

HHSA-Medical Care Services

- Public Health Clinic staff support for patients with disabilities
- Website Redesign
 - o Site complies with accessibility standards
 - o User-friendly, simple format to ease search and navigation
 - o Mobile friendly options
 - Click the address to open map
 - Click phone numbers to call the Public Health Center

HHSA - Office of Strategy and Innovation

- Program/Event Accessibility
 - o Live Well Advance
 - o Live Well San Diego 5K
 - o Live Well on Wheels
- Effective Communication
 - o Live Well San Diego colors, fonts and logos
 - o Logo Branding Guide
 - o Website
 - o Social Media
 - o Newsletter

HHSA - Public Health Services

- Two Live Well on Wheels vehicles for PHS mobile services & outreach
- MPOX Vaccine Points of Distribution (POD) positioned throughout the county for distribution and accessibility
- Training on National Incident Management System (NIMS) and Incident Command System (ICS) to enhance responsiveness for public health emergencies for 100% of new staff.
- Emergency preparedness and Public Health workshops through the Partner Relay program (OES-PHS partnership), for partners who serve culturally diverse and rural communities.

HHSA - Self-Sufficiency Programs

- Live Well on Wheels Offices for outreach, enrollment and community events
- Family Resource Center lobby triage business model, fully utilize lobby as a resource
- On-site and virtual support to forty-eight (48) school and hospital campuses
- Provide Reasonable Accommodations Memo at Triage areas
- Social Media Campaign for CalFresh Awareness Month (May) and Medi-Cal Redeterminations

Human Resources

- Job Opportunities - Jay's Program
- FAQs for Written Exams and Special Accommodations
- Notice on Job Bulletins for Qualified Applicants with a Disability

Parks and Recreation

In addition to planned enhancements associated with the Department of Parks and Recreation's ADA Assessment and Transition Plan, various other improvements were made to park facilities. Park programs were modified to accommodate participation by people with disabilities. Funding was also appropriated for related programs.

- DPR's ADA Assessment and Transition Plan Enhancements:
 - o Guajome Regional Park ADA Cabin
 - o San Diego Botanic Garden Pacific Promenade and Bamboo Path
- Enhanced walkways, restrooms, parking areas, picnic tables, or buildings
 - o Barnett Ranch
 - o Cactus Park
 - o Collier Park
 - o El Monte Park
 - o Fallbrook Community Center
 - o Flinn Springs County Park
 - o Helhole Canyon Preserve
 - o Heritage Park
 - o Ildica County Park
 - o Kumeyaay Valley Park
 - o Lake Morena County Park
 - o Lakeside Baseball Park
 - o Lakeside Community Center
 - o Lakeside Teen Center
 - o Lamar County Park Pathway and Lighting Improvements
 - o Lindo Lake Park
 - o Ramona Grasslands
 - o San Elijo Lagoon
 - o Santa Ysabel Preserve
 - o Simon Preserve
 - o Stelzer Park
 - o Sweetwater Summit Regional Park
 - o Sycamore Canyon/Goodan Ranch
 - o Tijuana River Valley Regional Park
 - o TJRV Ballfields
 - o Valley Center Community Hall
 - o Waterfront Park
 - o Wild Willows Community Garden

Parks and Recreation (cont'd)

- Programs modified to enhance accessibility
 - o Chair Yoga
 - o Tai Chi
 - o Zumba
 - o Jibe Dance Classes
 - o Line Dancing
 - o Sports Club
 - o Art Club
 - o Star Party
 - o Summer Movies in the Park
 - o Chess Tables
 - o Youth Chess Tournament
 - o Waterfront Pumpkin Patch
 - o Country Line Dancing
- Funding For Programs
 - o Feeding Fallbrook Families
 - o Adopt Fallbrook Families
 - o Recreation Programming

Probation

- Mobile probation service centers in the community enhance accessibility to services
- Participate in pop-up style resource fairs to provide County resources and relief
- Reviewing and updating policies addressing the rights of persons with disabilities

Public Works

- Pedestrian Ramps, Sidewalks, etc.
 - o 174 existing pedestrian ramps
 - o 151 new pedestrian ramps
 - o Lakeshore Drive
 - o West Aviation Road
 - o Ammunition Road
 - o West Alvarado Street
 - o Wilma Street
 - o Birch Street and Sweetwater Lane
 - o D Street
- Traffic signals, Accessible Pedestrian Signals (APS), Pedestrian Ramps, etc.
 - o Spring Valley Shopping Center Sweetwater Road and Gillespie Drive (Spring Valley)
 - o Old Hwy 395 & Rainbow Glen (Rainbow)
 - o South Mission Road & Green Canyon Road (Fallbrook)
- Sidewalk panels repaired/replaced at multiple locations in unincorporated area

Registrar of Voters

- Election Administration Plan includes accessibility considerations
- Voter and Language Accessibility Advisory Committees
- Toll-Free Voter Phone Line via California Relay Service (CRS)
- Mail-in Ballot
- Remote Accessible Vote by Mail (RAVBM)
 - o Voters with a disability or deployed overseas in the military
- Accessibility Assessment at each Vote Center
- Accessible table of resources at each of the 200+ vote centers
- ASL services upon request at all vote centers and ROV headquarters
- Curbside voting with phone number to request assistance - ballot marking devices (BMD)
- 3,000 ballot marking devices (BMDs) at 218 voting locations
- 140 accessible ballot drop boxes
- Hospital Voting at 35 hospitals

Sheriff

- New Sheriff ADA Team
- Sheriff Spanish Academy