

**CLERK OF THE BOARD OF SUPERVISORS
EXHIBIT/DOCUMENT LOG**

MEETING DATE & AGENDA NO. 10/11/2022 #17

STAFF DOCUMENTS (Numerical)

| No. | Presented by: | Description: |
|-----|---------------|---------------------------------|
| 1 | Staff | 17 page PowerPoint Presentation |
| 2 | | |
| 3 | | |
| 4 | | |

PUBLIC DOCUMENTS (Alphabetical)

| No. | Presented by: | Description: |
|-----|---------------|--------------|
| A | N/A | |
| B | | |
| C | | |
| D | | |
| E | | |
| F | | |
| G | | |



Increasing Accessibility Awareness for County Programs, Services, and Activities

Todd Hood
Chief Privacy Officer/Countywide ADA Title II Coordinator

October 11, 2022
Item #17



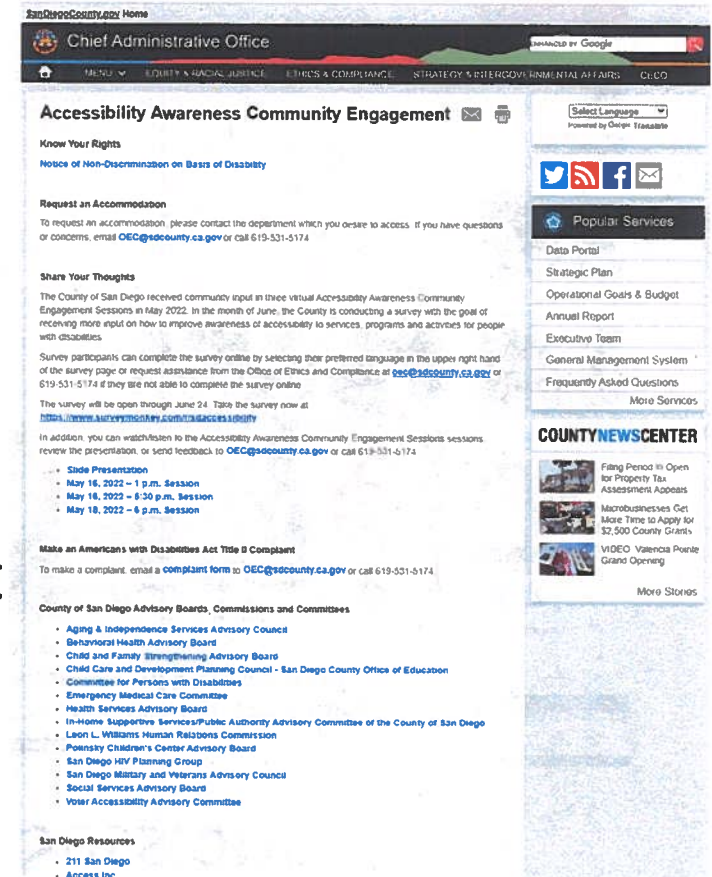
Accessibility Awareness Working Group

- Countywide Representatives
 - Cross Functional
 - Core Group
- 12 Working Group and Subcommittee Meetings
- Community Engagement Session Presentation
- Accessibility Awareness Survey
- Analysis of Results



Accessibility Awareness Community Engagement webpage

- Know Your Rights
 - ADA Notice
 - ADA Request for Accommodation
 - Americans with Disabilities Act Title II Complaint
- County advisory boards, commissions and committees
- San Diego resources





Accessibility Awareness Community Engagement Sessions

- Three Virtual Sessions
 - May 2022
- Promotions
 - Community Based Organizations
 - CountyNewsCenter Articles
 - Media Press Releases
 - Social Media Postings
 - Newsletter Emails

County Wants Input on Raising Awareness of Accessibility of Services

By **Michelle Morad**, County of San Diego Communications Office
May 12, 2022 11:22 PM

The County of San Diego wants to hear from you on how to increase awareness about access and accessibility to County services, programs, and activities by persons with disabilities.

Three virtual Accessibility Awareness community engagement sessions will be held in May. Join a session to hear about current County of San Diego resources and accommodations, and provide input on how to increase awareness about accessibility for people with disabilities to County services, programs and activities. Virtual sessions will be livestreamed with American Sign Language and Spanish interpreters.

For language or accessibility assistance attending, contact oea@sancounty.ca.gov or 619-541-5176 with your request at least two business days in advance.

When:

- Monday, May 16, 1:00-2 p.m.
- Monday, May 16, 5:30 to 7 p.m.
- Wednesday, May 18, 6 to 7:30 p.m.

Join the Webinar online at <https://us06web.zoom.us/j/85099712198> or by

- telephone - 1-669-900-6844 with webinar ID 850 9197 1219
- one tap mobile: US: +16699006844, 85099712198 or +12030380968, 85099712198

Sessions will be recorded and made available on the [Accessibility Awareness Community Engagement webpage](#) after the meeting.

Related: [accessibility](#) [community engagement](#)

REQUEST

Select Language

GET UPDATES

Get CountyNewsCenter stories emailed down to you.

Email Address

SIGN ME UP

LATEST NEWS

Filing Period to Open for Property Tax Assessment Appeals

Microbusinesses Get More Time to Apply for \$2,500 County Grants

Vide On Veterans Police Grand Opening

Final File Update of 2021-2022 Influenza Season

GOT CONNECTION?

ARCHIVE

Select Month



Accessibility Awareness Community Engagement Survey

- Threshold languages
- June 2022
- Promotions

Sent: Friday, June 3, 2022 5:20 PM
Subject: Please Participate in the Accessibility Awareness Survey



Share Your Thoughts

The County of San Diego received community input in three virtual Accessibility Awareness Community Engagement Sessions in May 2022. In the month of June, the County is conducting a survey with the goal of receiving more input on how to improve awareness of accessibility to services, programs and activities for people with disabilities.

Survey participants can complete the survey online by selecting their preferred language in the upper right hand of the survey page, or request assistance from the Office of Ethics and Compliance at oecc@sdcounty.ca.gov or 619-531-5174 if they are not able to complete the survey online.

Take the survey at any time through June 24 at <https://www.surveymonkey.com/r/sdaccessibility>

The link to the survey is also located on the [Accessibility Awareness Community Engagement webpage](#)

Google Translate
هل تحتاج من الخدمات لغة مختلفة؟ يرجى زيارة [مركزنا](#) للحصول على معلومات إضافية.

是否需要以其他語言收到此資訊？請造訪[網站](#)，使用內置的 Google 翻譯功能選擇您的語言。

¿Necesita tener esta información en un idioma diferente? Visite nuestro [sitio web](#) y seleccione su idioma usando la función integrada de Google Translate

Kailangan mo ba ang impormasyon sa ibang wika? Mangyaring bisitahan ang aming [website](#) at piliin ang iyong wika gamit ang Google Translate

Quý khách cần thông tin này bằng một ngôn ngữ khác? Vui lòng truy cập [trang web](#) của chúng tôi và chọn ngôn

Take a Survey on Awareness of Accessibility of County Services

Jun. 3, 2022 | 2:00 PM

The County of San Diego wants to hear from you on how to increase awareness about access and accessibility to County services, programs, and activities by persons with disabilities. Complete a survey anytime through June 24.

You may also be interested in...

- [More Vote Centers Open Saturday for Total of 218](#)
- [County Kicks Off 2022 Cool Zones Program](#)
- [County's Summer Movies in the Park Season Starts Saturday at Waterfront Park](#)

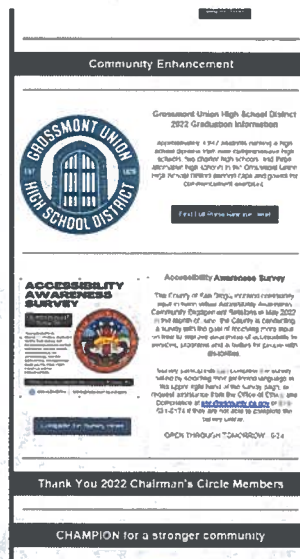
Photo



Live Well San Diego • Follow
Jun 21

The County of San Diego wants to hear from you on how to increase awareness about access and accessibility to County services, programs, and activities by persons with disabilities. Anyone who needs assistance taking the survey can contact the County's Office of Ethics and Compliance at oecc@sdcounty.ca.gov or 619-531-5174. Survey closes on June 24th.

<https://www.surveymonkey.com/r/sdaccessibility>



County Wants Input on Raising Awareness of Accessibility of Services



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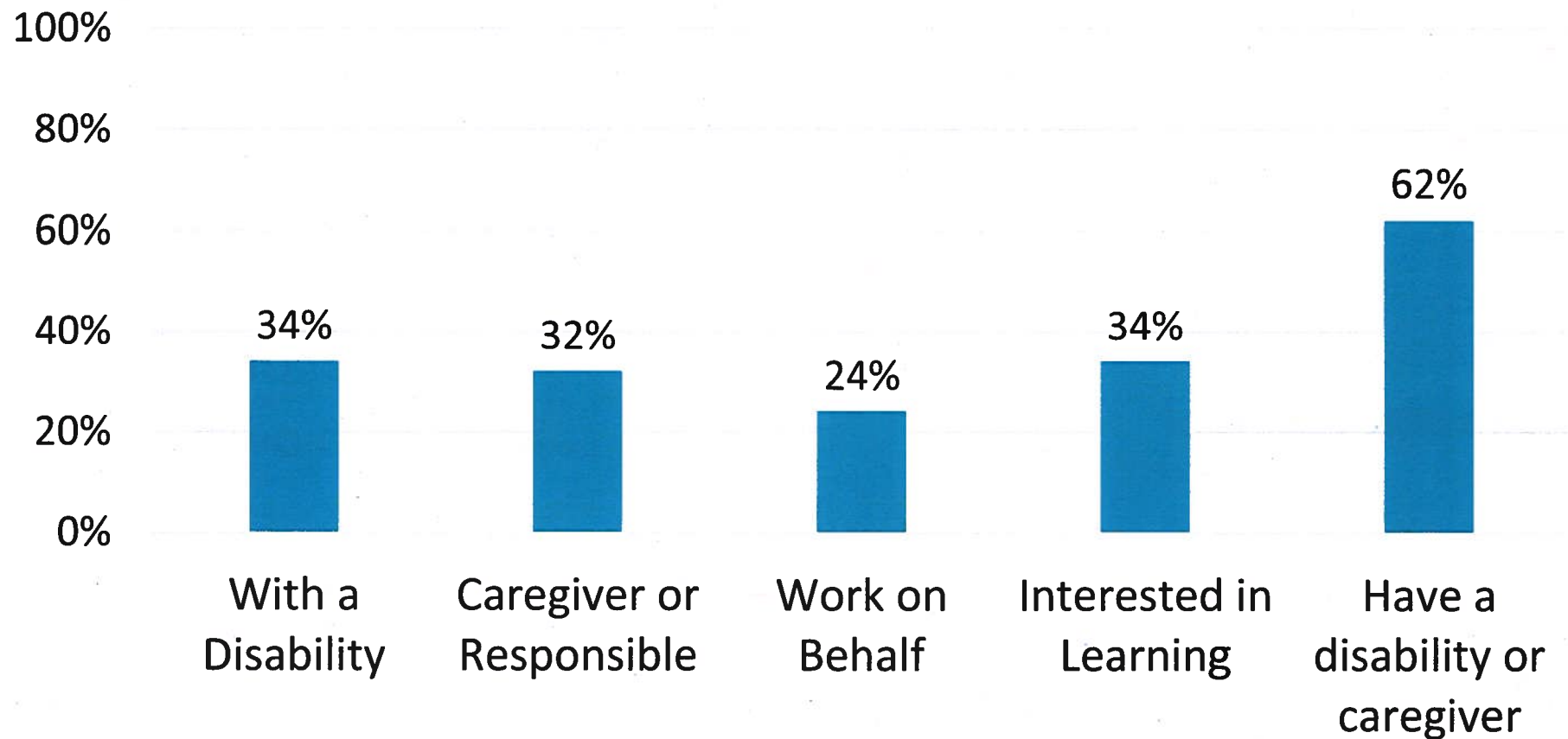
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Accessibility Awareness Community Engagement Survey Summary

Characteristics of Survey Respondents (N=469)

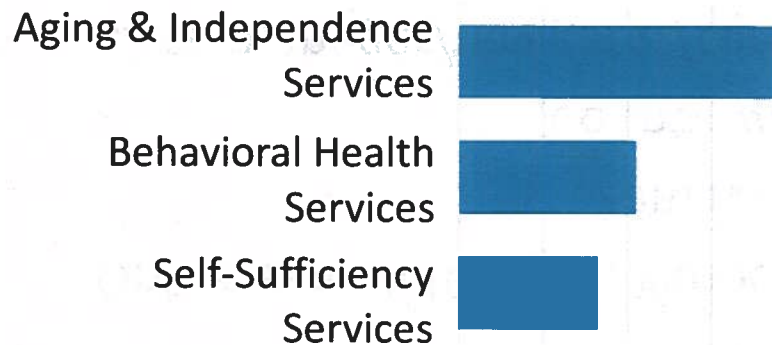




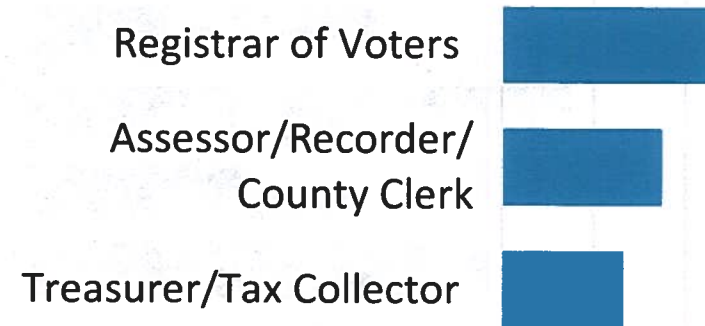
Which Departments do you use?

Disability and/or Caregiver (N=290)

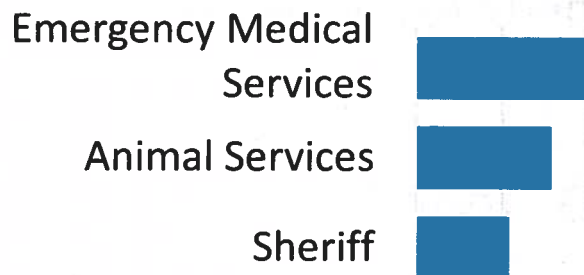
Health and Human Services Agency



Finance and General Government Group



Public Safety Group



Land Use and Environment Group



0% 10% 20% 30% 40% 50%

0% 10% 20% 30% 40% 50%

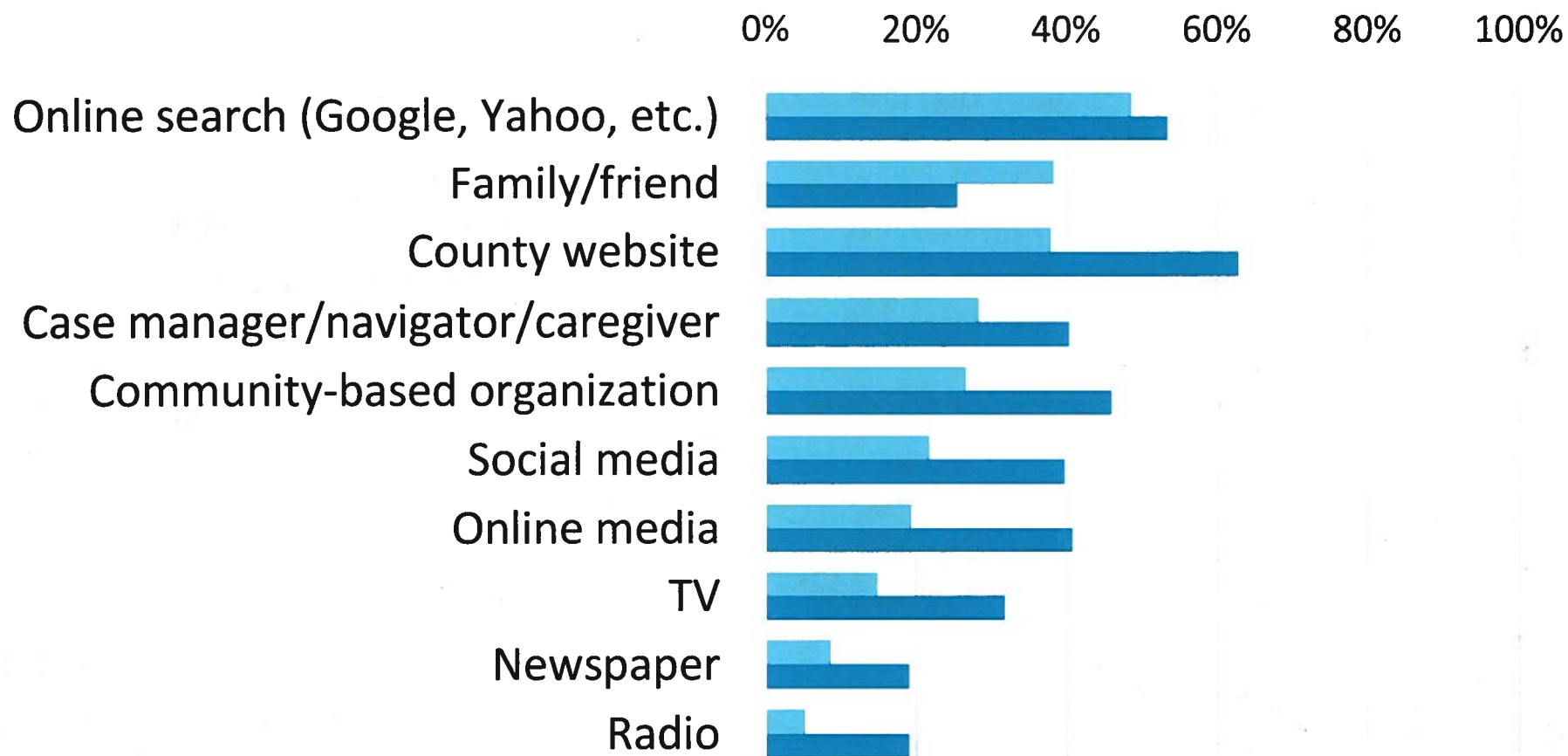


How Do You Learn About Services, Programs, and Activities?

Disability and/or Caregiver (N=290)

■ How individual(s) learned

■ How individual(s) prefer to learn

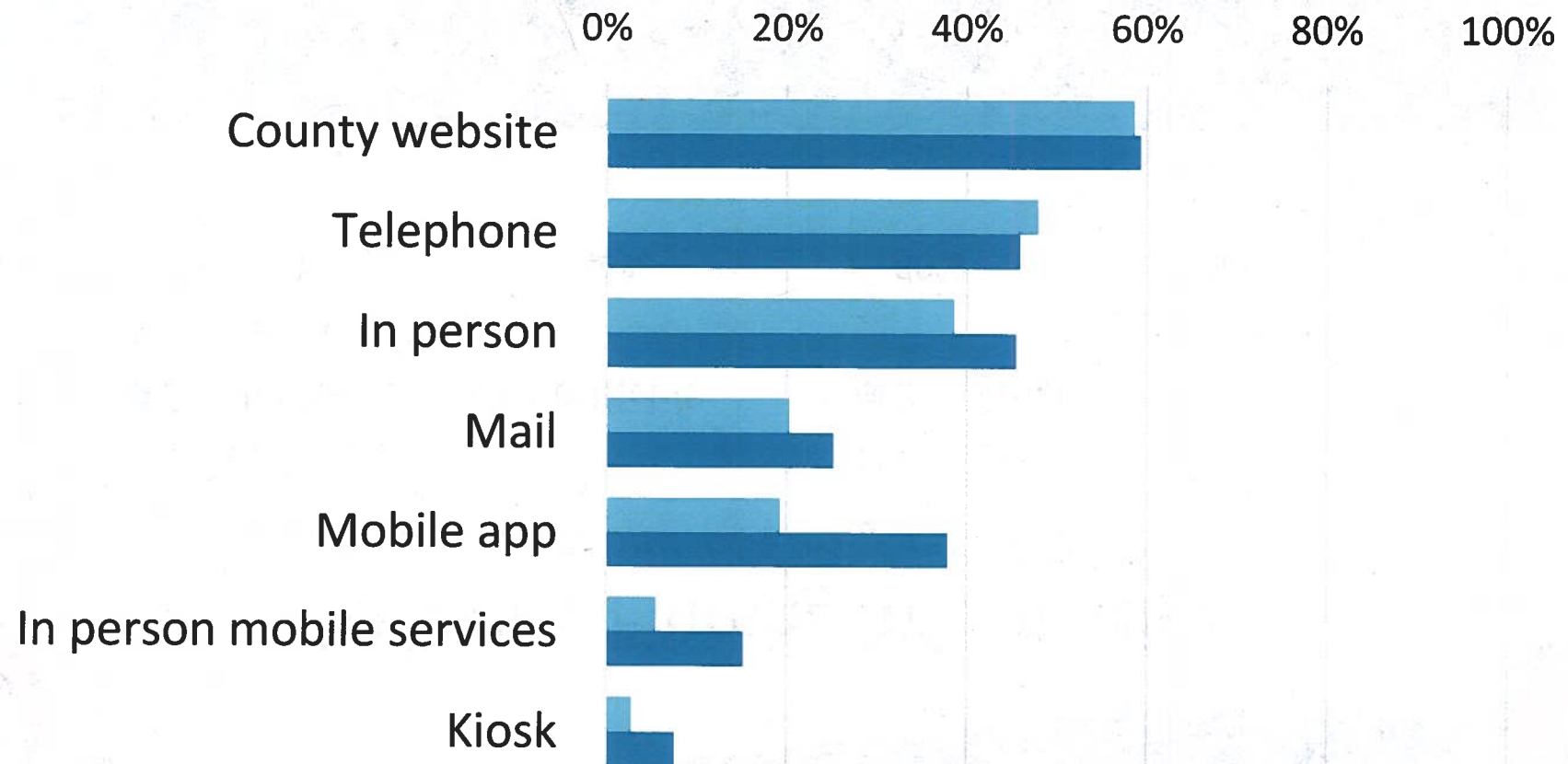




How Do You Access Services, Programs, and Activities?

Disability and/or Caregiver (N=290)

- How individual(s) typically access
- How individual(s) prefer to access





Difficulty Finding Information

Disability and/or Caregiver (N=271)

- 5 - Very easy
- 4 - Easy
- 3 - Neither easy nor difficult
- 2 - Difficult
- 1 - Very difficult

0% 20% 40% 60% 80% 100%



18% Easy or
Very Easy

41% Difficult or
Very Difficult



Why is it Difficult to Find Information?

Disability and/or Caregiver (N=290); Responses with $\geq 20\%$

Difficult to find out what was available for my needs



I didn't know where or who to call for information



It took a while to find info on the County website



Difficult to navigate website on smartphone



No one returned my call after leaving voicemail



Confusing phone menu

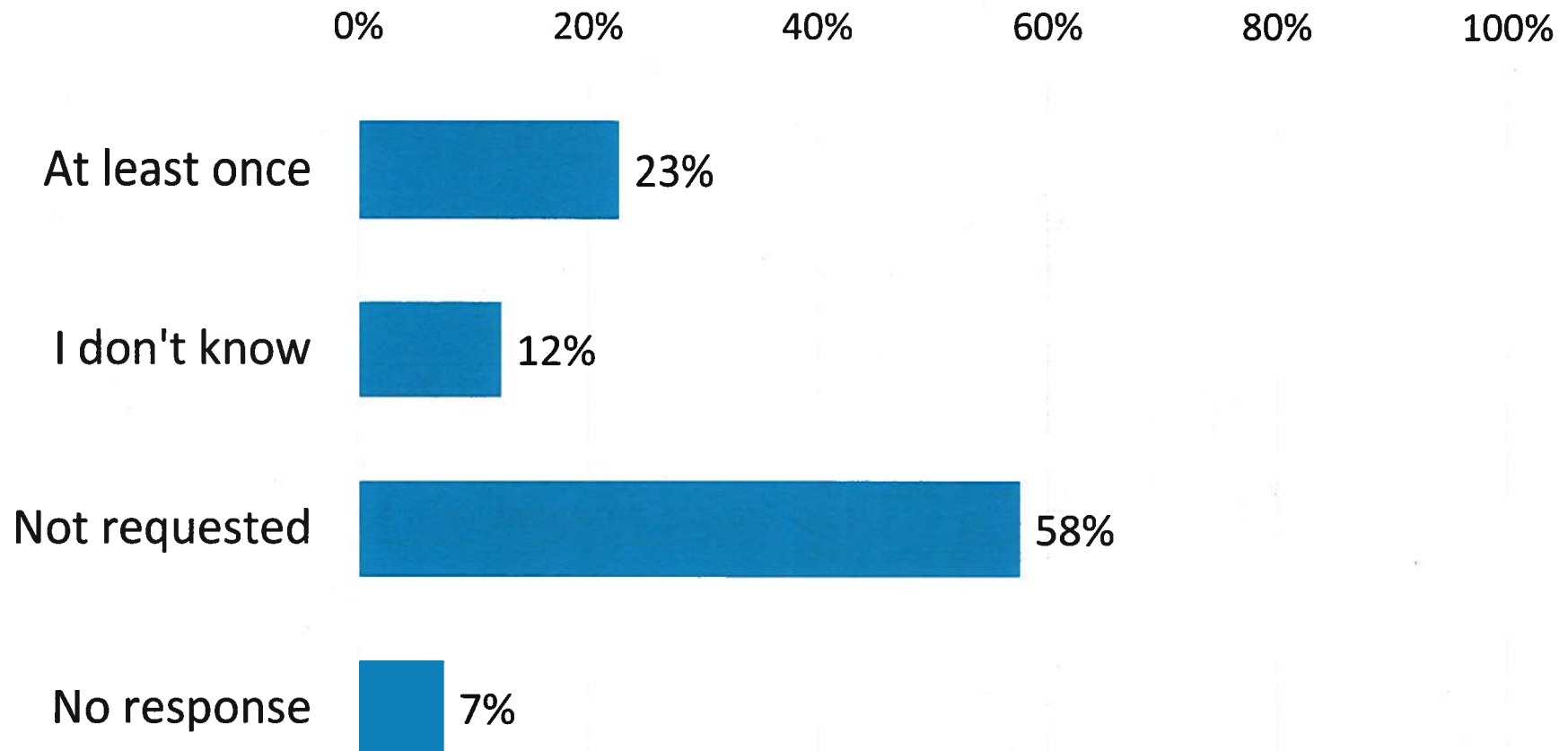


0% 20% 40% 60% 80% 100%



Requests For Accommodation

Disability and/or Caregiver (N=290)

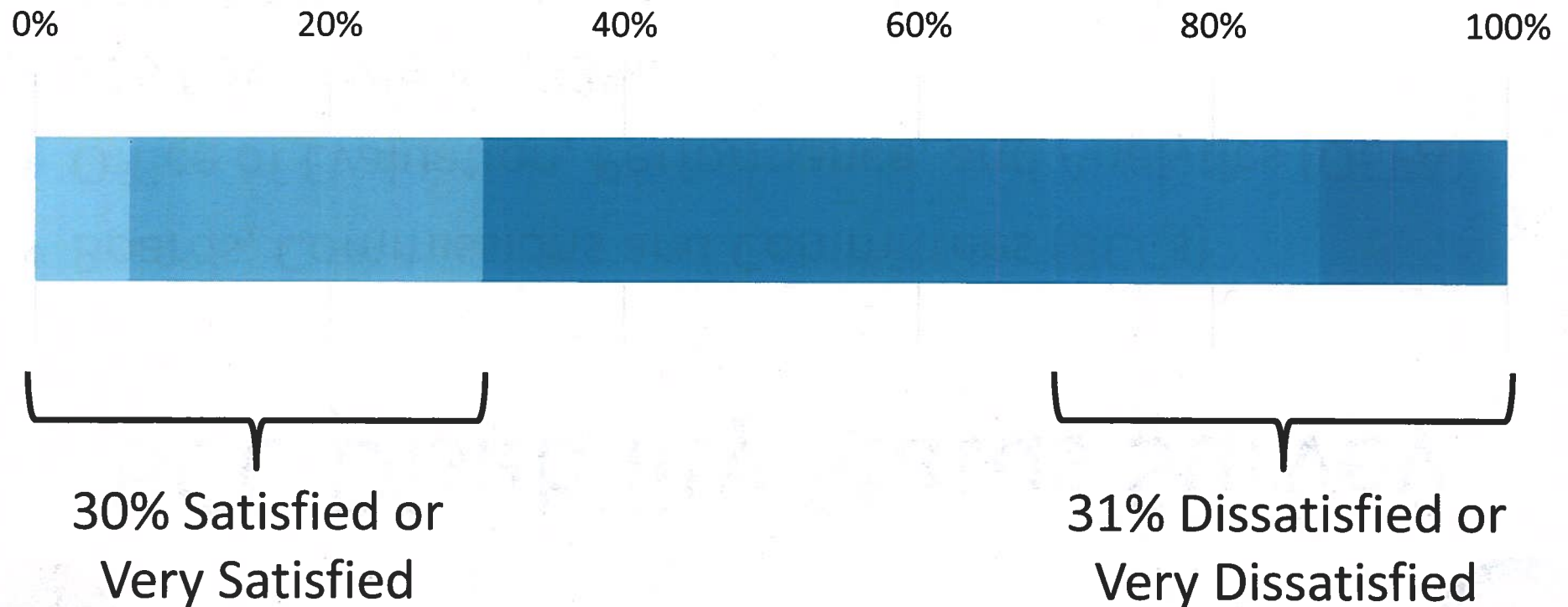




Satisfaction with Accommodation

Disability and/or Caregiver (N=125)

- 5 - Very satisfied
- 4 - Satisfied
- 3 - Neither satisfied nor dissatisfied
- 2 - Dissatisfied
- 1 - Very dissatisfied





BCC Disability Status Survey

- Boards, Commissions and Committees (BCCs)
- Office of Evaluation, Performance, and Analytics (OEPA)
- 315 Respondents (33%)
- 12% of BCC respondents with at least one disability vs. 10% of all San Diego County residents*

*2020 American Community Survey (5-year estimates 2016-2020)



Key Recommendations

- Evaluate disability support staffing model
- Community engagement best practice toolkit
- Departmental deep dive of policies and procedures
- Enhance employee training
- Promote the Committee for Persons with Disabilities
- Periodically report on accessibility enhancements



Next Steps

- Key department service areas review and evaluate the feasibility of recommendations
- Include accessibility awareness in community engagement activities
- Complete annual report of accessibility-related enhancements implemented by County departments



Thank you!

