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ARCHITECTS, INC.



Americans with Disabilities Act Self-Evaluation Plan

Working Draft - 2019



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SECTION I: PROJECT OVERVIEW

INTRODUCTION

The County is committed to providing seamless access to all its programs, services and activities for qualified people with disabilities. To ensure appropriate access exists, as well as compliance with State and Federal disability rights laws, the County has contracted with Sally Swanson Architects, Inc. (SSA) to assist with meeting the Americans with Disabilities Act (ADA) Title II mandates. ADA Title II mandates that covered entities conduct a Self-Evaluation, create a Transition Plan, appoint an ADA Coordinator, and develop a Grievance Procedure and an ADA Notice of Compliance.

This document presents only the ADA Self-Evaluation that provides a comprehensive report outlining the review of County programs. Results of the analysis to identify programmatic and administrative barriers to programs are contained herein along with the Grievance Procedure and ADA Notice of Compliance. The ADA Transition Plan that addresses architectural barriers will be contained in a separate document.

SACRAMENTO COUNTY

Sacramento County encompasses approximately 994-square miles in the middle of the 400-mile long Central Valley, which is California's prime agricultural region. The County is bordered by Contra Costa and San Joaquin Counties on the south, Amador and El Dorado Counties on the east, Placer and Sutter Counties on the north, and Yolo and Solano Counties on the west.

Sacramento County extends from the low delta lands between the Sacramento and San Joaquin rivers north to about ten miles beyond the State Capitol and east to the foothills of the Sierra Nevada Mountains. The southernmost portion of Sacramento County has direct access to the San Francisco Bay.

DISABILITY COMPLIANCE OFFICE

The Disability Compliance Office (DCO) coordinated contact and data collection from various County departments in the Self-Evaluation phase. DCO is a division of the Department of Personnel Services that is responsible for upholding and implementing the Americans with Disabilities Act (ADA), the California Fair Employment and Housing Act (FEHA), and other federal and state civil rights laws that protect people with disabilities from discrimination. This includes assisting County departments with and overseeing the Reasonable Accommodation Process for employees, exam accommodations, compliance with regulations designed to ensure people with disabilities have equal access to County programs and services, and training in these areas.

The DCO provides staff support and works closely with the Disability Advisory Commission (DAC). The DAC consists of volunteer members are appointed by the Board of Supervisors and serves to advise the Board on issues pertaining to the disability community and County compliance with Federal and State laws and Sacramento County 2019 ADA Self-Evaluation Plan 2019 regulations. Throughout the

Self-Evaluation and Transition Plan process, the DAC has provided input and expertise regarding both physical and programmatic access.

DEPARTMENT OF TRANSPORTATION

The Sacramento County Department of Transportation (SACDOT) is responsible for planning, improving, operating and maintaining a transportation system that serves unincorporated area citizens, regional traffic and commerce. SACDOT continually works to address community transportation needs with projects to improve the County system of roadways and bridges, including the bicycle and pedestrian facilities adjacent to the roadways. SACDOT's work includes improving existing facilities to comply with the ADA. For the Self-Evaluation and Transition Plan process SACDOT coordinated the survey of infrastructure under SACDOT's authority, provided guidance for improvement cost estimates, provided guidance on scoring criteria to establish the prioritization of facility improvements, and reviewed the ADA Transition Plan documentation relative to SACDOT infrastructure.

DEPARTMENT OF GENERAL SERVICES

The Sacramento County Department of General Services (DGS) is responsible for the administration of facility planning for County-owned and leased facilities. DGS continually works to address tenant improvements, maintenance and improve existing facilities to comply with the ADA. For the Self-Evaluation and Transition Plan process, DGS coordinated the survey of the facilities, provided guidance for improvement cost estimates, and reviewed the ADA Transition Plan documentation relative to County-owned and leased facilities.

PURPOSE OF THE ADA

Passed in 1990, the ADA is one of the most comprehensive civil rights laws in the nation. It provides protection to an estimated 57 million Americans in: employment (Title I); receipt of programs, services and activities from State and local government (Title II); the receipt of goods and services from private businesses (Title III); and telecommunications (Title IV). In 2008, the Americans with Disabilities Amendment Act (ADAAA) was passed. The ADAAA gives guidance to the courts regarding who has standing under ADA. The result has been an increasing number of people who are now able to bring their ADA cases to Federal Court.

ADA SELF-EVALUATION REQUIREMENTS

Required by 28 CFR 35.105, the ADA Self-Evaluation is a complete examination of all programs, services and activities provided by the County, to ensure that, when viewed in their entirety, they are readily accessible to qualified people with disabilities. The purpose of the ADA Self-Evaluation is to identify areas where changes are needed to ensure access is in place for people with disabilities.

OVERVIEW OF DISABILITY CIVIL RIGHTS LAWS IMPACTING COUNTY

Sacramento County is covered by the ADA Title II, ADAAA of 2008, the Rehabilitation Act of 1973, and California Government Codes 11135 and 12926. All contractual activities are also covered by California Government Code 4450. Employment programs are covered by the ADA (Title I), the ADAAA and California Government Code 12926. Construction activities are covered by California Code 4450.

When comparing State and Federal law 28 CFR 35.103, it is mandated that the most stringent law be applied to create the maximum amount of access for people with disabilities. Thus, the most stringent standards were applied to the evaluation reported in this document.

WHO IS A QUALIFIED PERSON WITH A DISABILITY?

To be qualified as a person with disabilities for the purposes of this Program, an individual must have a disability as defined below and must be qualified to participate in the program, services or activity of the County.

Under California Government Code 11135, the ADA was incorporated into State law and therefore the ADA issues raised in this report are both State and Federal issues. In California Government Code 12926, the definition of mental and physical disability was broadened beyond the ADAAA. Summarized as follows:

1. A person having a physical or mental disability that limits a major life activity. This person is considered as having unmitigated status (i.e., how the individual in question would function without the use of medication or devices that may mitigate the impact of the disability). If there is a limitation to a major life activity in this statute, coverage is established;
2. A person with a history of a disability as described above;
3. A person is regarded as having a disability, such as described.

California State law also provides protection to cancer survivors, people who have a genetic predisposition to illnesses or disabilities or people who have received services within a special education program.

SCOPE OF THE SELF-EVALUATION

The Self-Evaluation is intended as a review of the programs, services and activities provided by the County.

The US Department of Justice (DOJ) within the ADA Title II, Technical Assistance Manual (TAM) (Section II-8.2000) recommends a scope of review for Self-Evaluations, which contains thirteen program areas which were considered for use in the development of this report. Areas considered include:

- The Transition Plan (physical access to existing County facilities),
- Policies that may limit or exclude the participation of people with disabilities;
- Communication systems used by the County;

- The provision of auxiliary aids and services to members of the public who are engaged in receiving the County's, services or activities from the County;
- Access to emergency management for people with disabilities;
- Disability awareness among County staff;
- County's services and activities provided within a registered historic site;
- Policies addressing policy modification requests and the determination of fundamental alteration of programs;
- Access to public meetings;
- Human Resources programs and policies;
- Construction policies;
- County staff training and support;
- ADA related drug policies.

SELF-EVALUATION METHOD OF REVIEW

The ADA mandates that a Self-Evaluation review all programs, services and activities of the covered entity.

The Self-Evaluation of the County's programs, services, and activities required and involved the participation of every County department. In conjunction with the Disability Compliance Office and a representative from the Disability Advisory Commission, SSA developed a general program accessibility questionnaire in addition to program specific questionnaires. Each department was assigned relevant questionnaires based on their programs, services and activities. Departments were instructed to complete a questionnaire for different divisions if they were sufficiently separate and unique. Questionnaires were distributed to the following departments:

- Agricultural Commissioner
- Animal Care and Regulation
- Assessor
- Board of Supervisors/ Clerk of the Board of Supervisors
- Budget and Debt Management
- Child, Family and Adult Services
- Child Support Services
- Civil Service Commission
- Conflict Criminal Defenders
- Coroner
- County Clerk/Recorder

- County Counsel
- County Executive
- Development and Code Services
- District Attorney
- Economic Development
- Emergency Services
- Environmental Management
- Finance
- First 5 Commission
- General Services
- Health Services
- Human Assistance
- Personnel Services
- Planning and Environmental Review
- Probation
- Public Defender
- Regional Parks
- Regional Sanitation District
- Retirement
- Revenue Recovery
- Sacramento Area Sewer District
- Sheriff
- Technology
- Transportation
- Voter Registration and Elections
- Waste Management and Recycling
- Water Resources

Two areas of County departments were excluded from the Self-Evaluation: Department of Airports and the Corrections Division of the Sheriff's Department. Department of Airports is in the process of project planning and scoping to complete their own ADA Self-Evaluation for all three airports: International, Mather, and Executive. Access issues in the County jails are currently subject to federal litigation. The County and the

advocates that brought this litigation are currently negotiating a resolution to these issues and it is the hope of the parties that this matter will be resolved soon.

Although libraries were included in the architectural review, Sacramento Public Library Authority was not included in the Self-Evaluation portion because the County of Sacramento does not provide employees to staff this area or have control over the services provided by this Joint Powers Authority. Sacramento Housing and Redevelopment Agency was not included for the same reason.

Information provided in the completed questionnaires and meetings with County staff revealed that the County's existing policies, programs, and procedures may present barriers to accessibility for people with disabilities. It is the intent of the County to address the programmatic accessibility barriers in the following areas:

- Construction
- Effective Communication
- Emergency Management
- Grievance/Complaint Procedure
- Human Resources
- Law Enforcement (Patrol Only)
- Maintenance of Accessible Features
- Meeting and Event Planning
- Posting of ADA Notice of Compliance
- Program Accessibility - Accessible/Adaptive Equipment
- Purchasing and Contracts
- Statement of Nondiscrimination
- Web Access

General findings and recommendations for the County's programs, activities, and services can be found in Section IIA: Self-Evaluation Results, Findings and Recommendations: County-Wide Programs, Services, and Activities; Specific department surveys can be found in Section IIB: Self-Evaluation Questionnaire Responses (which is available upon request).

ADA TRANSITION PLAN REQUIREMENTS

The ADA Transition Plan is required by 28 CFR 35.150 (d). An ADA Transition Plan must include the following components:

1. A list of all physical barriers in sites at which the County provides programs, services or activities;
2. A statement regarding the method to be used to mitigate the barriers;
3. A schedule for barrier mitigation;
4. The name of the County official who is responsible for the ADA Transition Plan administration.

The ADA Transition Plan will be contained in a separate report.

SECTION IIA: SELF-EVALUATION RESULTS

FINDINGS AND RECOMMENDATIONS FOR COUNTY-WIDE PROGRAMS, SERVICES, AND ACTIVITIES

The results of inconsistent County department responses during the evaluation process indicate that policies, programs, and procedures are not implemented County-wide.

Sally Swanson Architects, Inc. (SSA) analyzed the responses to determine if findings were compliant or non-compliant and provided the best recommendations to be applied to all departments County-wide.

Construction

County-Wide Findings:

Conducting accessibility inspections is not applicable to most departments. This function is overseen by the Department of General Services. Additional accessibility construction inspections should be put in place.

County-Wide Recommendations:

- Provide training to impacted staff on conducting accessibility construction inspections.
- For guidance, use the California Commission on Disability Access web site at www.cdda.ca.gov for the 2015 “Accessibility Construction Inspection Checklist”, which is free of charge.
- Use Certified Access Specialist (CAsp) services within construction projects to ensure appropriate compliance is in place.
- Require that design professionals, design in construction tolerances, when feasible.

Effective Communication

County-Wide Findings:

While most departments expressed a willingness and enthusiasm for providing effective and equal communication, many departments lacked policies and procedures to do so. Most staff having public contact are not being provided with the training critical for ensuring equally effective and accessible communication.

County-Wide Recommendations:

- Provide staff, who have public contact, create publications or correspond with members of the public training on disability etiquette, effective communication, including the use of the 711-phone number, and pertinent Civil Rights mandates.
- The County has implemented Video Remote Interpreting (VRI) to be made available to all departments. Although this is not a requirement of the ADA, it would offer much needed support for departments requiring the services of a sign language interpreter.

- Create a notice offering publications in alternate formats.
- Ensure all public meeting announcements contain a notice offering auxiliary aids and services, upon request.
- Identify resources that can readily respond to requests for alternate formats and auxiliary aids.
- Review publications that include the images of people with disabilities to ensure they do not portray negative or demeaning messages.
- Add “711, California Relay” to new business cards.
- Adopt Arial 12-point font for publications.
- Provide large print font size (18-point font) option upon request.
- Examine voice mail systems and telephone information lines to ensure they are accessible for people who are deaf or hard of hearing.
- Provide captions, transcripts, and video/audio description to all videos played in public areas, such as waiting rooms.

Emergency Management

County-Wide Findings:

Almost all departments had a written Emergency Management Plan. Approximately half of the plans did not address the needs of people with disabilities. Many of the plans that did include people with disabilities need to expand on the evacuation procedures to safely evacuate people with disabilities.

County-Wide Recommendations:

- Create guidance on emergency evacuation procedures for people with disabilities covering a variety of emergency situations.
- Include considerations for requiring the installation of visual and audible warning signals and special procedures for assisting individuals with disabilities to evacuate a facility during an emergency.
- Provide training to staff involved in emergency planning and preparedness on evacuating people with disabilities.

Grievance/Complaint Procedure

County-Wide Findings:

Overall, most departments have a grievance system in place to ensure a prompt resolution of complaints made by a person with a disability who alleges being denied a County service, or benefit, of any County program, or activity because of that person’s disability.

County-Wide Recommendations:

- Appoint a central authority to disseminate the County-wide grievance system to all departments.
- Provide training to designated staff on the requirements and steps of the grievance system.

- Appoint a central authority to oversee proper training and posting of the grievance system.

Human Resources

County-Wide Findings:

There was a significant level of variation in the responses from departments on human resources policies and procedures. Departments varied with regards to having internal policies and procedures or referring to the Department of Personnel Services for guidance. Overall, departments were aware of their requirement to accommodate employees, however, there was inconsistency with engaging in the interactive process and determining undue hardship. There was a general misunderstanding of the determination of essential functions and the need to identify essential and marginal functions based on the tasks of the specific position rather than broad classifications.

County-Wide Recommendations:

- Appoint a central authority to ensure all departments are utilizing the County-wide ADA Interactive Process when processing requests for Reasonable Accommodations which addresses:
 - Interactive Process
 - Direct threat
 - Undue hardship
- Create and implement County-wide guidance on determining essential and marginal functions.
- Provide training to designated staff on reasonable accommodations, including engaging in the interactive process.
- Train select panel members on disability awareness and appropriate interactions with people with disabilities.
- Create a central area for information on ADA compliant hiring and the reasonable accommodation processes. A dedicated intranet page providing staff ADA guidance and information is highly recommended.
- Obtain a certified vocational rehabilitation counselor to assist with classification reviews to determine if:
 - Positions are available to qualified persons with disabilities.
 - Nonessential duties/skill requirements barrier-free to qualified persons with disabilities.
 - Modifications and accommodations are required for position classification to qualified persons with disabilities.

Law Enforcement

County-Wide Findings:

Law Enforcement divisions throughout the County would benefit from comprehensive training on disability civil rights mandates and techniques for communicating with people who have a variety of disabilities. County Law Enforcement officers would also benefit from procedures to obtain sign language interpreters on an emergency basis and policies that prevent euthanasia of service animals when removed from the care of their

owner due to an arrest. In general, well-established practices and procedures are currently in place for providing medication, medical appliances, and large mobility devices related to a person's disability after an arrest is made.

County-Wide Recommendations:

- Provide continual training on disability civil rights and best practices for first responders and deputies.
- Provide all deputies with training regarding the best techniques for communicating with people having a broad range of disabilities.
- Train deputies on the use of 711.
- Create and implement a policy regarding the care of service animals after an arrest to include the prevention of euthanasia.
- As applicable, review holding, booking and visitor areas for access in compliance with the 2010 ADA Standards for Accessible Design.
- Ensure inmate phone systems are accessible for inmates who are deaf or hard of hearing.
- Create a process for determining that individuals with communication-related disabilities understand the information being conveyed to them. This may include written confirmation or the use of a sign language interpreter.
- Put a procedure in place to obtain sign language interpreters or VRI on an emergency basis.
- Create a procedure to ensure officers giving critical information such as, directions or Miranda Rights, to a person with a communication-related limitation are confirming the information being communicated is understood.

Maintenance of Accessible Features

County-Wide Findings:

In general, most departments do utilize the County-wide maintenance system, Computer-Aided Facility Management (CAFM). However not all realize this system is also used to address the maintenance of accessible features and identify/report safety and access issues. This system is monitored by the Department of General Services.

County-Wide Recommendations:

- Train staff how to identify safety and access issues.
- Provide guidance to departments on utilizing the CAFM system.
- Appoint the Department of General Services as the central authority responsible for ensuring departments understand and utilize the CAFM system to report safety and access issues.

Meeting and Event Planning

County-Wide Findings:

Almost all departments confirmed hosting meetings and events.

County-Wide Recommendations:

- Appoint a central authority to ensure public meetings and events are accessible.
- Provide training for all staff and volunteers involved in meeting and event planning on basic awareness of and sensitivity to disability issues
- Create County-wide guidance for all departments that, at a minimum, addresses the following:
 - Hold meetings on accessible routes;
 - Include notices offering auxiliary aids and services for people with disabilities in all meeting announcements;
 - Reasonable modifications;
 - Service animals and relief areas;
 - Accessible presentations;
 - Accessible documents;
 - Accessible exhibits;
 - Accessible stages, speaking platforms, microphones and other items to be used by people with disabilities;
 - Captioning for all videos;
 - Integrated seating;
 - Clear space and accessible room set-up;
 - Provide auxiliary aids and Assistive Listening Devices;
 - Sign language interpreters.

Posting of ADA Notice of Compliance**County-Wide Findings:**

Many departments utilize the County-wide ADA Notice of Compliance. There was inconsistency on where the Notice was posted.

County-Wide Recommendations:

- Appoint a central authority to disseminate the County-wide ADA Notice to all departments and oversee proper posting of the Notice.

Program Accessibility - Accessible/Adaptive Equipment**County-Wide Findings:**

All County departments expressed an understanding and awareness of their obligation to accommodate members of the public and provide equal access to people with disabilities. Written policies and procedures must be created and implemented to support departments in their efforts to provide program accessibility and ensure consistent/compliant policies and procedures. Additionally, staff having public contact have not received consistent or continual training on the mandates of State and Federal law to provide full participation of individuals with disabilities in its programs, activities, or services.

County-Wide Recommendations:

- Provide training to staff having public contact on the mandates of State and Federal law to provide full participation of individuals with disabilities in County programs, activities, or services.
- Create a County-wide policy or procedure to address requests from the public for modifications to policies, practices or procedures.
- Departments should establish internal processes for documenting reasonable modifications and determining the person responsible for deciding which requests would fundamentally alter the nature of the goods, services, facilities, privileges, or accommodations.
- Appoint a central authority to ensure departments are utilizing the correct policy and serve as the point of contact for departments needing guidance on processing modification requests from members of the public.
- Provide training to staff on the use of accessible/adaptive equipment.
- Ensure that accessible/adaptive equipment is maintained in operable working order.

Purchasing and Contracts

County-Wide Findings:

Most departments conduct purchasing on behalf of the County and have the authority to enter into contracts with third party vendors. These contracts generally contain uniform language for holding contractors and vendors to the civil rights mandates which apply to the County. However, there was inconsistency regarding which department has central authority over approved contract language. Departments referred to both County Counsel and the Department of General Services as being responsible for contract language. Purchasing processes are not in place to ensure public funds are not being used to create barriers to access.

County-Wide Recommendations:

- Ensure all department contracts hold vendors to State and Federal disability civil rights mandates that the County is subject to under law.
- Clarify which department has central authority over approved contract language.
- Require departments entering into contracts with third party vendors to utilize standard language regarding civil rights mandates.
- Provide guidance to staff involved in the purchasing process regarding access issues to ensure public funds are not being used to create access barriers.
- Obtain a certified vocational rehabilitation counselor. *Preferably, a Certified Access Specialist (CAsp) with knowledge of the California Building Code provisions related to operational and performance requirements for equipment, as well as other relevant California Building Standards Code (e.g. electrical code).*

Statement of Nondiscrimination

County-Wide Findings:

Most departments were aware of the County's Statement of Nondiscrimination and that the statement includes protections for individuals with disabilities. The County has published the Discrimination Policy on their website along with a statement prioritizing achieving equal opportunity. However, overall, there was not a dissemination plan or schedule for the distribution of the Statement of Nondiscrimination.

The County is in the process of updating their Discrimination Policy to reflect a zero-tolerance level and include protections for people who formerly used drugs illegally and have completed a rehabilitation program.

County-Wide Recommendations:

- Provide all departments the County-wide Statement of Nondiscrimination to ensure the same statement is being used by all departments.
- Appoint a central authority to disseminate, or track the dissemination of, the Nondiscrimination Statement to all staff on an annual basis.

Web Access

County-Wide Findings:

Most departments publish information about their programs, services, and activities on the County's website. Several departments also noted having social media pages. Based on survey responses and interviews, there appears to be a disconnect between some departments and the Department of Technology (DTech) on the responsibility of ensuring web content is accessible.

County-Wide Recommendations:

- Assign one department with the authority to provide standards and oversight to departments the post their own documents.
- Review website postings for access before being posted.
- Adopt WCGA 2.1 AA as the County standard
- Obtain input from people with disabilities regarding the accessibility of the County website.
- Seek information regarding how accessible the website is to people using screen readers and completing online forms.

SECTION IIB: SELF-EVALUATION QUESTIONNAIRE RESPONSES

Specific subject questionnaires were disseminated to all County Departments as a participation tool for Sacramento County's Americans with Disabilities Act (ADA) Self-Evaluation process in the review of existing programs, services and activities.

Participants were selected based on their knowledge of County operations. Questions that apply to each department were encouraged to be responded to as completely and candidly as possible. Sally Swanson Architects, Inc. (SSA) used the responses as guidance to provide County-wide recommendations.

A general intake questionnaire was created prior to the dissemination of the specific subject questionnaires. It was designed to serve as a tool to measure basic elements of ADA compliance provided by each department. The departmental responses from the general intake questionnaire determined if additional questionnaires were required to address other specific subjects.

Questionnaire responses are available for review or reference upon request.

SECTION IIC: SELF-EVALUATION QUESTIONNAIRE TEMPLATES

Samples of specific subject questionnaires are contained in this section.

ADA Coordinator Questionnaire

1. Does Sacramento County have an ADA Notice of Compliance? If yes, does it address State law? Please attach the Notice.
2. Does the grievance system
 - a. Offer assistance to people with disabilities, who due to their disability are not able to complete the grievance form?
 - b. Provide timelines when a complainant can expect a result?
 - c. Have a second level of review?
 - d. Contain a notice regarding availability of the grievance system in alternative format
 - e. Contain the name and contact information of the ADA Coordinator?
3. Are the ADA Notice of Compliance and the grievance system posted on the County's website?
4. Who handles the fact finding and grievance administration?
5. Does Sacramento County have a plan for ADA Notice and Grievance dissemination?
6. Does the ADA Coordinator's office have ready access to senior management? If no, how are disability civil rights issues elevated in order that they may be addressed in a timely manner?
7. Who provides auxiliary aids and services to people seeking accommodation under ADA Title II?
8. Who provides reasonable accommodations to applicants and employees under ADA Title I, ADAAA and California Government Code 12926?

9. Who investigates grievances related to reasonable accommodations and other ADA related issues?
10. Is an interactive process used? If yes, how is it documented?
11. How is undue hardship determined and by whom?
12. Is there an anti-surcharge policy in place to make it clear to staff not to charge for staff or public accommodations?
13. Is contract language in place holding contractors and vendors to applicable State and Federal disability civil rights mandates? If yes, how is this enforced?
14. If a person with a disability believes they have been discriminated against by a County vendor or contractor, what steps are open to them?
15. Is an accessibility plan check done when vendors are conducting tenant improvements in public services areas?
16. Is guidance in place for County staff and vendors regarding clear space and furniture placement? If yes, please attach the guidance.
17. Does the County have a service animal policy? If yes, how is staff trained?
18. How is access for emotional support animals addressed?
19. Is there a procedure in place to be used by County staff should there be an incident involving a service animal? If yes, please attach the procedure.
20. How does the County address service animal relief areas during meetings and events?
21. Are all Sacramento County publications offered in alternative formats?
22. Is there notice on all public meeting announcements that auxiliary aids and services are made available as needed for meeting participants with disabilities?
23. Is the County's 911 system accessible to TTYs and modems?

24. Are County staff and vendors, who have public contact trained or provided guidance regarding ADA requirements and disability awareness?
25. How are new employees oriented to etiquette, language and the County's legal disability civil rights mandates?
26. When disability civil rights training is provided, do you retain a roster of trainees, information regarding the subject and length of the training, the training plan or PowerPoint and the trainer's resume?
27. Has the County's Disability Advisory Commission been trained regarding the mandates the County is held to under ADA and California Government Code 11135 and 12926?
28. What trainings do you think should be provided to County staff?
29. Are publications reviewed to ensure they do not portray people with disabilities in a negative manner?
30. Is there a policy and procedure in place to address policy modification requests and the determination of undue burden? If yes, when was it last updated? Please attach a copy of the policy.
31. Is there a policy and procedure in place to address direct threat determination to others? If yes, when was it last updated? Please attach a copy of the policy.
32. Is there a policy and procedure in place regarding maintenance of accessible features? If yes, please attach.
33. Is there a system in place to identify safety and access issues, which can be used by maintenance staff to report and/or correct problems?
34. Has maintenance staff been trained to identify access and safety issues?
35. If "Program Access" solutions are used to create access are they approved by the ADA Coordinator before they are put in place?
36. When "Program Access" solutions are put in place are they documented by a written procedure to ensure staff implements them appropriately?

37. Are transportation providers, if applicable, trained regarding the use of tie downs, disability awareness, and the requirement that stops be announced and other transportation mandates?
38. Has a policy been created to address motorized mobility devices, as required by 28 CFR 35.137?
39. When the purchase of new equipment is made, (purchases including, but not limited to communication and transportation equipment) how are access requirements addressed?
40. Does the County operate any programs, services or activities from a registered historic site? If yes, please list the sites.
41. Have Sacramento County law enforcement officers received disability awareness training, such as the US DOJ roll call videos?
42. How is access monitored during planning and construction for County related projects?
43. When entering into settlement agreements as part of the Project Civic Access, the US DOJ requires that the staff of Title II entities, which have public contact, attend a two-hour training covering ADA requirements and disability awareness. How is Sacramento County informing impacted staff of the County's responsibilities and disability awareness?
44. In addition to staff training provided to date, are there other trainings you think should be produced? If yes, what training is needed and for whom?
45. Are there areas, not noted above, that you think should be studied within this Self-Evaluation?
46. Does Sacramento County have a policy in place that prohibits discrimination against people who formerly used drugs illegally?
47. Does the County have any programs that sell tickets with assigned seating?
48. How are reasonable accommodations handled for County volunteers?
49. Does Sacramento County have an anti-disability harassment policy? If yes,

- a. Is it based upon zero tolerance or the legal definition of disability harassment?
- b. How often is it disseminated to all County staff?

Communication Questionnaire

1. Does the County prescribe a certain font type for County published documents? If yes, what font type is used?
2. Does the County require a certain font size in County publications? If yes, please name the font size.
3. Is there a notice on all County publications informing users that the publications are available in alternative formats, if needed for people with disabilities?
4. Have County publications been reviewed to determine whether they portray people with disabilities in a demeaning or offensive manner?
5. Have County staff that create publications or correspondence been trained in the appropriate use of "person first language"?
6. Have County telephone information lines been examined to determine whether they are accessible to people who are deaf or hard of hearing?
7. Have local resources been identified which can provide auxiliary aids for communication as needed?
8. Does the County use any touch screen information systems for public interaction? If yes, is there an independent operating system for people with visual impairments?
9. If videotape is used on the County website or in any other forum, is it captioned?
10. Is there a policy in place for securing video remote interpreting services (VRI)?
11. If the Public Information Officer communicates with the press and releases critical information, is an American Sign Language interpreter visible and within the screenshot if television cameras are in use or is a captioning service used?
12. Are computers used by members of the public, such as in libraries? If yes, are they equipped with software which makes them accessible to people with visual impairments?
13. Are videos played in such places as waiting rooms, captioned for the public?
14. If public address systems are used, is there a component that makes the information accessible to people who are deaf or hard of hearing?

15. When announcements are distributed electronically, are they sent out in PDF and Word documents simultaneously?

16. Given the issues noted above, are there areas where you think training of County staff would be beneficial? If yes, please list the areas of training you have identified.

Department Intake Questionnaire

1. Please describe the programs, services and activities of your department. Consider points of contact with the public, including people with disabilities, and communication systems.
2. Does your department host any websites and/or social media pages (e.g. Facebook, Twitter, etc.)?
3. Does your department host computers, which are ADA accessible, that are available to the public?
4. Does your department have electronic informational kiosks and are they accessible to people with disabilities?
5. Does your department host meetings and events?
6. Does your department conduct licensing activities?
7. Does your department approve contracts with third party service providers or for design and construction projects?
8. Does your department conduct purchasing on behalf of the County?
9. Does your department have an emergency management plan that includes the needs of people with disabilities? If yes, when was it last updated? Please attach a copy of the emergency management plan.
10. Does your department supervise any maintenance staff?
11. Does your department sell tickets to meetings or events where seats are assigned?
12. Does your department have a procedure that could be used, if needed, to employ video remote interpreting (VRI)?
13. Does your department control areas of public pedestrian rights of way?

14. Does your department have an ADA Notice of Compliance? Where is it posted (be specific, e.g., on the employee bulletin board, at the front counter of a lobby, etc.)? Please attach a copy of the Notice.
15. Does your department transport any members of the public? If yes, what is the process for obtaining accessible transportation when needed for people with disabilities?
16. Does your department transport any staff? If yes, what is the process for obtaining accessible transportation when needed for those individuals with disabilities?
17. Does your department's grievance system:
 - a. Offer assistance to people with disabilities who, due to their disability, are not able to independently complete the grievance?
 - b. Provide timelines when a complainant can expect a result?
 - c. Have a second level of review? If yes, please state the position responsible.
 - d. Contain a notice regarding availability of the grievance system in alternative formats: Braille, large print, audio?
 - e. Contain the name and contact information of the ADA Coordinator?
18. Who in your department provides auxiliary aids and services to individuals with disabilities seeking accommodation under ADA Title II? Please include name, position and contact information.
19. When your department conducts employment interviews, is the decision to hire based upon which candidate is best qualified to perform the essential functions of the job with or without reasonable accommodations?
20. How are essential functions determined?
21. Are selection panel members trained regarding disability awareness and appropriate interactions with people with disabilities?
22. Is reasonable accommodation offered, as needed, for people with disabilities during selection?

23. Who provides reasonable accommodations to applicants and employees under the ADA Titles I and II regulations, and California Government Code 12926? Please include name, position and contact information.
24. Is an interactive process used? If yes, how is it documented?
25. How is undue hardship determined and by whom? Please include name, position and contact information.
26. Is contract language in place holding contractors and vendors to applicable State and Federal disability civil rights mandates? If yes, how is this enforced?
27. If an employee or member of the public with a disability believes they have been discriminated against by a County vendor or contractor, what steps are open to them for remedying the problem(s)?
28. Does your department have an accessibility construction inspection checklist for use by building code officials/building inspectors as a reference guide to assist with on-site inspection of accessibility features and construction elements affecting accessibility compliance to your facilities? If yes, when was it last updated? Please attach a copy of the checklist.
29. Is an accessibility plan check done when vendors are conducting tenant improvements in public service areas?
30. Is guidance in place for staff and vendors regarding clear space and furniture placement? If yes, when was it last updated? Please attach the guidance.
31. Are all publications offered in alternative formats: Braille, large print, audio?
32. Is there a notice on all public meeting announcements that auxiliary aids and services are made available, as needed, for participants with disabilities?
33. Is disability etiquette and “person first language” information available to all employees having public contact?
34. By what means are employees having public contact (including security staff) trained on how to interact with people with disabilities, disability civil rights laws, and disability etiquette?

35. Are publications used that include images of people with disabilities?
36. Are publications reviewed to ensure they do not portray people with disabilities in a negative manner?
37. Is there a policy and procedure in place to address policy modification requests and the determination of undue burden? If yes, when were they last updated? Please attach a copy of the policy and procedure.
38. Is there a policy and procedure in place to address direct threat determination? If yes, when were they last updated? Please attach a copy of the policy and procedure.
39. Is there a policy and procedure in place regarding maintenance of accessible features? If yes, when were they last updated? Please attach a copy of the policy and procedure.
40. Is there a written system in place to identify safety and access issues, which can be used by staff to report and/or correct problems? If yes, when was it last updated? Please attach a copy of the system.
41. Has staff been trained to identify access and safety issues?
42. If reasonable modifications are used to create access, are they approved before they are put in place? If yes, by whom? Please include name, position and contact information.
43. When reasonable modifications are put in place, are they documented to ensure staff implements them appropriately? If yes, how is the reasonable modification(s) documented? What information is included in the documentation?
44. When the purchase of new equipment is made (purchases including, but not limited to, communication and transportation equipment), how is it reviewed to ensure the equipment is accessible to people with disabilities?
45. Is there a policy in place that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program? If yes, when was it last updated? Please attach a copy of the policy.

46. How are reasonable accommodations to volunteers handled?
47. Is there an anti-disability harassment policy? If yes, when was it last updated?
Please attach the policy.
 - a. Is it based upon zero tolerance or the legal definition of disability harassment?
 - b. How often is it disseminated to all staff?
48. Does your department list "711 the California Relay" on business cards and letterheads?
49. Does your department prescribe a certain font type for published documents? If yes, what font type is used? Is the font in bold, standard, or a combination of both?
50. Does your department require a certain font size(s) in publications? If yes, what font size(s) are used?
51. Is there a notice on all department publications informing users that the publications are available in alternative formats, if needed, for people with disabilities?
52. Have department staff that create publications or correspondence been trained in the appropriate use of "person first language"?
53. Have the department's telephone information lines been examined to determine whether they are accessible to people who are deaf or hard of hearing?
54. Have local resources been identified which can provide auxiliary aids for communication, as needed, by people with disabilities (e.g. hearing loss, speech and language disorders, etc.)?
55. If critical information is released to the press, is an American sign language interpreter visible and within the screenshot, if television cameras are in use?
56. Are videos played in such places as waiting rooms which have captions, a transcript, and video/audio description so all members of the public can access their content?
57. If public address systems are used, is there a component that makes the information accessible to people who are deaf or hard of hearing?
58. When announcements are distributed electronically, are they sent out in accessible PDF and Word documents simultaneously?

59. Given the issues noted above, are there areas where you think training of staff would be beneficial? If yes, please list the areas of training you have identified.
60. Are there other topics you think should be studied within this Self-Evaluation?
61. Please share any other accessibility policies, procedures and guidelines, verbal or written, that you have in place. Please attach a copy.

Electronic Communication Questionnaire

1. Are all website postings reviewed for access before they are posted?
2. Have all files on County public sites been reviewed for access? If such a review is planned or in progress, please discuss it.
3. Do all websites meet 508 or WCAG 2.0 standards?
4. Have any complaints been received regarding access to any County website?
5. Is there a text equivalent, such as an alt tag on all non-text items such as photos or graphics?
6. For multimedia presentations, are equivalent accessible alternatives used, which are synchronized with the presentation?
7. If video is used, is it captioned for people who are deaf or hard of hearing?
8. When information is conveyed in color is the same information made available without the use of color?
9. Are documents organized in order that they are readable without the need for an associated style sheet?
10. Are redundant text links provided for each active region of a server-side image map?
11. Are row and column headers identified for data tables?
12. Is markup used to associate data cells and header cells for tables that have more than two or more logical levels of rows or column headers?
13. Are frames titled with text for form identification and navigation?
14. Are all pages designed to avoid the screen to flicker with a frequency greater than 2 Hz or less than 55Hz?
15. Is the text-only page, offered with equivalent information and functionality?

16. Is the content of the text only page updated at the same time the primary page is changed?
17. Is updating addressed the same way for all County public websites?
18. If a page uses scripting languages to display content, or create interface elements, is the information provided by the script readable by assistive technology?
19. If a web page or informational kiosk requires an applet or plug in device for access, does the required device(s) comply with Section 1194.21 of the Technical Standards for Software Operating Systems (a) through (l)?
20. If electronic forms are to be filled out online, do they work with assistive technology?
21. Have the systems discussed in question 19 been tested by end users?
22. Is a system in place that allows screen reader users to skip navigational links?
23. Are systems in place that may time out while a person is giving a response? If yes, is there a way that the user is warned and can obtain more time without losing data?
24. Are touch screen systems in use? If yes, do they have accessible operating systems for people who are blind? If video is used, is it captioned? Does the video contain audio descriptors?
25. If Board of Supervisor meetings are broadcast, do they have captioning?

Emergency Management Questionnaire

County and Office sites

1. Has the County used the guidance published by the EEOC regarding a lawful means of identifying employees who might need assistance during an emergency due to their disability?
2. Do County office buildings have a visitor's sign-in system to include an item whereby a visitor can declare, on a voluntarily basis that they would need assistance in an emergency due to a disability?
3. Have floor wardens been trained regarding the needs of people with disabilities in emergency situations?
4. If floor wardens are assigned the responsibility of assisting people with disabilities, are redundancies made in the assignments? (Consider wardens who might not be in the office on the day of the event.)
5. Has the emergency plan including the path of travel and assembly been coordinated with the Fire Department? (Consider Fire Department points of arrival, staging area, areas for fire hoses, wheelchair users, distance needed from emergency site, etc.)
6. Is there a procedure for shutting down the intake on the HVAC system if there is a need to shelter in place, due to contamination of the air outside the building?
7. Are people with disabilities involved in emergency plan creation, drills and debriefings?
8. If the event involves the need for site occupants to be decontaminated before leaving the site, is there a procedure in place to hold all parties on site until decontamination has been completed?
9. During shelter in place events, how are medical and medication needs addressed?
10. Can the person at the site handling the event communicate with the Fire Department as they are traveling to the site? Not all sites have this capability.

11. Is there information available to staff regarding how to deal with various types of events? (Consider earthquake, fire, shooting, bomb threat, civil unrest, terrorist attack, etc.) If yes, has it been made available to employees, if needed, in alternative formats?
12. Is the entire site covered by fire alarms and strobe lights?
13. Are exits clearly marked?
14. If areas of safe refuge will be in use, is there a communication system from that site to the event control center? If yes, would this system work for a deaf person?
15. Are all PA systems monitored to ensure the volume is high enough to be heard throughout the intended areas of impact?
16. Are emergency evacuation chairs available?
 - a. Has staff been trained in the use of these chairs?
 - b. If yes, did this training include information regarding the risks of transferring some people with disabilities into and out of the chair?
 - c. Have impacted employees with disabilities been involved with the training?
 - d. What is the plan should the chairs need to be used for more than one person? (Consider where the first evacuee will be left when the chair is taken back into the site for reuse.)
 - e. Have the chairs been tested in the stairwells to ensure they can operate and turn in the space available?
 - f. What is the plan in the event the slow-moving chairs create a backup in the stairwell?
 - g. Are the chairs stored close to where they will be used?
 - h. Are there any barriers or locks impacting ability to obtain them when needed?
 - i. Are chair manufacturer directives, if any, regarding maintenance followed?

17. Is there a plan in place to keep people hydrated if it is necessary to hold them outside the building for a prolonged period during hot weather?
18. Do elevators have a system to communicate if a person is trapped? If yes, will this system work for a person who is deaf or has speech limitations?
19. Has emergency management staff been trained regarding the variety of events that might occur and the impact on people with disabilities?

County-Wide Events

20. Who is in command during an emergency?
21. Does your emergency management plan include a threat assessment identifying events which could be most likely for your community?
22. Is there an evacuation plan for each community?
23. Does the emergency plan provide personal service assistance as needed for individuals with disabilities in shelter situations?
24. When the Public Information Officer (PIO) makes press announcements regarding the incident is an American Sign Language interpreter used?
25. Is staff trained to identify and address the needs of people with disabilities?
26. Is there a registry of people with disabilities who might need special assistance during an emergency? (Please note: this question does not imply that SSA recommended such a registry)
27. How are people with disabilities evaluated after having been sheltered for long durations to test their readiness to return home?
28. If temporary housing must be provided as a result of the emergency, how is accessible housing provided for people with disabilities who need such housing?
29. Has Sacramento County used the US Department of Justice guidance regarding disaster management? (Please note this can be located at ADA.gov.)
30. Does Sacramento County have a reverse 911 system or some other method of communicating with sections of the County? Is the system accessible to people who are deaf or hard of hearing?

31. If prolonged sheltering in place is necessary, is there a means of obtaining:
 - Accessible cots.
 - Medication and medical supplies.
 - Access for professionals who may arrive and be able to help
 - Feeding systems.
 - Personal service assistance.
32. Is more than one source identified to obtain needed items? (Consider that some supply sources may have been impacted by the emergency)
33. Is there a backup means in place by which room temperature can be maintained? (Consider people who may die if the temperature is too high)
34. Is there a policy in place regarding access to the shelter for service animals?
35. Is there a policy in place requiring that people with disabilities are served in integrated settings?
36. Have all third parties who may provide aid, such as the American Red Cross, agreed to comply with the mandates the County is held to by ADA Title II?
38. If evacuation is needed, is a plan in place which would provide:
 - Accessible vehicles.
 - Drivers.
 - Fuel.
 - Appropriate destination(s).
 - Destinations.
39. Have various area hospitals been identified which could accept injured people?
40. If the evacuation of a building is necessary, how is the impacted area swept to ensure it is clear?
41. How is new staff oriented regarding the emergency plan?
42. Are drills held? If yes, do they involve different types of incidents? Please list.

43. Is there a procedure for shutting down the intake on the HVAC system if there is a need to shelter in place, due to contamination of the air outside the building?
44. Are people with disabilities involved in emergency plan creation, drills and debriefings?
45. Is the County ADA Coordinator involved in the emergency plan creation, drills and debriefings?
46. Does Sacramento County have a Disability Advisory Committee involved? If yes, are they involved in this area?

Employment Questionnaire

It is necessary for the reviewer to identify any employment impact that comes about or may come about due to an applicant or employee's disability.

1. Are County openings advertised through organizations, which have a disability constituency, i.e. the Department of Rehabilitation, Independent Living Centers and other community based disability organization? If yes, please describe how this occurs. If it does not occur, please make recommendations, which would put this practice in place.*
2. If the Sacramento County has a telephone job line how can persons who are deaf or hard of hearing obtain the same information? If yes, how?
3. If information regarding County employment and or job applications are online, does the online postings comply with WCGA 2.0? This would include any online information hosted by any entity under contract with the County.
4. Are essential and marginal functions of each position identified before advertising for the position? If yes, by whom?
5. Are essential functions determined by class specifications or individual duty statements?
6. Have minimum qualifications been reviewed to ensure that they are job related and consistent with business necessity? For example, requiring a driver's license for a position where the incumbent does not drive might disqualify an otherwise qualified person with a disability. Please make recommendations as appropriate to improve this process.
7. Please describe how information about testing and openings are made available in alternative format for persons who request it, due to their disability related needs. Are improvements needed to this system? If yes, please describe.
8. Do job bulletins announcing openings contain statements regarding the County's non-discrimination policy concerning persons with disabilities?
9. Do job announcements inform candidates that reasonable accommodations are available as appropriate during the selection process?
10. How is the process discussed in number 7 carried out?
11. How are selection activities, i.e. interview questions, writing exercises, reference checks etc., coordinated with the essential functions of the position?

12. Do candidates know in advance of the types of activities they will need to engage in during the selection process? If yes, how are they informed? Please share any recommendations you have to enhance this process.
13. How are selection panelist trained in disability etiquette and legal question formation?
14. Who ensures that selections are conducted in accessible locations?
15. Is there a policy requiring that selection sites be adjacent to accessible public transportation?
16. Are all panel interviews held in buildings owned by the County?
17. Is the County's reasonable accommodation procedure posted and readily available to employees and candidates for employment?
18. Is reasonable accommodation available during selection, the performance of essential functions and the receipt of benefits of employment?
19. Is assistance in completing forms regarding the reasonable accommodation process available as needed to persons with disabilities?
20. Have State and Federal laws been compared to determine which provides the greatest access and are the most inclusive requirements used as a basis for employment policy/practice?
21. Does the reasonable accommodation procedure require an interactive process, which includes; disability disclosure, interactive problem solving, accommodation selection, accommodation implementation and ongoing follow up to ensure effectiveness?
22. How is the interactive process documented? Please explain.
23. Have persons responsible for the reasonable accommodation process been trained regarding the legal requirements in this area?
24. Are medical inquiries based upon need that is job related and consistent with business necessity?
25. When making a medical inquiry, does Sacramento County inform the medical provider that genetic information is not being requested as mandated by the Genetic Information Nondiscrimination Act and the FEHA?

26. What outside resources have been identified to assist in the reasonable accommodation process when additional information is needed?
27. What is the process to determine that an employee is not able to be accommodated in their current position?
28. Are Worker's Compensation medical records kept separate from medical records obtained to facilitate reasonable accommodations?
29. Are supervisors trained that it is unlawful to ask questions about disability or questions that might lead to information about a disability during selection interviews or reference checks? How do HR staff, supervisors and managers obtain information regarding the legal requirements to which the County of Sacramento is held?
30. How much information does the first line supervisor get regarding an employee's reasonable accommodation?
31. When an employee returns to work after medical leave; who receives information from the medical provider? What information is required? Where is this information stored?
32. Is there a system in place to reassign employees with disabilities into a vacant position County wide if effective accommodation is not possible in their current position?
33. Is this decision reviewed before the transfer is affected? If yes, by whom?
34. How long does the County seek a vacant position for an employee needing reassignment as a form of reasonable accommodation?
35. The reassigned employee must be able to perform the essential functions of the new position with or without reasonable accommodation. How is the reasonable accommodation process handled during reassignment?
36. Does the County have a policy prohibiting reassigned staff from competing for the position they are being assigned to?
37. Have emergency management teams in all facilities been trained regarding the needs for employees with disabilities during an emergency?

38. Has the guidance for employer's issues by the EEOC, concerning identifying staff with disabilities that may need assistance in an emergency been used? If yes, how often is it used?
39. Does the County provide reasonable accommodations to employees who might need assistance, due to their disability, during an emergency?
40. Is a statement disseminated to all staff annually putting them on notice that the Sacramento County has prohibited disability discrimination or harassment including jokes or inappropriate language?
41. What is the process for determining undue hardship regarding a reasonable accommodation process?
42. What is the process for determining direct threat?
43. What system is in place to address the need an employee with a severe disability might have, in terms of driving a modified vehicle on work related business?
44. If an employee with a severe disability is on travel status and needs a personal services attendant, is there a system in place to address this need?
45. Is Sacramento County's Notice of ADA Compliance posted in all work sites?
46. Is Sacramento County's ADA grievance system posted in all work sites?
47. Is there a policy in place that prohibits discrimination against persons who formally used drugs in an illegal manner who have been through a rehabilitation program and are not using drugs?
48. Does the Department of Personnel Services handle all employment transactions or are some delegated to other departments? If some transactions are delegated, how are other departments trained?
49. What disability civil rights employment training has the Department of Personnel Services had in the past three years?
50. What training do supervisors and managers receive on a County wide basis regarding disability civil rights employment? When was the last time training was held?
51. What are your recommendations for improvement to your department?

Facilities and Spaces Leased to Third Parties Questionnaire

1. Is there a policy in place regarding the maintenance of accessible features? If yes, has maintenance staff been trained regarding identifying and reporting or repairing disability access and safety issues?
2. Is access to County owned/leased space surveyed for compliance before the space is offered for lease? If so, are access barriers addressed before the lessee occupies the space?
3. Is guidance available to impacted staff regarding furniture placement and access issues? Consideration includes, but is not limited to clear space, strike side clearance, bulletin board elevation, reach ranges, etc. (Applies only if the County is providing furniture and equipment.)
4. Do lease agreements clearly define areas of County and tenant responsibilities regarding access?
5. Are facilities surveyed to determine if access and safety is being maintained?
6. How are tenant improvement projects reviewed to determine if they create disability civil rights violations?
7. Are equipment and furniture purchases reviewed to determine if they comply with access standards?
8. When access improvements are made, are the barriers to access that have been mitigated incorporated into the County ADA Transition Plan to show a good faith effort to comply with ADA?
9. Are construction and remodeling projects done in conjunction with a CASp? Note: CASp reviews are recommended at plan check, at key points of construction and upon project completion.
10. When the County leases space to be used for the provision of County programs, services or activities, is a CASp inspection performed beforehand?
11. Are access barriers addressed before the County occupies the space?
12. Does the County operate any programs, services or activities from a registered historic site? If yes, please list the sites.

Fleet Services Questionnaire

1. Does Fleet Services own or maintain an ADA vehicle(s)? If yes, please provide a description of the vehicle(s).
2. Is there a policy or a set of procedures addressing ADA vehicles? If yes, when were they last updated? Please attach a copy of the policy or procedures.
3. What is the procedure when there is equipment failure? How is access maintained? When was the procedure last updated? Please attach a copy of the procedure.
4. Have complaints been made regarding access to an ADA vehicle? If yes, please discuss the complaint and how it was addressed.
5. When the purchase of new equipment is made for an ADA accessible vehicle, how is it reviewed to ensure the equipment is accessible to users with disabilities? Is there a written review criteria? If so, when was it last updated? Please provide a copy of the review criteria.
6. Are staff trained regarding the requirements for an ADA accessible vehicle?
7. What is the process for a Department to request an ADA vehicle? When was the process last updated? Please attach a copy of the policy or procedure.
8. What is the process for a Department to make a request for the purchase of an ADA vehicle? When was the process last updated? Please attach a copy of the policy or procedure.
9. Do Departments separately maintain or house ADA vehicles?
10. Please share any other accessibility policies, procedures and guidelines, verbal or written, that you have in place. When they were last updated? Please attach a copy.

Law Enforcement (Patrol Only) Questionnaire

1. Have Sacramento County first responders been trained regarding the disability civil rights mandates that the County is held to under State and Federal laws?
2. Have holding and booking areas been reviewed for access since the 2010 ADA Standards for Accessible Design became effective? If visitor areas are offered, are they accessible?
3. If inmate phone systems are provided, is there a phone system for inmates who are deaf or hard of hearing?
4. When arrests are made, how are service animals dealt with?
5. When arrests are made, how are medical appliances (canes, walkers, hearing aids, oxygen tanks, etc.) addressed?
6. How are power wheelchairs, scooters and other large mobility devices transported after an arrest?
7. How are medication needs dealt with after an arrest?
8. When an officer is giving information (direction or Miranda Rights) to a person with a communication related limitation, how is it determined that the person understands the information being communicated?
9. How do officers communicate with people who are deaf or hard of hearing?
10. Does the 911 system have TTY? If yes, how often does training occur regarding its use?
11. Is there a procedure in place for officers to obtain a sign language interpreter when one is needed on an emergency basis?
12. Have officers been trained regarding the best techniques for communication with people with disabilities and officer safety? If yes, were the following disabilities covered?
 - a. Vision Impairments
 - b. Deaf, Hard of hearing and Speech Impairments
 - c. Developmental Disabilities
 - d. Traumatic Brain Injury
 - e. Post-Traumatic Stress Disorder

- f. Learning Disabilities
 - g. Mobility Impairments
 - h. Multiple Chemical Sensitivities
 - i. Mental Disorders
 - j. Competing Disabilities (i.e. someone is on the bus with a service dog and another person on the bus has a phobic response to the dog and wants it removed as an accommodation. Both have rights to be considered. The passengers are in conflict)
13. Are there other issues you think should be addressed in dealing with disability civil rights and your role within Sacramento County? If yes, please explain.

Meetings and Event Planners Questionnaire

1. Is notice provided within meeting/event announcements that auxiliary aids and services (reasonable accommodations) are available as needed for people with disabilities?
2. Are people administering the meeting trained regarding the County's disability civil rights responsibilities?
3. Are meetings held on public transportation routes?
4. Are meeting sites reviewed for physical accessibility before the meeting is calendared? Note: this must include arrival points, meeting room(s), supporting restrooms, drinking fountains, public phones, registration counters, etc.
5. Are service animal relief areas identified before the meeting?
6. Are stages, speaking platforms, microphones and other items to be used by people with disabilities accessible? Note: When considering microphone access please take into account podium elevations, touch screen control systems, goose neck microphone attached to the center of tables without knee clearance for wheelchair users, and people who will not be able to hand hold any equipment.
7. If video is used, is it captioned?
8. If video is used, does it contain audio descriptors?
9. Are speakers asked to read aloud all content on PowerPoint Presentations?
10. Is integrated seating made available with companion seating for wheelchair users?
11. If seating is at tables, is knee clearance space checked for wheelchair users?
12. Is high seating available for people who have difficulty getting in and out of low chairs?
13. Is staff trained to set up meeting rooms to provide maneuvering space for people who use wheelchairs or service animals?

14. Are FM Loop systems (Assistive Listening Devices) available for people who are hard of hearing? If FM Loop systems are being used, do meeting hosts ensure that all comments made during the meeting go through the PA system?
15. If sign language interpreters or a real time captioner are being used, is there reserved seating at the front of the room for people needing these accommodations?
16. Are two sign language interpreters retained for meetings or events lasting more than two hours?
17. Are sign language interpreters and real time captioning screens positioned close to the speaker?
18. Are sign language interpreters under good lighting?
19. Are sign language interpreters and real time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?
20. If speaker cards are to be used, is staff available to assist people with disabilities, as needed, in completing the cards?
21. If public comment time is limited, is the time increased for people who have speech impairments?
22. If events include displays, are the displays accessible and on an accessible route?
23. Is the indoor or outdoor surface where people with disabilities will travel smooth, stable and slip resistant?
24. Have transaction points been reviewed for clear space and elevation?
25. If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning used to display the exhibit?
26. Does Sacramento County have an event planning checklist to address access in meetings and event planning?

Parks and Recreation Questionnaire

1. Does your department have special programs for people with disabilities?
2. Can people with disabilities be served in integrated settings in your programs?
3. How is staff trained regarding the process of providing accommodations to people with disabilities?
4. Do you have a reservation system? If yes, is it accessible to people with disabilities?
5. Are new construction or remodel projects reviewed for access? If yes, how?
6. Do people with disabilities receive information concerning the degree of difficulty within programs, services and activities? If yes, how?
7. Do the Parks have swimming pools? If yes, how are pools made accessible for people with disabilities?
8. Are playgrounds accessible to people with disabilities?
9. What procedure is in place for maintenance of accessible features?
10. Does your department provide public transportation as a part of its program scope? If yes, are vehicles accessible?
11. Are vehicles equipped with lifts that have a capacity of at least 600 pounds?
12. Do vehicles have space for people with disabilities and securements?
13. Has staff been trained concerning disability etiquette and the use of equipment which create access?
14. Have off-site recreational facilities that are used for programs been checked for access? If yes, how?
15. If a person with a disability needs an accommodation to participate in your department's programs, how would they know what activities are offered so that they could make an intelligent assessment of their accommodation needs?

16. Has staff been trained regarding the process for providing accommodations and the resources needed?
17. Does your department need, or would it benefit from, a policy controlling the use of motorized mobility devices by people with disabilities? (consider speed limits, storage and pedestrian and motorized vehicle use in the same area)
18. Is recreational equipment used within programs accessible to people with disabilities?
19. Are access issues considered during the purchase of furniture and equipment? Consideration should include, but not be limited to accessible picnic tables, drinking fountains, stages and platforms, etc.
20. When organizations use department facilities, do they receive guidance regarding making their events accessible?
21. Have ADA complaints been received concerning department operations? If yes, please describe.
22. Does your department have sworn officers?
23. Does your department conduct meetings and event planning?
24. What ideas or suggestions do you have which would improve access for people with disabilities within your program area?

Purchasing and Service Contracts Questionnaire

General Conditions

1. Are all public documents related to bidding and contracting available to people with disabilities in alternative formats if needed?
2. Are meetings related to bidding and contracting held in accessible locations?

Construction and Remodels

1. Do all design contracts hold design professionals to designs that use, at minimum, the most stringent access standards in effect at the time of the project?
2. Do design contracts encourage design professionals to exceed the maximum access standards when possible to ensure that construction tolerances are built into the project?
3. Is a policy in place that mandates CASp inspections at key points of construction and at completion, before the final payment is made?
4. Are major public projects reviewed by stakeholders with disabilities during the planning stage?
5. Are work zones cane detectable?

Service Contracts

1. Do all contracts in which the contractor will be providing programs, services or activities on behalf of your office, written in a manner that holds the contractor to the mandates of Title II of the ADA and California Government Code 11135?
2. If a recipient of programs, services or activities via service contracts believes that his or her civil rights have been violated, what recourse is open to them?
3. How do the contract administrator and ADA Coordinator become aware of alleged civil rights violations? (Please discuss timelines and communication of facts.)

Purchase of Items Which Have Communication Elements

1. Is there a requirement in place that mandates purchasing agents to check the marketplace to determine if an equivalent accessible item can be purchased?
2. Are purchased items examined to determine if they are usable by people who are:
 - a. Blind?
 - b. Have low vision?
 - c. Deaf?
 - d. Are hard of hearing?
 - e. Have learning disabilities? (Consider items that do not contain time limits on their use and close down.)
 - f. Have limited dexterity? (Consider items that do not require grasping, pinching or twisting.)
3. When questions come up regarding accessible communication purchases, are outside resources consulted (i.e. Disability Advisory Committees, Jobs Accommodation Network, local Independent Living Center, etc.) before the purchase is made?

General Purchases

1. Prior to the purchase, and if applicable, are building standards reviewed to ensure the item in question will be compliant when installed in its intended location? (Standards to consider include, but are not limited to: toilet paper dispensers must be located below the grab bar, items may not protrude more than 4" from the wall in a path of travel if they are placed at an elevation above 27" or below 80", clearance must be available for a wheelchair user to be able to approach the item for use, an item must not require a person to reach higher than 48" or lower than 15" to operate, etc.)
2. Is the operational presser required to use an item considered? (It should not exceed 5lbs.)
3. Is dexterity considered before a purchase is made? (Users must not be required to grasp, pinch or twist the device to operate it.)

4. When furniture is purchased, are knee clearance for tables and clearance space within a room considered?

Voter Registration and Elections

1. How are polling sites reviewed for accessibility?
2. Are records maintained and available for public review when on-site inspections are conducted?
3. Are polling sites located on public transportation routes?
4. If an accessible polling site is not found within a voting precinct, what steps are taken to address access for people with disabilities? Are all efforts documented and kept on file?
5. Is polling equipment tested for accessibility?
6. Is guidance or a checklist provided to poll workers or election officers regarding clear space and furniture placement? If yes, when was it last updated? Please attach.
7. What training or guidance is provided to poll workers or election officers regarding disability awareness and the County's obligations under State and Federal civil rights laws? Is this training mandated?
8. What policy or procedure is in place regarding policy modification requests? Please attach.
9. Who is responsible for the determination of fundamental alteration?
10. Is the County ADA Coordinator involved in determining whether temporary modifications or measures are appropriate?
11. Are poll workers or election officials trained on providing policy modifications?
12. What policy or procedure is in place to address requests for auxiliary aids at each stage of the process, from registering to vote to casting a ballot? Please attach.
13. Are poll workers or election officials trained on providing auxiliary aids and services?
14. Have local resources been identified which can provide auxiliary aids for communication as needed?
15. Is there a policy or procedure in place to address service animals? Please attach.

16. Is there guidance or training for poll workers or election officials should there be an incident involving a service animal? Please attach.
17. What policy or procedure is in place to address the need for use of temporary modifying equipment or measures to minimize physical barriers? Please attach.
18. Is a notice included on voter registration and "Vote By Mail" ballot instructions offering materials in alternate formats?
19. Does the County maintain a Voting Accessibility Advisory Committee (VAAC) to assist election officials in implementing provisions of the ADA? If yes, how often does the committee meet? How many members are on the committee? How are members solicited and selected?
20. Does the County advertise the Secretary of State 24-hour, toll-free, TTY number for communicating voter registration and related information to elderly voters and voters with disabilities? If no, does the County advertise its own TTY number?
21. Are early voting polling locations reviewed for accessibility?
22. Do sample ballots list accessible polling places?
23. Is there a policy or procedure for providing reasonable accommodations to poll workers? Please attach
24. Is a notice posted with information on how to file a complaint for any individual who is personally aggrieved by non-compliance? Where is this notice posted?
25. Given the issues noted above, are there areas where you think training of staff would be beneficial? If yes, please list the areas of training you have identified.

SECTION III: GENERAL POLICY REVIEW

County departments were asked to provide supporting documentation for answers referencing policies, procedures or guidance. Sally Swanson Architects, Inc. (SSA) reviewed the documentation to determine if any modifications were needed to ensure access for people with disabilities and compliance with disability civil rights laws. Policies that were missing or out of compliance were identified and incorporated into the findings and recommendations. If best practices and additional suggestions are relevant to include then these should also be considered. These policies are also cited in the Work Plan.

It is the policy of Sacramento County to comply with all State and Federal disability civil rights requirements. SSA recommends that the above policy be adopted and that the contents of this report be viewed in the context of policies and procedures designed to support the general nondiscrimination policy.

List of available policies and procedures for SSA's review are contained in this section.

County-wide Policies:

ADA Public Notice

Discrimination and Harassment

Reasonable Accommodation Process

Reasonable Accommodation request Form

Access Request/Complaint Form

ADA Service Request/Complaint Procedure

ADA Interactive Process Summary Form

Alternate Formats of Documents

CountywideIIPP FINAL PUBLISH 07-18

Department Specific Policies:

Assessor:

Emergency Preparedness Plan

Injury and Illness Prevention Program

Child, Family, and Adult Services:

2014-06 CPS Anti-Harassment Non-Discrimination Policy

2018-07 CPS Progressive Complaint Resolution

2014-12 DHHS Emergency Operations Plan

2018-08 ADA Compliance Notice

CDSS DIV 21 Regs

CDSS PUB 13

CS 107 Request for Accommodation of Disability Form

E 2018 Formal Complaint Form

E 2018 Ombudsman Brochure

Child Support Services:

DCSS Emergency Plan(2016)

DCSS Safety Suggestion - Hazard Form

Civil Service Commission:

Civil Service Commission Emergency Procedure Plan

County Clerk Recorder:

Emergency Action Plan-All Sites-2015-Final

Safety Suggestion or Hazard Observation Form

County Counsel:

Emergency Preparedness Program Granite Park

Emergency Procedures Plan Downtown 08 Final

Safety Suggestion/Hazard Observation Form

County Executive/CEO:

EMERGENCY PROCEDURES PLAN 700 H (2)

EPP 700 H Final 8-29-2017

Planning and Environmental Review:

Emergency Operations Plan (EOP) Final 1.0 Sac Co. 07-11-17

People with Access and Functional Needs

Development and Code Services:

Building Permits & Inspections:

9700 Goethe Rd. Emergency Response Plan (ERP) Final Draft

District Attorney:

2018 DA Downtown EPP

Fitness for Duty

Request for Assistance

Videorelay

Finance:

Clear Space Minimums

Emergency Action Plan - DOF Rev 8-10-2018

CUBS:

EMERGENCY PROCEDURE PLAN _Suite C_CUBS_Final

First 5 Commission:

#9 - Emergency Evacuation Procedures

#34 - Disability Etiquette

#38 - Emergency Procedures

#45 - Drug Policy

#48 - Stationery Guidelines

Health Services:

DEOP 2015_6_09 intranet version

PRI _PP-CS-02-02-Interpreter-for-Patient-Care-03-01-17

PRI _PP-CS-02-01-Alternate-Format-09-17-10

PP-CS-02-03-Wheelchair-Access-07-20-10

Workplace Violence Final Policy 032103

PP-CS-02-04-NonDiscrimination-HIV-Status-06-06-11

PP-CS-03-01-Telephone-Protocol

PP-CS-03-02-Patient-Registration

Human Assistance:

12-16 Policy and Procedure for Workplace Harassment Complaints

Building Use Policy

Emergency Instructions and Contacts Factsheet

Injury and Illness Prevention Program

Probation, Juvenile Division:

Court Resources EPP Final Feb 2017

Emergency Procedure Plan 9-22-16 Executed

EPP WETYC Current Jan 2017 Rev 2

Wing A EPP Final Jan 2017 Rev 3

Public Defender:

EPP EMERG PREP PLAN - PUBLIC DEFENDER Updated 1-31-2017

Hiring and Interviewing Best Practices

New Employee Safety Checklist

Revenue Recovery:

ADA Assistance Available image

DRR Injury and Illness Prevention Program - Jul 06, 2018

Emergency Procedures Plan (EPP) - Jul 06, 2018

Sacramento Area Sewer District:

0601_Discrimination

Copy of Access Compliance Report NACY

Copy of Access Compliance Report SACY

Sac Sewer Access Report - Don Julio Blvd-03.13.17

Sac Sewer Access Report - Goethe Rd_Revised

SASD Emergency Action Plan

Transportation:

Monitoring and Status Report

Voter Registration and Elections:

3555 Citrus Heights City Hall

Clear Space Requirements

Disability Awareness

Training Manual-Service An

entire-guidelines-april-2014

polling-place-accessibility-guidelines

Waste Management and Recycling:

2018-08-20 Disability Exemption form blank DOC082018 (003)

ADA Sign

Public Vetting

Section to be expanded upon at a later time.

Work Plan

Implementation of ADA Self Evaluation and Transition Plan Findings and Recommendations

Each public entity must formulate an approach to implementation that best suits itself and the community it serves. There is no one approach to compliance. Most public entities start by putting together an ADA team.

ADA Team

A team approach is key to achieving successful compliance for several reasons. One of the important aspects of putting together a team is to identify the various players needed for this effort. The following criteria should be considered:

1. Representation of all departments

Each department or other major organizational unit should designate a liaison to participate in overall planning and decision making, collect information regarding his or her department's policies and practices, inform staff within the department of ADA requirements, and serve as contact person for the public within that department.

2. Special skills and expertise

The team should include staff and/or external parties, including members of the public who are people with disabilities, who have skills and expertise in the following areas:

- finance and budgeting
- document analysis
- capital planning
- program evaluation using quantitative or qualitative data, and sometimes a combination of both
- facilities management
- employment
- contracts and purchasing
- public works
- communication accessibility
- community relations
- general knowledge of Federal and State accessibility standards/regulations

3. Involvement of people with disabilities

There are several reasons to include people with disabilities. First, the regulation requires that public entities provide an opportunity for people with disabilities and other interested individuals or organizations to review and comment on the self-evaluation and transition plan. Second, involving the end users in the process will generate solutions that are creative and effective. Third, involving people with disabilities in decision-making will strengthen the accountability of the process and ensure wise use of limited public resources. The team should include representation of as wide a range of disabilities as possible. People with physical, visual, hearing, speech, intellectual, learning, behavioral health, and other disabilities may be included on the team. Sacramento County has an established Disability Advisory Commission that will be a focal point for creating opportunities for input and coordination with County staff.

The work plan is contained in this section.

A response in red text indicates an action item.

Sacramento County - Self-Evaluation Work Plan 2019 (Draft)

Results of the Sacramento County Staff Surveys and Interviews. The questionnaires were used as the basis for interviews with County staff members that were knowledgeable of County operations and the subjects addressed within the questions. The responses from County

ADA Coordinator							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
5	28 CFR 35.106	Does the County of Sacramento have a plan for ADA Notice and Grievance dissemination?	Personnel Services - Disability Compliance Office	Notices are periodically disseminated for distribution through the departmental Public Access Coordinators, but it is unclear whether they are properly posted in the recommended locations.	No system is in place to ensure the ADA Notice of Compliance and ADA Grievance Procedure is posted in the recommended locations.	Create a system to track and monitor locations of the ADA Notice of Compliance and Grievance Procedure.	
11	28 CFR 35.141	How is undue hardship determined and by whom?	Personnel Services - Disability Compliance Office	For employee accommodations, staff are directed by the County's process and the Interactive Process Summary form to consult with HR Service Team representatives and/or the DCO before attempting to deny a Reasonable Accommodation request. Undue hardship is determined on a case-by-case basis through the interactive process and if applied must be documented in detail using the reasons stated on the Interactive Process Summary form.			Consideration should be paid to 28 CFR 35.164 which states that denial letters only be authorized by County staff who have an understanding of all the resources within the organization.
12	28 CFR 35.130 (f)	Is there an anti-surcharge policy in place to make it clear to staff not to charge for staff or public accommodations?	Personnel Services - Disability Compliance Office	No.	No clear written statement was found that prohibits surcharges for accommodations.	Set a written policy in place that makes it clear that surcharges are not to be levied for accommodations or auxiliary aides and services. The Notice of ADA Compliance is a common location for such policy statements.	
16	28 CFR 35.130 (b)(3)	Is guidance in place for County staff and vendors regarding clear space and furniture placement? If yes, please attach the guidance.	Personnel Services - Disability Compliance Office	No.	No guidance for staff was found to be used by impacted County staff that is responsible for placement of furniture and equipment.	Create and disseminate guidance to impacted County staff regarding furniture and equipment placement.	
19	28 CFR 35.136	Is there a procedure in place to be used by County staff should there be an incident involving a service animal? If yes, please attach the procedure.	Personnel Services - Disability Compliance Office	No.	No procedure is in place for County staff should there be an incident involving a service animal.	Although not required, it is recommended that the County use an incident reporting system to document service animal incidents. This step is recommended as service animal issues are common within state and local governments. Include guidance in the FAQ being developed regarding service animals.	
20	28 CFR 35.130	How does the County address service animal relief areas during meetings and events?	Personnel Services - Disability Compliance Office	Case by Case basis.	No system is in place to set up service animal relief areas to support meetings and events.	To support access, it is prudent to set up protocols that establish service animal relief areas adjacent to County sponsored meetings and events.	Best practice to support access.
21	28 CFR 35.160	Are all County of Sacramento publications offered in alterative formats?	Personnel Services - Disability Compliance Office	There is an alternate formats policy posted on the DCO's intranet page. This topic is included in the DCO's disability sensitivity/public access requirements training which is provided on request. Based on observation, inquiries and feedback from employees, it seems that this requirement is not widely understood.	No system is in place that results in an alternative format notice being included in all County publications.	Establish protocols that result in an alternative format notice being included in all County publications.	
22	28 CFR35.160 (b)(1)(2)	Is there notice on all public meeting announcements that auxiliary aides and services are made available as needed for meeting participants with disabilities?	Personnel Services - Disability Compliance Office	This notice is always on Board of Supervisors and Planning Commission and DAC meeting agendas, but this is not consistently done for every public meeting. The DCO reaches out to advise adding this information when it is made aware of a meeting announcement which does not contain the notice.	In some parts of County government a practice exists in which announces that auxiliary aids and services are available to participants with disabilities. However, no policy or procedure is in place to ensure consistency in this area.	Create a policy or procedure to ensure all County meeting announcements contain a statement that auxiliary aides and services can be made available as needed for participants with disabilities.	

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
25	28 CFR 35.130	How are new employees oriented to etiquette, language and the County's legal disability civil rights mandates?	Personnel Services - Disability Compliance Office	All new employees receive this information in the county's mandatory harassment training.	No system was found that provides new employees with disability information including etiquette and what the County is held to under State and Federal law.	Ensure that new County staff receives information regarding disability etiquette and the requirements the County is held to under State law.	Best practice to support access.
27	Best Practice	Has the County's Disability Advisory Commission been trained regarding the mandates the County is held to under ADA and California Government Code 11135 and 12926?	Personnel Services - Disability Compliance Office	Yes, but not recently.	The County's Disability Advisory Commission has not recently been trained regarding the mandates the County is held to under ADA and California Government Code 11135 and 12926.	Provide updated training the County's Disability Advisory Commission on new/revised trends, laws, and regulations. Training should be provided thereafter on an annual basis to capture new DAC members and maintain expertise of the Commission.	Best practice to support County government and 28 CFR 35.103.
29	28 CFR 35.130	Are publications reviewed to ensure they do not portray people with disabilities in a negative manner?	Personnel Services - Disability Compliance Office	Not every publication is reviewed by DCO. However, if an inappropriate portrayal were noticed, it would be brought to the attention of the individual or Department responsible for the publication so that improvements could be made.	No system was found by which publications are reviewed to ensure people with disabilities are not portrayed in a negative manner as recommended by the US Department of Justice (DOJ) within the ADA, Title II, Technical Assistance Manual II-8.2000 #6.	Train staff on person first language and disability etiquette and ensure it is used when creating publications.	
30	28 CFR35.130 (b)(7)	Is there a policy and procedure in place to address policy modification requests and the determination of undue burden? If yes, when was it last updated? Please attach a copy of the policy.	Personnel Services - Disability Compliance Office	No.	No procedure was found to address policy modification requests and the determination of fundamental alteration of programs as required by 28 CFR 35.130 (b)(7)(i).	Create a procedure to address policy modification requests and the determination of undue burden. Provide guidance to impacted County staff regarding the policy modification mandate. If guidance is created it should be placed in a central location accessible to County staff, such as on the intranet.	
31	28 CFR 35.139	Is there a policy and procedure in place to address direct threat determination to others? If yes, when was it last updated? Please attach a copy of the policy.	Personnel Services - Disability Compliance Office	No.	No procedure is in place to address individuals participating in, or benefitting from, County services, programs, or activities who pose a direct threat to the health or safety of others as required by 28 CFR 35.139(b).	Create a system for the determination of direct threat using the requirement of 28 CFR 35.139(b) summarized as follows: an individualized assessment, based on reasonable judgment that relies upon current medical knowledge to ascertain the risk, the probability of injury, and ways to mitigate those.	
36	Best Practice	When "Program Access" solutions are put in place are they documented by a written procedure to ensure staff implements them appropriately?	Personnel Services - Disability Compliance Office	Not always. As previously stated, if a line employee is able to find an immediate access solution, it is simply acted upon without requiring review from DCO or explicit documentation.	Not all "Program Access" solutions are documented by a written procedure to ensure appropriate implementation.	Create a process for documenting and reviewing "Program Access" solutions.	
38	28 CFR 35.137	Has a policy been created to address motorized mobility devices, as required by 28 CFR 35.137?	Personnel Services - Disability Compliance Office	No.			28 CFR 35.137 gives the County the option of creating policy regarding the use of motorized mobility devices, if needed. This is an issue the County may revisit at any time.

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
43	Best Practice	When entering into settlement agreements as part of the Project Civic Access, the US DOJ requires that the staff of Title II entities, which have public contact, attend a two-hour training covering ADA requirements and disability awareness. How is the County of Sacramento informing impacted staff of the County's responsibilities and disability awareness?	Personnel Services - Disability Compliance Office	The DCO has a training module which provided on request, but has not been implemented County-wide.	Not all staff having public contact have been trained on the County's responsibilities and disability awareness.	Ensure all staff having public contact are trained on the County's responsibilities and disability awareness.	
44	Best Practice	In addition to staff training provided to date, are there other trainings you feel should be produced? If yes, what training is needed and for whom?	Personnel Services - Disability Compliance Office	All County staff could benefit from ADA training, both basic principles and topics specific to their program area.	All county staff would benefit from additional ADA training for both basic principles and program area specific topics.	Provide county employees general and program specific training on State and Federal disability civil rights laws and disability awareness.	
46	28 CFR 35.131 (a)(2)	Does the County of Sacramento have a policy in place that prohibits discrimination against people who formerly used drugs illegally?	Personnel Services - Disability Compliance Office	No specific County policy exists, but legal requirements are followed. Accommodations related to drug treatment would be applied to employees on a case by case basis as part of the reasonable accommodation process.	No policy was found to comply with 28 CFR 35.131 (discrimination against people who formerly used drugs in an illegal manner, have been through a rehabilitation program, and are currently not using drugs in an illegal manner).	Create a policy to comply with 28 CFR 35.131.	

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Communication							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
1	28 CFR 35.160	Does your department prescribe a certain font type for published documents? If	County Executive - Public Information Office Technology	Yes, Verdana 12 point. No.			Although not required by the ADA, adopting a prescribed font and size would enhance access for persons
2	28 CFR 35.160	Does your department require a certain font size in all of its publications? If yes,	County Executive - Public Information Office Technology	12 point. No.			See item 1.
3	28 CFR 35.160	Is there a notice on all publications informing users that the publications are available in alternative formats, if needed for people with disabilities?	County Executive - Public Information Office Technology	Majority of publications are online and are formatted automatically for web readers. Publications with phone numbers for County services that have TDD options are noted. Not all publications. Documents published to the web sites typically have this notice.	Not all publications contain a notice offering the availability of alternative formats, if needed, to make them accessible to people with disabilities.	1. Include notice on all publications. 2. Identify resources that can be used to create needed alternative format publications. 3. Ensure impacted staff is aware of this requirement.	
4	28 CFR 35.130	Have publications been reviewed to determine whether they portray people	County Executive - Public Information Office Technology	Yes. No.	Publications are not reviewed to ensure people with disabilities are not portrayed in a demeaning or offensive manner.	Create a system of review for publications or provide training to impacted staff regarding disability	
5	Best Practice- Pursuant to DOJ recommendations	Have staff that create publications or correspondence been	County Executive - Public Information Office Technology	No, I am not familiar with that concept. No.	Training on the appropriate use of "person-first language" has not been provided to staff that create publications	Create guidance on "person-first language" and disability etiquette for staff that create publications or	
7	28 CFR 35.160(b)	Have local resources been identified which can provide auxiliary aids for communication as needed?	County Executive - Public Information Office Technology	Yes. We have sign language interpreters on contract to provide services for scheduled press conferences. DTech has a translation service available in the communications center for constituents calling into 311.	Local resources have not been identified which can provide a variety of auxiliary aids.	Identify local resources to provide a variety of auxiliary aids in a timely manner, which may include, but not be limited to real time captioning, note takers, Braille services, etc. Utilize resources already identified by the	
8	28 CFR 35.160	Does your department use any touch screen information systems for public interaction? If yes, is there an independent operating system for people	County Executive - Public Information Office Technology	N/A DTech maintains touch screen information systems on the behalf of County departments. There is not an independent operating system for people with visual impairments.	Touch screen information systems available to the public are not equipped with software to make them accessible for individuals with visual impairments.	Ensure a system is in place that results in touch screens set up for public use being equipped with software to make them accessible for individuals with visual impairments.	
9	28 CFR 35.160	If videos are played at locations such as on the department website, in waiting rooms, or in any other forum, are they	County Executive - Public Information Office Technology	They are captioned but not video/audio described. Many videos on the departmental website are closed captioned. There are no transcripts to my knowledge.	Not all videos played on department websites are captioned.	Ensure all public videos have captioning.	It is expected that "Audio-Descriptors" for persons who are blind will become required when the regulations are updated next. Transcripts may be used in addition
10	See Note	Is there a policy in place for securing video remote interpreting services (VRI)?	County Executive - Public Information Office Technology	No policy but have County contracts in place for those services, should we need them. No.			VRI is an option, not a requirement.
12	28 CFR 35.160	Are computers used by members of the public, such as in libraries? If yes, are they equipped with software which makes them accessible to people with visual impairments?	County Executive - Public Information Office Technology	I don't know—this is not a Communications and Media Office function. There are some publicly accessible computers in department lobbies around the County. Most don't have software installed for making them accessible to people with visual impairments. The Voting system is likely the largest publicly accessible technology provided by the county and has several accessible options. Voter Registration and Elections provides a minimum of three fully accessible ballot marking units (ImageCast X) at each Vote Center beginning ten days before Election Day. They also provide this device in the department lobby starting at 29 days before Election Day. Another service for voters with disabilities is the option to mark a ballot from home using their own assistive technology.	Most computers are not equipped with software to make them accessible to persons with visual impairments.	While great efforts have been made within the County's voting system to make the process accessible, a system should be put in place that results in computers set up for public use being accessible as well. Software, clear space and knee clearance should be taken into consideration. Provide protocols and guidance to staff regarding computer access requirements where applicable.	

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
14	28 CFR 35.160	When announcements are distributed electronically are they sent out in accessible PDF and Word documents simultaneously?	County Executive - Public Information Office Technology	News stories are sent out via email with no attachments. The use of attachments would make the emails too large for some users to access in the case of mass email distribution. In the event that we send out news/press releases as attachments, we use PDF documents only, never Word documents. No.	The department does not distribute announcements in word, HTML and accessible PDF files simultaneously.	Ensure all announcements are disseminated in Word and PDF files simultaneously. While PDF documents have improved, they are still problematic for screen readers.	When PDF documents are sent out, ensure they are in an accessible format and compatible with screen readers. Additional information regarding accessible electronic documents can be found in the Department of Justice Accessibility and Accommodations

Sacramento County - Self-Evaluation Work Plan 2019 (Draft)

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Emergency Management							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
2	Best Practice	Do office buildings have a visitor's sign-in system to include an item whereby a visitor can declare, on a voluntarily basis that they would need assistance in an emergency due to a disability?	County Executive - Emergency Services	No.	Where sign-in systems are used, they do not have a system for tracking visitors with disabilities who may need assistance during an emergency.	When visitor sign-in and out systems are in place, it is advisable to ask visitors, on a voluntary basis, to identify any assistance needed during an emergency.	
14	28 CFR 35.160	If areas of safe refuge will be in use, is there a communication system from that site to the event control center? If yes, would this system work for a deaf person?	County Executive - Emergency Services	An OES staff member is assigned to the site with phone & radio capability?	Areas of safe refuge do not have accessible communication systems for a person who is deaf or hard of hearing.	Ensure all areas of safe refuge are equipped with a communication system that is accessible for a person who is deaf.	
16	28 CFR 35.130	Are emergency evacuation chairs available?	County Executive - Emergency Services	Yes. a. Yes?	Not all items have been addressed regarding emergency	Provide information and guidance on risks involved in transferring	
26	See Note	Is there a registry of people with disabilities who might need special assistance during an emergency? (Please note this question does not imply that SSA recommended such a registry)	County Executive - Emergency Services	Public health may have some?			SSA does not recommend a registry, but if one is used then provide in support of 28 CFR 35.130.
28	28 CFR 35.130	If temporary housing must be provided as a result of the emergency, how is accessible housing provided for people with disabilities who need such housing?	County Executive - Emergency Services	Unknown?	It is unknown if accessible temporary housing is made available to people with disabilities in the event of an emergency.	Identify physically accessible short-term housing, as well as housing with appropriate communication devices, such as TTYs that may be used as a result of an emergency. Temporary accessible housing (such as nearby accessible hotel rooms) may be used if people with disabilities cannot immediately return home after a disaster.	
30	28 CFR 35.162	Does the County of Sacramento have a reverse 911 system or some other method of communicating with sections of the County? Is the system accessible to people who are deaf or hard of hearing?	County Executive - Emergency Services	Yes & no to 2nd part.	The County's reverse 911 system is not accessible to people who are deaf or hard of hearing.	Implement process to make the reverse 911 system accessible to persons who are deaf or hard of hearing per 28 CFR 35.162.	

Sacramento County - Self-Evaluation Work Plan 2019 (Draft)

Results of the Sacramento County Staff Surveys and Interviews. The questionnaires were used as the basis for interviews with County staff members that were knowledgeable of County operations and the subjects addressed within the questions. The responses from County staff are

Employment							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
4	28 CFR 35.149	Are essential and marginal functions of each position identified before advertising for the position? If yes, by whom?	Personnel Services - Employment	No. Employment Services Division does not identify essential functions prior to advertising exam announcements. Employment Services collects applications for and tests for job classes County-Wide to create eligible lists. Specific positions are filled by departments from the eligible lists and, since the job classes are sometimes fairly broad, it would make more sense to identify essential functions at the Department level of the selection process.	No specific information regarding department practices concerning essential and marginal functions of each position.	Departments' staff to confirm all departments identify essential and marginal functions before advertising for the position.	
14	See Note	Who ensures that selections are conducted in accessible locations?	Personnel Services - Employment	Employment Services Division holds most examinations in County owned buildings or we rely on the contract language in the lease agreements regarding accessible locations. Proctors ask building owners if the location is accessible.			It might be advisable to coordinate this with the ADA Transition Plan when it is completed.
15	Best Practice	Is there a policy requiring that selection sites be adjacent to accessible public transportation?	Personnel Services - Employment	No.			Holding selections is not a required, but setting a policy to do so sends a welcoming message.
38	Best Practice	Has the guidance for employer's issues by the EEOC, concerning identifying staff with disabilities that may need assistance in an emergency been used? If yes, how often is it used?	Personnel Services - Employment	No, although most of the EEOC's recommended practices are followed.	No evidence was found that the EEOC guidance regarding addressing the needs of employees with disabilities during emergencies.	1. If not addressed to date, use the EEOC guidance regarding the identification of employees who might need assistance during an emergency. If applying the guidance results in the identification of employee(s) engage in the interactive process with them to provide the needed accommodation(s). 2. Train impacted staff.	The EEOC guidance outlines three actions an employer may take that lead to the identification of employees who may need assistance during an emergency. 1. At the time of hire an employer may ask all new staff if they would care to disclose, on a voluntary basis, if they would need assistance during an emergency due to a disability. 2. Periodically, an employer may ask all staff if they would care to disclose, on a voluntary basis, if they would need assistance during an emergency due to a disability. 3. If the employer observes that an employee has come into a disability, the employer may ask if the employee would need assistance during an emergency.
40	Best Practice	Is a statement disseminated to all staff annually putting them on notice that Sacramento County has prohibited disability discrimination or harassment including jokes or inappropriate language?	Personnel Services - Employment	A statement is not issued County-wide on an annual basis, but this information is always available on the County's intranet site.			Although not required by the ADA, it would be best practice to annually disseminate a statement to staff putting them on notice that Sacramento County has prohibited disability discrimination or harassment including jokes or inappropriate language.
49	Best Practice	What disability civil rights employment training has the Department of Personnel Services had in the past three years?	Personnel Services - Employment	None.	Disability civil rights training has not been provided to Department of Personnel staff in the last three years.	Although not mandated by law, it is recommended the Department of Personnel staff be provided disability civil rights training. Such training would support staff in their role in support of other County departments and ensure program continuity.	

Sacramento County - Self-Evaluation Work Plan 2019 (Draft)

Results of the Sacramento County Staff Surveys and Interviews. The questionnaires were used as the basis for interviews with County staff members that were knowledgeable of County operations and the subjects addressed within the questions. The responses from

Facilities & Spaces Leased to Third Parties							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
1	28 CFR 35.133	Is there a policy in place regarding the maintenance of accessible features? If yes, has maintenance staff been trained regarding identifying and reporting or repairing disability access and safety issues?	General Services - Facilities	In the parking garages and lots, maintenance of the parking stalls and surrounding areas is the same for accessible and standard. Staff keeps both clean, unobstructed, signed properly and checked for any type of hazards.	No policy was found regarding the maintenance of accessible features.	1. Set policy regarding the maintenance of accessible features. 2. Train impacted staff.	
			General Services - Real Estate	If this is regarding County-owned facilities, then General Services' Facilities Maintenance & Operations staff provides maintenance. FM&O staff are aware of ADA and to report and fix safety issues. If there is a large construction project occurring at a County-owned facility, Architectural Services Division staff would ensure accessibility needs are met. If this is regarding facilities that the County leases for use, the lessor would be responsible for ensuring maintenance and compliance.			
2	28 CFR 35.130	Is access to County owned leased space surveyed for compliance before the space is offered for lease? If so, are access barriers addressed before the lessee occupies the space?	General Services - Facilities	As noted above, parking spaces that are leased are held to the same standard as county owned....with no access barriers.	No system in place to ensure all space leased by the County to a third party is accessible.	When leasing space to a third party, this becomes part of the County's programs, services and activities. As such, access must be in place. The County must set up a system to ensure access is provided at	
			General Services - Real Estate	In most cases, County-owned leased space is not surveyed for compliance by the County prior to being offered for lease. The lessee is responsible for ensuring compliance with all laws and for making any improvements necessary for accessibility and compliance prior to occupancy.			
4	28 CFR 35.130	Do lease agreements clearly define areas of County and tenant responsibilities regarding access?	General Services - Facilities	Although there are currently no lease agreements for accessible parking spaces or office space, standard parking lease forms do define responsibilities.	No statement is made requiring the CBC and the ADA Standards for Accessible Design be compared and the most stringent standard be applied. 28 CFR 35.103.	Ensure that CBC and ADA Standards for Accessible Design are compared and the most stringent standard is applied. 28 CFR 35.103.	
			General Services - Real Estate	Yes, the County lease template states the following: CONSTRUCTION STANDARDS. LESSOR shall, at its sole cost and expense, comply with the following: Codes and Standards. Ensure, throughout the Term and any extensions thereof, that all areas of the Leased Premises requiring accessibility for use by disabled persons, as required by the California Building Code (CBC) and the Americans with Disabilities Act (ADA), remain in full compliance of the CBC and ADA, to include but not limited to: building access and entrances, door pressure, exterior and interior signage, restrooms, fixtures, drinking fountains, elevators, and handrails. The lease template also includes the Statement Regarding a Certified Access Specialist, required by California Civil Code §1938			
6	28 CFR 35.151, Best Practice	How are tenant improvement projects reviewed to determine if they create disability civil rights violations?	General Services - Facilities	A representative from Architectural Services or Disability Compliance reviews the property and makes suggestions for improvement.			It is suggested as a best practice that the California Commission on Disability Access "Accessibility Construction Checklist" be used for the early identification of errors.
			General Services - Real Estate	Large tenant improvement projects modifying the layout of the space are reviewed by the County's Architectural Services Division. If the improvements require the pulling of permits, then as part of the permit process, the County works with the appropriate governmental building inspection department.			
7	28 CFR 35.130	Are equipment and furniture purchases reviewed to determine if they comply	General Services - Facilities	Have never needed to purchase accessible items in the past, but would review in the future if purchase is required.	No system is in place to review furniture for access.	Create a system to ensure public funds are not spent to create a civil rights violation.	
			General Services - Real Estate	Yes.			
10	28 CFR 35.150, Best Practice	When the County leases space to be used for the	General Services - Facilities	Yes, it would.	It is unknown if a CASp inspection is performed when	It is not required that the County use the services of a	
			General Services - Real Estate	Unknown.			
12	28 CFR 35.150(b)(3)	Does the County operate any programs, services or activities from a registered	General Services - Facilities	No.			This building was included in the physical assessment portion of the transition plan.
			General Services - Real Estate	Yes, I'm told the leased site at 1215 Del Paso Blvd. has been deemed a historic site.			

Sacramento County - Self-Evaluation Work Plan 2019 (Draft)

Results of the Sacramento County Staff Surveys and Interviews. The questionnaires were used as the basis for interviews with County staff members that were knowledgeable of County operations and the subjects addressed within the questions. The responses from County staff are recorded next to each question. Each response was reviewed by the consultant (SSA) and recommendations are made, as appropriate.

Fleet Operations							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
2	28 CFR 35.130	Is there a policy or a set of procedures addressing ADA vehicles? If yes, when were they last updated? Please attach a copy of the policy or procedures.	General Services - Fleet Operations	No known policy. Regarding vehicle procurement – Fleet Services purchases vehicles specifically to fit the application. Individual departments would determine if they need ADA accommodations, and then request the appropriate vehicle and advise their exact needs and any applicable regulations to which the equipment must comply. Fleet Services only purchases vehicles for which there is a planned use and assignment at the time of purchase.	No policy was found to ensure the County buys accessible vehicles.	Create a policy to ensure the County buys accessible vehicles as needed.	
3	28 CFR 35.133	What is the procedure when there is equipment failure? How is access maintained? When was the procedure last updated? Please attach a copy of the procedure.	General Services - Fleet Operations	All Fleet equipment, by class, is maintained with an established preventative maintenance program. All equipment on a vehicle is inspected and repaired at scheduled maintenance intervals. Additionally, operators of equipment may report failures at any time to initiate a repair. Fleet Services has many vehicles in many classes, on many different maintenance schedules – both regulated and non-regulated. Individual maintenance programs / procedures would vary dependent on vehicle class and use. Maintenance policies and procedures are numerous and in some cases regulated by Federal or State Law. There is no single policy to attach fitting this format.	No policy was found to ensure the County can replace accessible vehicles for immediate use if there is a break down.	Create a back up system to ensure accessible vehicles are available if there is a break down,	

Sacramento County - Self-Evaluation Work Plan 2019 (Draft)

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Intake							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
3	28 CFR 35.130	Does your department host computers, which are ADA accessible, that are available to the public?	Agricultural Commissioner	We don't host computers for public use.	Kiosks and computers that are available to the public are not ADA accessible.	Ensure a system is in place that results in computers set up for public use being equipped with software to make them accessible for individuals with visual impairments.	
		Animal Care and Regulation	No computers available to the public.				
		Assessor	Yes, the Assessor's Office has 5 computers available to the public that are ADA accessible in our customer service lobby.				
		Board of Supervisors/Clerk of the Board of Supervisors	No.				
		Child, Family and Adult Services	No.				
		Child Support Services	We have two computers in our Reception lobby set up for use by any member of the public. These computers are partially ADA accessible (i.e., they are accessible for people using wheelchairs, but are not equipped with software or equipment for people who are visually impaired).				
		Civil Service Commission	No.				
		Conflict Criminal Defenders	No.				
		Coroner	No.				
		County Clerk/Recorder	Yes, computers used by the public to research recorded documents and apply for marriage licenses are ADA accessible. For vital records, the information desk will assist customers at the ADA accessible counter if the customer is unable to use the computer kiosks.				
		County Counsel	No.				
		County Executive	No.				
		County Executive - Planning and Environmental Review	PER does not host computers that are available to the public. There are some public workstations available at the Building Assistance Centers, but PER does not have primary responsibility for those facilities.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	Yes two in the front lobby are accessible for public.				
		Development and Code Services - Code Enforcement	We have 2 computers in the lobby that have access to the County intranet that can be used by the public.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	None.				
		District Attorney	N/A				
		Environmental Management	EMD hosts two kiosks in the lobby. Those kiosk do not provide any accessibility features at this time although it is being looked into by EMD IT staff. EMD also allows access to some computers in the DOC/Training area to members of the public that need help with filling out business plans. Those PC's have the normal windows ADA features available for use.				
		Finance	Yes, in the Tax Collector's lobby on the first floor of 700 H Street.				
		Finance - CUBS	No, CUBS does not have any computers available to the public.				
		First 5 Commission	There is a computer that is for use at meetings that is located in our conference room, but not necessarily for public use.				
		Health Services	Yes, In the Lobby of Emergency Management Services and in the Avatar Training Room at 9616 Micron Facility.				
		Human Assistance	Yes.				
		Probation - Adult	No.				
		Probation - Juvenile	Juvenile Operations does not have computers available for public use.				
		Public Defender	No.				
		Retirement	No.				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	No.				
		Sanitation District Agency - Sacramento Area Sewer District	N/A				
		Transportation	SacDOT does not host computers that are available to the public.				
		Waste Management and Recycling	N/A				
		Water Resources	DWR does not host any public use computers.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
4	28 CFR 35.130	Does your department have electronic informational kiosks and are they accessible to people with disabilities?	Agricultural Comissioner	We don't have any kiosks of any type.	Kiosks available to the public are not equipped with software to make them accessible for individuals with visual impairments.	Ensure a system is in place that results in kiosks set up for public use being equipped with software to make them accessible for individuals with visual impairments.	
		Animal Care and Regulation	No information kiosks				
		Assessor	Our department has no separate kiosks besides our customer service lobby and the computers provided in that area.				
		Board of Supervisors/Clerk of the Board of Supervisors	Public comment kiosks are available inside the Board chambers and lobby area. Designated staff attend all board meetings to assist with use of kiosk/manual completion of form.				
		Child, Family and Adult Services	No.				
		Child Support Services	No.				
		Civil Service Commission	Yes, we post to the County's electronic kiosk, and it is our understanding that it is accessible to the disabled.				
		Conflict Criminal Defenders	No.				
		Coroner	No.				
		County Clerk/Recorder	Yes, computers used by the public to research recorded documents and apply for marriage licenses are ADA accessible. For vital records downtown, the information desk will assist customers at the ADA accessible counter if the customer is unable to use the computer kiosks. All three of our locations have an ADA accessible counter where employees can assist with these applications.				
		County Counsel	No.				
		County Executive	No.				
		County Executive - Planning and Environmental Review	PER does not have electronic information kiosks.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	No.				
		District Attorney	N/A				
		Environmental Management	EMD hosts two kiosks in the lobby. Those kiosks do not provide any accessibility features at this time although it is being looked into by EMD IT staff.				
		Finance	No.				
		Finance - CUBS	No, CUBS does not have any kiosks.				
		First 5 Commission	No.				
		Health Services	Yes. (1) An electronic informational Kiosk is located at 3415 Martin Luther King, Jr Boulevard, Sacramento CA 95817- for WIC participants to view Nutrition Education Videos. (2) An electronic information Kiosk is located on the 2nd floor of 4600 Broadway, Sacramento, CA 95820 for Pharmacy Services.				
		Human Assistance	Yes, DHA has electronic kiosks. No, they are not accessible to all people with disabilities. There are DHA staff members next to the kiosks to assist any person with or without disabilities.				
		Probation - Adult	No.				
		Probation - Juvenile	Juvenile Operations does not have electronic informational kiosks available for public use.				
		Public Defender	No.				
		Retirement	No.				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	No.				
		Sanitation District Agency - Sacramento Area Sewer District	N/A				
		Transportation	No we do not have electronic public kiosks.				
		Waste Management and Recycling	N/A				
		Water Resources	DWR does not have any informational kiosks.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
9	28 CFR 35.130; CA Gov Code 8593.3	Does your department have an emergency management plan that includes the needs of people with disabilities? If yes, when was it last updated? Please attach a copy of the emergency management plan.	Agricultural Commissioner	Although we recently completed the Continuity of Operations Plan, its focus is only on the management and functions of current staff in the event of major emergencies such as flooding. This plan does not address the needs of people with disabilities.	No emergency plan in place that address the needs of people with disabilities.	Work with OES and other internal partners to develop a comprehensive emergency management plan. Ensure the plan includes addressing the needs of people with disabilities. The county should utilize guidance by the US Department of Justice regarding disaster management as well as guidance published by the EEOC regarding a lawful means of identifying employees who might need assistance during an emergency due to their disability. (Please note these can be located at ADA.gov)	
		Animal Care and Regulation	No.				
		Assessor	Yes, our plan is called an "Emergency Preparedness Plan" and it was last updated on 6/20/18 and the plan is attached.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes. May 4, 2016.				
		Child, Family and Adult Services	Yes. 12/2014 Department of Health and Human Services Emergency Operations Plan: 03/2018: Department of Health and Human Services split: Department of Child, Family, and Adult Services Department of Health Services				
		Child Support Services	Yes. The Emergency Action Plan was updated in March 2016. Copy attached.				
		Civil Service Commission	Yes, it was last updated in 2013 (attached). The plan affords disabled person and/or persons who may require assistance during an evacuation to set up that assistance through the submission of an Employees Requesting Evacuation Assistance form to their supervisor. If an employee submits a request for evacuation assistance, the Commission would assign one individual as the Disabled Persons Monitor (DPM) to assist the disabled person/s during an emergency. During an evacuation, the DPM would remain with the person requesting assistance (as long as their personal safety is not compromised) next to the elevators close to the fire stairwell until further assistance is provided.				
		Conflict Criminal Defenders	Yes – see attached				
		Coroner	No.				
		County Clerk/Recorder	We are currently in the process of finalizing an updated emergency action plan, effective September 2018. The current plan was last updated September 2015.				
		County Counsel	Yes, there is one for both locations. They were last updated in 2008.				
		County Executive	Yes, for 700 H Street, Suite 7650. The Emergency Procedures Plan was last updated on 8-29-17. Yes, for 700 H Street, 6th Floor. The Emergency Procedures Plan was last updated on 1-28-16. The Emergency Procedures Plan for Branch Center Road is currently being drafted.				
		County Executive - Planning and Environmental Review	PER does not have an office specific emergency management plan but relies on the emergency response plans of the County Office of Emergency Services (http://www.sacoes.org/EmergencyManagement/Pages/Planning.aspx), such as the Sacramento County Emergency Operations Plan and Sacramento County Evacuation Plan. In 2018, PER updated its Continuity of Operations Plan (COOP) and submitted it to the County Office of Emergency Services. PER also has a staff member assigned to work in the County Emergency Operations Center during emergencies. That person has completed FEMA independent study training in access and functional needs. Also, please note that the County Office of Emergency Services maintains a Supporting Annex to the Mass Care and Shelter Plan addressing People with Access and Functional Needs (November 2012) (http://www.sacoes.org/Documents/People%20with%20Access%20and%20Functional%20Needs.pdf)				
		Development and Code Services - Administration	Yes. We only have an Emergency Evacuation Plan. We do not have an Emergency Management Plan and it does include employees with disabilities.				
		Development and Code Services - Building Permits & Inspections	Yes, a copy is attached. This document was last updated in November 2014. BPI refers to this document as a "Emergency Response Plan"				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	Yes, a copy is attached. This document was last updated in November 2014. CMID refers to this document as a "Emergency Response Plan"				
		Development and Code Services - County Engineering	No.				
		District Attorney	Yes. The last update was March 2018.				
		Environmental Management	Not that I am aware of.				
		Finance	Yes. The plan was updated August 2018.				
		Finance - CUBS	CUBS has an Emergency Procedure Plan (EPP) which was last updated January 2016. The EPP includes a Request For Assistance form to be completed by staff that are requesting assistance.				
		First 5 Commission	Yes. Updated January 2018. Copy attached.				
		Health Services	Yes, the Department Emergency Operations Plan (DEOP) was last updated in December 2014; however, it does not specifically address the needs of people with disabilities. Attachment 1				
		Human Assistance	Yes, last updated 01/2014.				
		Probation - Adult	Yes, the four Emergency Procedures Plan (EPP) were last updated 2017 and 2018; the four EPPs are similar in nature; therefore, only one EPP (Florin-Perkins) is attached.				

		Probation - Juvenile	Each Probation facility has an Emergency Procedure Plan (EPP) that details the process for employees to request assistance during an emergency evacuation.		
		Public Defender	Yes. See attached "EPP EMERG PREP PLAN" (PDF)		
		Retirement	Yes.		
		Revenue Recovery	Yes. Emergency Preparedness Plan updated 7/6/2018.		
		Sanitation District Agency - Regional Sanitation	N/A		
		Sanitation District Agency - Sacramento Area Sewer District	SASD has an Emergency Evacuation Plan that was revised in 2017. It does task our security staff with identification of people with disabilities and their locations.		
		Transportation	Yes. The Emergency Action Plan was last updated in January 2014.		
		Waste Management and Recycling	No.		
		Water Resources	Yes the emergency management plan is updated annually by the Senior Safety Specialist, and posted at the front counter and throughout the department.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
12	Best Practice	Does your department have a procedure that could be used, if needed, to employ video remote interpreting (VRI)?	Agricultural Comissioner	We don't currently have a VRI procedure.			VRI is an option, not a requirement.
		Animal Care and Regulation	No.				
		Assessor	No.				
		Board of Supervisors/Clerk of the Board of Supervisors	No. The Clerk is planning to add this service next fiscal year.				
		Child, Family and Adult Services	No.				
		Child Support Services	No, we do not have a procedure in place for VRI. We do have the technology available to use Skype.				
		Civil Service Commission	No.				
		Conflict Criminal Defenders	N/A				
		Coroner	No.				
		County Clerk/Recorder	No, but we have a combination of over the phone and in person contracted interpreters we utilize when necessary.				
		County Counsel	No.				
		County Executive	No.				
		County Executive - Planning and Environmental Review	PER does not have an independent department procedure that could be used, if needed, to employ video remote interpreting (VRI) and would rely on the Disability Compliance Office and the Communications and Media Office for assistance.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	No.				
		District Attorney	Yes. Department staff can utilize the Video Relay Service, which is a free service through the FCC.				
		Environmental Management	None that I am aware of.				
		Finance	No.				
		Finance - CUBS	No, CUBS does not have a procedure to employ video remote interpreting.				
		First 5 Commission	No.				
		Health Services	DHS does not have a procedure; however a procedure is under consideration within our BHS Division – MHTC location. Our Primary Health Division provides assistance to impaired individuals through in house staff translation, contracted phone translation and contracted providers who provide in person translation in all languages including ASL.				
		Human Assistance	No.				
		Probation - Adult	No.				
		Probation - Juvenile	N/A				
		Public Defender	Not sure if we have videotelecommunication services that use devices such as web cameras or videophones to provide sign language or spoken language interpreting services. We do video conferencing with the incarcerated clients we represent.				
		Retirement	No.				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	No.				
		Sanitation District Agency - Sacramento Area Sewer District	No.				
		Transportation	SacDOT does not currently have an in-house VRI procedure.				
		Waste Management and Recycling	No.				
		Water Resources	DWR does not have a procedure to employ VRI.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
14	28 CFR 35.106	Does your department have an ADA Notice of Compliance? Where is it posted (be specific, e.g., on the employee bulletin board, at the front counter of a lobby, etc.)? Please attach a copy of the Notice.	Agricultural Comissioner	Yes, both notices are located on a wall near the public counter.	Not all notices provided meet the requirements of an ADA Notice of Compliance.	Post the ADA Notice of Compliance in areas where employees and members of the public may easily view it. Keep in mind, the target audience for public notice includes applicants, beneficiaries, and other people interested in the state or local government's programs, activities, or services. The audience is expansive and includes everyone who interacts – or would potentially interact – with your department.	
		Animal Care and Regulation	We have an ADA Public Notice posted at main entrance to lobby and at the animal admissions door, these are only entrances for public, but not anything stating we have been inspected and are in compliance.				
		Assessor	Yes, our department has a notice posted on the employee bulletin board right next to our breakroom. Copy of notice is attached.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes. Office lobby.				
		Child, Family and Adult Services	Yes. ADA Notice of Compliance: Department of Child, Family, and Adult Services: Employee bulletin boards Lobby front counter/lobby entrance				
		Child Support Services	Yes, it is posted in our Reception Lobby. Copy attached				
		Civil Service Commission	Yes (attached).				
		Conflict Criminal Defenders	Yes we have a notice at the front counter and employee breakroom – See Attached				
		Coroner	Yes – Posted at Front Counter Window (attached)				
		County Clerk/Recorder	At the downtown office, the ADA Compliance Notice is posted to the left of the cashier lines in the customer lobby on the wall between the lobby entrance and exit doors and on the bulletin board in the breakroom. At the service centers it is displayed at the information desk in the public lobby and posted on the bulletin board in the employee breakrooms.				
		County Counsel	No.				
		County Executive	Yes. At 700 H Street, on the 6th and 7th floor, the Notice is framed and posted on the wall in the elevator lobby, between elevators. A photo of that notice is attached. At Branch Center Road, a Notice is posted in the lobby, on a glass-enclosed bulletin board.				
		County Executive - Planning and Environmental Review	PER has an ADA Notice of Compliance posted on the "County Information" bulletin board in the main employee breakroom at 827 Street, 2nd floor. It is noted that the Notice should be updated with current information.				
		Development and Code Services - Administration	N/A. Cheryl Bennet will provide a copy to County to the 3rd Floor.				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	Yes. It is posted on a bulletin board next to our Large Conference Room.				
		Development and Code Services - Construction Management & Inspection	Yes. The notice is posted in the front counter/lobby area. A copy is attached.				
		Development and Code Services - County Engineering	No.				
		District Attorney	Yes. The office posts the attached notice in all public lobby areas.				
		Environmental Management	Yes. EMD does have the ADA Notice of Compliance posted on the front counter in the lobby and the employee breakroom.				
		Finance	DOF has the DCO ADA Notice posted in the common areas, such as bulletin boards and the break rooms, and in the lobby next to the elevators.				
		Finance - CUBS	CUBS has an ADA Notice of Compliance located in the public lobby.				
		First 5 Commission	Yes, posted on the front door of our office. Copy attached.				
		Health Services	Yes, the County of Sacramento Americans with disabilities act (ADA) Public Notice (revised 6/2016) is displayed in the lobby of our facilities. Attachment 2				
		Human Assistance	Yes, in each public lobby with other mandatory postings.				
		Probation - Adult	Yes, the ADA notice is displayed in the reception area lobby at each location. Further, the annual Federal publication which includes information on discrimination is posted in employee breakrooms.				
		Probation - Juvenile	Per the Americans with Disabilities Act (ADA) requirements, the Public Notice of Compliance is posted in all Probation public lobbies and the Youth Detention Facility's Visitor Center.				
		Public Defender	Yes. All breakrooms have a notice posted. See attached "ADA Notice of Compliance" (PDF).				
		Retirement	Yes, front counter at reception.				
		Revenue Recovery	Yes. Notice is posted at public counter in Cashiering Area, and 6th Floor lobby area near the elevator, and DRR Employee Bulletin Board.				
		Sanitation District Agency - Regional Sanitation	Yes.				
		Sanitation District Agency - Sacramento Area Sewer District	Yes, it is located on Employee Bulletin boards at both our facilities.				
		Transportation	Yes, posted in the public lobby front counter. Updated May 2018.				
		Waste Management and Recycling	Yes, located in our entrance counter of our lobby.				

		Water Resources	Yes DWR has the ADA Notice of Compliance at the front counter of the administration office and on its bulletin board.			
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NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
15	28 CFR 35.160; 49	Does your department transport any members of the public? If yes, what is the process for obtaining accessible transportation when needed for people with disabilities?	Agricultural Comissioner	No, we don't transport any members of the public.	There is not a formal process in place for the departments to obtain accessible transportation, when needed.	Create a process for obtaining accessible transportation as needed. It is recommended to work with fleet services or General Services on procurement and process details, including timeframes and appropriate contact information.	
		Animal Care and Regulation	No we do not transport members of the public.				
		Assessor	No.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes. Every ten years the Clerk of the Board hosts an annual event offsite and coordinates transportation.				
		Child, Family and Adult Services	Yes. Third party vendor medical transport.				
		Child Support Services	No.				
		Civil Service Commission	No.				
		Conflict Criminal Defenders	No.				
		Coroner	Yes, however they are deceased persons being transported from Scene of Death to the Coroner's Facility. No living members of the public receive transportation services from our office.				
		County Clerk/Recorder	No.				
		County Counsel	No.				
		County Executive	Yes. We would contact General Services for assistance.				
		County Executive - Planning and Environmental Review	PER does not transport any members of the public				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	No.				
		District Attorney	Yes. The DA's Office arranges for transport of victims/witnesses to and from court which may include taxi cabs with lifts, paratransit, etc. The office is also responsible for transporting individuals and arranging for extradition from other jurisdictions.				
		Environmental Management	Generally no, we do not transport members of the public. However, it has occurred. If accessible transportation is needed, EMD would endeavor to find a vehicle that would accommodate.				
		Finance	No.				
		Finance - CUBS	No, CUBS does not transport any members of the public.				
		First 5 Commission	No.				
		Health Services	DHS-OFCA No Behavioral Health MHTC has several vans assigned to their program. As necessary fleet services or ambulance transport is utilized. Primary Health Primary Health provides vouchers for taxis. Individual health plans provide transportation for their members with disabilities. Public Health Yes, in the Chest Clinic. For people with disabilities arrangements for transportation are made with their respective health insurance company				
		Human Assistance	Limitedly.				
		Probation - Adult	Yes, the Department transports members of the public during arrests and as part of work crews. There is no process in place for obtaining accessible transportation when needed for people with disabilities.				
		Probation - Juvenile	Juvenile Operations transports wards of the court for various reasons. Disabled youth are accommodated on case-by-case basis.				
		Public Defender	No.				
		Retirement	No.				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	No.				
		Sanitation District Agency - Sacramento Area Sewer District	N/A				
		Transportation	Yes, with a few transit buses and car pool vans. The buses have ADA loading ramp. The vanpools vans are not accessible. Accommodations are arranged on an as needed basis such as with Paratransit.				
		Waste Management and Recycling	No.				

		Water Resources	No, DWR does not transport any members of the public.			
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NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
16	28 CFR 35.160; 49	Does your department transport any staff? If yes, what is the process for obtaining accessible transportation when needed for those individuals with disabilities?	Agricultural Comissioner	Field inspectors are assigned a County vehicle to drive themselves. Occasionally, staff will travel together to a meeting and one of the staff will drive the County vehicle. We do not currently have any staff requiring ADA accessible transportation.	No formal or written process is in place to provide staff needing ADA accessible transportation, if requested.	Formalize a procedure for providing ADA accessible transportation for staff on an as needed basis. Work with Fleet Services to develop the process and establish contacts for requests.	
		Animal Care and Regulation	Our Field Officers use department owned vehicles for daily job performance, our shelter staff can use department owned vehicles if needed. If we needed additional vehicle to transport employees with disability we would make arrangements with county motor pool.				
		Assessor	Our department provides 1 county vehicle for staff to use for field work or to attend meetings, trainings, conferences, etc. The vehicle is a truck and depending on the disability it may be sufficient but if not we would discuss with the Department of Personnel Services (DPS) and if necessary with DGS – Fleet Management regarding what vehicle options there are to meet the appropriate accommodations. In addition to having a county vehicle available for staff use, staff is also authorized to utilize their personal vehicles and they are reimbursed for mileage via a mileage claim.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes. Transportation is arranged with the Department of General Services, Fleet Services. Initial ADA transportation options would be identified/obtained through Fleet Services or alternative options would be secured pursuant to County policy. List of alternative options will be made available.				
		Child, Family and Adult Services	Yes. Third party vendor medical transport.				
		Child Support Services	Yes. If accessible transportation is needed, we contact County Fleet Services to arrange for an appropriate vehicle.				
		Civil Service Commission	No.				
		Conflict Criminal Defenders	No.				
		Coroner	Yes. Currently no disabled staff, however should need arise to transport a disabled person, we would contact the Motor Pool for rental of appropriate vehicle if existing vehicles were unable to transport.				
		County Clerk/Recorder	Transportation may be provided to staff requesting to attend one annual workshop held in Sacramento and, on rare occasions, for small groups to service center locations for meetings. Currently, using vehicles available from County Fleet Services have met the needs of the employees. If the type of vehicle needed was not available through County Fleet Services, an appropriate medical transportation service would be utilized.				
		County Counsel	No.				
		County Executive	Yes. We would contact General Services for assistance.				
		County Executive - Planning and Environmental Review	PER does transport staff when travel is needed for field work or off-site meetings, hearings, etc. PER maintains one office vehicle assigned by the County motor pool. When additional vehicles are needed PER checks them out from the motor pool. In the event of a need for accessible transportation, PER would consult the motor pool and Disability Compliance Office.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	Yes. BPI staff occasionally car pool to various meetings, jobsites and/or training. BPI does not have a process for obtaining accessible transportation for staff with disabilities.				
		Development and Code Services - Code Enforcement	Yes. Code Enforcement staff share a vehicle on joint inspections and neighborhood projects. The Rental Housing Teams ride together daily to scheduled inspections. Code Enforcement does not have a process for obtaining accessible transportation for staff with disabilities.				
		Development and Code Services - Construction Management & Inspection	Yes. CMID staff occasionally car pool to various meetings or jobsites. CMID does not have a process for obtaining accessible transportation for staff with disabilities.				
		Development and Code Services - County Engineering	Yes. CED Site and Improvement and Permits Sections and Special Districts have two cars assigned that are for staff's use either singly or car pools to various meetings and jobsites. The Surverys Section has many pick up trucks for the crews to carry equipment survey workers to varous surveys job sites. CED does not have a process for obtaining accessible transportation for staff with disabilities.				
		District Attorney	Yes. If an accommodation is necessary, a request for accessible transportation would be submitted to County Fleet Services.				
		Environmental Management	Yes. EMD does transport staff to meetings or other events. We have not had a need to transport individuals with disabilities; however, should it occur and depending on the situation EMD would consider options.				
		Finance	Not typically. Individuals wishing to travel off site use either their personal vehicles or County fleet. This is a very limited activity for DOF.				
		Finance - CUBS	Not typically. Individuals wishing to travel off site use either their personal vehicles or County fleet. This is a very limited activity for CUBS.				
		First 5 Commission	No.				
		Health Services	DHS utilizes the county vehicle pool and has vehicles assigned to the department and divisions. If an employee is in need of an accessible vehicle, the management of the respective division would obtain a vehicle from DGS to accommodate the employee.				
		Human Assistance	No, all staff are expected to self-transport.				

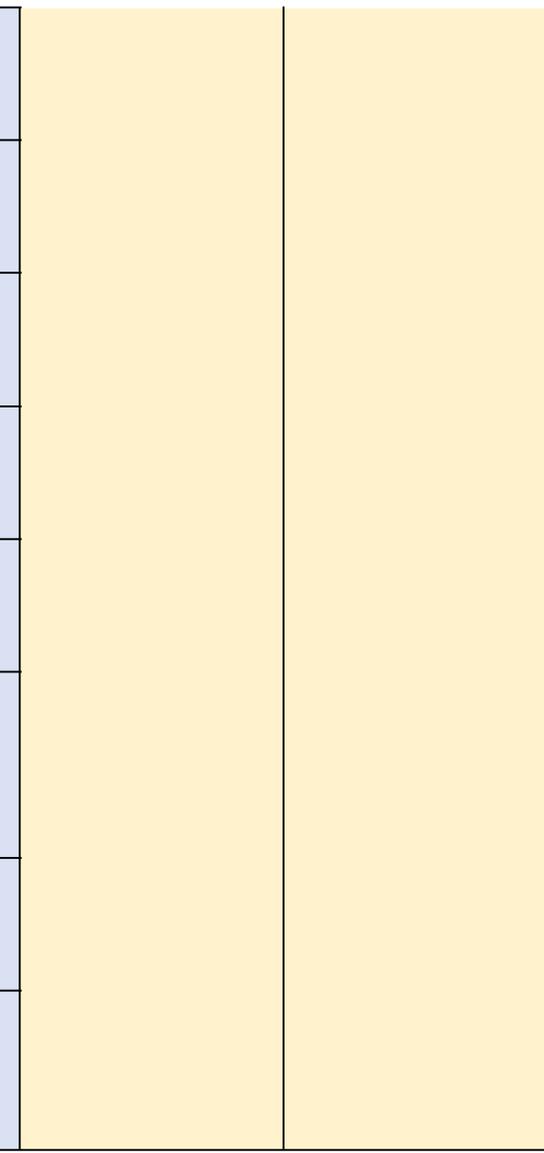
Probation - Adult	Yes, the Department transports staff. There is no process in place for obtaining accessible transportation when needed for people with disabilities.		
Probation - Juvenile	Juvenile Operations utilizes county vehicles through the regular course of duties. Probation adheres to ADA accommodation and process and accommodates restrictions identify through the ADA process.		
Public Defender	No.		
Retirement	No.		
Revenue Recovery	No.		
Sanitation District Agency - Regional Sanitation	No.		
Sanitation District Agency - Sacramento Area Sewer District	N/A		
Transportation	Yes, SacDOT has roadway maintenance trucks and car pools available for staff, but no accessible vehicles (with wheel chair lifts) for Department use.		
Waste Management and Recycling	No.		
Water Resources	No, DWR does not transport any staff.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
17	28 CFR 35.107	<p>Does your department's grievance system</p> <p>a. Offer assistance to people with disabilities who, due to their disability, are not able to independently complete the grievance?</p> <p>b. Provide timelines when a complainant can expect a result?</p> <p>c. Have a second level of review? If yes, please state the position responsible.</p> <p>d. Contain a notice regarding availability of the grievance system in alternative formats: braille, large print, audio?</p> <p>e. Contain the name and contact information of the ADA Coordinator?</p>	<p>Agricultural Comissioner</p> <hr/> <p>Animal Care and Regulation</p> <hr/> <p>Assessor</p> <hr/> <p>Board of Supervisors/Clerk of the Board of Supervisors</p> <hr/> <p>Child, Family and Adult Services</p> <hr/> <p>Child Support Services</p>	<p>a. Yes, the Department would definitely offer assistance to anyone due to a disability.</p> <p>b. Once a grievance would be filed, it would be handled by Bradshaw-Department of Personnel Services (DPS) in coordination with Cori Stillson, Countywide ADA Coordinator.</p> <p>c. This review would be under the responsibility of Bradshaw-DPS ADA Personnel Analyst in coordination with Cori Stillson, Countywide ADA Coordinator.</p> <p>d. The execution of the grievance system is directed to Bradshaw-DPS ADA Personnel Analyst in coordination with Cori Stillson, Countywide ADA Coordinator. For anyone wishing to file a grievance large print and audio could be readily available as needed. For braille, we would need assistance from Bradshaw-DPS ADA Personnel Analyst and/or Cori Stillson, Countywide ADA Coordinator.</p> <p>e. Yes, the notices contain contact information.</p> <p>a. We handle general complaints as they come in via phone or in person. Have not had any ADA related complaints and don't have a grievance system for them.</p> <p>b. Yes depending on complaint.</p> <p>c. Director is responsible.</p> <p>d. No.</p> <p>e. We do not have an ADA coordinator.</p> <p>a. No written process in place. Supervisor and/or Managers would contact DPS directly or contact the ASO III who would contact DPS for assistance.</p> <p>b. We would discuss with DPS.</p> <p>c. Most likely a supervisor would initially complete any required documentation requested by DPS and then should have a manager, Assistant Assessor or Assessor review before submitting. No written process in place.</p> <p>d. No</p> <p>e. Tammy Terrell 876-6756</p> <p>We use the countywide process and forms available on the DPS website.</p> <p>a. Yes</p> <p>b. Yes</p> <p>c. Yes</p> <p>d. Yes</p> <p>e. Yes</p> <p>Department of Child, Family, and Adult Services: Administration Services Ombudsman/Civil Rights Coordinator, Susan K. Anderson, 916-875-2000 Ombudsman Complaint Review Civil Rights Discrimination Complaint Review</p> <p>a. Yes, In-person, telephone, and email.</p> <p>b. Yes, Within 60 to 90 calendar days, in accordance with California Department of Social Services mandates.</p> <p>c. California Department of Social Services: Children's Services Operations and Evaluations Branch Office of the Foster Care Ombudsperson Civil Rights Unit</p> <p>d. No</p> <p>e. Yes, Department of Child, Family, and Adult Services: Administration Services Ombudsman/Civil Rights Coordinator, Susan K. Anderson, 916-875-2000</p> <p>a. Yes, our practice is to meet with individuals privately and assist with completion of appropriate documents (Complaint Resolution, informal complaint, or Ombudsman)</p> <p>b. Yes, timeframes for the complaint process are communicated during the meeting with the individual.</p> <p>c. If an Ombudsman complaint is resolved and the individual does not agree with the decision, they can request a State Hearing with the CA Office of Administrative Hearings. We provide a notice regarding the State Hearing process to all customers at the time we receive a complaint; this notice is also sent when our department has resolved the complaint.</p> <p>d. No. The Ombudsman and State Hearing forms and processes are mandated by the State of California; we do not have the authority to alter the forms or the process.</p> <p>e. Yes, the State Hearing notice includes information that the State Hearing Office will provide an interpreter or disability accommodation at the time of a hearing (if one is needed). The notice includes the phone number for the State Hearing office.</p>	<p>No grievance system is in place to address items "a" through "e."</p>	<p>The department should develop a grievance system for employees as well as members of the public to bring forward complaints of disability discrimination. Grievance procedures set out a system for resolving complaints of disability discrimination in a prompt and fair manner. Create a grievance system to include items "a" through "e." Work with the Disability Compliance Office to establish the grievance system.</p>	

Civil Service Commission	a. Yes. b. Yes. c. No because we are a two person office. d. Yes. e. Yes.
Conflict Criminal Defenders	Yes, we follow the County grievance system policy
Coroner	a. Yes b. Yes c. Coroner d. No e. Yes
County Clerk/Recorder	a. We do not have an ADA grievance procedure/system in place. This situation has not occurred, however, if we received a request we would assist in completing the Public Access Requests form located on the Department of Personnel Services website and contact the Disability Compliance Office (DCO) for assistance, if needed. b. Yes, the department's ADA Coordinator would work with the requestor and with the Department of Personnel Services, Disability Compliance Office (DCO), if necessary, to provide the timeline. c. The department's ADA Coordinator would work with the requestor and with the Department of Personnel Services, Disability Compliance Office (DCO), if necessary. Sheri Dyer Administrative Services Manager 916-874-7851 DyerS@sacounty.net d. The department's ADA Coordinator would work with the requestor and with the Department of Personnel Services, Disability Compliance Office (DCO), if an alternate format was requested. e. We have a public notice which states the contact information for both our departmental and countywide ADA Coordinator
County Counsel	a. No. b. No. c. No. d. No. e. No.
County Executive	There is not a departmental grievance system in place. The majority of the positions within the County Executive Cabinet are exempt or unrepresented.
County Executive - Planning and Environmental Review	a. PER does not have a grievance system independent from the County grievance system and what is provided in each labor contract. b. PER does not have a grievance system independent from the County grievance system and what is provided in each labor contract. c. PER does not have a grievance system independent from the County grievance system and what is provided in each labor contract. d. PER does not have a grievance system independent from the County grievance system and what is provided in each labor contract. e. PER does not have a grievance system independent from the County grievance system and what is provided in each labor contract.
Development and Code Services - Administration	a. We currently do not have any disabled staff. b. N/A c. DPS Bradshaw, HR d. N/A e. N/A
Development and Code Services - Building Permits & Inspections	BPI does not have a grievance system in place to address Accessibility Issues.
Development and Code Services - Code Enforcement	Code Enforcement does not have a grievance system in place to address Accessibility Issues
Development and Code Services - Construction Management & Inspection	CMID does not have a grievance system in place to address Accessibility Issues
Development and Code Services - County Engineering	CED does not have a grievance system in place to address Accessibility Issues

District Attorney	<p>a. The grievance process is conducted by submitting a Disability Access Assistance/Complaint Form to the Disability Compliance Office (DCO). Instructions are provided on the form that if assistance is needed to complete the form, the DCO or Departmental ADA Coordinator can provide assistance upon request.</p> <p>b. The timeline provided specifies that an individual filing the form should receive a notice of receipt within 5 days of the receipt of the complaint, and written response regarding the complaint or request within a maximum of 75 days.</p> <p>c. Complaints or requests are forwarded to the Department ADA coordinator. The DCO conducts the investigation and reviews the results. Individuals may file a written appeal with the Director of Personnel Services or the County ADA coordinator if they are dissatisfied with the written decision that is made by the DCO.</p> <p>d. Yes.</p> <p>e. Yes.</p>
Environmental Management	<p>a. No. Never had to do.</p> <p>b. No. Never had to do.</p> <p>c. No. Never had to do.</p> <p>d. None</p> <p>e. Sandra Leahy – Leahys@saccounty.net Rebecca Losasso – LosassoR@saccounty.net</p>
Finance	<p>a. Yes, upon request.</p> <p>b. This depends widely on the nature of the complaint; but yes, timelines are provided.</p> <p>c. Yes, complaints are escalated to the Director or above, depending on the nature and severity of the complaint.</p> <p>d. We do not have a prepared notice.</p> <p>e. We do not have a prepared notice.</p>
Finance - CUBS	<p>a. Yes, upon request.</p> <p>b. This depends widely on the nature of the complaint; but yes, timelines are provided.</p> <p>c. Yes, complaints are escalated to the Director or above, depending on the nature and severity of the complaint.</p> <p>d. CUBS does not have a prepared notice.</p> <p>e. CUBS does not have a prepared notice.</p>
First 5 Commission	<p>a. N/A</p> <p>b. N/A</p> <p>c. N/A</p> <p>d. N/A</p> <p>e. None, as our department has less than 50 employees.</p>
Health Services	<p>a. Yes, per our public notice, individuals are referred to the Disability Compliance Office for assistance.</p> <p>b. No, Disability Compliance Office handles this.</p> <p>c. No, Disability Compliance Office handles this.</p> <p>d. The notice has TTY/TDD information.</p> <p>e. Yes.</p>
Human Assistance	<p>a. Yes.</p> <p>b. Yes.</p> <p>c. Civil Rights Bureau, California Department of Social Services</p> <p>d. Yes.</p> <p>e. Yes.</p>
Probation - Adult	<p>a. Yes.</p> <p>b. Yes.</p> <p>c. Yes, as provided by various unions if applicable.</p> <p>d. Yes. In the event braille is needed, the County would utilize a contractor to provide the braille format.</p> <p>e. Yes, the Public Notice contains the name of the Disability Compliance Program Manager.</p>
Probation - Juvenile	<p>a. Probation has established a citizen complaint process. Forms are available in many different languages and can be submitted in person, by email and/or over the phone using Text Telephone (TTY). Residents in the Youth Detention Facility can submit a grievance in writing or with the assistance of an adult.</p> <p>b. Complaints are responded to in a timely manner. However, response times may vary.</p> <p>c. All Citizen Complaints are processed and investigated by Probation Internal Affairs Unit. Grievances within the Youth Detention Facility (YDF) are submitted to the Grievance Unit and further triaged based on the nature and validity of the complaint.</p> <p>d. The public can request assistance to submit a complaint in person, over the phone or in writing. Residents in the Youth Detention Facility can ask for the assistance of an adult that is not involved in the grievance (i.e., teacher, counselor, officer, etc.).</p> <p>e. N/A</p>

Public Defender	<p>a. Refer all complaints to Disability Compliance Office (DCO) or HR West Team.</p> <p>b. Refer all complaints to DCO or HR West Team.</p> <p>c. Refer all complaints to DCO or HR West Team.</p> <p>d. Refer all complaints to DCO or HR West Team.</p> <p>e. No Response.</p>
Retirement	<p>a. Yes, via use the county wide grievance process.</p> <p>b. Yes</p> <p>c. Yes – David Devine.</p> <p>d. Yes</p> <p>e. Yes</p>
Revenue Recovery	<p>a. Refer to DPS.</p> <p>b. DPS</p> <p>c. DPS</p> <p>d. N/A</p> <p>e. Cori Stillson</p>
Sanitation District Agency - Regional Sanitation	<p>a. N/A</p> <p>b. N/A</p> <p>c. N/A</p> <p>d. N/A</p> <p>e. N/A</p>
Sanitation District Agency - Sacramento Area Sewer District	<p>a. We use County HR Bradshaw Office and they do offer assistance for people with disabilities.</p> <p>b. We use County HR and they do provide assistance including timelines.</p> <p>c. No</p> <p>d. County HR does not currently have alternative formats on grievance process.</p> <p>e. County HR does provide ADA Coordinator information.</p>
Transportation	<p>a. Yes, website accessible forms and CA Relay Service.</p> <p>b. Yes, we send a notice of receipt of the grievance to the complainant with 5 days. We then investigate and provide a formal reply within 75 days. Due to the nature of the grievance the result may take much longer due to funding or other constraints.</p> <p>c. Yes the Chief of the Disability Compliance Office is Cc'd in the correspondence.</p> <p>d. Can be made available upon request. It is in accessible format on the website.</p> <p>e. Yes</p>
Waste Management and Recycling	<p>a. Yes, all situations are referred to DPS, Bradshaw Service Team.</p> <p>b. N/A</p> <p>c. N/A</p> <p>d. N/A</p> <p>e. N/A</p>
Water Resources	<p>a. DWR does not have its own grievance system. We would contact the County Disability Office through the County's Department of Personnel Services to address the County grievance system.</p> <p>b.</p> <p>c.</p> <p>d.</p> <p>e. Cori A. Stillson, Ph.D., Countywide ADA Coordinator.</p>



NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
18	28 CFR 35.104	Who in your department provides auxiliary aides and services to individuals with disabilities seeking accommodation under ADA Title II? Please include name, position and contact information.	Agricultural Comissioner	Teresa Adams, ASO II, would be the first point of contact. However the request would be coordinated with the assistance of the ADA Personnel Analyst at Bradshaw-DPS.	No staff member designated to provide auxiliary aides and services upon request.	Designate a staff member and provide necessary training to address requests for auxiliary aides. Reference 28 CFR 35.104 for a definition of auxiliary aides which include: Qualified interpreters; notetakers; real-time computer-aided transcription services; written materials; exchange of written notes; telephone handset amplifiers; assistive listening devices; etc.	
		Animal Care and Regulation	Do not have a procedure in place, our facility is ADA compliant so those individuals can move about freely without accommodation. Our staff can answer any questions they might have and accompany them to the kennels if needed.				
		Assessor	Tammy Terrell – Personnel Specialist II - 876-6756 Wendy Pell-Castillo – ASO I – 846-6727 Michele Hom – ASO III – 876-6755				
		Board of Supervisors/Clerk of the Board of Supervisors	Florence Evans, Clerk of the Board, evansf@saccounty.net, (916) 874-5411. Clerk department staff assist with these responsibilities.				
		Child, Family and Adult Services	Yes, Department of Child, Family, and Adult Services: Administration Management Services (Equipment Purchases) Administrative Services Officer 3, Virginia Garcia, 916-875-0151				
		Child Support Services	Many staff working at the SCDCSS provide customer service to individuals seeking accommodation under ADA Title II. All staff working in the Child Support Officer series, many Office Specialists, and some Office				
		Civil Service Commission	Marika Garcia				
		Conflict Criminal Defenders	CCD has never had a request to provide auxiliary aides or services to individuals with disabilities other than large print copies and use of low counter at reception area for wheel chair. Contact: Jill Steinhof ASO II 874-5236, steinhofj@saccounty.net				
		Coroner	Daniel P. Baker, ASO II, (916) 874-9321 bakerd@saccounty.net				
		County Clerk Recorder	Sheri Dyer Administrative Services Manager 916-874-7851 DyerS@saccounty.net				
		County Counsel	Stacy Revoir ASO 2revoirs@saccounty.net Julie Inclan ASO 3inclanj@saccounty.net				
		County Executive	We would contact Cori Stillson, the Countywide ADA Coordinator.				
		County Executive - Planning and Environmental Review	PER's ADA Coordinator is Belinda Wekesa-Batts, Accounting Manager, (916) 876-8847.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	BPI does not have a designated person to provide such services. However, if someone to ask we would handle it and get in touch with the necessary person.				
		Development and Code Services - Code Enforcement	Code Enforcement does not have a designated person to provide such services.				
		Development and Code Services - Construction Management & Inspection	CMID does not have a designated person to provide such services.				
		Development and Code Services - County Engineering	CED does not have a designated person to provide such services.				
		District Attorney	Kelly Stephan, ADA Coordinator, Sr. Personnel Analyst, 874-8530.				
		Environmental Management	Sandra Leahy, Leahys@saccounty.net Christina Menefee, MenefeeCH@saccounty.net Marie Woodin, WoodinM@saccounty.net Jason Boetzer, BoetzerJ@saccounty.net Kelly McCoy, McCoyK@saccounty.net Tim McPherson, McPhersonT@saccounty.net				
		Finance	Division Chiefs; Managers, Supervisors and Line staff, depending on the nature of the request. An org chart is attached.				
		Finance - CUBS	Division Chief, Administration, Supervisors and Line staff, depending on the nature of the request.				
		First 5 Commission	None, less than 50 employees.				

Health Services	<p>DHS OFCA DHS no longer has an ADA Title II coordinator; the position moved to the Department of Child Family and Adult Services (DCFAS) as a result of the 3/2018 DHHS reorganization.</p> <p>Primary Health Primary Health provides assistance to impaired individuals through in house staff translation, contracted phone translation and contracted providers who provide in person translation in all languages including ASL.</p> <p>http://inside.dhs.saccounty.net/PRI/Documents/Clinic%20Policies-And-Procedures/Posted%20Policies/PP-CS-02-02-Interpreter-for-Patient-Care-03-01-17.docx Attachment 3</p> <p>http://inside.dhs.saccounty.net/PRI/Documents/Clinic Policies-And-Procedures/Posted Policies/PP-CS-02-01-Alternate-Format-09-17-10.doc Attachment 4</p> <p>Wheel chairs are provided.</p> <p>http://inside.dhs.saccounty.net/PRI/Documents/Clinic%20Policies-And-Procedures/Posted%20Policies/PP-CS-02-03-Wheelchair-Access-07-20-10.doc Attachment 5</p> <p>Any other accommodations required are available upon request.</p>
Human Assistance	Every DHA staff member has access to provide individuals with reasonable accommodations for disabilities, including providing Publication 13 (state form) in Braille and/or audio format. All staff have access to CA Relay (711) and to contracted American Sign Language vendors. Staff questions on providing these services are made to DHA, Civil Rights Coordinator, Dawn Mason, Administrative Services Officer II, (916) 876-4455, DHA-Civil-Rights@saccounty.net.
Probation - Adult	Tony Deala, Administrative Services Officer II, DealaT@saccounty.net Office: (916) 876-9144
Probation - Juvenile	ADA accommodation requests are handled by division managers on a case-by-case basis.
Public Defender	Siobhan Alvarez, ASO I, (916) 874-6652
Retirement	Amy Larson, Sr. Personnel Analyst (916) 874-9030.
Revenue Recovery	Not for public. For employees: Norriell Hernandez
Sanitation District Agency - Regional Sanitation	N/A
Sanitation District Agency - Sacramento Area Sewer District	Dianne Livingston ASO II, 876-6297.
Transportation	Justin Hess, Sr. Safety Specialist, phone 916-876-5414, email HessJ@saccounty.net Steve Martell, Admin Svcs Officer II, phone 916-875-1708, email martells@SacCounty.NET
Waste Management and Recycling	Coordinated effort between DPS, Bradshaw Service Team and Nicole Johnson, ASO III, 916-875-6954.
Water Resources	Our department does not provide auxiliary aides and services to individuals with disabilities seeking accommodation under ADA Title II.

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
20	2 CCR § 11065 (e).	How are essential functions determined?	Agricultural Commissioner	The classification description contains the essential functions of positions.	No system in place to define essential and marginal functions of each position.	Create a system to define essential and marginal functions based upon the position, rather than the job classification.	
		Animal Care and Regulation	Job class has minimum requirements and duties performed.				
		Assessor	Essential functions and any special requirements (i.e. Driver's License, Physical, Certifications, degree, etc.) are stated on the Job Descriptions (Bulletins) published by DPS.				
		Board of Supervisors/Clerk of the Board of Supervisors	Essential functions are determined based on minimum qualifications for Clerk of the Board, Assistant Clerk of the Board, Deputy Clerk II, Secretary to BOS, Special Assistant to BOS, and Chief of Staff to BOS. These positions are unique to the department. The Secretary, Confidential position is determined by an internal list of job functions/duties created within the parameters of that job class and minimum qualifications listed therein.				
		Child, Family and Adult Services	Department of Personnel Services Job Duties/Job Specification Statements.				
		Child Support Services	The essential functions are determined by Departmental Leadership and are posted in the Job Classification notice. The SCDCCS Leadership Team determines essential duties for staff at SCDCCS. Those duties are periodically reviewed for each classification, and are updated as needed.				
		Civil Service Commission	The Executive Officer determines which functions of the office must occur in order for the Commission's mandated responsibilities to be properly conducted.				
		Conflict Criminal Defenders	Essential functions are determined by the duties required to complete each task.				
		Coroner	Job Classification Specifications from HR Department				
		County Clerk/Recorder	The manager and supervisor review the position's essential functions by determining the skills and abilities necessary to complete the job.				
		County Counsel	Essential functions are determined by workload and current needs of the office.				
		County Executive	Class specifications				
		County Executive - Planning and Environmental Review	Essential functions are determined through the County Employment Office's procedures that are followed when defining or re-defining the job class descriptions used for each civil service position in PER. This includes establishing one or more PER subject matter experts to work with the Employment Office in developing the descriptions.				
		Development and Code Services - Administration	Essential functions are determined based on job class specification and job duties per position.				
		Development and Code Services - Building Permits & Inspections	Essential functions are determined from the Job Classifications				
		Development and Code Services - Code Enforcement	Essential functions are determined from the Job Classifications				
		Development and Code Services - Construction Management & Inspection	Essential functions are determined from the Job Classifications				
		Development and Code Services - County Engineering	Essential functions are determined based on job class specification and job duties per position. Managers and others familiar with the positions assist in the preparation of job specifications.				
		District Attorney	The essential functions of the job classifications that the DA's Office utilizes are determined through the development of the job class specifications by the Department of Personnel Services Class and Pay Team.				
		Environmental Management	Not sure.				
		Finance	The essential functions are the fundamental and necessary duties that must be performed by the position. They are reviewed and documented in a collaborative nature by managers, supervisors and line staff.				
		Finance - CUBS	The essential functions are the fundamental and necessary duties that must be performed by the position. They are reviewed and documented in a collaborative nature by managers, supervisors and line staff.				
		First 5 Commission	Each position has a predetermined set of duties due to the small size of office staff.				
		Health Services	The respective manager/supervisor works with their assigned Department of Personnel Services ADA coordinator to develop the essential functions based on the county class specifications and requirements described in the job posting.				
		Human Assistance	Essential functions are listed in the Civil Service Classification Specifications, under oversight of Sacramento County Department of Personnel Services (DPS).				
		Probation - Adult	Determined by the Sacramento County Job Specs.				
		Probation - Juvenile	Essential functions and duties are identified for each position on case-by-case bases.				
		Public Defender	Sacramento Count Class Specification as developed by HR.				
		Retirement	Not at this time, however a process has been started to work on this.				
		Revenue Recovery	Need more specifics.				
		Sanitation District Agency - Regional Sanitation	Sacramento County Department of Personnel Services				
		Sanitation District Agency - Sacramento Area Sewer District	Essential functions are determined through the job description and job classifications/specifications.				
		Transportation	Essential functions are determined by the specific job description responsibilities.				

		Waste Management and Recycling	They are a part of job specifications approved by the Board of Supervisors and the Civil Service Commission.			
		Water Resources	Duty statements for each position are created by management prior to the hiring exercise to determine the essential function of the position.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
21	Best Practice- Pursuant to DOJ recommendations requiring 4 hours of public contact training including, but not limited to, "person-first language", service animal issues, communications, and the basic mandates of the ADA.	Are selection panel members trained regarding disability awareness and appropriate interactions with people with disabilities?	Agricultural Commissioner	Other than attending County Supervisor training classes in which ADA issues are discussed, there are currently no specific trainings.	Departments do not provide training to selection panel members on disability awareness and appropriate interactions with people with disabilities.	Create guidance for selection panel members that covers a broad range of disability compliance, awareness and appropriate interaction. Consider using the Department of Fair Employment and Housing Fact Sheet on Employment Inquiries and ADA.gov as resources.	
		Animal Care and Regulation	No, we have not had any training in that area.				
		Assessor	Department managers and supervisors typically make up our panel members and all of them have gone through the County's New Supervisors Training Series which has a class that covers Reasonable Accommodations. If an outside person from DPS or another County serves as a panel member, we'd hope our department panel members would ensure that issues requiring disability awareness and interactions with persons with disabilities are handled appropriately. No documented process in place.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes.				
		Child, Family and Adult Services	Department of Personnel Services: Supervisor Training, Reasonable Accommodation Preventing Workplace Harassment and Discrimination Training (AB1825) https://20130.lms.navexglobal.com/topclass3/login.do?partition=saccounty Department of Child, Family, and Adult Services: On-line Civil Rights Training http://inside.dcfas.saccounty.net/Admin/Pages/OMBUDSMAN/Civil-Rights-Training.aspx Administration Services Ombudsman/Civil Rights Coordinator, Susan K. Anderson, 916-875-2000 ADA Training for Supervisors and Managers Child Protective Services, Training and Workforce Development Program Planner Melanie Perez, 916-874-5198 Disability Awareness Training Senior and Adult Services, Training Coordinator Program Planner Heidi Richardson, 916-874-9336				
		Child Support Services	No.				
		Civil Service Commission	We do not use hiring panels typically.				
		Conflict Criminal Defenders	Yes, we follow guidance from county employment office handbook and staff.				
		Coroner	Yes.				
		County Clerk/Recorder	There is not specific training on this topic at this time. We have recently learned the Department of Personnel Services, Disability Compliance Office, is available to provide customized training to requesting departments. We will work with their office to provide training on this topic, and others, by the end of 2018.				
		County Counsel	No.				
		County Executive	No.				
		County Executive - Planning and Environmental Review	PER selection panel members are not regularly trained regarding disability awareness specifically with regard to the hiring process. Many panel members have training either through other County avenues, such as information pamphlets and posters in the break rooms, personal experience or other duties in the County such as participation in development of the County's Environmental Justice Element or in Access and Functional Needs training related to emergency response duties when activated as Disaster Service Workers (DSWs).				
		Development and Code Services - Administration	*No response				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	Not that I am aware of.				
		District Attorney	Yes. Staff are required to take harassment prevention and disability training.				
		Environmental Management	I am not sure.				
		Finance	Yes.				
		Finance - CUBS	Not currently.				
		First 5 Commission	No.				
		Health Services	Yes.				
		Human Assistance	Yes.				
		Probation - Adult	Yes.				
		Probation - Juvenile	(Admin to respond)				
		Public Defender	Yes. See attached class description in "Hiring and Interviewing Best Practices" (PDF)				
		Retirement	No.				

	Revenue Recovery	Yes.		
	Sanitation District Agency - Regional Sanitation	Yes.		
	Sanitation District Agency - Sacramento Area Sewer District	Most are, but can't verify 100%.		
	Transportation	Yes, country employees are trained regarding disability awareness.		
	Waste Management and Recycling	No.		
	Water Resources	No selection panel members are not trained on appropriate actions with people with disabilities.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
22	2 CCR § 12940 (n).	Is reasonable accommodation offered, as needed, for people with disabilities during selection?	Agricultural Comissioner	Yes, and for those whose disabilities that may not be apparent, once a candidate communicates their need to the Department, an accommodation would be made.	No policy or procedure in place to provide reasonable accommodations, as needed, during the selection process.	All departments are required to provide reasonable accommodations for people with disabilities during the selection process. Although this has not occurred, a policy and procedure should be created and training provided to impacted staff. The countywide reasonable accommodation policy should be referenced.	Ensure a statement offering reasonable accommodations is included on job announcements.
		Animal Care and Regulation	Yes if requested.				
		Assessor	Yes, when candidate requests.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes.				
		Child, Family and Adult Services	Yes.				
		Child Support Services	Yes, candidates are notified during the certification process that they can request reasonable accommodation for the interview. When those requests are received, we work with the Disability Compliance Office to ensure we offer appropriate reasonable accommodation.				
		Civil Service Commission	Yes, but in my tenure, one has not been requested.				
		Conflict Criminal Defenders	Yes.				
		Coroner	If candidate chosen required accommodation, options would be discussed				
		County Clerk/Recorder	If a reasonable accommodation is relayed to us from Department Personnel Services (DPS) or the applicant, the department would coordinate an accommodation for the request				
		County Counsel	N/A as this has not yet come up.				
		County Executive	Yes.				
		County Executive - Planning and Environmental Review	PER offers reasonable accommodation, as needed, for people with disabilities during the employment selection process. Reasonable accommodation is offered when setting interviews with candidates.				
		Development and Code Services - Administration	Yes.				
		Development and Code Services - Building Permits & Inspections	Yes.				
		Development and Code Services - Code Enforcement	Yes.				
		Development and Code Services - Construction Management & Inspection	Yes.				
		Development and Code Services - County Engineering	Yes.				
		District Attorney	Yes. Reasonable accommodations are offered during the selection process when accommodations are requested through the Disability Compliance Office, or on a case by case basis when requested by the applicant at the department level.				
		Environmental Management	We have not had this situation, but if it did, a reasonable accommodation would be offered.				
		Finance	Yes				
		Finance - CUBS	A reasonable will be offered and/or provided for people with disabilities during selection.				
		First 5 Commission	Yes.				
		Health Services	Yes.				
		Human Assistance	Yes, upon request.				
		Probation - Adult	Yes. After a requisition (to hire) is placed and before the list of candidates is released to fill a vacancy, Personnel Services sends a list of applicants seeking accommodation. The ASO would determine if the duties of the vacant position could be accommodated.				
		Probation - Juvenile	Yes.				
		Public Defender	Yes. See attached class description in "Hiring and Interviewing Best Practices" (PDF)				
		Retirement	Yes.				
		Revenue Recovery	Yes.				
		Sanitation District Agency - Regional Sanitation	Yes, if notified.				
		Sanitation District Agency - Sacramento Area Sewer District	Yes.				
		Transportation	Yes, upon request.				
		Waste Management and Recycling	Yes.				
		Water Resources	Yes, reasonable accommodation is offered, as needed, for people with disabilities during the selection process. The invitation to interview document sent to potential employees includes a section indicating to contact our Administrative Services Officer if you will need an accommodation for the interview.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
23	2 CCR § 12940 (n).	Who provides reasonable accommodations to applicants and employees under the ADA Titles I and II regulations, and California Government Code 12926? Please include name, position and contact information.	<p>Agricultural Comissioner</p> <p>Animal Care and Regulation</p> <p>Assessor</p> <p>Board of Supervisors/Clerk of the Board of Supervisors</p> <p>Child, Family and Adult Services</p> <p>Child Support Services</p> <p>Civil Service Commission</p> <p>Conflict Criminal Defenders</p> <p>Coroner</p> <p>County Clerk/Recorder</p> <p>County Counsel</p> <p>County Executive</p> <p>County Executive - Planning and Environmental Review</p> <p>Development and Code Services - Administration</p> <p>Development and Code Services - Building Permits & Inspections</p> <p>Development and Code Services - Code Enforcement</p> <p>Development and Code Services - Construction Management & Inspection</p> <p>Development and Code Services - County Engineering</p> <p>District Attorney</p> <p>Environmental Management</p>	<p>Teresa Adams, ASO, 875-6386, would be the first point of contact in coordination with Juli Jensen, the Agricultural Commissioner / Sealer of Weights & Measures, 916-875-6348, and Rebecca Losasso, the Bradshaw-DPS ADA Personnel Analyst, 916-875-4382.</p> <p>We would consult with the County HR department for guidance for current employees who ask for ADA accommodations and if new applicants requested accommodation prior to interview we would try to comply. This could be done by Supervisor Eileen Matson 916-875-4246, Supervisor Danielle Russell 916-875-4054, ASO II Vita Tsymbal 916-875-4781.</p> <p>DPS And staff listed below, if necessary, after guidance from DPS: Tammy Terrell – Personnel Specialist II - 876-6756 Wendy Pell-Castillo – ASO I – 846-6727 Michele Hom – ASO III – 876-6755</p> <p>COB management staff contacts the Disability Compliance Office for guidance on how to best accommodate an individual if a need arises. Florence Evans, Clerk of the Board, evansf@saccounty.net, 874-8150 Alma Munoz, Assistant Clerk of the Board, munozal@saccounty.net, 874-8125 Kathy McClellan, Assistant Clerk of the Board, mcclellank@saccounty.net, 874-8687</p> <p>Department of Personnel Services (Accommodation Specifics) Administration Management Services (Equipment Purchase) Administrative Services Officer 3, Virginia Garcia, 916-875-0151</p> <p>Employees: the Department provides reasonable accommodation to employees when appropriate. Interview candidates / applicants: reasonable accommodation is provided by the hiring manager / Executive staff when appropriate.</p> <p>Alice Dowdin Calvillo, Executive Officer, 916-874-5586.</p> <p>Department ADA coordinator is Jill Steinhofer, ASO II, 874-5236 steinhoferj@saccounty.net Department would contact HR and ADA office for guidance</p> <p>Daniel P. Baker, ASO II, (916) 874-9321 bakerd@saccounty.net</p> <p>Sheri Dyer Administrative Services Manager 916-874-7851 DyerS@saccounty.net</p> <p>Stacy Revoir ASO 2 revoirs@saccounty.net Julie Inclan ASO 3 inclanj@saccounty.net</p> <p>We would contact Cori Stillson, the Countywide ADA Coordinator.</p> <p>PER's ADA Coordinator is Belinda Wekesa-Batts, Accounting Manager, (916) 876-8847. She is the primary contact when staff requests reasonable accommodation, or when management becomes aware of the potential need for reasonable accommodation. Any request would be coordinated with the County's Disability Compliance Office.</p> <p>Unknown, Employment Office?</p> <p>Not aware of any applicants that have inquired. However, we would contact compliance officer.</p> <p>Employees who have restrictions and are seeking accommodations are evaluated on a case by case basis by Supervisors and Managers</p> <p>Employees who have restrictions and are seeking accommodations are evaluated on a case by case basis by Supervisors and Managers</p> <p>Employees who have restrictions and are seeking accommodations are evaluated on a case by case basis by Supervisors and Managers</p> <p>Employees who have restrictions and are seeking accommodations are evaluated on a case by case basis by Supervisors and Managers and Human Resources/Administration.</p> <p>Department ADA coordinators: Kelly Stephan, Sr. Personnel Analyst: stephank@sacda.org Ryan Bradshaw, Personnel Analyst: bradshawr@sacda.org</p> <p>Department-wide ADA coordinator: Cori Stillson, Manager, EEO/DCO: DCO@saccounty.net</p> <p>Sandra Leahy, ASO 3, Leahys@saccounty.net Marie Woodin, Interim Director, WoodinM@saccounty.net Jason Boetzer, Environmental Program Manager II, BoetzerJ@saccounty.net Kelly McCoy, Environmental Program Manager I, McCoyK@saccounty.net Tim McPherson, Sr. Accounting Manager, McPhersonT@saccounty.net</p>	No staff member designated to provide reasonable accomodations upon request.	Designate a staff member and provide necessary training to address requests for reasonable accomodations.	

Finance	ADA Titles I and II regulations, and California Government Code 12926? Please include name, position and contact information. Division Chiefs; Managers, Supervisors and Line staff, depending on the nature of the request. An org chart is attached.
Finance - CUBS	Division Chief, Administration, Supervisors and Line staff, depending on the nature of the request.
First 5 Commission	None, less than 50 employees. Policy is provided by Personnel Services for larger groups. For employees: http://inside.dps.saccounty.net/DisabilityCompliance/Documents/Reasonable%20Accommodation%20Request%20Form.pdf
Health Services	Department of Personnel Services (DPS) Cori A. Stillson, PH.D. Parkway Service Team effective 7/8/2018 Employee Relations/ADA •Monica Hill •Lien Lam •Jennifer Whitlock •Meghan Goodwin
Human Assistance	DPS
Probation - Adult	Tony Deala, Administrative Services Officer II, DealaT@saccounty.net Office: (916) 876-9144.
Probation - Juvenile	*No response
Public Defender	Siobhan Alvarez, ASO I, (916) 874-6652
Retirement	Amy Larson, Sr. Personnel Analyst (916) 874-9030.
Revenue Recovery	Stephanie Briscoe, Collection Enforcement Manager, 875-7818 Isabel Nava, Collection Support Manager, 875-7752 Cindy Trinh, Fiscal Services Manager, 875-0012
Sanitation District Agency - Regional Sanitation	Deborah Celestre, Sr. Safety Specialist, 875-9154
Sanitation District Agency - Sacramento Area Sewer District	We go through County HR reasonable accommodations procedure. Kelly Prayter, Personnel Analyst 875-4387.
Transportation	Applicants: Personnel Dept., County Disability Compliance Office; Cori Stillson, EEO Officer, 916-874-6494. Email: StillsonC@saccounty.net SacDOT: Justin Hess, Sr. Safety Specialist, 916-876-5414, email: HessJ@saccounty.net
Waste Management and Recycling	Coordinated effort between DPS, Bradshaw Service Team, Mark Horr, Senior Safety Specialist, 916-876-9131, and Nicole Johnson, ASO III, 916-875-6954.
Water Resources	DWR's Administrative Services Officer Marya Martinez, would provide reasonable accommodations for the applicants. DWR would work with DPS to provide reasonable accommodations for employees.

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
24	2 CCR § 12940 (n).	Is an interactive process used? If yes, how is it documented?	Agricultural Commissioner	The interview process is in-person and interactive with questions posed by the interview panel. Each panel member documents their notes to a candidate's responses. Any reasonable accommodation made would be documented by emailing the Bradshaw-DPS ADA Personnel Analyst.	Departments do not engage in the interactive process to document all efforts made to provide reasonable accommodations.	Engage in the interactive process for every reasonable accommodation per CA Gov Code 12940. While there is no requirement on documenting the interactive process, it is critical that all efforts made to provide an accommodation are captured. It is recommended the department utilize the Countywide ADA/FEHA Reasonable Accommodation: Interactive Process Summary form. Provide training to impacted staff as needed.	
		Animal Care and Regulation Assessor	Interaction with the person requesting the accommodation would be handled by HR. The employee/doctor completes the ADA packet. It is returned to the County Personnel Services Coordinator at DPS who then schedules and facilitates the interactive meeting with the employee and Supervisors and/or Chief. These meetings are held in-person or via teleconferencing. DPS documents the process by preparing a written summary of the Interactive Meeting and agreed-upon Accommodations (if any) and furnishes copies to the employee and our department.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes. It is documented in an email to the DPS Safety Specialist accompanied by a request for an ergonomic evaluation, documentation of order of special equipment, accommodation, and/or any modification made. Will use ADA/FEHA Reasonable Accommodation Interactive Process Summary form beginning September 2018.				
		Child, Family and Adult Services	Department of Personnel Services				
		Child Support Services	Yes. The interactive process is used during the determination process for reasonable accommodation for employees and applicants. The process is the same for employees and candidates / applicants. When the interactive review process is conducted by a member of the SCDCSS Leadership Team, a form is completed and provided to the Department of Personnel and Disability Compliance Office. The form includes information regarding the accommodation requested, and the determination made. The Department of Personnel completes an Interactive Summary with the details regarding the request (including resolution); the final Interactive Summary is provided to the Department and the employee / applicant. If the interactive process is conducted by the Disability Compliance Office, the Department of Personnel completes an Interactive Summary with the details regarding the request (including resolution); the final Interactive Summary is provided to the Department and the employee / applicant.				
		Civil Service Commission	Yes. Documented using Dept. Personnel Services Interactive process summary form.				
		Conflict Criminal Defenders	Yes, we use the county Interactive Process Summary form and work with County ADA office and HR on process. Documentation would be in writing.				
		Coroner	ADA Coordinator takes notes and documents summary in MS-Word				
		County Clerk/Recorder	Yes, we work with Department of Personnel Services (DPS) for all interactive process and meetings are documented by DPS, including the Interactive Process Summary completed by DPS. (DPS forms and process are attached)				
		County Counsel	Yes, an interactive process is used to determine if we can provide an accommodation. It is documented by ADA forms and emails and saved on our confidential drive.				
		County Executive	Yes. It is documented by contacting and coordinating with Personnel Services.				
		County Executive - Planning and Environmental Review	PER does not have an interactive process separate from what the County's Disability Office would provide/coach.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	BPI would use an interactive process. If an interactive process is necessary we would coordinate with HR and/or the Disability Compliance Office				
		Development and Code Services - Code Enforcement	Code Enforcement does use an interactive process. If an interactive process is necessary Code Enforcement coordinates works with HR and/or the Disability Compliance Office				
		Development and Code Services - Construction Management & Inspection	CMID does use an interactive process. If an interactive process is necessary CMID coordinates works with HR and/or the Disability Compliance Office				
		Development and Code Services - County Engineering	CED does use an interactive process. CED coordinates works with HR and/or the Disability Compliance Office on a case by case basis.				
		District Attorney	Yes. When an employee may need a reasonable accommodation, they are sent a request form. This is triggered by a request from the employee, restrictions listed in a medical note, or when the employee either exhausts or is ineligible for FMLA/CFRA protection. Once the request form is completed by the employee's healthcare provider, a meeting is scheduled with a department ADA coordinator, the employee's supervisor, and a union representative if requested by the employee. The specifics of the accommodations are discussed, and the accommodations are either granted or denied based on the employee's abilities to continue to perform the essential functions of the job with accommodations. The meeting is documented, and a summary of the ADA meeting is sent to the Disability Compliance Office and all meeting attendees.				
		Environmental Management	An interactive process is used. It's generally been documented with the assistance of a Sr. Personnel Analyst from the Bradshaw HR team.				
		Finance	Yes. DOF works with the employee and the DCO. DPS typically provides summaries from the meetings. Supervisors / Managers may maintain notes in desk files that may be used to assist employees.				

Finance - CUBS	Yes. DOF works with the employee and the DCO. DPS typically provides summaries from the meetings. Supervisors / Managers may maintain notes in desk files that may be used to assist employees.
First 5 Commission	At the time of the interview the applicant is asked if they require any accommodations.
Health Services	Yes, DHS utilizes the established County process. The employee: <ul style="list-style-type: none"> •Requests a Reasonable Accommodation from their supervisor and completes the Reasonable Accommodation form. •Provides a Medical Verification form from their health care provider. •Submits their completed documents to the County Disability Compliance Office •Subsequently the Disability Compliance Office responds to the employee in writing and if a qualified disability was identified, the personnel services ADA/FEHA Coordinator schedules an Interactive to discuss possible methods to accommodate the employee. •In preparation for the interactive meeting, the supervisor/manager completes and ADA/FEHA Functional Capacity Form and identifies the essential functions of the position. Upon completion of the interactive meeting, the ADA/FEHA Coordinator prepares a Confidential Reasonable Accommodation Meeting Summary, which is provided to all attendees and the summary document serves as the written record of the discussion points and recommendations for the accommodation
Human Assistance	Yes, documented by DPS.
Probation - Adult	Yes. Probation fills out the ADA Essential Duties form and ADA FEHA Functional Capacity for Specific Physical and/or Mental Job Requirements. It is sent to the Disability Compliance Office for review and processing.
Probation - Juvenile	*No response
Public Defender	Yes. See attached "Interactive Process" (PDF) and "ADA Interactive Process Summary Template" (PDF)
Retirement	Yes, documented via the Interactive Process summary form.
Revenue Recovery	No.
Sanitation District Agency - Regional Sanitation	Unknown haven't needed process yet but done by Sacramento County Department of Personnel Services.
Sanitation District Agency - Sacramento Area Sewer District	We use County HR at the Bradshaw office for all of SASD's interactive processes. They document and maintain the files.
Transportation	Yes, when needed on a case by case basis.
Waste Management and Recycling	Yes. It is documented through DPS, Bradshaw Service Team and Nicole Johnson.
Water Resources	No there is not an interactive process.

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
25	2 CCR § 12926(u).	How is undue hardship determined and by whom? Please include name, position and contact information.	Agricultural Comissioner Animal Care and Regulation Assessor Board of Supervisors/Clerk of the Board of Supervisors Child, Family and Adult Services Child Support Services Civil Service Commission Conflict Criminal Defenders Coroner County Clerk/Recorder County Counsel County Executive County Executive - Planning and Environmental Review Development and Code Services - Administration Development and Code Services - Building Permits & Inspections Development and Code Services - Code Enforcement Development and Code Services - Construction Management & Inspection Development and Code Services - County Engineering District Attorney Environmental Management Finance Finance - CUBS First 5 Commission Health Services Human Assistance Probation - Adult	This would be determined by the Bradshaw-DPS ADA Personnel Analyst. This would be determined by director David Dickinson, 916-875-5051 along with the HR and DPS departments. Supervisor and/or managers would discuss with the Assessor, Christina Wynn and/or Assistant Assessor, Jarret Stedifor, and would then contact DPS. Contact the DPS West Team and Disability Compliance Office. N/A Department of Personnel Services With consultation from the Disability Compliance Office, members of the SCDCSS Leadership Team determine whether an accommodation represents a hardship to the Department. Hardship is determined Disability Compliance Office, Cori Stillson ADA Coordinator. CCD management would work with County ADA office AND HR for determination and interactive process0 Daniel P. Baker, ASO II, (916) 874-9321 bakerd@saccounty.net We contact the Department of Personnel Services service team, and would work also work with Disability Compliance Office throughout the process. Virgil Johnson Personnel Analyst (916) 876-4356 Cheryl Bennett Personnel Technician (916) 874-4466 Undue hardship is determined if the accommodation disrupts the ability of the office to complete its mission. This is ultimately determined by Robyn Truitt Drivon at drivonr@saccounty.net. We would contact Personnel Services. PER would rely on coaching from Personnel Services in general and the Disability Compliance Office specifically in making a determination of undue hardship. DPS Bradshaw, HR BPI would coordinates with HR or Disability Compliance Office. Code Enforcement coordinates with HR or Disability Compliance Office. CMID coordinates with HR or Disability Compliance Office. CED would coordinate with Department of Personnel Services and Human Resources. It may be necessary to contact the Disability Compliance Office. Undue hardship is based upon the needs of the department. The department ADA coordinator, under the guidance of the Disability Compliance Office, provides the necessary information to Executive Management for determination. The ADA coordinators for the DA's Office are: Kelly Stephan, Sr. Personnel Analyst: stephank@sacda.org Ryan Bradshaw, Personnel Analyst: bradshawr@sacda.org I am not sure. I believe we would work with Rebecca Losasso (LosassoR@saccounty.net) from the Bradshaw HR team. Managers review and consider accommodation requests. On occasion, the scope of the request requires additional support from facilities, for example, and then additional levels of approvals are required. We work with the DCO on many accommodation requests; and in particular, all requests that DOF is not able to accommodate. Managers review and consider accommodation requests. On occasion, the scope of the request requires additional support from facilities, for example, and then additional levels of approvals are required. We work with the DCO on many accommodation requests; and in particular, all requests that DOF is not able to accommodate. Review of County procedures. Eric Harrold, Chief of Administration, 916-876-5868. The Department of Personnel Services handles this. Ann Edwards, DHA Director, (916) 875-3611, Edwardsann@saccounty.net Yes. The Department of Personnel Services determines "undue hardship" in collaboration with the agency involved.	No clear process in place for determining undue hardship.	Create a process in compliance with CA Government Code 12926(u).	Ensure process for determining undue hardship follows CA Government Code 12926(u).

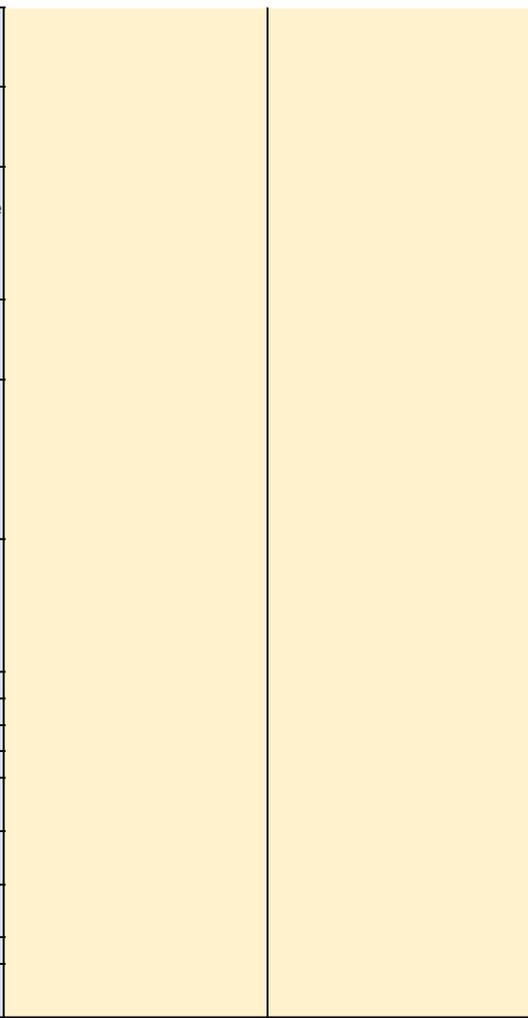
Probation - Juvenile	*No response		
Public Defender	We follow Sacramento County policies and procedures: Cori Stillson 700 H Street, Suite 5720 Sacramento, CA 95814 Phone (916) 874-7642 FAX (916) 874-7132 Email dco@saccountv.net		
Retirement	Office of Disability Compliance.		
Revenue Recovery	Melina Turpin, Assistant Director, 875-0022		
Sanitation District Agency - Regional Sanitation	Unknown what is all done by Sacramento County Department of Personnel Service.		
Sanitation District Agency - Sacramento Area Sewer District	County HR facilitates this process along with the immediate supervisor.		
Transportation	This would likely be coordinated with the personnel office on a case by case basis.		
Waste Management and Recycling	DPS, Bradshaw Service Team, Mindy Scates-Gonzales, HR Manager II, 916-876-7954.		
Water Resources	The DWR Director would work with the Department of Personnel Services to determine if a request results in an undue hardship.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
26	28 CFR 35.130(b)	Is contract language in place holding contractors and vendors to applicable State and Federal disability civil rights mandates? If yes, how is this enforced?	Agricultural Commissioner Animal Care and Regulation Assessor Board of Supervisors/Clerk of the Board of Supervisors Child, Family and Adult Services Child Support Services Civil Service Commission Conflict Criminal Defenders Coroner County Clerk/Recorder County Counsel County Executive County Executive - Planning and Environmental Review Development and Code Services - Administration Development and Code Services - Building Permits & Inspections Development and Code Services - Code Enforcement Development and Code Services - Construction Management & Inspection Development and Code Services - County Engineering District Attorney Environmental Management Finance Finance - CUBS First 5 Commission Health Services Human Assistance Probation - Adult Probation - Juvenile Public Defender Retirement	N/A Yes with basic county contract language, have not had to enforce as we have not had any complaints, if needed we would terminate the contract. This is a responsibility of the DGS – Purchasing and Contract Division. Department of General Services uses standard template language for contracts. Yes, Department of Child, Family, and Adult Services: Administration Services, Contracts (Contract Monitoring) Administrative Services Officer 3, Deanne Sundquist-Alafrangi, 916-874-9613 No. Yes, per County policies and procedures. Yes by County Counsel contract policy. CCD has never had to enforce, I would contact County ADA and County Counsel offices for guidance Contract Language issued by County Counsel is included in every agreement. Any notification of a State of Civil Rights violation could evoke the "Termination with Cause" clause of the agreement. We work with Department of General Services for County approved boilerplate language which contains basic ADA compliance language. Please see language below that is included in contracts signed by County Counsel: XVII. NONDISCRIMINATION IN EMPLOYMENT, SERVICES, BENEFITS AND FACILITIES We use the standard contract template provided by County Counsel. PER is not responsible for the "standard" language contained in the County's contracts, such as requirements related to State and federal civil rights mandates but when PER prepares a contract, internal procedures require review by County Counsel and the County Contracting Office for compliance with County requirements. Contact General Services, Contracts. Yes. If/When complaints are received they will be investigated and addressed Yes. If/When complaints are received they will be investigated and addressed. Yes. If/When complaints are received they will be investigated and addressed Yes, Contracts prepared for CED by General Services staff include language regarding nondiscrimination and compliance with the Americans With Disabilities Act of 1990. This rarely comes up and would be enforced on a case by case basis with assistance from Human Resources, Personnel Services and Disability Compliance Office. The department utilizes the County contract language that is reviewed by County Counsel. XVII.NONDISCRIMINATION IN EMPLOYMENT, SERVICES, BENEFITS AND FACILITIES EMD uses to the following language from the contract manual. DOF uses the standard purchasing boiler plates for contracts. Purchasing would be responsible for any contract language. Yes and contractors are visited and audited annually, where Planners review to assure requirements are being met. If not, funding may be withheld. Yes, DHS uses the County-wide contract agreement template provided by County Counsel. Each contract has a contract monitor that is responsible to ensure all terms and conditions of the contract are followed; Yes. Yes. Existing contracts in adult operations contain the following standard language, "CONTRACTOR, shall observe and comply with all applicable Federal, State, and County laws, regulations, and ordinances." Also, contractors have access to ADA notices, as they are posted in appropriate areas. *No response Contract language negotiated by Contract & Purchasing Services Division (CAPSD) Craig Rader, CPPPO, CPPB Purchasing Agent County of Sacramento Contract & Purchasing Services Division 9660 Ecology Lane Sacramento, CA 95827 916-876-6362 916-854-9061 (fax) raderc@saccounty.net Unknown.	Contract language is not in place holding contractors and vendors to applicable State and federal disability civil rights mandates.	Ensure all contracts hold vendors to State and Federal disability civil rights mandates.	

		Revenue Recovery	Refer to DPS. Enforcement has never had to occur.		
		Sanitation District Agency - Regional Sanitation	Unknown what is all done by Sacramento County contracts and/or finance.		
		Sanitation District Agency - Sacramento Area Sewer District	Yes, if a violation is reported we no longer use them as a vendor.		
		Transportation	Yes, this is standard language in all County contracts. Enforcement is through the legal system when necessary.		
		Waste Management and Recycling	If yes, how is this enforced? Yes, we use a standard issued County template.		
		Water Resources	The Department of General Services with assistance from County Counsel are responsible for contract language and enforcement.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
27	28 CFR 35.107	If an employee or member of the public with a disability believes they have been discriminated against by a County vendor or contractor, what steps are open to them for remedying the problem(s)?	Agricultural Comissioner Animal Care and Regulation Assessor Board of Supervisors/Clerk of the Board of Supervisors Child, Family and Adult Services Child Support Services Civil Service Commission Conflict Criminal Defenders Coroner County Clerk/Recorder County Counsel County Executive County Executive - Planning and Environmental Review Development and Code Services - Administration Development and Code Services - Building Permits & Inspections Development and Code Services - Code Enforcement Development and Code Services - Construction Management & Inspection Development and Code Services - County Engineering District Attorney Environmental Management	N/A They would be directed to the County Risk Management Department and HR. No documented process in place. Supervisor and/or Managers would contact DPS directly or contact the ASO III who would contact DPS for assistance. If it is related to a problem with a county facility or service, then may seek assistance from the Disability Compliance Office. Department of Child, Family, and Adult Services: Administration Services Ombudsman/Civil Rights Coordinator, Susan K. Anderson, 916-875-2000 Ombudsman Complaint Review Civil Rights Discrimination Complaint Review Employee: employees may contact any member of the Leadership Team or the Department of Personnel directly. If a complaint is received by a member of the Leadership Team, they would notify the Department of Personnel and provide the employee with the appropriate contact information for the Department of Personnel. Employees can also file a complaint with the Civil Rights Division of the US Department of Justice. Member of public: members of the public can make an informal or formal complaint with our office. These requests may be in writing (Ombudsman complaint), or in person with a staff member or member of the Leadership team. •Informal complaint; customer can report an issue to any employee and request escalation to a supervisor or manager for review. The supervisor / manager will review the situation and contact the appropriate party / department for resolution (i.e., Disability Compliance Office) •Ombudsman complaint; see question #17 for details regarding complaints received via the Ombudsman review process. The situation will be reviewed and referred to the appropriate party / department for resolution •Customers can file a complaint directly with the Civil Rights Division of the US Department of Justice. Countywide ADA grievance process. The County process is our process, we use the county grievance process and contact the County ADA department for guidance. Contact the Department ADA Coordinator, file a grievance or submit a Claim against the County of Sacramento The department would have the employee or member of the public complete a Disability Access Assistance/Complaint Form. We would assist them in completing the form if necessary. We would then contact Department of Personnel Services, Risk Management, and the Disability Compliance Office, provide their offices with the completed form and discuss the required next steps. They can file a complaint with the EEO. ADA Public Notices are posted with that information. A member of the public with a disability that believes they have been discriminated against by a County vendor or contractor has the same rights and responsibilities as if they feel they were discriminated against by a county employee. Steps to remedy a discrimination complaint vary based on the alleged severity of the infraction and the people and circumstances involved. For example, at its simplest, a person may simply state they feel wronged and ask the alleged offender to correct or remedy the problem. The affected person could also contact a supervisor or manager or in the case of a contractor or vendor the contacting department, Office of Personnel Services or Disability Compliance Office directly. Refer to DPS Bradshaw, HR. BPI is not aware of the remedy. Code Enforcement has no formal steps to remedy these types of complaints. CMID has no formal steps to remedy these types of complaints. Contact HR and DPS and conduct the appropriate investigation. If an employee or member of the public believes they have been discriminated against, they may file a complaint or grievance with the Disability Compliance Office by completing the Disability Access Assistance/Complaint Form. The same county process would be used when a complaint is filed with a County vendor or contractor. This issue has never come up; however, I, Sandra Leahy, ASO III, would be notified and I would work with County staff to remedy the issue.	No formal process in place to address disability discrimination complaints made by an employee or member of the public against County vendors or contractors.	Resolve disability discrimination complaints through the grievance process. As applicable, require that contractors who are providing programs, services or activities on behalf of the County display the County "Notice of ADA Compliance" and make the grievance system readily available to the public.	

Finance	They may advise any staff member; submit information online; complete the EEOC's Discrimination/Harassment Complaint Form; seek assistance from the DCO; etc. These requests are handled at the lowest level but may be escalated up to and including the Director, DCO, etc.
Finance - CUBS	They may advise any staff member; submit information online; complete the EEOC's Discrimination/Harassment Complaint Form; seek assistance from the DCO; etc. These requests are handled at the lowest level but may be escalated up to and including the Director, DCO, etc.
First 5 Commission	Contact with the planner that oversees the particular vendor or contractor who may have discriminated. The planner will then review with the vendor or contractor and then contact the employee or member of the public to advise them of their findings. Complaint form through the County: http://inside.dtech16.saccounty.net/StaffResources/Pages/FacilityRequestsandModifications.aspx
Health Services	An employee or member of the public can contact the Disability Compliance office at DCO@saccounty.net or TTY/TDD: 916-874-7647. They can also contact the respective DHS contract monitor for assistance.
Human Assistance	An employee would notify their supervisor or manager. The complaint would be handled by DHA management. Other departments could be involved in the complaint and resolution, depending on who is managing the contract. A member of the public complaint would be handled by the DHA Civil Rights Coordinator, following the same steps as if the complaint were against a DHA employee.
Probation - Adult	An employee or member of the public can file a Citizen Complaint with the Probation Department directly, contact the Disability Compliance Program Manager, the County's Department of Equal Employment Office, the State Department of Fair Employment and Housing Commission, the U.S. Equal Employment Opportunity Commission, or the Department of Personnel Services is also an option.
Probation - Juvenile	*No response
Public Defender	We would refer them to Disability Compliance Office (DCO)
Retirement	Use of the County wide grievance process.
Revenue Recovery	Refer to DPS.
Sanitation District Agency - Regional Sanitation	ADA Public notice posted with all contact information available for reference.
Sanitation District Agency - Sacramento Area Sewer District	I don't believe we have a formal process for this. Most likely they would notify us through our customer service hotline.
Transportation	They can contact the County Disability Compliance Office or the County Department that has hired the vendor/contractor and report it and or file a grievance.
Waste Management and Recycling	They are referred to DPS, Bradshaw Service Team.
Water Resources	DWR would provide the employee or the member of the public with the contact information to the Countywide ADA Coordinator to report the grievance.



NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
28	Best Practice	Does your department have an accessibility construction inspection checklist for use by building code officials/building inspectors as a reference guide to assist with on-site inspection of accessibility features and construction elements affecting accessibility compliance to your facilities? If yes, when was it last updated? Please attach a copy of the checklist.	Agricultural Comissioner Animal Care and Regulation Assessor Board of Supervisors/Clerk of the Board of Supervisors Child, Family and Adult Services Child Support Services Civil Service Commission Conflict Criminal Defenders Coroner County Clerk/Recorder County Counsel County Executive County Executive - Planning and Environmental Review Development and Code Services - Administration Development and Code Services - Building Permits & Inspections Development and Code Services - Code Enforcement Development and Code Services - Construction Management & Inspection Development and Code Services - County Engineering District Attorney Environmental Management Finance Finance - CUBS First 5 Commission Health Services Human Assistance Probation - Adult Probation - Juvenile Public Defender Retirement Revenue Recovery Sanitation District Agency - Regional Sanitation Sanitation District Agency - Sacramento Area Sewer District Transportation Waste Management and Recycling Water Resources	N/A Not sure but probably at Department of General Services. They would have any documentation on recent inspections. N/A No. Department will contact Department of General Services. N/A Department of General Services No. This responsibility falls with DGS. N/A No - we are in a leased building and would contact County Real Estate. If yes, when was it last updated? Please attach a copy of the checklist. If any such listing exists for the facility, it would be maintained by the General Services Facility Engineers assigned to the facility. No. Those guides are provided by the building and facilities staff at our two respective buildings. We do not have access to these documents. N/A PER is not directly involved with tenant improvements. PER's budget contains facilities maintenance overhead to help fund General Services to conduct this service. N/A BPI does not have a formal checklist. Inspectors that inspect for these types of features regularly attend Code Classes to maintain their proficiency. No. CMID does not have a formal checklist. Inspectors that inspect for these types of features regularly attend Code Classes to maintain their proficiency. CED does not have building code officials/building inspectors. Work performed in County owned facilities is handled by General Services and the Construction Management Inspection Division. Work performed in leased facilities is addressed by the Real Estate Division and Architectural Services. I don't believe that EMD has a checklist as we've worked with Karen Cameron in ASD to assist. N/A. General Services handles building inspections for 700 H Street. CUBS is in a leased facility so General Services/Real Estate would handle the accessibility construction inspection checklist. N/A No, this is a Department of General Services Function. This would be handled by Sacramento County Department of General Services (DGS). No. Probation does not have such a checklist. ADA compliance for facility construction is addressed as part of the plan check and permitting process. Probation's facilities are inspected periodically as part of Sacramento County's countywide ADA assessment. Not unless such is required for permits, though design of TI's is done with ADA compliance in mind. However, Probation facilities were inspected in 2018 for ADA compliance. N/A No. Hines is the building manager. Don't believe we have a copy. (might be good idea to find out how they determine building accessibility for this space) Refer to DGS and County Safety Office. N/A N/A SacDOT does not have a department facility specific inspection checklist. The Dept. of General Services would be the ones to facilitate this process for DOT office space. N/A DWR utilizes the services of the County's Construction Management and Inspection and Code Enforcement Divisions for construction inspection items.	No formal checklist is used for accessibility construction inspection.	Although not required, an accessibility construction inspection checklist will help to ensure accessibility in County facilities. Please see the California Commission on Disability Access web site at www.ccoda.ca.gov for the 2015 "Accessibility Construct Inspection Checklist", which in free of charge.	

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
29	28 CFR 13.151	Is an accessibility plan check done when vendors are conducting tenant improvements in public service areas?	Agricultural Comissioner	N/A	No accessibility plan check is conducted for tenant improvements in public service areas.	Request guidance from the Department of General Services to create and implement a system to check access in tenant improvements. Check points should include, planning, build out and furnishing.	
		Animal Care and Regulation	My department would defer to DGS for proper plan checks.				
		Assessor	Our department doesn't have an accessibility plan check but Tenant Improvements are written up for vendors by DGS - Real Estate Division, Architectural Services Division and/or Security Services Division or Lessor who should provide a plan to the vendor. However, when a vendor is working on site department facility staff ensures that the vendor is working in a safe environment not only for themselves but for staff and the public and ensures proper accessibility for all. Usually need to request vendors to use safety cones around work areas.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes by Department of General Services.				
		Child, Family and Adult Services	N/A				
		Child Support Services	No. This responsibility falls with DGS.				
		Civil Service Commission	Dept. General Services oversees this process.				
		Conflict Criminal Defenders	N/A				
		Coroner	All "tenant Improvements" are coordinated by General Services Facilities and Architecture Services. Any such service contracts would be issued by same.				
		County Clerk/Recorder	The department works with Department of General Services if we have an improvement project for a public service area. They do not provide an accessibility plan check.				
		County Counsel	Yes, when we have had improvements in either of our offices there have been accessibility checks.				
		County Executive	N/A				
		County Executive - Planning and Environmental Review	PER is not directly involved with tenant improvements. PER's budget contains facilities maintenance overhead to help fund General Services to conduct this service.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	Yes.				
		Development and Code Services - Code Enforcement	N/A				
		Development and Code Services - Construction Management & Inspection	N/A				
		Development and Code Services - County Engineering	N/A				
		District Attorney	Unknown.				
		Environmental Management	In the past, Karen Cameron from General Services has assisted to make sure that EMD is compliant.				
		Finance	N/A. This is completed by General Services.				
		Finance - CUBS	CUBS is in a leased facility and is not directly involved with vendors conducting tenant improvements in public service areas.				
		First 5 Commission	N/A				
		Health Services	No, this is a Department of General Services Function				
		Human Assistance	This would be handled by DGS Architectural Services Division (ASD).				
		Probation - Adult	Probation has no written guidance for such purposes. When designing and installing furniture projects, Probation relies on verbal advice from knowledgeable County personnel.				
		Probation - Juvenile	Probation works with Architectural Services to plan and complete tenant improvements in public service areas. Architectural Services ensures code compliance.				
		Public Defender	No.				
		Retirement	Will check to verify.				
		Revenue Recovery	Refer to DGS and County Safety Office.				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	SASD has completed an accessibility audit of our two facilities in 2017. A punch list of items was created.				
		Transportation	The Dept. of General Services would be the ones to facilitate this process for tenant improvements for DOT office space.				
		Waste Management and Recycling	N/A				
		Water Resources	DWR utilizes the services of the County's General Services Department to oversee any tenant improvements.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
30	28 CFR 35.130 (Best Practice)	Is guidance in place for staff and vendors regarding clear space and furniture placement? If yes, when was it last updated? Please attach the guidance.	Agricultural Comissioner	N/A	As referenced in item 5, some departments hosts meetings and events. Clear space and furniture placement should be a consideration at meetings held by the department. No guidance is available for staff responsible for room set-up regarding clear space and furniture placement.	Provide guidance to impacted staff regarding furniture placement and access for meetings.	
		Animal Care and Regulation	No document on clear space or furniture, only furniture in building is for staff behind counters or in personal offices.				
		Assessor	Our department doesn't have written guidelines in place. Department works with the DGS - Real Estate Division and/or Architectural Services Division when this type of work needs to occur and our department relies on the expertise of these divisions. However, if staff moves any furniture that doesn't provide the proper clearance than department facilities or safety staff will work with staff regarding proper placement to ensure staff safety.				
		Board of Supervisors/Clerk of the Board of Supervisors	No written guidance is established.				
		Child, Family and Adult Services	N/A				
		Child Support Services	Department of General Services				
		Civil Service Commission	No; we do not have a written policy in place. DCSS Administrative staff follow county safety guidelines and requirements with regard to clear space and furniture placement.				
		Conflict Criminal Defenders	Dept. General Services oversees this process.				
		Coroner	The county Injury and Illness Prevention program covers this under safety Check list. It was last updated in 2018; staff is also advised verbally of need to keep spaces clear.				
		County Clerk/Recorder	Yes – Verbal directives and considerations when office space is re-model or reconfigured.				
		County Counsel	We do not have a written guidance in place. When lobby chairs are purchased, for example, the chair set-up is planned by Department of General Services and compliance placement is a part of their review. As a department, we do ensure lobby chairs are appropriately spaced as initially planned, and would be accommodating if staff or a member of the public needed assistance related to furniture placement.				
		County Executive	No.				
		County Executive - Planning and Environmental Review	No.				
		Development and Code Services - Administration	PER does not have written guidance in place regarding clear space and furniture placement. However, until very recently, PER was the long-term employer of a person who used a wheelchair for mobility. As such, staff was well aware of the clearances needed for the person to navigate the office and there was great respect and awareness. That person has now retired and with the new hires occurring with the rebounding economy we realize the institutional knowledge is fading with regard to this topic.				
		Development and Code Services - Building Permits & Inspections	N/A				
		Development and Code Services - Code Enforcement	N/A				
		Development and Code Services - Construction Management & Inspection	N/A				
		Development and Code Services - County Engineering	N/A to the CED.				
		District Attorney	Yes. The services of Architectural Services are utilized.				
		Environmental Management	*No response				
		Finance	No. These are mostly available upon request.				
		Finance - CUBS	Publications are not routinely offered nor provided in alternative formats. These are mostly available upon request.				
		First 5 Commission	No.				
		Health Services	No, this is a Department of General Services Function				
		Human Assistance	They are expected to defer to the DHA General Services Facility Manager, who in turn could consult with DGS ASD as needed.				
		Probation - Adult	The Administrative Services Officers (ASOs) assigned to facility work are generally knowledgeable with regard to common area space; however, consultation with Architectural Services may be enlisted. Probation ASOs have no written guidance aside from some requirements on building inspection forms which do not contain information on clear space and furniture placement.				
		Probation - Juvenile	Probation works with the Safety Department to conduct building inspections and train new facility managers on ADA requirements. Clear walkways (3 ft. clearance) and furniture placement is considered during the building inspections.				
		Public Defender	No.				
		Retirement	Not that we are aware.				
		Revenue Recovery	Refer to DGS.				
		Sanitation District Agency - Regional Sanitation	N/A				

		Sanitation District Agency - Sacramento Area Sewer District	No.		
		Transportation	SacDOT relies on the Dept. of General Services facilitate this process for DOT clear space and furniture placement guidance.		
		Waste Management and Recycling	No.		
		Water Resources	DWR employs safety specialist that are responsible for facility guidance.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
31	28 CFR 35.160	Are all publications offered in alternative formats: braille, large print, audio?	Agricultural Comissioner	The majority of publications offered to the public are printed materials obtained from the California Department of Food and Agriculture (CDFA) or California Department of Pesticide Regulation (CDPR). The publications are not offered in braille, large print or audio.	No notice is included on publications offering the availability of alterative formats, if needed, to make them accessible to people with disabilities.	1. Create a notice that offers publications in alternate format and ensure it is used in all publications. 2. Identify resources that can be used to readily create needed alternative format publications. 3. Ensure impacted staff is aware of this requirement.	
		Animal Care and Regulation	No.				
		Assessor	On the Assessor's home web page the sentence "The hearing impaired may call 711 for the California Relay Service." The web page also offers a link for alternative formats.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes upon request.				
		Child, Family and Adult Services	California Department of Social Services Form: Publication 13				
		Child Support Services	No. We have the capability of providing our flyers in PDF format on-line, currently they are offered hard-copy in one format.				
		Civil Service Commission	We do included ADA accommodation availability on Commission meeting notices and staff have been trained to respond to these requests with a referral to the County's disability office.				
		Conflict Criminal Defenders	Any department memos can be prepared in large print if needed. We will revise department memos to contain a notice offering alternate formats upon request.				
		Coroner	No.				
		County Clerk/Recorder	We work with the customer to provide an alternative format when requested.				
		County Counsel	N/A				
		County Executive	No.				
		County Executive - Planning and Environmental Review	PER does not have a standardized system in place to offer publications in alternative formats such as braille. If requested, we would seek assistance from the Communications and Media Office and Disability Compliance Office. Currently, PER is developing an Environmental Justice Element to the General Plan and the topic of a countywide public outreach strategy, applicable to all Departments, is being explored. Such a strategy could incorporate awareness and a standardized methodology for incorporating alternative formats as well as additional languages and culturally appropriate communications into our County activities.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	County Improvement Standards require plans and specifications letters and numbers to be no less than 0.1 inches minimum height. Also, most documents provided by County Engineering can be printed in a larger font on request. To my knowledge this has not been requested.				
		District Attorney	Yes. Upon receiving a request at daoffice@sacda.org, all publications can be provided in alternative formats. Individuals are instructed to provide information including the nature of the accessibility need, preferred format, web address of the requested material, and full contact information so that contact can be made if further information is needed to process the request.				
		Environmental Management	No.				
		Finance	No. These are mostly available upon request.				
		Finance - CUBS	Publications are not routinely offered nor provided in alternative formats. These are mostly available upon request.				
		First 5 Commission	No, but they are offered in different languages.				
		Health Services	No, however the Primary Health Division provides assistance to impaired individuals through in house staff translation, contracted phone translation and contracted providers who provide in person translation in all languages including ASL. Any other accommodations required are available upon request				
		Human Assistance	No, most of the forms and publications we use are provided to us by the State of California or by the CalWIN consortium (made of many counties). The only publication we have in Braille and audio formats is Publication 13, provided by the State. We are able to enlarge many publication on copiers when requested by a customer.				
		Probation - Adult	Yes. Available upon request. However, relating to braille format, the County contracts with an entity which could provide information in braille.				
		Probation - Juvenile	N/A				
		Public Defender	No.				
		Retirement	Yes.				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	N/A				

		Sanitation District Agency - Sacramento Area Sewer District	No.		
		Transportation	Most publications can be provided in alternative formats upon request. Certain publications such as maps or construction project plans would be difficult to provide in some formats.		
		Waste Management and Recycling	Yes.		
		Water Resources	DWR rarely issues any publications. On the latest publication DWR indicated that requests for alternative formats should be sent to the Communications Media Officer.		

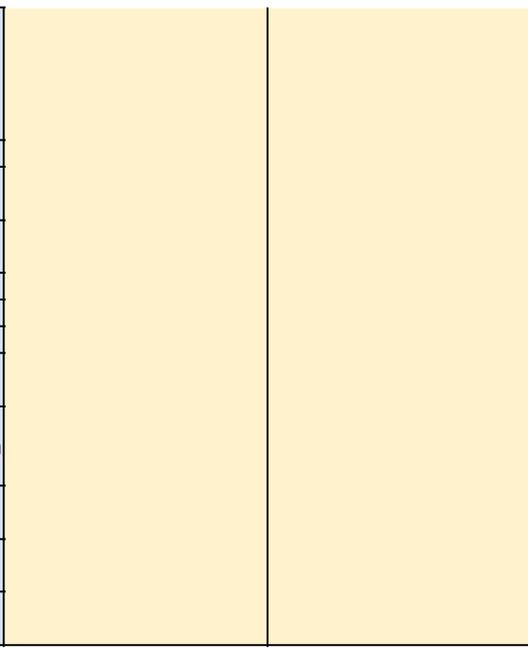
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
32	28 CFR 35.160	Is there a notice on all public meeting announcements that auxiliary aides and services are made available, as needed, for participants with disabilities?	Agricultural Comissioner	The following statement is located on our public meeting notices for our Agricultural Advisory Committee meeting, which occurs in our auditorium 6 times per year: "Pursuant to Government Code Section 54954.2, any person with a disability who requires a modification or accommodation in order to participate in this public meeting is to contact the Agricultural Commissioner's Office by 4:00pm the day of the meeting."	Meeting announcements do not contain a notice offering auxiliary aides and services, upon request.	1) Ensure all meeting announcements contain a notice addressing the availability of auxiliary aides and services for persons with disabilities. 2) Identify local resources from which needed auxiliary aides and services can be obtained. 3) Train staff who will be reviewing requests for auxiliary aides and services regarding the mandate the County is held to under State and Federal laws, disability awareness and the procurement of auxiliary aides and services. Notice should cite 28 CFR 35.160(b).	
		Animal Care and Regulation	No.				
		Assessor	Our department doesn't have public meetings.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes all meeting agendas/action summaries under the responsibility of the Clerk of the Board.				
		Child, Family and Adult Services	No.				
		Child Support Services	N/A, we do not host public meetings.				
		Civil Service Commission	Yes.				
		Conflict Criminal Defenders	N/A				
		Coroner	No.				
		County Clerk/Recorder	N/A. We do not host public meetings.				
		County Counsel	N/A				
		County Executive	Yes.				
		County Executive - Planning and Environmental Review	PER utilizes a notice on regularly occurring public meeting announcements that auxiliary aides and services are made available, as needed, for participants with disabilities. However, a potential weakness exists when ad-hoc meetings and events are scheduled and advertised at the staff level. Such meeting notices may not have appropriate services advertised. As discussed above, a countywide public outreach policy may be an appropriate method to address this weakness. Immediately, however, PER will make the reminder at an "all-hands" meeting to remember to offer the service.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	?				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	CMID participates in Pre-Bid Meetings. These are "noticed" in the Notice to Contractors. The Notice to Contractors does not contain text noting that auxiliary aides or services are available.				
		Development and Code Services - County Engineering	This is not included in public meeting announcements for CED public meetings.				
		District Attorney	No.				
		Environmental Management	Not to my knowledge.				
		Finance	Yes, although we are working to improve this and provide notification in more locations.				
		Finance - CUBS	CUBS does not hold public meetings.				
		First 5 Commission	No.				
		Health Services	Some of our notices contain accessibility information as follows: (1) If you wish to attend and need to arrange for an interpreter or a reasonable accommodation, please contact Sherri Chambers at (916) 875-0596 or at chambersS@SacCounty.net. (2) Meeting facilities are accessible to persons with disabilities. Requests for interpreting services, assistive listening devices or other considerations should be submitted by contacting the Primary Health Division at (916) 875-5701 (voice) and CA Relay Services 711 (for the hearing impaired), no later than five working days prior to the meeting.				
		Human Assistance	No.				
		Probation - Adult	No.				
		Probation - Juvenile	N/A				
		Public Defender	No.				
		Retirement	No, the Office of Disability of Compliance will send language so we can add.				
		Revenue Recovery	N/A				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	Very rarely does SASD hold public meeting announcements.				
		Transportation	Yes this is standard County policy.				
		Waste Management and Recycling	N/A				
		Water Resources	The County's Clerk of the Board handles all public meeting announcements.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
33	Best Practice - Pursuant to DOJ recommendations requiring 4 hours of public contact training including, but not limited to, "person-first language", service animal issues, communications, and the basic mandates of the ADA.	Is disability etiquette and "person first language" information available to all employees having public contact?	Agricultural Comissioner	No, to date this information has not been disseminated. However, after a search on the internet, several informative documents have been identified and will be shared with staff.	Disability awareness and etiquette training has not been provided to all staff having public contact.	Provide training to all staff having public contact that covers disability civil rights and awareness.	
			Animal Care and Regulation Assessor	No. Employees are instructed to meet the needs of our customers (public) in a professional and courteous manner and to use sound judgement. However, there is no specific training in regard to disabilities for employees.			
			Board of Supervisors/Clerk of the Board of Supervisors	Yes.			
			Child, Family and Adult Services	Yes.			
			Child Support Services	We do not have training in "person / people first language." We train staff regarding the availability and required use of resources such as the Language Line and interpreters to facilitate communication with people who have hearing or speech disabilities.			
			Civil Service Commission	Yes.			
			Conflict Criminal Defenders	We cover etiquette and language in staff meetings, we are looking into setting up training .Although CCD has little to no public contact we are looking into setting up training for CCD staff.			
			Coroner	All Training verbally provided by Unit Supervisors			
			County Clerk/Recorder	We have a policy Assisting Customers With Disabilities and included within are Public Counter Customer Service Guidelines. We have recently learned the Department of Personnel Services, Disability Compliance Office, is available to provide customized training to requesting departments. We will work with their office to provide training on this topic, and others, by the end of 2018.			
			County Counsel	No.			
			County Executive	No.			
			County Executive - Planning and Environmental Review	Within PER, disability etiquette and "person first language" information has not been made available to all employees. From time to time, brochures have been placed in the break room by the Disability Compliance Office, however no formalized training has been provided within PER. The County's mandated harassment and discrimination training has begun to address this topic, but an office wide discussion has not occurred. Some staff have this training due to specialized duties, such as work on the Environmental Justice Element, updating the Zoning Code to remove outdated and offensive language as pointed out by the County's Disability Advisory Committee, or emergency response duties when activated as disaster service workers. FEMA has numerous online Independent Studies classes for all aspects of disaster response including IS-368: Including People With Disabilities & Others With Access &Functional Needs in Disaster Operations (https://training.fema.gov/is/courseoverview.aspx?code=IS-368). At least one PER staff member has completed this online training that contains a module on "person first language" as part of credentialing for work in the County's Emergency Operations center. Several other PER staff have this training/awareness due to their own personal interests/circumstances, including having children or other family members with disabilities.			
			Development and Code Services - Administration	Yes.			
			Development and Code Services - Building Permits & Inspections	BPI does not have this type of information			
			Development and Code Services - Code Enforcement	Some of our outreach material is available in Spanish.			
			Development and Code Services - Construction Management & Inspection	CMID does not have this type of information			
			Development and Code Services - County Engineering	No, however, public counter and other staff will provide assistance and accommodate as necessary.			
			District Attorney	No.			
			Environmental Management	I believe that only managers and supervisors have had the training.			
			Finance	This is a work in progress. We have some materials from the DCO and are scheduling additional training. We strive to provide this to all employees, but struggle with significant turn-over.			
			Finance - CUBS	This is a work in progress. We have some materials from the DCO and are scheduling additional training. We strive to provide this to all employees, but struggle with significant turn-over.			
			First 5 Commission	Yes, Sacramento County has a policy through Personnel Services.			
			Health Services	Employees are trained by Personnel Services during new employee orientation.			
			Human Assistance	Yes.			
			Probation - Adult	No.			
			Probation - Juvenile	Although reception staff are not specifically trained to use "person first language", they are trained to treat the public respectfully under all circumstances and use politically correct language when referring to clients.			
Public Defender	No.						
Retirement	Yes, training course to be scheduled soon.						
Revenue Recovery	No.						

	Sanitation District Agency - Regional Sanitation	N/A		
	Sanitation District Agency - Sacramento Area Sewer District	Most employees are given training on ADA and interacting with people with disabilities. (not 100%)		
	Transportation	<p>Training regarding disability etiquette is provided to SacDOT employees having public contact positions. However the course does not seem to provide much content regarding "person first" training.</p> <p>The "person first" language is not be a welcome etiquette to some. Perhaps this matter could be further discussed and vetted before incorporation into further County training and publications. For another perspective refer to: https://nfb.org/Images/nfb/Publications/bm/bm10/bm1005/bm100509.htm</p>		
	Waste Management and Recycling	No.		
	Water Resources	We are not aware of the availability of the information.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
34	Best Practice - Pursuant to DOJ recommendations requiring 4 hours of public contact training including, but not limited to, "person-first language", service animal issues, communications, and the basic mandates of the ADA.	By what means are employees having public contact (including security staff) trained on how to interact with people with disabilities, disability civil rights laws, and disability etiquette?	Agricultural Comissioner Animal Care and Regulation Assessor Board of Supervisors/Clerk of the Board of Supervisors Child, Family and Adult Services Child Support Services Civil Service Commission Conflict Criminal Defenders Coroner County Clerk/Recorder County Counsel County Executive County Executive - Planning and Environmental Review Development and Code Services - Administration Development and Code Services - Building Permits & Inspections Development and Code Services - Code Enforcement Development and Code Services - Construction Management & Inspection Development and Code Services - County Engineering District Attorney Environmental Management Finance Finance - CUBS First 5 Commission	To date there has not been any formal training. AB1825 training only Employees are instructed to meet the needs of our customers (public) in a professional and courteous manner and to use sound judgement. However, there is no specific training in regard to disabilities for employees. The Clerk has attended the Disability Advisory Commission meeting to share information related to ADA improvements and to obtain feedback for process improvements. The Clerk communicates and works with the Disability Compliance Office for continued improvements. The Disability Compliance Office provided a presentation of ADA information to the Clerk of the Board staff on August 15, 2018. A complete copy of the presentation was given to each employee. Department of Personnel Services: On-line, once every two years Preventing Workplace Harassment and Discrimination Training (AB1825) https://20130.lms.navexglobal.com/topclass3/login.do?partition=saccounty Department of Child, Family, and Adult Services: Administration Services Ombudsman/Civil Rights Coordinator, Susan K. Anderson, 916-875-2000 On-line Civil Rights Training, once every calendar year http://inside.dcfas.saccounty.net/Admin/Pages/OMBUDSMAN/Civil-Rights-Training.aspx Child Protective Services, Training and Workforce Development Program Planner Melanie Perez, 916-874-5198 ADA Training for Supervisors and Managers, Child Protective Services Senior and Adult Services, Training Coordinator Program Planner, Heidi Richardson, 916-874-9336 New Employee Training, Disability Awareness, Senior and Adult Services Security Staff: NA (third party vendor) Administration Services, Contracts (Contract Monitoring) Administrative Services Officer 3, Deanne Sundquist-Alafraji, 916-874-061 Staff are provided with options for assisting customers who have indicated they have a need for accommodation with physical and / or communication disabilities. Training is not provided regarding disabilities civil rights laws or disability etiquette. Our security staff are employed by the Sacramento County Sheriff's Department; training is determined by the requirements of that department. Training will be arranged in the future. On the job training and discussed yearly in department staff meetings, along with County Discrimination and Harassment training. We are looking into setting up staff training for public contact or interactions with persons with disabilities. All Training verbally provided by Unit Supervisors The manager and/or supervisor have recently reviewed our above mentioned Public Counter Customer Service Guidelines with staff. There is no formal training. New employees receive job training from their supervisor or peers, and that training might or might not include training on such interactions. PER is not responsible for the training of security staff on how to interact with persons with disabilities. Most PER staff have regular interactions with the public, but are not routinely trained on how to interact with people with disabilities or on disability etiquette. HR classes. BPI does not have any formal training established on how to interact with people with disabilities, disability civil rights laws, and disability etiquette. Code Enforcement Supervisors have taken County leadership training which touches on these subjects. CMID does not have any formal training established on how to interact with people with disabilities, disability civil rights laws, and disability etiquette. CED does not have any formal training established on how to interact with people with disabilities, disability civil rights laws, and disability etiquette. Employees are required to take AB1825 on a recurring basis. Not sure. County training; department guidance; DCO and Election manual handouts County training; department guidance; DCO Mandatory training through the County via AB1825 and per the guidelines from the County. Copy attached.	Disability awareness and etiquette training has not been provided to all staff having public contact.	Create guidance documents and provide training to all staff having public contact that covers disability civil rights and awareness.	

Health Services	Employees are trained by Personnel Services during new employee orientation; security staff is trained prior to starting at their security post. Security Guard training information was developed by the Sac County Disability Compliance Office. Additionally our WIC program has yearly trainings on disability, equality, civil rights and substance abuse which are required by State WIC for every staff member.
Human Assistance	All staff are trained online, annually.
Probation - Adult	Each division has an ADA coordinator to assist employees. Employees may also contact Tony Deala, Administrative Services Officer II, DealaT@saccounty.net Office: (916) 876-9144.
Probation - Juvenile	Reception staff are trained to treat all clients respectfully and assist them to the best of their abilities. Accommodation requests are addressed on a case-by-case basis.
Public Defender	Discrimination and Harassment Prevention Training – County sponsored
Retirement	They haven't been.
Revenue Recovery	N/A
Sanitation District Agency - Regional Sanitation	N/A
Sanitation District Agency - Sacramento Area Sewer District	SASD has a dispatch customer service group which deals with the public, an Engineering section that occasionally has contact with the public in regards to sewer permits and a security guard that interacts with the public. Our internal staff have training on ADA.
Transportation	Training of employees having public contact is provided to SacDOT employees through 2 two hour online course.
Waste Management and Recycling	Employees have public contact at our facilities and over the phone. There is no current documentation of guidelines.
Water Resources	There has been no formal training by front counter and service call personnel on how to interact with people with disabilities, disability civil rights laws, and disability etiquette.



NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
35	Best Practice	Are publications used that include images of people with disabilities?	Agricultural Comissioner	The Department does not publish materials. As noted previously, publications distributed to the public are obtained from CDFA and CDPR.			Where/if applicable, it is encouraged to include images of people with disabilities for more inclusive publications.
		Animal Care and Regulation	No.				
		Assessor	The Assessor's Office doesn't use many images of people in publications or on the web site. The one exception is the Assessor's Annual Report, where one or more staff photos are used.				
		Board of Supervisors/Clerk of the Board of Supervisors	The Clerk of the Board does not have publications specific to this office. Some districts have flyers or pamphlets with information specific to that district or Board of Supervisors in general. No images are portrayed on the material with the exception of a photo of the supervisors or staff members.				
		Child, Family and Adult Services	No.				
		Child Support Services	No.				
		Civil Service Commission	No.				
		Conflict Criminal Defenders	N/A				
		Coroner	No.				
		County Clerk/Recorder	N/A. Our publications do not have images of people.				
		County Counsel	N/A				
		County Executive	We have limited "publications" but we will include in the future.				
		County Executive - Planning and Environmental Review	Within PER, some publications include images of people with disabilities, but no standardized policy exists and more education would be appropriate to establish a culture of inclusion and equity. PER understands that many disabilities are not visible and therefore cannot always be represented in a picture and we strive to find unique				
		Development and Code Services - Administration	Unknown.				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	No.				
		District Attorney	Yes.				
		Environmental Management	Unknown.				
		Finance	Yes.				
		Finance - CUBS	CUBS does not produce any publications.				
		First 5 Commission	No.				
		Health Services	Not to the knowledge of our Communications Media Officer. (CMO).				
		Human Assistance	No.				
		Probation - Adult	No.				
		Probation - Juvenile	N/A				
		Public Defender	No.				
		Retirement	No.				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	No.				
		Transportation	Yes.				
		Waste Management and Recycling	No.				
		Water Resources	DWR does not have any images on its issued publications.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
36	Best Practice	Are publications reviewed to ensure they do not portray people with disabilities in a negative manner?	Agricultural Comissioner	This has not been a practice. However, should any staff note negative portrayal, this would be acted on immediately.			Consideration should be given to establishing a review process for images used in publications should a future publication use images of people with disabilities.
			Animal Care and Regulation	Not applicable, see 35 above.			
			Assessor	Yes, the Assessor's Annual Report is reviewed very closely throughout the publication process.			
			Board of Supervisors/Clerk of the Board of Supervisors	N/A			
			Child, Family and Adult Services	N/A			
			Child Support Services	Yes. All publications are reviewed for content prior to publishing.			
			Civil Service Commission	N/A			
			Conflict Criminal Defenders	N/A			
			Coroner	Yes.			
			County Clerk/Recorder	Yes. All publications are reviewed by management before made available to the public.			
			County Counsel	N/A			
			County Executive	Yes			
			County Executive - Planning and Environmental Review	Within PER there is an understanding that we should not portray people with disabilities in a negative light. The level of review depends on each reviewer's understanding and expertise in disability etiquette. PER is exploring a standardized approach to public outreach as part of the Environmental Justice Element and is exploring the need for a countywide public outreach policy, which among other things, will address disability etiquette and cultural appropriateness in our civic communication. Additionally, in 2016, the Disability Advisory Committee advised PER of outdated and offensive language regarding persons with disabilities that was present in our Zoning Code. Staff has processed revised amendments to correct the language and portrayal of persons with disabilities.			
			Development and Code Services - Administration	N/A			
			Development and Code Services - Building Permits & Inspections	N/A			
			Development and Code Services - Code Enforcement	N/A			
			Development and Code Services - Construction Management & Inspection	N/A			
			Development and Code Services - County Engineering	N/A			
			District Attorney	Yes.			
			Environmental Management	Unknown.			
			Finance	Yes.			
			Finance - CUBS	CUBS does not produce any publications.			
			First 5 Commission	Our Communications Planner reviews all publications before being released.			
			Health Services	Brochures and flyers are reviewed and produced by within DHS divisions. The Behavioral Health division has a cultural competence committee that reviews publications for their respective division to ensure they are not culturally offensive.			
			Human Assistance	No.			
			Probation - Adult	Yes.			
			Probation - Juvenile	N/A			
			Public Defender	No.			
			Retirement	N/A			
			Revenue Recovery	N/A			
			Sanitation District Agency - Regional Sanitation	N/A			
			Sanitation District Agency - Sacramento Area Sewer District	Yes.			
			Transportation	Yes.			
			Waste Management and Recycling	N/A			
			Water Resources	DWR does not have any images on its issued publications.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
37	28 CFR 35.130	Is there a policy and procedure in place to address policy modification requests and the determination of undue burden? If yes, when were they last updated? Please attach a copy of the policy and procedure.	Agricultural Commissioner	This would be under the management of Cori Stillson, Countywide ADA Coordinator.	No process or policy is in place to address policy modification requests and the determination of undue burden.	Create a policy or procedure to address requests from the public for modifications to policies, practices or procedures. Include the process for documenting the modification and the person responsible for determining which requests would fundamentally alter the nature of the goods, services, facilities, privileges, or accommodations. The Countywide ADA Coordinator should be contacted when guidance is needed.	
		Animal Care and Regulation	No.				
		Assessor	No.				
		Board of Supervisors/Clerk of the Board of Supervisors	No.				
		Child, Family and Adult Services	N/A Department of Personnel Services				
		Child Support Services	No.				
		Civil Service Commission	No.				
		Conflict Criminal Defenders	Yes we would follow the County Access Assistance/Complaint form. If yes, when were they last updated? Please attach a copy of the policy and procedure.				
		Coroner	No.				
		County Clerk/Recorder	There is no policy in place within the department. If we received a policy modification request, we would contact Department of Personnel Service, Disability Compliance Office for guidance.				
		County Counsel	No.				
		County Executive	No.				
		County Executive - Planning and Environmental Review	As previously discussed, PER does not have an independent process with this regard and relies on countywide department of Personnel Services policies, guidance and advice.				
		Development and Code Services - Administration	No.				
		Development and Code Services - Building Permits & Inspections	N/A				
		Development and Code Services - Code Enforcement	N/A				
		Development and Code Services - Construction Management & Inspection	N/A				
		Development and Code Services - County Engineering	No.				
		District Attorney	N/A				
		Environmental Management	There is no EMD policy.				
		Finance	No. DOF accepts all requests for reasonable accommodations from individuals with disabilities and others, and will provide the requests, as possible. The simpler accommodations are readily provided; the more complex may require doctor verification and a further review of the nature and cost of the request; and typically include the DCO's guidance.				
		Finance - CUBS	CUBS does not have a policy and procedure to address policy modification requests and the determination of undue burden.				
		First 5 Commission	Through the County for web accessibility (undue burden). Last updated November 1, 2016. The link is: http://inside.dtech.saccounty.net/Pages/CountyWebAccessibilityPolicy.aspx				
		Health Services	Individuals would contact the Office of Compliance per our Public Notice to request assistance. DHS has no department specific policy and procedure; however, our Emergency Management Services (EMS) program has a process for regular reviews and edits of its EMS provider policies with EMS stakeholders.				
		Human Assistance	No				
		Probation - Adult	It appears, there is no process or policy in place to address policy modification requests from the public.				
		Probation - Juvenile	N/A				
		Public Defender	No.				
		Retirement	No.				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	No.				
		Transportation	Issues and policy regarding undue burden determinations and requests would generally be handled through the County Personnel Department.				
		Waste Management and Recycling	No.				
		Water Resources	DWR adheres to the countywide policy in relation to modification requests.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
38	28 CFR 35.139	Is there a policy and procedure in place to address direct threat determination? If yes, when were they last updated? Please attach a copy of the policy and procedure.	Agricultural Commissioner	This would be under the management of Cori Stillson, Countywide ADA Coordinator.	No system is in place to determine direct threat as required by 29 CFR 35.139.	Create a procedure to address compliance with 28 CFR 35.139, direct threat to others. Provide guidance to impacted staff who would be expected to make direct threat determinations.	
		Animal Care and Regulation	No.				
		Assessor	Attached is our departments Emergency Preparedness Plan which covers some threat situations. Document was last updated 6/20/18 and is attached.				
		Board of Supervisors/Clerk of the Board of Supervisors	No.				
		Child, Family and Adult Services	N/A Department of Personnel Services				
		Child Support Services	No. We do not a policy over and above the existing County of Sacramento Policy and Program Regarding Workplace Violence Prevention.				
		Civil Service Commission	No.				
		Conflict Criminal Defenders	Yes in our IIPP, 8/15/2018				
		Coroner	No.				
		County Clerk/Recorder	No, the nature of the work is clerical/customer service and does not have a risk of substantial harm to another that cannot be mitigated through policy modification or reasonable accommodation.				
		County Counsel	No.				
		County Executive	Refer to the emergency management plans (See Question 9.)				
		County Executive - Planning and Environmental Review	As previously discussed, PER does not have an independent process with this regard and relies on countywide department of Personnel Services policies, guidance and advice.				
		Development and Code Services - Administration	No.				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	All direct threats to officers are reported to the Sheriff's department. There is a reporting document that also goes to the safety office.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	No.				
		District Attorney	No. The DA's Office defers to the Department of Personnel Services Fitness for Duty Procedure that was last updated June 2014.				
		Environmental Management	Yes. We have a workplace violence policy and procedures. See attached.				
		Finance	Yes, the Personnel Ordinance. DOF has worked with DPS when significant risk of substantial harm to the health and/or safety of an employee, the public, or others, has been identified.				
		Finance - CUBS	Yes, the Personnel Ordinance. DOF has worked with DPS when significant risk of substantial harm to the health and/or safety of an employee, the public, or others, has been identified.				
		First 5 Commission	Through Sacramento County's Emergency Procedures Plan Requirements, which was last updated in January 2000. Copy attached.				
		Health Services	DHS utilizes: •The countywide Work Place Violence Policy. Attachment 6 •County of Sacramento Policy and Program Regarding County wide Injury and Illness Prevention Attachment 7				
		Human Assistance	Yes, last updated 06/2018.				
		Probation - Adult	Yes. Threat assessments are addressed in the EPPs, last updated in 2017 and 2018. The EPPs are similar in nature; therefore, only one EPP is attached for the Florin-Perkins facility.				
		Probation - Juvenile	Unknown				
		Public Defender	No.				
		Retirement	No.				
		Revenue Recovery	Yes, Emergency Procedures Plan (EPP).				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	No.				
		Transportation	Issues and policy regarding direct threat determinations and requests would generally be handled through the County Personnel Department.				
		Waste Management and Recycling	No.				
		Water Resources	DWR adheres to the countywide policy in relation to modification requests.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
39	28 CFR 35.133	Is there a policy and procedure in place regarding maintenance of accessible features? If yes, when were they last updated? Please attach a copy of the policy and procedure.	Agricultural Commissioner	This would be under the management of Cori Stillson, Countywide ADA Coordinator.	No policy or procedure is in place regarding the maintenance of accessible features.	Create a system to address the maintenance of accessible features, as required by 28 CFR 35.133, and train impacted staff. The Countywide ADA Coordinator should be contacted when guidance is needed.	
		Animal Care and Regulation	NO, not sure what are accessible features?				
		Assessor	Procedures are not in writing but staff is aware to report any facility issues to facility staff via an internal email address titled "ASR-Facilities". If a building maintenance item then Facilities staff report issues through the DGS CAFM (Computer Aided Facility Management) System. CAFM then sends the maintenance request to the DGS - Real Estate division who emails the owners Property Management Company with a maintenance work order. If not a building maintenance item then Facility staff, who are also Administration/Procurement staff, review item to determine if repair or replacement is necessary and if so, will repair or replace through County Purchasing processes.				
		Board of Supervisors/Clerk of the Board of Supervisors	Refer to Department of General Services.				
		Child, Family and Adult Services	NA Department of General Services Lease Property Management				
		Child Support Services	We do not have a Department-specific policy. We are required to follow the county requirements from the County Safety Office and Risk Management Office.				
		Civil Service Commission	We rely on Dept. General Services.				
		Conflict Criminal Defenders	NA If yes, when were they last updated? Please attach a copy of the policy and procedure.				
		Coroner	No.				
		County Clerk/Recorder	There is no policy in place within the department.				
		County Counsel	No.				
		County Executive	We would contact General Services.				
		County Executive - Planning and Environmental Review	As previously discussed, PER does not have an independent process with this regard and relies on countywide department of Personnel Services policies, guidance and advice.				
		Development and Code Services - Administration	No.				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	No.				
		District Attorney	Unknown. The DA's Office refers maintenance issues to General Services for County owned buildings and the Real Estate Division for leased facilities.				
		Environmental Management	There is no EMD policy or procedure. We've worked with Karen Cameron to include lowered front counters in the lobby and cashiering areas.				
		Finance	DOF does not have a separate policy. We periodically review and update public computers, websites, documents, etc..				
		Finance - CUBS	CUBS does not have a policy and procedure regarding maintenance of accessible features.				
		First 5 Commission	No.				
		Health Services	This is a Department of General Services function; DGS is the custodial of record through the countywide Computer Aided Facility Management System (CAFM) which documents maintenance of building equipment.				
		Human Assistance	Yes, last updated 06/2017.				
		Probation - Adult	No.				
		Probation - Juvenile	Unknown.				
		Public Defender	No.				
		Retirement	Possibly, might be Hines (it was noticed that the floors are not verbally announced when reached).				
		Revenue Recovery	Refer to DGS.				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	No.				
		Transportation	Regarding the County street right-of-way, the County is in the process of updating the ADA Transition Plan. The current plan can be viewed/downloaded at http://www.sacdot.com/Pages/ADADocumentsandResources.aspx				
		Waste Management and Recycling	No.				
		Water Resources	The County's Department of General Services (DGS) is responsible for facility maintenance.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
40	28 CFR 35.133	Is there a written system in place to identify safety and access issues, which can be used by staff to report and/or correct problems? If yes, when was it last updated? Please attach a copy of the system.	Agricultural Comisioner	The Department Safety Officer, Diana Acosta, distributed Job Hazard Analysis forms in August 2017. Additionally the County Safety Office conducted a safety audit in September 2017.			In addition to the above, consider creating guidance for staff on how to report and/or correct safety and access issues for employees with disabilities and members of the public with disabilities. Ensure staff are aware that they may report safety and access issues using the attached form and the form is made readily available.
		Animal Care and Regulation Assessor	NO written system, issues can be relayed to Supervisors for correction. Yes, the Assessor's Injury & Illness Prevention Program (IIPP) speaks to how to avoid report and be safe in the workplace. Within the IIPP there is a form titled 'Safety Suggestion/Hazard Observation Form' for employees to complete if they want to report and/or get a safety issue addressed. The Assessor's IIPP was last updated in July 2018 and is attached. Also, staff is aware to report any facility issues via an internal email address titled "ASR-Facilities." If the issues are a building maintenance item than Facilities staff then report through the DGS - CAFM system. CAFM then sends the maintenance request to the DGS - Real Estate division who emails the owners Property Management Company with a maintenance work order. If it's not a building maintenance issue than the Safety Officer and ASO III would review and determine the appropriate plan of action to make correction.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes. The Board of Supervisors/Clerk of the Board Emergency Procedures Plan was last updated May 4, 2016.				
		Child, Family and Adult Services	No.				
		Child Support Services	Yes. There is a form available to staff to complete and provide to their supervisor or a member of the Leadership Team. The forms are forwarded to Administration for review. Most recent update: June, 2010, copy attached				
		Civil Service Commission	We rely on Dept. General Services.				
		Conflict Criminal Defenders	Yes, 8/15/18				
		Coroner	No – Problems or issues are reported to ASO II				
		County Clerk/Recorder	Yes, we have Safety Suggestion/Hazard Observation Forms available to employees in our breakrooms and also posted on the department's intranet. The ADA Public Notice is in the lobby of the locations and was updated in July 2018. Additionally, employees are encouraged to notify the Department Safety Coordinator or their Supervisor of any concerns they have.				
		County Counsel	There is a Safety Suggestion form that can be filled out.				
		County Executive	No.				
		County Executive - Planning and Environmental Review	As previously discussed, PER does not have an independent process with this regard and relies on countywide department of Personnel Services policies, guidance and advice.				
		Development and Code Services - Administration	Unknown.				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	No.				
		District Attorney	Yes. Issues are reported in the CAFM system to County General Services for County owned facilities and County Real Estate for County leased buildings. Depending on the issue, they may be reported to the County Safety Office.				
		Environmental Management	EMD has an IIPP – See attached with respect to safety. I don't believe it address access issues.				
		Finance	DOF has a box on the first floor to place written suggestions and the employee may remain anonymous. DOF regularly monitors and reviews all areas in our control to meet fire and other safety codes. We work directly with the County Safety Office and General Services, as needed.				
		Finance - CUBS	CUBS does not have a written system in place to identify safety and access issues.				
		First 5 Commission	No.				
		Health Services	Yes, DHS utilizes the County of Sacramento Policy and Program Regarding County wide Injury and Illness Prevention Countywide Illness and Injury Prevention Program which was last updated 4/27/2007. Attachment 7 Addendum "1" contains a "Safety Suggestion/Hazard Observation Form" DHS' response to this program element is an automated "Safety Bulletin Board" in BETA testing located at the DHS Management Services WEB page: Please attach a copy of the system. Here is the link to system: Submit a Suggestion to Management Services				
		Human Assistance	Yes, last updated 01/2014.				
		Probation - Adult	No; however, employees are encouraged to communicate issues with their respective supervisors.				

Probation - Juvenile	Facility issues and concerns are reported to the facility manager in each facility in person or by email. Each facility manager conducts building inspections on a monthly basis to identify building safety and access concerns.		
Public Defender	See "General Safety Rules for All Employees" and "Office Safety and Storage Areas Inspection Checklist"		
Retirement	No specific system other than through email.		
Revenue Recovery	Yes, DRR Injury and Illness Prevention Plan (IIPP).		
Sanitation District Agency - Regional Sanitation	N/A		
Sanitation District Agency - Sacramento Area Sewer District	We have an electric notification process (FSR) where employees report issues to facilities. Employees can also report it to their immediate supervisor or facilities representative.		
Transportation	Yes, there is a countywide "Policy and Program Regarding Countywide Injury and Illness Prevention". This was updated in July 7, 2018. It has several inspection forms available to report either safety or access issues. See attached.		
Waste Management and Recycling	No.		
Water Resources	DWR employs safety specialists that work with department personnel to identify and remedy any safety issues.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
41	28 CFR 35.133	Has staff been trained to identify access and safety issues?	Agricultural Commissioner	Monthly staff meetings include a safety topic either by video or discussion presented by Diana Acosta, Department Safety Officer.	Staff has not been formally trained to identify access and safety issues related to individuals with disabilities.	Train staff or create guidance to be used to identify safety and access issues. Implement a reporting process for staff to use to bring forward issues.	
		Animal Care and Regulation Assessor	No.	Facility staff is trained on the job by the Facility manager, via safety meetings shared by departments Safety Officer and County safety staff. Supervisors provide quarterly emergency evacuation process review during staff meetings.			
		Board of Supervisors/Clerk of the Board of Supervisors	Yes.				
		Child, Family and Adult Services	Yes, Department of Child, Family, and Adult Services: Administration Management Services (Facilities) Administrative Services Officer 3, Virginia Garcia, 916-875-0151				
		Child Support Services	We conduct safety training via our Injury Illness Prevention Program. We do not have training available to assist with the identification of access issues.				
		Civil Service Commission	No.				
		Conflict Criminal Defenders	We have Code of Safe Practices and Safety Suggestion/Hazard Observation Forms on our Employee Bulletin Board. We have training refreshers yearly in staff meetings, and if any issues come up during the year we will meet and train.				
		Coroner	Yes.				
		County Clerk/Recorder	Staff is reminded to report issues to their supervisors and safety coordinator. The Department Safety Representative attends quarterly county wide meetings/trainings to keep the department up to date on current matters. We have recently learned the Department of Personnel Services, Disability Compliance Office, is available to provide customized training to requesting departments. We will work with their office to provide training on this topic, and others, by the end of 2018.				
		County Counsel	Yes.				
		County Executive	Staff attended Emergency Procedure Plan training on 2-16-17.				
		County Executive - Planning and Environmental Review	PER staff have not been individually trained to address access and safety issues. As part of PER's office budget, it pays administrative overhead that covers a portion of duties such as those of the County Safety office to provide these services.				
		Development and Code Services - Administration	Unknown.				
		Development and Code Services - Building Permits & Inspections	Inspectors that inspect accessibility features regularly attend Code Classes to maintain their proficiency. BPI staff has been trained on safety issues.				
		Development and Code Services - Code Enforcement	Inspectors that inspect accessibility features regularly attend Code Classes to maintain their proficiency. CMID conducts every other week Safety meetings which provides safety training to all staff to assist in identifying safety issues.				
		Development and Code Services - Construction Management & Inspection	Inspectors that inspect accessibility features regularly attend Code Classes to maintain their proficiency. CMID conducts every other week Safety meetings which provides safety training to all staff to assist in identifying safety issues.				
		Development and Code Services - County Engineering	No.				
		District Attorney	Yes. An ASO is in charge of facility issues.				
		Environmental Management	Some staff have been trained.				
		Finance	Some, yes. We strive to train all employees and include basic safety instruction and protocols with onboarding. This is a work in progress.				
		Finance - CUBS	No, staff has not been trained to identify access and safety issues.				
		First 5 Commission	None formally. Review was held at a staff meeting to cover evacuation procedures, which would identify access and safety.				
		Health Services	Yes, County staff is trained during the County New employee orientation. DHS OFCA Management Services staff conducts monthly walkthroughs of our facilities to identify custodial and safety items. Additionally, many of our facility Points of Contacts (POC's) including but not limited to POC's in EMS program perform regular safety checks within their respective suite.				
		Human Assistance	Yes, annually by their supervisor.				
		Probation - Adult	Yes. Training is provided regarding access and safety issues in emergency situations; covered in the EPPs, last updated in 2017 and 2018.				
		Probation - Juvenile	The facility manager in each building has been trained to identify safety and access issues. Each facility manager conducts building inspections on a monthly basis to identify building safety and access concerns.				
		Public Defender	See "New Employee Safety Checklist"				
		Retirement	No.				
		Revenue Recovery	Yes, IIPP.				
		Sanitation District Agency - Regional Sanitation	N/A				

		Sanitation District Agency - Sacramento Area Sewer District	Yes.		
		Transportation	Yes, this service is generally provided by trained staff with the Dept. of General Services.		
		Waste Management and Recycling	No.		
		Water Resources	DWR employs safety specialists that work with department personnel to identify and remedy any safety issues.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
42	28 CFR 35.130(b)(7)	If reasonable modifications are used to create access, are they approved before they are put in place? If yes, by whom? Please include name, position and contact information.	Agricultural Commissioner	Any modification/construction is designed and approved through General Services, Christopher Bryson, Architectural Services, 916-875-6304. Examples of modifications include the lowering of the reception counter years ago and the recent remodel of the building's bathrooms to be ADA compliant.	It appears no policy is in place to ensure that if reasonable modifications are used to create access, they are approved before they are put in place.	Establish a County-wide policy for the consideration of reasonable modifications before they are put in place. Designate a staff member responsible for approving modifications.	See item 37. Note: Reasonable Accommodation refers to a change in the workplace for employees with disabilities; Policy Modifications are requests from the public for a modification in policies, practices or procedures to allow access.
		Animal Care and Regulation Assessor	No modifications used, if needed DGS would be contacted. Yes. Michele Hom, ASO III 876-6755, discusses with the Assessor and/or Assistant Assessor before approving and moving forward with modification. These types of modifications require a 330 request and the expertise of ASD (Architectural Services Division) is utilized. Then, in many cases, a lease amendment is required. The DGS – Real Estate Division would work with the Lessor and create lease amendment and then take to the Board of Supervisors for approval. It's our understanding that a lease amendment that involves reasonable modifications require following current ADA laws that is the responsibility of County Real Estate, ASD and Lessor. If it's a minor reasonable modification not requiring a lease amendment, then the ASO I or ASO III would work with DGS – Real Estate, ASD or Purchasing to implement modifications.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes and they are approved by Florence Evans, Clerk, (916) 874-8150 for Clerk staff or Margie Daugherty, CEO Management Analyst II, (916) 874-5071 for board staff.				
		Child, Family and Adult Services	N/A Department of General Services County Safety Office				
		Child Support Services	Yes. If reasonable accommodations are used to create access, they are approved by DGS, the Disability Compliance Office, and Safety Office.				
		Civil Service Commission	Alice Dowdin Calvillo, Executive Officer, 916-874-5586.				
		Conflict Criminal Defenders	CCD has not had this request; we would contact the county ADA officer if we did for direction.				
		Coroner	Yes – Kim Gin, Coroner, (916) 874-1696 gink@saccounty.net				
		County Clerk/Recorder	We have not been asked for reasonable modifications to create access. If a request was made, the department's ADA Coordinator would work with the requestor and with the Department of Personnel Services, Disability Compliance Office (DCO), and the Department of General Services, as necessary. Sheri Dyer Administrative Services Manager 916-874-7851 DyerS@saccounty.net				
		County Counsel	Yes Stacy Revoir ASO 2 revoirs@saccounty.net Julie Inclan ASO 3 inclanj@saccounty.net				
		County Executive	N/A. This probably relates to General Services.				
		County Executive - Planning and Environmental Review	PER would not be directly involved in these modifications.				
		Development and Code Services - Administration	Unknown.				
		Development and Code Services - Building Permits & Inspections	BPI has no formal process to address access issues.				
		Development and Code Services - Code Enforcement	Code Enforcement has no formal process to address access issues.				
		Development and Code Services - Construction Management & Inspection	CMID has no formal process to address access issues.				
		Development and Code Services - County Engineering	Unknown.				
		District Attorney	Yes. Modifications would be approved by Michael Neves, Assistant District Attorney at NevesM@sacda.org.				
		Environmental Management	We worked with Karen Camaron, Building Project Coordinator II, CameronK@saccounty.net				
		Finance	The simpler modifications may be approved from Supervisors; the more complex are brought to managers, up to and including the Director. If the request involves facilities, General Services may have to approve. Typically, guidance from the DCO is sought. An org chart is attached with all positions.				
		Finance - CUBS	No reasonable modifications have been used.				
		First 5 Commission	Eric Harrold, Chief of Administration, 916-876-5868.				
		Health Services	Yes, they are approved as a result of an ADA Interactive; the employee's supervisor and respective division budget manager authorize the expenditure to accommodate their division's employee.				
		Human Assistance	Yes, each employee is empowered to make reasonable accommodations for customer access. This is trained annually and questions are directed to DHA, Civil Rights Coordinator, Dawn Mason, (916) 876-4455, DHA-Civil-Rights@saccounty.net.				

Probation - Adult	N/A. The four adult Probation locations are leased facilities. Therefore, modifications would be instituted by the lessor and according to code requirements.		
Probation - Juvenile	All reasonable accommodations are established through the interactive ADA process in coordination with the county ADA department.		
Public Defender	Yes. By Siobhan Alvarez, ASO I, (916) 874-6652 in consultation with Julie Cobb, Sr. Safety Specialist.		
Retirement	Not at SCERS but possibly Hines Building Mgmt.		
Revenue Recovery	Melina Turpin, Assistant Director, 875-0022.		
Sanitation District Agency - Regional Sanitation	N/A		
Sanitation District Agency - Sacramento Area Sewer District	Yes, Dianne Livingston 876-6297.		
Transportation	Yes, this service is generally provided by trained staff with the Dept. of Personnel and General Services. Cynthia Smith, Facilities Mgr., 916-875-4209 Email: smithcy@saccounty.net		
Waste Management and Recycling	Yes, the building landlord.		
Water Resources	DGS handles all facility items.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
43	28 CFR 35.130(B)(7)	When reasonable modifications are put in place, are they documented to ensure staff implements them appropriately? If yes, how is the reasonable modification(s) documented? What information is included in the documentation?	Agricultural Comissioner Animal Care and Regulation Assessor Board of Supervisors/Clerk of the Board of Supervisors Child, Family and Adult Services Child Support Services Civil Service Commission Conflict Criminal Defenders Coroner County Clerk/Recorder County Counsel County Executive County Executive - Planning and Environmental Review Development and Code Services - Administration Development and Code Services - Building Permits & Inspections Development and Code Services - Code Enforcement Development and Code Services - Construction Management & Inspection Development and Code Services - County Engineering District Attorney Environmental Management Finance Finance - CUBS First 5 Commission Health Services Human Assistance Probation - Adult Probation - Juvenile	Modifications would be documented by General Services. Never had to do this. Yes, via email to staff from DPS or departments Facility Manager and/or Safety Officer. Letting staff know what accommodations are approved, what work has occurred, why and if they need to be aware of anything or do anything differently. Yes pursuant to the County's Risk Management and Safety Office assessment standards. Accommodations are documented on the County's Workstation Evaluation form and includes name, personal/injury history, job tasks, workstation assessment information, upper/lower extremity risk factors, lifting/manual handling recommendations and overall proposed recommendations by applicable categories. N/A Department of Personnel Services Yes. When reasonable modifications / accommodations are put into place, the Interactive Summary is provided to the employee, supervisor, and other impacted members of the Leadership Team. Information about the accommodation including self-monitoring, equipment needs, and the duration are included in the summary. During my tenure, the only reasonable accommodation granted to staff was a decrease in time worked. All documents were reviewed by Cori Stillson and kept in the appropriate personnel file. CCD has not had this request; if we do we will use the County Disability Access Assistance/Complaint form to document, track internally and follow guidance of County ADA Officer No. The department has not been asked for reasonable modification. They are documented by email to all those in the respective office. The information includes who needs help in an emergency, the person assigned to help and location that the individual needs to wait for emergency personnel if appropriate. Personnel Services – Risk Management would document. PER would document reasonable accommodations in cooperation with the Disability Compliance Office in conjunction with the request for reasonable accommodation paperwork submitted by the applicant. No. Reasonable Accommodations are monitored by the Supervisor. Reasonable Accommodations are monitor by the Supervisor. Reasonable Accommodations are monitor by the Supervisor. No. If we go through the ADA process, a report is prepared for all parties discussing the accommodation and how to implement the accommodation. Unknown. The simpler modifications may be informally agreed to and implemented. Upon agreement, supervisors/managers and the employee may be trained regarding the use of the maintenance of the accommodation. Supervisors work directly with the employee to evaluate the accommodation. Employees also provide feedback. Supervisors document and DPS maintains more permanent records. No reasonable modifications have been used. N/A. After the ADA Interactive process, the employee's immediate supervisor utilizes the report as a guideline to implement the recommendations. There is no specific documentation other than e-mails to various parties to coordinate the necessary steps to implement the reasonable modification. Each employee is empowered to make reasonable accommodations for customer access. This is trained annually and questions are directed to DHA, Civil Rights Coordinator, Dawn Mason, (916) 876-4455, DHA-Civil-Rights@saccounty.net. Documentation of all reasonable accommodations is written by the employee into the customer electronic file under case comments. N/A. (see #43.) All reasonable accommodations are established in writing through the interactive ADA process in coordination with the county ADA department. The specific accommodation is included in the documentation. There is no mention of the specific health condition or disability.	No process or policy is in place to address policy modification requests and the determination of undue burden.	Create a policy or procedure to address requests from the public for modifications to policies, practices or procedures. Include documenting the process and the person responsible for determining which requests would fundamentally alter the nature of the goods, services, facilities, privileges, or accommodations. The Countywide ADA Coordinator should be contacted when guidance is needed.	

Public Defender	Yes. By Siobhan Alvarez, ASO I, (916) 874-6652 in consultation with Julie Cobb, Sr. Safety Specialist. See attached "Reasonable Accommodation Request Form" (PDF)		
Retirement	N/A		
Revenue Recovery	Depending on the modification, instructions and training, etc., are provided as necessary.		
Sanitation District Agency - Regional Sanitation	N/A		
Sanitation District Agency - Sacramento Area Sewer District	Any modifications are documented on our Facilities Service Request if they are reported formally.		
Transportation	When appropriate yes the modifications could be documented as per the Dept of Personnel and the Doctors recommendations for specific compliance issues on a case by case basis.		
Waste Management and Recycling	N/A		
Water Resources	DGS handles all facility items.		

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
44	28 CFR 35.160; 49 CFR 37; 49 CFR 38	When the purchase of new equipment is made (purchases including, but not limited to, communication and transportation equipment), how is it reviewed to ensure the equipment is accessible to people with disabilities?	Agricultural Comissioner	Currently the Department does not offer transportation equipment to the public. When the Department was converted to VoIP recently, there was verbal communication with Bradshaw-DPS regarding the functionality of CA Relay Service and we were advised that there would be no impact.	No review is conducted prior to the purchasing of new equipment to ensure it is accessible to people with disabilities.	Provide guidance to staff involved in the purchasing process regarding access issues to ensure public funds are not being used to create access barriers.	
		Animal Care and Regulation	Fleet Department makes purchases on transportation vehicles and IT purchases communication devices. Neither of these items are available to the public, other equipment is not for public use.				
		Assessor	When office IT and communications equipment is ordered it is not initially purchased with people with disabilities in mind unless accommodation is known ahead of time. But if special equipment was requested by an employee due to a disability, equipment would be assessed to accommodate the disability if reasonable. When other type of equipment is purchased, if aware of any disabilities that need to be considered, then the equipment would be assessed to accommodate the disability whenever reasonable. However, there is no documented process in place.				
		Board of Supervisors/Clerk of the Board of Supervisors	Work with Department of General Services, Architectural Services. Will consult with the Disability Compliance Office for future purchases.				
		Child, Family and Adult Services	N/A Department of General Services County Safety Office				
		Child Support Services	Prior to purchase for the department, equipment is reviewed to ensure it is adjustable for use by all staff. When purchases are made for a specific accommodation, the review is performed at the time the accommodation is made. If additional questions arise regarding the purchase, all parties involved are contacted for clarification.				
		Civil Service Commission	During my tenure, the office has not purchased equipment for use by the public or staff with disabilities.				
		Conflict Criminal Defenders	We are a small department with little to no need to purchase new equipment. If the department does purchase new equipment accessibility is taken into consideration.				
		Coroner	Evaluation of need is conducted and whether product meets the requirements for the staff affected.				
		County Clerk/Recorder	We purchase PCs for public use, but don't generally purchase equipment.				
		County Counsel	Not currently reviewed for accessibility.				
		County Executive	We don't know.				
		County Executive - Planning and Environmental Review	PER does not directly purchase communication and transportation equipment and relies on the County's existing contracting and fleet procurement process.				
		Development and Code Services - Administration	No.				
		Development and Code Services - Building Permits & Inspections	BPI does not perform this type of review.				
		Development and Code Services - Code Enforcement	Code Enforcement does not perform this type of review.				
		Development and Code Services - Construction Management & Inspection	CMID does not perform this type of review.				
		Development and Code Services - County Engineering	CED does not perform this type of review.				
		District Attorney	N/A				
		Environmental Management	I don't think that is being done.				
		Finance	Counsel is sought from the DCO, Safety Office, General Services, the manufacturer, employees, or others to determine if the accommodation is sufficient.				
		Finance - CUBS	CUBS does not purchase communication or transportation equipment.				
		First 5 Commission	This would be reviewed by DTECH for communications, we do not handle any kind of transportation for disabled persons. When new kitchen furniture was purchased, we selected sturdy chairs that would accommodate staff up to 350 pounds.				
		Health Services	This is a Department of General Services and Department of Technology item.				
		Human Assistance	Review would be the responsibility of the manager signing off on the approval to purchase.				
		Probation - Adult	Should purchases of new equipment involve accessibility for people with disabilities, Probation would consult with the Safety Office, Personnel Services and possibly Fleet Management (General Services).				
		Probation - Juvenile	N/A				
		Public Defender	Siobhan Alvarez, ASO I, (916) 874-6652				
		Retirement	Unknown.				
		Revenue Recovery	Depending on the equipment, instructions and training, etc., are provided as necessary.				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	Equipment procurement goes through purchasing department and is vetted through Dave Mitchell IT Analyst II.				
		Transportation	Per manufacturers specifications associated to state/federal standards and or codes.				

		Waste Management and Recycling	The equipment is reviewed when request by DPS, Bradshaw Service Team through the ADA accommodation process.			
		Water Resources	DWR contracts with DGS for new equipment purchases.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
45	28 CFR 35.131	Is there a policy in place that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program? If yes, when was it last updated? Please attach a copy of the policy.	Agricultural Commissioner	The Department adheres to the County's Policies and Procedures and the County Employee Handbook which specifically states: The primary mission of the EEO Office is to prevent employment discrimination, including discriminatory harassment. It is the policy of the County to provide equal opportunities in all areas of employment to all people regardless of race, color, sex/gender, national origin, age, marital status, religion, pregnancy, political affiliation, ancestry, medical condition, disability, or sexual orientation. County policy prohibits discrimination or harassment based on any of these characteristics. County policy also prohibits retaliation for raising concerns of or opposing discrimination or harassment, or participating in the investigation of such issues. Link for the Handbook: http://inside.personnelservices.saccounty.net/TrainingOrganizationDevelopment/Documents/NEO%20Handbook.pdf	No policy was found that prohibits discrimination against persons who formally used drugs in an illegal manner and who have since been through a rehabilitation program.	Create a policy that prohibits discrimination against former users of drugs that complies with 28 CFR 35.131 (2). Refer to the Countywide policy.	
			Animal Care and Regulation	No policy in place.			
			Assessor	Our department follows the County of Sacramento Discrimination policy that's maintained by the DPS.			
			Board of Supervisors/Clerk of the Board of Supervisors	No.			
			Child, Family and Adult Services	No. Department of Personnel Services Policy			
			Child Support Services	We do not have a policy specific to our department. We follow the County Personnel Policies and Procedures H-3; Discrimination in County Employment Policy.			
			Civil Service Commission	No.			
			Conflict Criminal Defenders	Not within our department, we are a small department and have not had this come up, I would contract County HR for guidance.			
			Coroner	No.			
			County Clerk/Recorder	No.			
			County Counsel	No.			
			County Executive	No.			
			County Executive - Planning and Environmental Review	PER would defer to countywide employment policy regarding any prohibition of discrimination against people who formerly used drugs illegally and have been through a rehabilitation program.			
			Development and Code Services - Administration	No.			
			Development and Code Services - Building Permits & Inspections	?			
			Development and Code Services - Code Enforcement	No.			
			Development and Code Services - Construction Management & Inspection	No.			
			Development and Code Services - County Engineering	CED does not have any such policy. I am not aware if County harassment policy that addresses this.			
			District Attorney	No.			
			Environmental Management	I am not aware of one.			
			Finance	DOF follows the Personnel Ordinance and EEOC and does not discriminate against people who formerly used drugs illegally and have been through a rehabilitation program.			
			Finance - CUBS	DOF follows the Personnel Ordinance and EEOC and does not discriminate against people who formerly used drugs illegally and have been through a rehabilitation program.			
			First 5 Commission	The drug policy is in the Employee Handbook, no date of when it was updated. It does not specifically mention someone that has gone through rehabilitation, but just the general guidelines. Copy attached.			
			Health Services	This is a Department of Personnel Services item.			
			Human Assistance	No.			
			Probation - Adult	Probation employs officers as "background" investigators prior to hiring staff; the process can be explained by staff assigned to the unit.			
			Probation - Juvenile	Unknown			
			Public Defender	No.			
			Retirement	No.			
			Revenue Recovery	Substance Abuse Policy.			
Sanitation District Agency - Regional Sanitation	N/A						
Sanitation District Agency - Sacramento Area Sewer District	We use County HR policies for the hiring process.						
Transportation	This would be best be addressed by the County Personnel Dept.						
Waste Management and Recycling	No.						

		Water Resources	I am not aware of a policy that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program.			
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NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
46	2 CCR § 12940 (n).	How are reasonable accommodations to volunteers handled?	Agricultural Commissioner	The Department does not have volunteers.	No clear system is in place to address the reasonable accommodation of volunteers.	Create a system for the reasonable accommodation of volunteers. As a best practice, reasonable accommodations for volunteers should follow the same procedure as reasonable accommodations for employees and applicants and engage in the interactive process.	If volunteers are used in the future, the same reasonable accommodation process should be followed as with employees.
		Animal Care and Regulation	Handled by Volunteer Coordinator, Celeste Ingrid 916-875-5848				
		Assessor	Accommodations require a doctor's note. If a volunteer provides doctors notes we'll do our best to accommodate the request.				
		Board of Supervisors/Clerk of the Board of Supervisors	In the same manner as county employees.				
		Child, Family and Adult Services	Department of Personnel Services				
		Child Support Services	Because of the nature of our work (i.e., mandated background check, confidentiality rules), we do not utilize volunteers in our work.				
		Civil Service Commission	N/A				
		Conflict Criminal Defenders	N/A				
		Coroner	Same process as employed staff.				
		County Clerk/Recorder	Volunteers are treated as any other employee would be treated and any reasonable accommodation would be made.				
		County Counsel	N/A				
		County Executive	The County Executive Cabinet does not have volunteers.				
		County Executive - Planning and Environmental Review	PER does not utilize volunteers.				
		Development and Code Services - Administration	No.				
		Development and Code Services - Building Permits & Inspections	BPI does not utilize volunteers				
		Development and Code Services - Code Enforcement	Code Enforcement uses volunteers on our neighborhood clean-ups. We have them sign a waiver form before they can take part. Volunteers who have a disability assist a base.				
		Development and Code Services - Construction Management & Inspection	CMID does not utilize volunteers				
		Development and Code Services - County Engineering	Volunteers are not frequently used by would be handled the same way as other staff.				
		District Attorney	Reasonable accommodation requests for volunteers are handled in the same manner that is determined by the department policy that applies to all employees and members of the public.				
		Environmental Management	EMD does not use volunteers.				
		Finance	Volunteers are not typically used.				
		Finance - CUBS	Volunteers are not typically used.				
		First 5 Commission	N/A				
		Health Services	If a volunteer requested a reasonable accommodation, we would follow the same process utilized for County Employees. We would consult with our Personnel Services Division representative and utilize the Standard ADA Interactive Process to determine how to best accommodate the volunteer.				
		Human Assistance	The same as for permanent staff.				
		Probation - Adult	No.				
		Probation - Juvenile	Reasonable accommodations are made upon request on a case-by-case basis.				
		Public Defender	Employees are provided with a Reasonable Accommodation Request Form and Instructions. See attached "Reasonable Accommodation Request Form" (PDF).				
		Retirement	N/A				
		Revenue Recovery	N/A				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	N/A				
		Transportation	Accommodations can often be made in advance when requested on a case by case basis.				
		Waste Management and Recycling	N/A				
		Water Resources	DWR does not have any volunteers.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
47	28 CFR 35.101; CA Gov Code 12940	Is there an anti-disability harassment policy? If yes, when was it last updated? Please attach the policy. a. Is it based upon zero tolerance or the legal definition of disability harassment? b. How often is it disseminated to all staff?	Agricultural Comissioner	The County Employee Handbook, referenced above, addresses prohibition of discrimination or harassment regarding disability. a. Refer to Cori Stillson, Countywide ADA Coordinator and/or County Counsel to address this question. b. The Employee Handbook is updated and posted on the County website. Employees have been informed of its location.	No formal statement prohibiting disability harassment is in place.	Create and/or disseminate a policy on an annual basis setting zero tolerance for disability harassment. Such a statement serves as a reminder to staff and may become evidence of the department's good faith efforts, if needed.	
		Animal Care and Regulation	NO department specific policy, county policy is followed b. Time of hire.				
		Assessor	Our department follows the County Diversity and Sexual Harassment policy. The majority of our staff is required to take the training every 2 years and the remaining staff is required to take the training every 3 years. These trainings are done through online training video. a. Zero tolerance b. Policy is disseminated through the online training video. Staff receives email notification based on their position specific training schedule.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes pursuant to the County's Diversity and Sexual Harassment Prevention Training Program. a. Yes b. Bi-annually				
		Child, Family and Adult Services	Yes, Department of Child, Family, and Adult Services: Anti-Harassment and Non-Discrimination Policy, Child Protective Services (effective 06/2014) a. Yes b. Department of Personnel Services: On-line, once every two years Preventing Workplace Harassment and Discrimination Training (AB1825) https://20130.lms.navexglobal.com/topclass3/login.do?partition=saccounty Department of Child, Family, and Adult Services: Administration Services Ombudsman/Civil Rights Coordinator, Susan K. Anderson, 916-875-2000 On-line, once every calendar year http://inside.dcfas.saccounty.net/Admin/Pages/OMBUJDSMAN/Civil-Rights-Training.aspx				
		Child Support Services	No. We do not a policy over and above the existing County of Sacramento Diversity and Sexual Harassment Prevention Policy and Program Regarding Workplace Violence Prevention (AB1825). a. The County Policy is based upon zero tolerance. b. Every-other year – for all Supervisors and Management / Leadership staff Once every three years for all other staff. for Supervisors, every three years for non-supervisory staff				
		Civil Service Commission	We defer to the County's anti-disability harassment policy. a. Yes b. Via email				
		Conflict Criminal Defenders	We follow the County policy, and AB1825 discrimination and harassment policy. a. b. Every three years as part of the County Discrimination Harassment training.				
		Coroner	Yes - Attached a. No b. Included in Policy & Procedures Manuals provided to each staff				
		County Clerk/Recorder	The County's Discrimination in County Employment policy, last revised March 4, 2005, is reviewed and acknowledged in writing by all new employees. Additionally, this is distributed and acknowledged in writing by all department employees annually.				
		County Counsel	Yes, located in the County Personnel Policies and Procedures H-3. It was last updated in 2005. a. I don't know. b. When they do the training every 2 years.				
		County Executive	Yes. It was last updated 7-29-05. a. We don't know. b. Every 2 years for supervisors, managers, and leads. Every 2 years for all other employees				
		County Executive - Planning and Environmental Review	N/A – Not a PER function.				
		Development and Code Services - Administration	No. Just normal county harassment policy.				
		Development and Code Services - Building Permits & Inspections	BPI is not aware of a specific anti-disability harassment policy.				
		Development and Code Services - Code Enforcement	Code Enforcement does not have an anti-disability harassment policy.				
		Development and Code Services - Construction Management & Inspection	CMID does not have an anti-disability harassment policy.				

Development and Code Services - County Engineering	No CED policy beyond county harassment policy.
District Attorney	<p>Yes. Disability harassment is prohibited by County Policy H-3: All County employees, agents, contractors, and volunteers are prohibited from discriminating against any applicant or employee in the following protected group/status:</p> <ul style="list-style-type: none"> •Race •color •sex •national origin •age •marital status •religion •pregnancy •ancestry •medical condition •physical or mental disability •political affiliation or belief •sexual orientation. <p>a. Is it based upon zero tolerance or the legal definition of disability harassment? The County and DA's Office are committed to maintaining a work environment free from discrimination.</p> <p>b. How often is it disseminated to all staff? All supervisory staff are required to complete harassment prevention training every two years. Non-supervisory staff are required to take the training every three years.</p>
Environmental Management	Unknown.
Finance	DOF follows the Personnel Ordinance and DPS guidelines. These are available 24/7 online on the County intranet.
Finance - CUBS	DOF follows the Personnel Ordinance and DPS guidelines. These are available 24/7 online on the County intranet.
First 5 Commission	<p>There is mandatory training through AB1825.</p> <p>a. AB1825 guidelines are followed in this training.</p> <p>b. Every two years.</p>
Health Services	<p>a. Yes</p> <p>b. Every two years.</p> <p>This is handled by the Leadership & Organizational Development Office of Personnel Services by email at CCountyTraining@saccounty.net .</p>
Human Assistance	<p>No, the workplace harassment policy was last updated 06/04. It doesn't speak specifically to disability harassment.</p> <p>a. Is it based upon zero tolerance or the legal definition of disability harassment? b. How often is it disseminated to all staff?</p>
Probation - Adult	<p>Yes; however, it is currently under review for updates. The current policy is from June 2005.</p> <p>a. Is it based upon zero tolerance or the legal definition of disability harassment? Zero tolerance.</p> <p>b. How often is it disseminated to all staff? It is accessible on intranet.</p>
Probation - Juvenile	*No response
Public Defender	See attached "ADA Service Request and Complaint Procedure" (PDF)
Retirement	No.
Revenue Recovery	<p>Countywide Discrimination & Harassment Policies.</p> <p>a. Refer to DPS.</p> <p>b. Every 2/3 years.</p>
Sanitation District Agency - Regional Sanitation	N/A
Sanitation District Agency - Sacramento Area Sewer District	<p>Yes, we use the County anti discrimination policy, it was last updated in 2007.</p> <p>a. Seems to be the legal definition.</p> <p>b. It is discussed during onboarding and new employee orientation.</p>
Transportation	<p>a. The County HR/Personnel Department maintains and manages this policy and training to county employees per AB 1825.</p> <p>b. Training and the policy is available through HR/Personnel Department on a regular basis as required.</p>
Waste Management and Recycling	<p>No.</p> <p>a. N/A</p> <p>b. N/A</p>
Water Resources	DWR adheres to the countywide policy in relation to anti-harassment.

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
48	28 CFR 35.160	Does your department list "711 the California Relay" on business cards and letter heads?	Agricultural Comissioner	No, this has not been specified to date.	The department provides information on the public website regarding the California Relay Service. The department does not provide this information on business cards.	To send a more welcoming message and to promote effective communication, it is suggested that when new business cards are printed that "711, California Relay" be added.	
		Animal Care and Regulation	No.				
		Assessor	No.				
		Board of Supervisors/Clerk of the Board of Supervisors	No.				
		Child, Family and Adult Services	No.				
		Child Support Services	No.				
		Civil Service Commission	No.				
		Conflict Criminal Defenders	CCD will make this a requirement going forward.				
		Coroner	No.				
		County Clerk/Recorder	No.				
		County Counsel	No.				
		County Executive	No.				
		County Executive - Planning and Environmental Review	PER does not list "711 the California Relay" on business cards and letter heads.				
		Development and Code Services - Administration	No.				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	No.				
		District Attorney	No. However, California Relay Service is listed on the DA's public website contact information for the office.				
		Environmental Management	No. There is no information on the business card regarding "711 the California Relay".				
		Finance	No.				
		Finance - CUBS	No, CUBS does not list "711 the California Relay" on business cards and letterheads.				
		First 5 Commission	No. The County stationery guidelines do not state to include that on business cards or letterheads. http://inside.stationery.sacounty.net/Pages/StationeryGuidelines.aspx				
		Health Services	No.				
		Human Assistance	No.				
		Probation - Adult	No.				
		Probation - Juvenile	No.				
		Public Defender	No.				
		Retirement	No (coming down the pike – County is beginning is make changes).				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	No.				
		Transportation	Not currently.				
		Waste Management and Recycling	No.				
		Water Resources	No.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
49	Best Practice	Does your department prescribe a certain font type for published documents? If yes, what font type is used? Is the font in bold, standard, or a combination of both?	Agricultural Commissioner	No, this has not been specified to date.			Although not required by the ADA, adopting a prescribed font and size would enhance access for persons with disabilities. Arial 12-pt font is effective.
			Animal Care and Regulation	No font is mandatory but typically we use Arial standard 12 or 14.			
			Assessor	The Assessor's Operations Manual standard is 11 point Century Gothic with the body in regular font. Sub headings are typically bolded, whether in all-caps or in mixed case.			
			Board of Supervisors/Clerk of the Board of Supervisors	Yes in Verdana font size 12 and there is a combination of standard and bold.			
			Child, Family and Adult Services	No.			
			Child Support Services	No.			
			Civil Service Commission	Nothing prescribed, but we typically use Calibra 12 pt font.			
			Conflict Criminal Defenders	N/A			
			Coroner	No.			
			County Clerk/Recorder	The fonts selected for print publications are simple and clean. The fonts on the CCR Website conform to the designs approved by the County webmaster.			
			County Counsel	Our department prescribes a specific font type determined by the Court that we are serving. Typically, it is Times Roman 12.			
			County Executive	No.			
			County Executive - Planning and Environmental Review	PER was the result of the combination of the Department of Environmental Review and Assessment (DERA) and the Planning Department. DERA had a standardized disability compliance document that specified Arial 12 point minimum, as well as numerous other disability compliance standards. DERA utilized the styles and paragraph formatting functions of Word to eliminate unnecessary hard returns and to facilitate document formatting for screen readers. Since merging into PER much of this has been lost and documents are no longer formatted with a mind towards screen readers and alternative text is not utilized when inserting pictures and graphics into documents and publications. The culture no longer prioritizes this.			
			Development and Code Services - Administration	Unknown.			
			Development and Code Services - Building Permits & Inspections	No.			
			Development and Code Services - Code Enforcement	No.			
			Development and Code Services - Construction Management & Inspection	No.			
			Development and Code Services - County Engineering	As previously mentioned, the County Improvement Standards require plans and specifications to have a minimum size for letters and numbers of 0.1 inch. Board items and documents are required to be in 12 point Veranda font and are a combination of standard and bold but probably mostly standard. 12 point is a general default for most documents. Power Points are required to have a much larger font – usually 24 point or higher.			
			District Attorney	Yes. County policy recommends that a font without serifs be used at a size no smaller than 12 points.			
			Environmental Management	We were just notified that for all board letters and accompanying documents that they should be in Verdana 12 which we are complying with. I've suggested to EMD's Executive Management team that EMD make those changes on other documents that are published.			
			Finance	This need was very recently brought forward and now all Board templates have been transitioned to a Verdana 12 point font. We are evaluating how to adjust other publications and still meet requirements. Most online documents meet Section 508 compliance.			
			Finance - CUBS	CUBS does not publish any documents.			
			First 5 Commission	Verdana, 12			
			Health Services	DHS does not have a prescribed font type; however, our Primary Health Division utilizes 12 point font size in a combination of standard and bold.			
			Human Assistance	No.			
			Probation - Adult	Some documents used in adult operations are provided in electronic template format where the font is automatically set. The templates will feature bolded and standardized print.			
			Probation - Juvenile	In general, 12-point font is considered appropriate for formal documents.			
			Public Defender	No.			
			Retirement	No.			
			Revenue Recovery	No.			
			Sanitation District Agency - Regional Sanitation	N/A			
			Sanitation District Agency - Sacramento Area Sewer District	N/A			
			Transportation	Standard Departmental letterhead uses Arial font type, 11 font, standard style.			
			Waste Management and Recycling	No.			
			Water Resources	DWR utilizes the direction given in relation to Board items for its published documents Veranda 12.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
50	Best Practice	Does your department require a certain font size(s) in publications? If yes, what font size(s) are used?	Agricultural Comissioner	No, this has not been specified to date.			Although not required by the ADA, adopting a prescribed font and size would enhance access for persons with disabilities. Arial 12-pt font is effective.
			Animal Care and Regulation	No font is mandatory but we usually use Arial standard 12 or 14.			
			Assessor	No.			
			Board of Supervisors/Clerk of the Board of Supervisors	Yes. Font sizes 12 is the standard; occasionally there is smaller font size minimum 10.			
			Child, Family and Adult Services	No.			
			Child Support Services	No.			
			Civil Service Commission	N/A			
			Conflict Criminal Defenders	N/A			
			Coroner	No.			
			County Clerk/Recorder	Publications created by CCR have a minimum of 10-12 point font.			
			County Counsel	N/A			
			County Executive	No.			
			County Executive - Planning and Environmental Review	See the response for #49.			
			Development and Code Services - Administration	Unknown.			
			Development and Code Services - Building Permits & Inspections	No.			
			Development and Code Services - Code Enforcement	No.			
			Development and Code Services - Construction Management & Inspection	No.			
			Development and Code Services - County Engineering	This seems to be the same question as previous – published documents versus publications?			
			District Attorney	Department publications use the county recommendation of 12 point font.			
			Environmental Management	We were just notified that for all board letters and accompanying documents that they should be in Verdana 12 which we are complying with. I've suggested to EMD's Executive Management team that EMD make those changes on other documents that are published.			
			Finance	Our letters and memos have typically been produced in Times New Roman although we are currently evaluating updating these templates.			
			Finance - CUBS	CUBS does not publish any publications.			
			First 5 Commission	In July 2018, our office began to use Verdana 12 to meet ADA requirements.			
			Health Services	No.			
			Human Assistance	No.			
			Probation - Adult	See #49			
			Probation - Juvenile	In general, 12-point font is considered appropriate for formal documents.			
			Public Defender	No.			
			Retirement	No.			
			Revenue Recovery	No.			
			Sanitation District Agency - Regional Sanitation	N/A			
			Sanitation District Agency - Sacramento Area Sewer District	N/A			
			Transportation	Our department publications are generally Arial font size 11. The Board of Supervisor agenda items are Times Roman font, 12 sized font.			
			Waste Management and Recycling	No.			
			Water Resources	Yes, Veranda 12 in compliance with Board Documents.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
51	28 CFR 35.160	Is there a notice on all department publications informing users that the publications are available in alternative formats, if needed, for people with disabilities?	Agricultural Comissioner	Publications offered to the public are printed materials obtained from the California Department of Food and Agriculture (CDFA) or California Department of Pesticide Regulation (CDPR).	Not all publications contain a statement informing users that the publications are available in alternative formats, if needed, for people with disabilities	1. Create a notice that offers publications in alternate format and ensure it is used in all publications. 2. Identify resources that can be used to create needed alterative format publications. 3. Ensure impacted staff is aware of this requirement.	
		Animal Care and Regulation	No.				
		Assessor	No.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes.				
		Child, Family and Adult Services	No.				
		Child Support Services	No.				
		Civil Service Commission	It is available on public meeting notices, but will be reviewing other documents to see if such language should be added.				
		Conflict Criminal Defenders	N/A				
		Coroner	No.				
		County Clerk/Recorder	Our public notice says "Accessibility formats are available upon request. Please see Clerk." Our webpage has information available from this link http://www.ccr.saccounty.net/Pages/Alternate-Format-Availability.aspx				
		County Counsel	N/A				
		County Executive	No.				
		County Executive - Planning and Environmental Review	Not all PER documents and publications contain a notice informing users that the publications are available in alternative formats, if needed, for people with disabilities, nor does PER have a standardized process to produce such formats. If the need arose, PER would seek advice from the Disability Compliance Office and the Communications and Media Office. See previous discussions above regarding the Environmental Justice Element and potential need for a countywide public outreach strategy.				
		Development and Code Services - Administration	No. Invoices only.				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	CMID's only publication is the Sacramento County Standard Construction Specifications. This publication does not contain a statement on alternate format.				
		Development and Code Services - County Engineering	No				
		District Attorney	Yes, the notice is listed on the public website at http://www.sacda.org/accessibility/ . Individuals are instructed to email the office with their request, listing: <ul style="list-style-type: none"> •the nature of the accessibility need •your preferred format (electronic format, mailed information, large print, etc.) •the web address of the requested material •and your full contact information so we can reach you if questions arise while fulfilling your request 				
		Environmental Management	Not to my knowledge.				
		Finance	There is on many notices, but not all.				
		Finance - CUBS	CUBS does not publish any publications.				
		First 5 Commission	No.				
		Health Services	No.				
		Human Assistance	No.				
		Probation - Adult	No.				
		Probation - Juvenile	No.				
		Public Defender	No.				
		Retirement	No (if requested - graphics would need to be explained).				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	No.				
		Transportation	Most public notices do contain a notice that alternative formats are available.				
		Waste Management and Recycling	No.				
		Water Resources	DWR does not have produce regular publications.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
52	Best Practice	Have department staff that create publications or correspondence been trained in the appropriate use of "person first language"?	Agricultural Comissioner	No, this has not been specified to date.	Not all staff that create publications or correspondence have been trained regarding "persons first language," which is of high importance to many members of the disability community.	Ensure all staff that create publications or correspondence on receive information and/or training concerning "person first language."	
		Animal Care and Regulation	No.				
		Assessor	No.				
		Board of Supervisors/Clerk of the Board of Supervisors	No.				
		Child, Family and Adult Services	Yes, in process.				
		Child Support Services	No.				
		Civil Service Commission	No. Training will be scheduled.				
		Conflict Criminal Defenders	N/A				
		Coroner	No.				
		County Clerk/Recorder	We have a policy, Assisting Customers With Disabilities, and included within are Public Counter Customer Service Guidelines. We have recently learned the Department of Personnel Services, Disability Compliance Office, is available to provide customized training to requesting departments. We will work with their office to provide training on this topic, and others, by the end of 2018.				
		County Counsel	No.				
		County Executive	No.				
		County Executive - Planning and Environmental Review	See the response to # 33 and #36.				
		Development and Code Services - Administration	Unknown.				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	No training on the appropriate use of "person-first language" has been provided to staff that create publications or correspondence.				
		District Attorney	No.				
		Environmental Management	Unknown.				
		Finance	No.				
		Finance - CUBS	CUBS does not create any publications. Staff has not been trained in the appropriate use of "person first language."				
		First 5 Commission	Our Communications Planner stated that none has been offered through the County that she is aware of.				
		Health Services	Some staff has been trained.				
		Human Assistance	Yes.				
		Probation - Adult	No.				
		Probation - Juvenile	*No response				
		Public Defender	No.				
		Retirement	No.				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	No.				
		Transportation	The "person first language" has not been emphasized to all staff in the training program packages.				
		Waste Management and Recycling	No.				
		Water Resources	DWR does not have produce regular publications.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
53	28 CFR 35.161; 28 CFR 35.162	Have the department's telephone information lines been examined to determine whether they are accessible to people who are deaf or hard of hearing?	Agricultural Comissioner	Yes, when the Department was converted to VoIP recently, there was verbal communication with Bradshaw-DPS regarding the functionality of CA Relay Service and we were advised that there would be no impact.	The departments' voice mail system and information lines have not been examined to ensure they are accessible to people who are deaf or hard of hearing.	Managers of the voice mail system and telephone information lines must ensure compliance with CFR 28 35.161 (b). This regulation addresses accessibility of telephone systems to person who are deaf or hard of hearing. The department may also wish to make staff who use telephones in public communications aware of the California Relay Service, 711. Work with department of technology on reviewing voicemail and information lines for accessibility.	
		Animal Care and Regulation Assessor	Unknown The County Department of Technology monitors this, so we are unsure.				
		Board of Supervisors/Clerk of the Board of Supervisors	N/A				
		Child, Family and Adult Services	No.				
		Child Support Services	N/A – neither of our phone lines is within our control; Our DCSS Customer Service line has a TTY option. This is not a line provided by our department, it is part of the state Call Center structure and is not within our control. DCSS desk-phones are controlled by the Department of Technology.				
		Civil Service Commission	N/A				
		Conflict Criminal Defenders	N/A				
		Coroner	No.				
		County Clerk/Recorder	The County uses 1-800-735-2929 (TDD/TTY) or 711 for California Relay Service. We also have interpreter services available through a County contract.				
		County Counsel	No.				
		County Executive	No.				
		County Executive - Planning and Environmental Review	PER utilizes the County's VOIP backbone and does not independently verify that the department's telephone information lines have been examined to determine whether they are accessible to people who are deaf or hard of hearing.				
		Development and Code Services - Administration	Unknown.				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	Unknown.				
		District Attorney	The California Relay Service 711 can be used for individuals who are hard of hearing or deaf to communicate with department staff.				
		Environmental Management	Unknown				
		Finance	DTech has handled call center implementations. A separate number is provided for assistance.				
		Finance - CUBS	The Department of Technology is responsible for the procurement of telephones and telephone systems.				
		First 5 Commission	No, not by our office unless DTECH handles that through the County as part of their regular upkeep.				
		Health Services	This is a Department of General Services / Department of Technology Question.				
		Human Assistance	No				
		Probation - Adult	Yes.				
		Probation - Juvenile	No.				
		Public Defender	Not sure.				
		Retirement	No.				
		Revenue Recovery	No. Generally when an impaired client calls, they are assisted by a service on their end.				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	Yes.				
		Transportation	The information lines are capable of being used.				
		Waste Management and Recycling	Yes.				
		Water Resources	All incoming customer calls are routed through the County's 311 system.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
54	28 CFR 35.160	Have local resources been identified which can provide auxiliary aids for communication, as needed, by people with disabilities (e.g. hearing losses, speech and language disorders, etc.)?	Agricultural Comissioner	Our first point of contact would be the Personnel Analyst at Bradshaw-DPS who handles ADA issues to obtain any referrals for resources.	Local resources have not been identified which can provide auxiliary aids.	Identify local resources to provide auxiliary aides in a timely manner, which would include, but not be limited to real time captioning, note takers, Braille services, etc. Utilize resources already identified by the Disability Compliance Office.	
		Animal Care and Regulation Assessor	County has contract with 711 Our department hasn't identified any local resources but if we needed to obtain any aids we'd utilize the County DGS - Purchasing division contracts to locate these aids.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes. The use of Public, Education, and Government grant funding is used to purchase auxiliary aids for communication. Contracted services are used for interpretation, translation, sign language, and braille services.				
		Child, Family and Adult Services	Yes, Department of Child, Family, and Adult Services: Administration Services, Contracts Administrative Services Officer 3, Deanne Sundquist-Alafrangi, 916-874-9613 Various community resource guides				
		Child Support Services	Yes. Local resources including internal interpreters, use of the Language Line, and contracted interpreters for signing are used by our Department.				
		Civil Service Commission	Yes. Countywide contracts.				
		Conflict Criminal Defenders	We would contact 711 or language line and go to the County ADA office for other options.				
		Coroner	No.				
		County Clerk/Recorder	The County uses 1-800-735-2929 (TDD/TTY) or 711 for California Relay Service. We also have interpreter services available through a County contract. We may also utilize Department of Technology for assistance.				
		County Counsel	No.				
		County Executive	Yes.				
		County Executive - Planning and Environmental Review	PER understands that local resources may be available to provide auxiliary aids for communication and various staff have personal knowledge of how to obtain help, but there is not common understanding of how and where to seek this kind of assistance. See previous comments about the Environmental Justice Element and need for a countywide public outreach framework.				
		Development and Code Services - Administration	No.				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	We have translation services for language issues and I believe for hearing impaired also.				
		Development and Code Services - Construction Management & Inspection	No.				
		Development and Code Services - County Engineering	No.				
		District Attorney	Resources for auxiliary aids for communication can be found at the Deaf and Disabled Telecommunications Program: http://ddtp.cpuc.ca.gov/default1.aspx?id=1483				
		Environmental Management	EMD receives phone service from the Department of Technology. TTY lines can be installed upon request (EMD does not currently have any)				
		Finance	Yes, some. County contracts are in place for some services, such as Braille translation, etc. DOF typically contacts DCO for additional information, when needed.				
		Finance - CUBS	Yes, some. County contracts are in place for some services, such as Braille translation, etc. DOF typically contacts DCO for additional information, when needed.				
		First 5 Commission	No.				
		Health Services	Primary Health provides assistance to impaired individuals through in house staff translation, contracted phone translation and contracted providers who provide in person translation in all languages including ASL. Any other accommodations required are available upon request The WIC Program utilizes County contracts with vendors who provide in person American Sign Language for hearing impaired WIC participants.				
		Human Assistance	Yes, DHA contracts with interpreting vendors, including American Sign Language (ASL).				
		Probation - Adult	Yes.				
		Probation - Juvenile	County contracts for sign language are available to use as needed.				
		Public Defender	No.				
		Retirement	Yes, we would contact the DCO.				
		Revenue Recovery	No.				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	Yes we have contracts with various vendors which provide these services if needed.				
		Transportation	The 711 relay service is available through the Countywide phone system.				
		Waste Management and Recycling	N/A				
		Water Resources	DWR has limited access to the public and has not identified local resources for auxiliary aids.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
55	28 CFR 35.160, CA Gov Code 8593.3	If critical information is released to the press, is an American sign language interpreter visible and within the screenshot, if television cameras are in use?	Agricultural Comissioner	No, this has not been specified to date.	No procedure is in place to ensure that critical communication, during an emergency, is accessible to persons who are deaf or hard of hearing.	Ensure that all critical communication, broadcasted over television during an emergency, include a sign language interpreter in the screen shot or that captioning is being used.	
		Animal Care and Regulation	No.				
		Assessor	No but if a press release was needed it would be handled through the County Public Information Office who may supply an American Sign Language interpreter.				
		Board of Supervisors/Clerk of the Board of Supervisors	N/A. The Clerk/Board Offices defer to the Public Information Office or Office of Emergency Services.				
		Child, Family and Adult Services	No.				
		Child Support Services	We have not utilized television to disseminate information to the press.				
		Civil Service Commission	N/A				
		Conflict Criminal Defenders	N/A				
		Coroner	No.				
		County Clerk/Recorder	Our director would work with the County's Communication and media officer if releasing critical information to the press.				
		County Counsel	N/A				
		County Executive	Yes, if a press conference is scheduled.				
		County Executive - Planning and Environmental Review	PER does not release video to the press, but the need for ASL has been a topic of discussion in the Emergency Operations Center and with the Environmental Justice Element regarding climate resiliency and other health related emergency messaging. PER would be curious as to which resources the Communication and Media Office has for providing ASL services and/or how these services are provided in the County.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	N/A				
		Development and Code Services - Code Enforcement	N/A				
		Development and Code Services - Construction Management & Inspection	N/A				
		Development and Code Services - County Engineering	N/A				
		District Attorney	No.				
		Environmental Management	No.				
		Finance	DOF does not typically receive television interview requests. On the very rare occasion, the Media Officer handles the request.				
		Finance - CUBS	CUBS does not release information to the press.				
		First 5 Commission	N/A				
		Health Services	An American Sign Language interpreter would be present if a press conference was held for an emergency situation.				
		Human Assistance	N/A				
		Probation - Adult	No.				
		Probation - Juvenile	No.				
		Public Defender	No.				
		Retirement	N/A				
		Revenue Recovery	N/A				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	Not historically but this is very infrequent.				
		Transportation	The Department does not produce TV press releases.				
		Waste Management and Recycling	No.				
		Water Resources	DWR does not have critical information released to the press.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
56	28 CFR 35.160	Are videos played in such places as waiting rooms which have captions, a transcript, and video/audio description so all members of the public can access their content?	Agricultural Comissioner	NA: the Department does not play videos in the receptions area.	Videos are not accessible to all members of the public.	Ensure all videos used in public places have captioning.	It is expected that "Audio- Descriptors" for persons who are blind will become required when the regulations are updated next. Transcripts may be used in addition to captioning as a best practice.
		Animal Care and Regulation	No.				
		Assessor	No videos play in any areas of our office.				
		Board of Supervisors/Clerk of the Board of Supervisors	Yes. The Board of Supervisors meetings display captions on the monitors located in the lobby area and is cablecast live. Meeting transcriptions are provided upon request.				
		Child, Family and Adult Services	N/A				
		Child Support Services	Yes. There are captions running with the video.				
		Civil Service Commission	N/A				
		Conflict Criminal Defenders	N/A				
		Coroner	No – Not Applicable				
		County Clerk/Recorder	N/A. We do not play videos.				
		County Counsel	No.				
		County Executive	N/A				
		County Executive - Planning and Environmental Review	N/A				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	N/A				
		Development and Code Services - Construction Management & Inspection	N/A				
		Development and Code Services - County Engineering	CED does not control the video screens for the BAC.				
		District Attorney	N/A				
		Environmental Management	EMD does play videos in the lobby. There is no closed caption turned on at this time although that might be a simple settings adjustment. No transcripts or other assistance is currently offered.				
		Finance	N/A				
		Finance - CUBS	CUBS does not play videos.				
		First 5 Commission	N/A				
		Health Services	Some of our TV's have the closed caption feature turned on, but not all of them. At one location the videos displayed are not programmatic; they are purely for entertainment while the client waits for services.				
		Human Assistance	No.				
		Probation - Adult	N/A				
		Probation - Juvenile	A video is played on a continuous loop in the Youth Detention Facility's Visitor Center. The video provides written information without audio.				
		Public Defender	No video(s).				
		Retirement	N/A				
		Revenue Recovery	N/A				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	No.				
		Transportation	No captions are used, however the sound is turned off in the front lobby so that no one is discriminated against.				
		Waste Management and Recycling	N/A				
		Water Resources	DWR does not have any waiting rooms.				

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
57	28 CFR 35.160	If public address systems are used, is there a component that makes the information accessible to people who are deaf or hard of hearing?	Agricultural Comissioner	There is no public address system at the Department.	Information conveyed through a public address system is not made accessible to people who are deaf or hard of hearing.	Ensure that when public address systems are used, the information is made accessible for people who are deaf or hard of hearing.	
	Animal Care and Regulation		None used.				
	Assessor		None used.				
	Board of Supervisors/Clerk of the Board of Supervisors		N/A				
	Child, Family and Adult Services		N/A				
	Child Support Services		For deaf and hard of hearing customers, we do not use the public address system. As these customers check in and the accommodation is identified, the information is provided to the employee who will handle the face-to-face interview. For deaf / hard of hearing customers, our interview staff contact the person directly. We do not have a visual display for our public address system.				
	Civil Service Commission		N/A				
	Conflict Criminal Defenders		N/A				
	Coroner		No.				
	County Clerk/Recorder		N/A				
	County Counsel		N/A				
	County Executive		N/A				
	County Executive - Planning and Environmental Review		PER does not have any assistive listening devices readily available when conducting public meetings.				
	Development and Code Services - Administration		N/A				
	Development and Code Services - Building Permits & Inspections		No.				
	Development and Code Services - Code Enforcement		N/A				
	Development and Code Services - Construction Management & Inspection		N/A				
	Development and Code Services - County Engineering		N/A				
	District Attorney		N/A				
	Environmental Management		Not to my knowledge.				
	Finance		DOF does not typically utilize a public address system, other than email and websites.				
	Finance - CUBS		CUBS does not use a public address system.				
	First 5 Commission		N/A				
	Health Services		No (4600 Broadway, 2150 Stockton)				
	Human Assistance		No.				
	Probation - Adult		No.				
	Probation - Juvenile		N/A				
	Public Defender		No.				
	Retirement		During emergency or evacuation yes, but no other public address system.				
	Revenue Recovery		N/A				
	Sanitation District Agency - Regional Sanitation	N/A					
	Sanitation District Agency - Sacramento Area Sewer District	N/A					
	Transportation	No departmental public address system is used.					
	Waste Management and Recycling	Yes.					
	Water Resources	DWR does not use a public address system.					

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
58	28 CFR 35.160	When announcements are distributed electronically are they sent out in accessible PDF and Word documents simultaneously?	Agricultural Comissioner	Due to lack of a complete email database of clients, any announcement is still being sent out by regular mail and/or posted on the Department website which is hosted through Saccounty.net.	The department does not distribute announcements in word, HTML and PDF files simultaneously.	Ensure all announcements are disseminated in Word and PDF files simultaneously. While PDF documents have improved, they are still problematic for screen readers.	
		Animal Care and Regulation	No.				
		Assessor	No PDF or Word documents are used to distribute announcements. GovDelivery email message in RTF / HTML that link to the Assessor's web site are used.				
		Board of Supervisors/Clerk of the Board of Supervisors	They are sent out as PDF. A Word version of the document is provided upon request.				
		Child, Family and Adult Services	No.				
		Child Support Services	No. If attachments to electronic communication are sent to customers, the attachments are in PDF format.				
		Civil Service Commission	No.				
		Conflict Criminal Defenders	CCD will be doing this going forward.				
		Coroner	No.				
		County Clerk/Recorder	We use the County's communication program (GovDelivery) to send announcements. The announcements include a link to our website if necessary. On our website we have accessible PDF document for all documents posted.				
		County Counsel	N/A				
		County Executive	No.				
		County Executive - Planning and Environmental Review	PER does not send announcements in accessible Word and PDF simultaneously.				
		Development and Code Services - Administration	N/A				
		Development and Code Services - Building Permits & Inspections	No.				
		Development and Code Services - Code Enforcement	No.				
		Development and Code Services - Construction Management & Inspection	CMID routinely distributes via email Media Alerts advising interested parties of road and lane closures as a result of construction activity. These are not sent out in accessible PDF or Word documents.				
		Development and Code Services - County Engineering	No. However, such documents could be made available on request.				
		District Attorney	When Word documents are created and distributed as PDF documents, they are accessible due to a default option called "Document Structure Tags for Accessibility."				
		Environmental Management	Not to my knowledge.				
		Finance	Not currently.				
		Finance - CUBS	CUBS does not distribute announcements.				
		First 5 Commission	No.				
		Health Services	No.				
		Human Assistance	No.				
		Probation - Adult	No. Documents are sent out via PDF.				
		Probation - Juvenile	No.				
		Public Defender	N/A				
		Retirement	No.				
		Revenue Recovery	N/A				
		Sanitation District Agency - Regional Sanitation	N/A				
		Sanitation District Agency - Sacramento Area Sewer District	No.				
		Transportation	No. Departmental personnel announcements are usually delivered by email.				
		Waste Management and Recycling	No.				
		Water Resources	N/A, DWR does not send out announcements electronically.				

Sacramento County - Self-Evaluation Work Plan 2019 (Draft)

Results of the Sacramento County Staff Surveys and Interviews. The questionnaires were used as the basis for interviews with County staff members that were knowledgeable of County operations and the subjects addressed within the questions. The responses from County staff are recorded next to each question. Each

Law Enforcement							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
1	28 CFR 35.130	Have the County of Sacramento first responders been trained regarding the disability civil rights mandates that the County is held to under State and Federal laws?	Animal Care and Regulation	N/A	First responders have not received training regarding disability civil rights mandates.	Provide continual training on disability civil rights and best practices for first responders.	Refers to deputies not first responders.
			Human Assistance	N/A			
			Probation	N/A. Sacramento County Probation Officers are not considered "first responders".			
			Regional Parks	No.			
			Sheriff's Department - Airports	Sacramento County Sheriff's Deputies have training in disability rights mandates. Training does not occur on a regular basis.			
			Sheriff's Department - Central Division	Yes.			
			Sheriff's Department - Centralized Investigation Division	Yes, this is department wide training.			
			Sheriff's Department - Civil Bureau	First responders receive training in the academy, at the jails during jail operations training, in the field during patrol training, and at other assignments in the department which covers ADA topics relevant to the positions for which sworn personnel are assigned.			
			Sheriff's Department - Communications Center	N/A			
			Sheriff's Department - Court Security	While in the Academy, first responders are trained and tested (within Learning Domain #37) on the topic of People with Disabilities to include the laws affecting, and the peace officers responsibility, to protect the rights of people with disabilities.			
			Sheriff's Department - Hi-Tech Unit	YES, however, the knowledge is perishable, negating updated training.			
			Sheriff's Department - Impact Division	Yes, this is department wide training that takes place.			
			Sheriff's Department - Main Jail	Yes, Sacramento County Sheriff Deputies receive some training in disability civil rights mandates during their basic academy. The training is learning domain 37, People with Disabilities, which is taught by Sheriff's staff with material provided by the California Commission on Peace Officer Standards and Training (POST).			
			Sheriff's Department - North Patrol Division	Yes.			
			Sheriff's Department - Rio Cosumnes Correctional Center	Sacramento County Sheriff Deputies currently do not receive training regarding the disability civil rights mandates imposed on the County by State and Federal laws.			
			Sheriff's Department - Rancho Cordova Police Department	Yes			
			Sheriff's Department - Records Bureau	N/A			
			Sheriff's Department - Security Services	Training for law enforcement officers regarding the disability civil rights mandates is very limited. Officers learned through training bulletins, building facility managers and the county disability compliance office. Officers also educate themselves by referring to the Americans with disabilities act (ADA) or by contacting the county disability compliance office.			
			Sheriff's Department - Work Release	No.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
2	28 CFR 35.152	Have holding and booking areas been reviewed for access since the 2010 ADA Standards for Accessible Design became effective? If visitor areas are offered, are they accessible?	Animal Care and Regulation	N/A	The temporary cell used to detain subjects has not been reviewed for access in compliance with the 2010 ADA Standards for Accessible Design.	Although rarely used, the temporary cell should be reviewed for accessibility in the case an individual with disabilities needs to be detained.	
			Human Assistance	N/A			
			Probation	Yes. The Youth Detention Facility which includes booking and holding areas has been reviewed and is ADA compliant. Access throughout the facility as well as living quarters and rooms are wheelchair/handicap compliant. There are also medical and mental health services available. All visiting areas are compliant with ADA standards.			
			Regional Parks	Not our issue, we book at Sacramento County Sheriff main jail and have no holding facilities.			
			Sheriff's Department - Airports	The Sacramento County Sheriff's Airport Bureau has a small "Lock-up" cell that is rarely used. The "Lock-up" is a temporary cell to detain the subject, to allow the arresting officer to complete necessary booking paperwork. The "Lock-up" has not been reviewed under the 2010 ADA Standards for Accessible Design. The facility does not have a location for visitors.			
			Sheriff's Department - Central Division	Yes.			
			Sheriff's Department - Centralized Investigation Division	N/A			
			Sheriff's Department - Civil Bureau	N/A			
			Sheriff's Department - Communications Center	N/A			
			Sheriff's Department - Court Security	The Board of Corrections conducts inspections of our holding areas. The Court Security Division does not have a booking area. Visitors to the Courthouses have access to public areas.			
			Sheriff's Department - Hi-Tech Unit	N/A			
			Sheriff's Department - Impact Division	N/A			
			Sheriff's Department - Main Jail	The Sacramento County Main Jail was audited in late 2017 and it extended into early 2018. The report was commissioned by the County of Sacramento who contracted with Nacht and Lewis, an independent audit service to evaluate the facilities of Sacramento County Main Jail and Rio Cosumnes Correctional Center (RCCC). The Sacramento County Main Jail offers accessible visitor areas for the general public visiting an inmate. However some of the visitor areas throughout the Main Jail for inmates are not accessible under the ADA standards.			
			Sheriff's Department - North Patrol Division	N/A			
			Sheriff's Department - Rio Cosumnes Correctional Center	The entire Rio Cosumnes Correctional Center was audited in late 2017 and it extended into early 2018. The report was commissioned by the County of Sacramento who contracted with Nacht and Lewis to evaluate the facilities of NMJ and RCCC. The Rio Cosumnes Correctional Center offers accessible visitor areas throughout the men's facilities, however, visitor facilities located in the women's housing unit, are not accessible.			
			Sheriff's Department - Rancho Cordova Police Department	Yes			
			Sheriff's Department - Records Bureau	N/A			
			Sheriff's Department - Security Services	2101 Hurley Way – Security Services Admin Bldg. - Has a wheelchair elevator available when needed. 711 G Street - This facility does not have a holding area. 2450 Florin Road, Department of Human Assistance - This facility does not have a holding area. 3701 Power inn Rd., Granite Park 4 - This facility does not have a holding area. District Attorney's, 901 G Street - This facility does not have a holding area. 600 8th Street, Records Office - This facility does not have a holding area. 28th Street, Department of Human Assistance - This facility has a holding/booking area where officers complete their booking paperwork. The building was renovated in 2016. 2700 Fulton Ave. Department of Human Assistance - This facility does not have a holding area			
			Sheriff's Department - Work Release	N/A. There is no holding/booking area at the Work Release Division.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
4	28 CFR 35.130	When arrests are made, how are service animals dealt with?	Animal Care and Regulation	N/A			If not in place, ensure policy is in place to prevent the euthanasia of service animals.
			Human Assistance	With the consent of the arrestee, arrangements to care for the animal would be attempted. If this was not possible, the animal control department with appropriate jurisdiction would be contacted to take custody of the animal.			
			Probation	An attempt to contact a family member or friend is made. If the aforementioned is not available, then animal control is contacted. Service animals are not permitted within the Youth Detention Facility.			
			Regional Parks	We follow Sacramento Sheriff rules and procedures.			
			Sheriff's Department - Airports	When arrests are made at the Sacramento International Airport service animals are kept in a kennel or office until a family member or a friend can pick up the animal. If a family member or friend is unable to retrieve the animal from the arresting deputies in a reasonable time frame, Sacramento County Animal Control officers will be requested to retrieve the animal.			
			Sheriff's Department - Central Division	We handle with care and work with Animal Control to ensure the individual(s) are able to retrieve their animal(s) upon release.			
			Sheriff's Department - Centralized Investigation Division	Animal is put in the care of a family member, or given to the custody of Sacramento County Animal Services.			
			Sheriff's Department - Civil Bureau	N/A			
			Sheriff's Department - Communications Center	N/A			
			Sheriff's Department - Court Security	Every attempt is made to release the service animal to a person designated by the arrestee. If no one is available, Animal Control will be notified and requested to pick up the animal.			
			Sheriff's Department - Hi-Tech Unit	In most cases, the arrestee would not pass the intake medical exam, requiring alternative booking procedures.			
			Sheriff's Department - Impact Division	If an arrestee has a service animal, attempts are first made to leave the animal in the care of a responsible adult at the discretion of the owner. If attempts are not successful the animal is placed in the care of the County Animal Shelter.			
			Sheriff's Department - Main Jail	The Sheriff Deputy making the arrest will try to contact a family member or a friend of the arrestee to transfer custody of the service animal. If that option is not available, animal control is contacted and they are given custody of the service animal. The arrestee can later make arrangements to get back custody of his/her service animal.			
			Sheriff's Department - North Patrol Division	The Officer will attempt to contact a family member or an Individual designated by the arrestee to come and take possession of the service animal. If no contact is made with a family member or the person named by the arrestee, the Officer will contact Animal Control to come and take the service animal.			
			Sheriff's Department - Rio Cosumnes Correctional Center	Defer to Field Services			
			Sheriff's Department - Rancho Cordova Police Department	The service animal may be left with a responsible person of the arrestees choosing or Animal Control will hold and care for the service animal.			
			Sheriff's Department - Records Bureau	N/A			
			Sheriff's Department - Security Services	If possible, the service animal is given to a family or friend of the citizen who is being arrested, with his or her permission. If this is not a possibility, Animal Control is contacted to take possession of the service animal. If Animal Control is not available or not on duty, an officer will take the service animal to the SPCA or the nearest animal hospital capable of receiving the service animal. This is not policy, but the past and current practice.			
			Sheriff's Department - Work Release	If a person is remanded into custody while signing up for Work Project or Home Detention, every effort is made to release the service animal to a guardian of their choosing. If unable to locate a guardian, then the SPCA would be contacted for assistance.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
8	28 CFR 35.160	When an officer is giving information (direction or Miranda Rights) to a person with a communication related limitation, how is it determined that the person understands the information being communicated?	Animal Care and Regulation Human Assistance Probation Regional Parks Sheriff's Department - Airports Sheriff's Department - Central Division Sheriff's Department - Centralized Investigation Division Sheriff's Department - Civil Bureau Sheriff's Department - Communications Center Sheriff's Department - Court Security Sheriff's Department - Hi-Tech Unit Sheriff's Department - Impact Division Sheriff's Department - Main Jail Sheriff's Department - North Patrol Division Sheriff's Department - Rio Cosumnes Correctional Center Sheriff's Department - Rancho Cordova Police Department Sheriff's Department - Records Bureau Sheriff's Department - Security Services Sheriff's Department - Work Release	N/A Part of the Miranda admonishment asks the arrestee if they understand their rights. If the arrestee showed signs of a communication related limitation during this process, investigators would attempt to determine the limitation and an appropriate means of communication. We currently do not have training pertaining to blind, low vision, deaf or hearing loss or mental impairment, which are some conditions individuals might have that are protected by ADA. As our training is being developed, it will cover these areas with the knowledge that an individual nodding one's head does not always mean acknowledgement. Effective communication requires officer's sensitivity and understanding to these ADA impairments which our training will cover. In an effort to ensure that the rights of individuals who are deaf, hard of hearing or have speech impairment are protected during a custodial interrogation, this department will provide interpreter services before beginning an interrogation, unless exigent circumstances exist or the individual has made a clear indication that he/she understands the process and desires to proceed without an interpreter. The use of a video remote interpreting service should be considered, where appropriate, if a live interpreter is not available. Miranda warnings shall be provided to suspects who are deaf or hard of hearing by a qualified interpreter or by providing a written Miranda warning card. In order to ensure that communications during custodial investigations are accurately documented and are admissible as evidence, interrogations should be recorded whenever reasonably possible. If a subject being given direction or Miranda Rights has a communication related limitation the officer will make the appropriate accommodation to ensure the subject has the appropriate means to communicate. The officer shall obtain a translator via the language line, or request assistance from an appropriately skilled readily available translator to ensure the communication is understood. Every attempt is made to communicate with the individual(s). Our officers are trained if the individual does not understand what is being said then, they are not to move forward with questioning that could incriminate the individual(s). Language Line, 24/7. Sheriff's staff has access to the language line and/or can usually find someone within the department or at the location to help transfer information to the individual with communication related limitations. N/A In the event of a foreign language barrier, the Sheriff's Department has a Language Line that can be utilized. Information is given verbally and in some cases written (Miranda Rights). A person's response, either verbally or body language can indicate acknowledgement. Language interpreters are available 24/7. The 24/7 Language line interpreters. If the person has a hearing impairment and uses sign language essential information can be provided by using Video Remote Interpreting (VRI) of which the Main Jail has two machines and a dedicated service provider. The Jail has contracted with several sign language interpreter companies who can send a certified sign language interpreter to the jail as needed. The Jail has also contracted with Language Line Services a telephone language service company which provides 24 hour a day, seven day a week language interpreter services. This service can be used when communication is limited because a person speaks a language other than English. All officers at the jail can access this service. Every effort is made to communicate the information with the individual so they understand what being conveyed to them. If after every effort is exhausted in trying to explain the information Officers are trained to refrain from asking questions that could be incriminating to the individual. Defer to Field Services Officers are trained in a variety of ways to communicate effectively with the wide diversity of subjects they encounter. N/A When available, officers will use an officer or other department personnel who is proficient in the language (verbal or sign) required at the time. When it is not available, officers will use writing and/or typing on a monitor to communicate. These written communications should then be booked as evidence. If necessary, an interpreter can be provided by Language Line Solutions/Fluent Language Solutions. Either with a verbal or written confirmation or compliance with the direction showing they understood.	There is currently no clear process in place to determine if an arrestee with a communication related limitation understands information being provided.	Create a process for determining that individuals with communication related disabilities understand the information being conveyed to them. This may include written confirmation or the use of a sign language interpreter. Continue with efforts to develop and provide ADA training on effective communication.	

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
9	28 CFR 35.160	How do officers communicate with people who are deaf?	Animal Care and Regulation Human Assistance Probation Regional Parks Sheriff's Department - Airports Sheriff's Department - Central Division Sheriff's Department - Centralized Investigation Division Sheriff's Department - Civil Bureau Sheriff's Department - Communications Center Sheriff's Department - Court Security Sheriff's Department - Hi-Tech Unit Sheriff's Department - Impact Division Sheriff's Department - Main Jail Sheriff's Department - North Patrol Division Sheriff's Department - Rio Cosumnes Correctional Center Sheriff's Department - Rancho Cordova Police Department Sheriff's Department - Records Bureau Sheriff's Department - Security Services Sheriff's Department - Work Release	Animal Care Officers call TTY line through 311 dispatcher for assistance. DHA has contracts with several American Sign Language interpreting services. They are contacted to interpret for us with communicating with people who are deaf. Investigators would try to communicate via written means (pen and paper) if an interpreter was unavailable. Giving simple information such as directions can be communicated by writing it on a piece of paper. Legal conversations such as Miranda Rights warning may require a sign language interpreter to ensure no miscommunication occurred. It is also important to know that not all deaf people use sign language. Effective communication include writing notes, speaking slowly, reading, facing the individual, communicating in a well-lighted area, as well as facing away from the sun or glares. Hand gestures or visual aids, exchange of written notes, speaking slowly and clearly for those who can speechread, use of computer or personal communication device to text message, or use an interpreter. When officers encounter a subject with hearing limitation they can request the assistance of the communications center to arrange for a sign language interpreter to assist the officer. TTY phones/ systems are available in several locations around the facilities at the Sacramento International Airport that are accessible to the hearing impaired and to the deputies. Most officer utilize the TTY system at the custody facilities. More often than not they can communicate via there computer screen as they can type back and forth to obtain necessary information. Either through writing or a sign language interpreter. Through the use of TTY or with written communication. N/A The Court Security Division can utilize the services of a Sign Language Interpreter. An officer can also write the message he/she is trying to convey. Within the Court Security Division, hearing devices are provided to jurors, witnesses, and defendants. Write on a piece of paper. If writing is not effective, a sign language interpreter is utilized. Through written dialogue or a sign language interpreter. In addition to VRI services and certified sign language interpreters previously mentioned officers can communicate with deaf persons by writing questions and essential instructions on paper. Officers can use their in car computer or by using a pen note pad to communicate back and forth with the individual. Defer to Field Services Officers may utilize a family member or acquaintance of the hearing impaired subject to interpret, when available and appropriate. Officers may communicate via a computer screen, text or notepad. TTY systems are available at custody facilities. Over the phone we use a translation service. In person they would write down information we were trying to convey. When available, officers will use an officer or other department personnel who is proficient in American Sign Language. When it is not available, officers will use writing and/or typing on a monitor to communicate. These written communications should then be booked as evidence. If necessary, an interpreter can be provided by Language Line Solutions/Fluent Language Solutions. Through written, typed (TDD), or sign language.	Sign language interpreters are not utilized by officers communicating with people who are deaf.	Put in place a process for obtaining sign language interpreters in addition to the other avenues noted	Central Division and Civil Bureau currently provides sign language interpreters

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
10	28 CFR 35.160	Does the 911 system have TTY? If yes, how often does training occur regarding its use?	Animal Care and Regulation Human Assistance Probation Regional Parks Sheriff's Department - Airports Sheriff's Department - Central Division Sheriff's Department - Centralized Investigation Division Sheriff's Department - Civil Bureau Sheriff's Department - Communications Center Sheriff's Department - Court Security Sheriff's Department - Hi-Tech Unit Sheriff's Department - Impact Division Sheriff's Department - Main Jail Sheriff's Department - North Patrol Division Sheriff's Department - Rio Cosumnes Correctional Center Sheriff's Department - Rancho Cordova Police Department Sheriff's Department - Records Bureau Sheriff's Department - Security Services Sheriff's Department - Work Release	Animal Care Officers utilizes 311 system, which has TTY line. N/A N/A. 911 calls go to the local police dispatch. We contract with Sacramento County Sheriff for dispatch services. The Sacramento County International Airport has TTY on the 911 and general public telephone systems. N/A N/A N/A Yes, the 911 system has TTY. New employees are trained upon assignment to the communications center. There is no recurring training. N/A within the Court Security Division. N/A N/A The Sheriff's Department Communications center has TTY capability integrated into its 911 system and all communication staff are trained to use the system. Quality control checks are conducted on its TTY systems on a regular basis. No additional training is provided to staff outside of the initial training. N/A The Sacramento County Sheriff's Department Communications Center was contacted, via email for information. We are currently awaiting a response. N/A N/A N/A Yes. It is covered in the initial dispatcher training.	Ongoing training is not provided to impacted staff on the use of TTY and the 911 system.	Establish a schedule to provide reoccurring training on the use of TTY to ensure timely communication.	
11	28 CFR 35.160	Is there a procedure in place for officers to obtain a sign language interpreter when one is needed on an emergency basis?	Animal Care and Regulation Human Assistance Probation Regional Parks Sheriff's Department - Airports Sheriff's Department - Central Division Sheriff's Department - Centralized Investigation Division Sheriff's Department - Civil Bureau Sheriff's Department - Communications Center Sheriff's Department - Court Security Sheriff's Department - Hi-Tech Unit Sheriff's Department - Impact Division Sheriff's Department - Main Jail Sheriff's Department - North Patrol Division Sheriff's Department - Rio Cosumnes Correctional Center Sheriff's Department - Rancho Cordova Police Department Sheriff's Department - Records Bureau Sheriff's Department - Security Services Sheriff's Department - Work Release	Animal Care Officers utilizes contracted Language Interpreter line for assistance with sign language interpretations. Yes, DHA has contracts with American Sign Language Interpreting services. At least one will respond as soon as possible for emergency requests. No. We currently contact other agencies for assistance. Yes. The Sacramento International Airport has a list of readily available on site employees that can act as interrupters in emergency situations. There are employees available to act as sign language interpreters as well as language interpreters. Our officers utilize all available resources in order to communicate with individual(s). Since law enforcement is a 24 hour operation there may be times were it is difficult to locate a sign language interpreter to help with communications. Officers will usually use their handheld devices to type words and communicate with the individual(s). Yes All of my staff, myself included, has always been able to find someone to communicate on our behalf without using a service per see. Either that or we have communicated using written forms or hand gestures which have appropriately communicated our message to the involved parties. N/A Yes, through the Courts. Yes Yes. Jail supervisory staff has the ability to contact one of contracted sign language services. The Compliance unit also has officers who can be called in to contact one of the contracted sign language services in the event of an emergency. The two VRI machines at the Jail are available for use 24 hours a day and officers can access and use them in an emergency. Officers utilize all options available and make every effort to communicate with an individual. If the option of a sign language interpreter is unavailable for Officers, they can use their in car computer or a note pad to attempt to communicate with the individual. The Sacramento County Sheriff's Department currently has a procedure in place for officers assigned to the Rio Cosumnes Correctional Center and the New Main Jail, to obtain a sign language interpreter when one is needed. The specifics of the procedure are outlined in Operations Order 06/14, Interpreter Services. Sign language interpreters may be available through the County Operator, however there are times when they are not available or their use is impractical. See answer to question 9 above. Not to my knowledge. Yes, through Language Line Solutions/Fluent Language Solutions. There are several contracts in place with on-call providers listed through the language line.	No evidence was found that a procedure is in place for officers to obtain a sign language interpreted on an emergency basis.	Create a contact for services as needed for sign language interpreters or video remote interpreting (VRI).	Communication limitations and disabilities do not include English as a second language or non-English speakers. Ensure language line services include sign language interpreters in addition to interpreter translator services.

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
12	28 CFR 35.160	Have officers been trained regarding the best techniques for communication with people with disabilities and officer safety? If yes, were the following disabilities covered? a.Vision Impairments b.Deaf, Hard of hearing and Speech Impairments c.Developmental Disabilities d.Traumatic Brain Injury e.Post-Traumatic Stress Disorder f.Learning Disabilities g.Mobility Impairments h.Multiple Chemical Sensitivities i.Mental Disorders j.Competing Disabilities (i.e. someone is on the bus with a service dog and another person on the bus has a phobic response to the dog and wants it removed as an accommodation. Both have rights to be considered. The passengers are in conflict)	Animal Care and Regulation Human Assistance Probation Regional Parks Sheriff's Department - Airports Sheriff's Department - Central Division Sheriff's Department - Centralized Investigation Division Sheriff's Department - Civil Bureau Sheriff's Department - Communications Center	Animal Care Officers have been made aware of the best techniques for communication with people with disabilities and officer safety. No official training have been provided as our officers do not make arrests, hold or book inmates. Investigators have received Crisis Intervention Training as mandated by SB29. The topics covered included: Signs and Symptoms of Mental Illness, Identifying and Utilizing Resources, De-escalation and Conflict Resolution, and Suicide Assessments and Managing Incidents. Other topics listed below have not been trained to our staff. We do not have department wide mandatory training regarding the best techniques for communication covering A through J. Some officers receive specialized training depending on their current assignment. Once our ADA training is complete it will be implemented department wide and required to all sworn officers. Yes. a. No b. Yes c. Yes d. Yes e. Yes f. Yes g. No h. No i. Yes i. No Yes. a. Yes b. Yes c. Yes d. Yes e. f. Yes g. Yes h. No i. Yes j. Officers have been trained and to mediate these situation and to accommodate the disabilities as the situation presents itself a. Yes b. Yes c. Yes d. Yes e. Yes f. Yes g. Yes h. Yes i. Yes i. Yes a. No b. Yes c. Yes d. No e. Yes f. Yes g. Yes h. No i. Yes i. No not specific training to that issue a. Yes b. Yes c. Yes d. Yes e. Yes f. Yes g. Yes h. Not specifically i. Yes i. Yes N/A	Disability civil rights training does not address all items "a" through "j."	Although officers do not arrest, hold or book inmates, disability training should be provided to address other interactions. Provide training regarding disability civil rights mandates the County is held to under the ADA. Provide training regarding disability civil rights mandates the County is held to under the ADA. It is suggested that the County use the US DOJ Role call video that can be obtained at ada.gov free of charge.	Security Services response to this question conflicts with response to question 1

Sheriff's Department - Court Security	<p>The department offers Crisis Intervention Training in either an 8 or 24 hour block. This course provides topics mandated by SB29 and 13515.28(a)(1) of the California Penal Code.</p> <p>The 8 hour course consists of the following topics:</p> <ul style="list-style-type: none"> • Signs and Symptoms of Mental Illness • Suicide Assessments and Managing Incidents • De-escalation and Conflict Resolution • Domestic Terrorism and Mental Illness • Identifying and Utilizing Resources <p>The 24 hour course consists of the above topics and:</p> <ul style="list-style-type: none"> • Officer Safety and Law Enforcement Stress • Suicide by Cop • Self-Care and PTSD • Veteran Issues and PTSD 		
Sheriff's Department - Hi-Tech Unit	<p>a. No b. Yes c. Yes d. No e. Yes f. Yes g. Yes h. No i. Yes j. No, not specifically addressed</p>		
Sheriff's Department - Impact Division	<p>a. No b. Yes c. Yes d. No e. Yes f. Yes g. Yes h. No i. Yes j. No specific training in this area</p>		
Sheriff's Department - Main Jail	<p>a. This training is being provided to recruits in the Sheriff's academy. b. This training is being provided to recruits in the Sheriff's academy. c. This training is being provided to recruits in the Sheriff's academy and Deputies currently employed are provided with eight hours of training which includes Developmental Disabilities. d. Crisis Intervention training is required of all Deputies which includes training on Traumatic Brain Injury. This training is also being provided to recruits in the Sheriff's academy. e. Crisis Intervention training is required of all Deputies which includes training on Post-Traumatic Stress Disorder. This training is also being provided to recruits in the Sheriff's academy. f. Crisis Intervention training is required of all Deputies which includes training on Learning Disabilities. This training is also being provided to recruits in the Sheriff's academy. g. This training is being provided to recruits in the Sheriff's academy. h. Crisis Intervention training is required of all Deputies which includes training on Multiple Chemical Sensitivities. This training is also being provided to recruits in the Sheriff's academy. i. Crisis Intervention training is required of all Deputies which includes training on Mental Disorders. This training is also being provided to recruits in the Sheriff's academy. j. Currently, there is no training course being provided that teaches Deputies how to communicate with persons with Competing Disabilities while taking officer safety into consideration.</p>		
Sheriff's Department - North Patrol Division	<p>a. Yes b. Yes c. Yes d. Yes e. Yes f. Yes g. Yes h. Yes i. Yes j. Yes</p>		

Sheriff's Department - Rio Cosumnes Correctional Center	<p>a. No such training exists to include techniques for communicating with individuals with this disability or for considerations for officer safety when contacting people with this disability.</p> <p>b. No such training exists to include techniques for communicating with individuals with this disability or for considerations for officer safety when contacting people with this disability.</p> <p>c. All Deputies currently employed with the Sacramento County Sheriff's Department have been provided with an 8 hour block training course that covers this subject matter. This training is now provided to all new recruits in the academy. Crisis Intervention Training is mandatory and the curriculum covers a variety of mental health disorders.</p> <p>d. All Deputies currently employed with the Sacramento County Sheriff's Department have been provided with an 8 hour block training course that covers this subject matter. This training is now provided to all new recruits in the academy. Crisis Intervention Training is mandatory and the curriculum covers a variety of mental health disorders.</p> <p>e. All Deputies currently employed with the Sacramento County Sheriff's Department have been provided with an 8 hour block training course that covers this subject matter. This training is now provided to all new recruits in the academy. Crisis Intervention Training is mandatory and the curriculum covers a variety of mental health disorders.</p> <p>f. All Deputies currently employed with the Sacramento County Sheriff's Department have been provided with an 8 hour block training course that covers this subject matter. This training is now provided to all new recruits in the academy. Crisis Intervention Training is mandatory and the curriculum covers a variety of mental health disorders.</p> <p>g. No such training exists to include techniques for communicating with individuals with this disability or for considerations for officer safety when contacting people with this disability.</p> <p>h. All Deputies currently employed with the Sacramento County Sheriff's Department have been provided with an 8 hour block training course that covers this subject matter. This training is now provided to all new recruits in the academy. Crisis Intervention Training is mandatory and the curriculum covers a variety of mental health disorders.</p> <p>i.</p> <p>j. No such training exists to include techniques for communicating with individuals with this disability or for considerations for officer safety when contacting people with this disability.</p>			
Sheriff's Department - Rancho Cordova Police Department	<p>a. Yes</p> <p>b. Yes</p> <p>c. Yes</p> <p>d. Yes</p> <p>e. Yes</p> <p>f. Yes</p> <p>g. Yes</p> <p>h. Yes</p> <p>i. Yes</p> <p>j. Yes</p>			
Sheriff's Department - Records Bureau	<p>Yes some issues were covered.</p> <p>a. No</p> <p>b. Yes</p> <p>c. No</p> <p>d. No</p> <p>e. No</p> <p>f. No</p> <p>g. No</p> <p>h. No</p> <p>i. No</p> <p>j. No</p>			
Sheriff's Department - Security Services	<p>Yes, Officers have been trained to use various techniques. These training methods are covered during the academy as well as during Advanced Officer Training/School.</p>			
Sheriff's Department - Work Release	<p>Some of these areas were covered during the POST academy and additional CIT training.</p>			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
13	Best Practice	Are there other issues you feel should be addressed in dealing with disability civil rights and your role within the County of Sacramento? If yes, please explain.	Animal Care and Regulation	N/A			<p>ADA.gov and the DOJ websites are great starting points for trainings related to law enforcement. It is suggested that the department also use the US DOJ Role call video that can be obtained at ada.gov free of charge. The Countywide ADA Coordinator and Disability Compliance Office are internal resources that should be contacted for assistance with the development of the departments ADA training. They may be contacted at dco@saccounty.net. It is commendable that the department is taking crucial steps in establishing training and guidance on ADA; Best practice to support 28 CFR 35.130</p>
			Human Assistance	N/A			
			Probation	It is difficult finding credible information or training on this subject which can be related to law enforcement and implemented into training. Is there more information regarding ADA grants and funding which may be available? I would like information regarding local sign language interpreter's services for our department. Also I would like to establish communication with an ADA representative (if that exists) to help assist us with the development of our ADA training to ensure we are compliant with current laws.			
			Regional Parks	No.			
			Sheriff's Department - Airports	None that I am aware of.			
			Sheriff's Department - Central Division	N/A			
			Sheriff's Department - Centralized Investigation Division	N/A			
			Sheriff's Department - Civil Bureau	Not specifically. Most of my officers have well over 10 years of service in the department and have encountered very few of the above mentioned issues.			
			Sheriff's Department - Communications Center	No.			
			Sheriff's Department - Court Security	We need to have a clear understanding and policy set forth to address concerns regarding service and comfort animals and the laws that apply to both.			
			Sheriff's Department - Hi-Tech Unit	More training is necessary. As new laws and considerations for disabilities become apparent, updated training will help facilitate a clear understanding of expectations.			
			Sheriff's Department - Impact Division	N/A			
			Sheriff's Department - Main Jail	N/A			
			Sheriff's Department - North Patrol Division	N/A			
			Sheriff's Department - Rio Cosumnes Correctional Center	N/A			
			Sheriff's Department - Rancho Cordova Police Department	N/A			
			Sheriff's Department - Records Bureau	No.			
			Sheriff's Department - Security Services	N/A			
			Sheriff's Department - Work Release	No.			

Sacramento County - Self-Evaluation Work Plan 2019 (Draft)

Results of the Sacramento County Staff Surveys and Interviews. The questionnaires were used as the basis for interviews with County staff members that were knowledgeable of County operations and the subjects addressed within the questions. The responses from County staff are recorded next to each question. Each response was reviewed by the consultant (SSA) and recommendations are made, as appropriate.

Meetings and Events							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
1	28 CFR 35.160	Is notice provided within meeting/event announcements that auxiliary aides and services (reasonable accommodations) are available as needed for people with disabilities?	Personnel Services - Employment Services Personnel Services - Training and Organization Development	Yes. Yes.			These meeting facilities are accessible to persons with disabilities. Requests for interpreting services, assistive listening devices or other accommodations should be made through the Training and Organization Development Office at 874-7711 or 874-7647 (TTY). If you have any questions contact us at DPS-TrainingOffice@saccounty.net.
2	Best Practice	Are persons administering the meeting trained regarding the County's disability civil rights responsibilities?	Personnel Services - Employment Services Personnel Services - Training and Organization Development	No. No.	People administering meetings are not trained on the County's disability civil rights responsibilities.	Train staff that administer meetings on the mandates the County is held to by State and Federal laws, disability awareness, and the procurement of auxiliary aides and services.	
3	Best Practice	Are meetings held on public transportation routes?	Personnel Services - Employment Services Personnel Services - Training and Organization Development	Yes. Some, not all.	Not all meetings are held on public transportation routes.	It is not required that all public meetings are held along public transit routes but doing so, when possible, creates better access for persons with disabilities.	
4	28 CFR 35.130 and CCR Title 24 Part 2 CH 11b	Is a site reviewed for physical accessibility before a meeting or event is calendared in that location? Note: this must include site arrival points, signage, meeting room(s), supporting restrooms, drinking fountains, public phones, registration counters, etc.	Personnel Services - Employment Services Personnel Services - Training and Organization Development	Yes. No.	Meeting sites are not evaluated for access before meetings and events are planned.	Use the results of the ADA Transition Plan as a basis for meeting and event planning. Do not use sites that are not safe and accessible for public meetings and events.	
5	28 CFR 35.136	Is there a policy or procedure in place to address service animals? Please attach.	Personnel Services - Employment Services Personnel Services - Training and Organization Development	No. No.	No policy or procedure is in place to address service animals.	Create a policy or procedure to address service animals including, the laws, accessible space for walking service animals, and what to do should there be an incident involving a service animal.	
6	Best Practice	Is there guidance or training for staff should there be an incident involving a service animal? If yes, please attach the procedure.	Personnel Services - Employment Services Personnel Services - Training and Organization Development	No. No.	No policy or procedure is in place to address service animals.	Create a policy or procedure to address service animals including, the laws, accessible space for walking service animals, and what to do should there be an incident involving a service animal.	
7	Best Practice	Are service animal relief areas identified before the meeting?	Personnel Services - Employment Services Personnel Services - Training and Organization Development	No. No.	Service animal relief areas are not identified when meetings or events are being planned.	To enhance access for persons with disabilities, identify service animal relief areas close to public meetings and events.	

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
8	28 CFR 35.130	Are stages, speaking platforms, microphones and other items to be used by people with disabilities accessible? Note: When considering microphone access please take into account podium elevations, touch screen control systems, goose neck microphone attached to the center of tables without knee clearance for wheelchair users, and people who will not be able to hand hold any equipment	Personnel Services - Employment Services	N/A	Not all items to be used by people with disabilities at a meeting or event are accessible.	In addition to microphones, items such as stages, and speaking platforms should also be made accessible.	
			Personnel Services - Training and Organization Development	Microphones can be available with advanced notice.			
9	28 CFR 35.160	If video is used, is it captioned and have a written transcript?	Personnel Services - Employment Services Personnel Services - Training and Organization Development	N/A Some videos have captioning available, not all.	Not all videos used in public meetings and events are captioned and have a written transcript.	Ensure that videos shown to the public have captioning and written transcripts.	
10	28 CFR 35.160	If video is used, does it contain video/audio description?	Personnel Services - Employment Services Personnel Services - Training and Organization Development	N/A Sometimes.	Not all videos contain audio/audio description.	Provide captions, transcripts, and video/audio description to all videos used during a meeting or event.	
11	28 CFR 35.160	Are speakers asked to read aloud all content on PowerPoint Presentations?	Personnel Services - Employment Services	No.	Speakers are not required to read slides out loud within PowerPoint presentations.	It is not specifically mandated that speakers read PowerPoints out loud, but it is required that equal and effective communication occur. Reading the PowerPoints meets this need for persons who are blind or have low vision.	
			Personnel Services - Training and Organization Development	No.			
12	28 CFR 35.130	Is integrated seating made available with companion seating for wheelchair users?	Personnel Services - Employment Services	*No response.	It is unclear if integrated seating is available for people with disabilities at County sponsored meetings and events.	Provide integrated seating for persons with disabilities at County sponsored meetings and events. This must include companion seating.	
			Personnel Services - Training and Organization Development	Yes.			
13	28 CFR 35.130	If seating is at tables, is knee clearance space checked for wheelchair users?	Personnel Services - Employment Services	No.	Knee clearance for wheelchair users is not considered in table set up for meetings and events.	Consider knee clearance for wheelchair users when selecting tables for meetings and events.	
			Personnel Services - Training and Organization Development	No.			
14	Best Practice	Is high seating available for people who have difficulty getting in and out of low chairs?	Personnel Services - Employment Services	No.	High seating is not available at meetings and events.	High seating is not mandated by code. However, it does send a welcoming message for persons, many of which are seniors, who are not able to easily get out of lower/standard elevation chairs. For this reason, consideration is recommended.	
			Personnel Services - Training and Organization Development	No.			
15	28 CFR 35.130	Is staff trained to set up meeting rooms to provide maneuvering space for people who use wheelchairs or service animals?	Personnel Services - Employment Services	No.	Room set up for meetings and events does not include maneuvering space for wheelchair users and persons with service animals.	Establish protocols that result in maneuvering space provision for wheelchair users and persons with service animals in room set ups.	
			Personnel Services - Training and Organization Development	No.			
16	28 CFR 35.160	Are FM Loop systems (Assistive Listening Devices) available for people who are hard of hearing? If FM Loop systems are being used, do	Personnel Services - Employment Services	No.	Assistive listening systems are not made available for people who are hard of hearing.	Ensure assistive listening systems are made available in public meetings for people who are hard of hearing.	
			Personnel Services - Training and Organization Development	No.			
18	28 CFR 35.160	Are two sign language interpreters retained for meetings or events lasting more than two hours?	Personnel Services - Employment Services	Yes.	No standard is in place regarding retaining two sign language interpreters for events exceeding two hours.	Provide training and/or guidance to meeting and event planners regarding the need to retain two sign language interpreters for events lasting longer than two hours. The purpose of this action is to avoid carpal tunnel injury to the sign language interpreters.	
			Personnel Services - Training and Organization Development	No.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
19	28 CFR 35.160	Are sign language interpreters and real time captioning screens positioned close to the speaker?	Personnel Services - Employment Services	Yes, interpreters; N/A real time captioning screens.	No procedure is in place requiring sign language interpreters and real time captioning screens to be positioned close to the speaker.	Provide training and/or guidance to meeting and event planners regarding the utilization of sign language interpreters and closed captioning.	
			Personnel Services - Training and Organization Development	No.			
20	28 CFR 35.160	Are sign language interpreters under good lighting?	Personnel Services - Employment Services	Yes.	No procedure is in place requiring sign language interpreters be placed under good lighting.	Provide training and/or guidance to meeting and event planners regarding the utilization of sign language interpreters and closed captioning.	
			Personnel Services - Training and Organization Development	No.			
21	28 CFR 35.160	Are sign language interpreters and real time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?	Personnel Services - Employment Services	Yes, interpreters; N/A real time captioners.	Sign language interpreters and real time captioners are not provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program.	Provide training and/or guidance to meeting and event planners regarding the utilization of sign language interpreters and real time captioners.	
			Personnel Services - Training and Organization Development	No.			
23	28 CFR 35.160	If public comment time is limited, is the time increased for people who have speech impairments?	Personnel Services - Employment Services	N/A	Increased speaking time is not available to persons who have speech impairments.	Establish a protocol to ensure speaking time is extended by meeting chairs for persons who have such a need due to a disability impacting speech. Advanced notice should not be required to accommodate such a need; particularly for an obvious impairment.	
			Personnel Services - Training and Organization Development	No.			
24	28 CFR 35.130	If events include displays, are the displays accessible and on an accessible route?	Personnel Services - Employment Services	No.	Displays within meetings and events are not accessible.	Ensure all displays are accessible and on an accessible path of travel.	
			Personnel Services - Training and Organization Development	No.			
25	28 CFR 35.130	Is the indoor or outdoor surface where people with disabilities will travel smooth, stable and slip resistant?	Personnel Services - Employment Services	Unknown.	It is unknown if events are held on sites where surfaces meet the access standards of being smooth, stable and slip resistant.	Only hold public meeting and events at sites that meet access standards concerning the walking surface. The County's ADA Transition Plan may serve as a useful tool in making site selections.	
			Personnel Services - Training and Organization Development	Yes.			
26	28 CFR 35.130	Have transaction points been reviewed for clear space and elevation?	Personnel Services - Employment Services	No.	Event and meeting planners do not evaluate the access to transaction points when planning events.	Check the accessibility of transaction points in terms of clear space and elevation during event planning.	
			Personnel Services - Training and Organization Development	No.			
27	28 CFR 35.160	If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning, video/audio description, and a written transcript used to display the exhibit?	Personnel Services - Employment Services	N/A	No process is in place to address creating access to exhibits via equivalent facilitation when it is not technically feasible to create access by standard means.	Create protocols and provide guidance and/or training regarding equivalent facilitation in situations where access is not technically feasible.	
			Personnel Services - Training and Organization Development	No.			
28	Best Practice	Does your department have an event planning checklist to address access items for meetings and event planning?	Personnel Services - Employment Services	No.	The department does not have an event planning check list for staff to use in planning accessible events.	Create a check list for staff that plan public meetings and events.	
			Personnel Services - Training and Organization Development	No.			

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Parks and Recreation							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
3	28 CFR 35.130	Do you have a reservation system? If yes, is it accessible to people with disabilities?	Regional Parks - Parks and Recreation Regional Parks - Golf	Yes. Reservations can be made a number of ways to make it accessible to people with all abilities. Reservations can be made online, in person, over the phone and by email. Yes. Some but maybe not all disabilities.	The reservation system may not be accessible to all people with disabilities.	Review the reservation system to ensure individuals with disabilities are able to make reservations during the same hours, and in a similar manner as individuals who do not have disabilities.	
6	Best Practice	Do people with disabilities receive information concerning the degree of difficulty within programs, services and activities? If yes, how?	Regional Parks - Parks and Recreation Regional Parks - Golf	For TRS programs, TRS sends out bi-monthly calendars its mailing list with details for each program offered. Yes. Verbal communication with instructors.	Information is not provided regarding the degree of difficulty involved in programs, services or activities.	Although not mandated, many park systems have found it helpful to communicate the degree of difficulty involved in programming.	
8	2010 Standards for Accessible Design (Title II, 28 CFR 35.150(a)(b)).	Are playgrounds accessible to persons with disabilities?	Regional Parks - Parks and Recreation Regional Parks - Golf	Playgrounds at Mather Regional Park are accessible. Playgrounds at Gibson Ranch and Herald Park are older, and not accessible. N/A to golf division.	Not all playgrounds are accessible.	1. Playgrounds that are not accessible must be listed in the ADA Transition Plan. 2. Provided information to the public regarding where the accessible playgrounds are located.	
13	Best Practice	Has staff been trained concerning disability etiquette and the use of equipment which create access?	Regional Parks - Parks and Recreation Regional Parks - Golf	N/A N/A	Staff has not been trained regarding disability etiquette and awareness.	Train staff that has public contact regarding disability etiquette and awareness.	
16	Best Practice	Has staff been trained regarding the process for providing accommodations and the resources needed?	Regional Parks - Parks and Recreation Regional Parks - Golf	Most of the staff at TRS are in the recreation field and have been trained in ADA and or accommodations through Recreation Therapy. Limited to instructors that run a specific program	All staff having public contact have not received training regarding the disability civil rights mandates and the best ways of serving people with disabilities.	Staff that has public contact should be trained regarding disability civil rights and the process for providing accommodations.	
17	Best Practice	Does your department need, or would it benefit from, a policy controlling the use of motorized mobility devices by persons with disabilities? (consider speed limits, storage and pedestrian and motorized vehicle use in the same area)	Regional Parks - Parks and Recreation Regional Parks - Golf	Wheelchairs, multi-wheel mobility scooters and motorized wheelchairs are allowed on all Regional Parks bicycle and pedestrian trails. Other power-driven mobility devices are not allowed, with the exception of class 1 and class 2 electric bicycles and electronic motorized boards which are allowed by state law. The golf division would benefit from a more detailed policy.			There is an expressed need for more policy regarding the use of motorized mobility devices. Guidance can be found at ADA.gov.
20	Best Practice	When organizations use department facilities do they receive guidance regarding making their events accessible?	Regional Parks - Parks and Recreation Regional Parks - Golf	Yes, we work with event organizers as best we are able to accommodate and help them to make their events accessible for all users. If brought to our attention that there is a need we offer assistance.	No formal guidance is in place regarding accessible event planning to provide information to organizations using Department facilities.	Create a checklist or guidance on making events and meetings accessible.	

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Purchasing & Service Contracts							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
General Conditions							
1	28 CFR 35.160	Are all public documents related to bidding and contracting available to persons with disabilities in alternative formats if needed?	General Services - Contracts & Purchasing	Bidding documents are available in the format they were created (such as MS Word, Excel, etc.). All documents are also available in PDF format.	Public documents related to bidding and contracting are not available to people with disabilities in alternative formats, if requested.	Include a notice on all bidding documents that offers them, as needed, in alternative formats. Ensure the documents can be produced in a timely manner so that bidders needing alternative formats can compete for County business in an equitable manner.	
			General Services - Parking Enterprise	Yes.			
Construction and Remodels							
2	Best Practice	Do design contracts encourage design professionals to exceed the maximum access standards when possible to ensure that contraction tolerances are built into the project?	General Services - Contracts & Purchasing	No.	Design contracts do not encourage design professionals to exceed the maximum access standards, when possible.	Require that design professionals, when possible, without adding major costs to the project, design in construction tolerances.	
			General Services - Parking Enterprise	Yes.			
3	Best Practice	Is policy in place that mandates CASp inspections at key points of construction and at completion, before the final payment is made?	General Services - Contracts & Purchasing	No, there are no certified CASp County inspectors.	The department does not use a CASp surveyor to monitor planning and construction of Town projects.	It is not required that the County use the services of a CASp surveyor on construction projects. However, SB 1186 does require that the County has a working relationship with a CASp member to monitor access. Using CASp services within construction projects is recommended to ensure appropriate compliance is in place.	
			General Services - Parking Enterprise	Yes.			
5	28 CFR 35.133	Are work zones cane detectable?	General Services - Contracts & Purchasing	Yes.	Not all work zones are bordered by cane detectable warnings.	Ensure that all work zones/construction zones are bordered by cane detectable warnings.	
			General Services - Parking Enterprise	They have not been in the past, but can be in the future.			
Service Contracts							
1	28 CFR 35.130	Do all contracts in which the contractor will be providing programs, services or activities on behalf of your office, written in a manner that holds the contractor to the mandates of Title II of the ADA and California Government Code 11135?	General Services - Contracts & Purchasing	Not specifically.	Contracts do not specifically hold contractors to the mandates of Title II of the ADA and California Government Code 11135.	Include language on all contracts that requires vendors and contractors to comply with the ADA and anti-discrimination laws.	
			General Services - Parking Enterprise	Yes.			
2	28 CFR 35.107	If a recipient of programs, services or activities via service contracts believes that his or her civil rights have been violated, what recourse is open to them?	General Services - Contracts & Purchasing	File a grievance with the contracting officer.	No formal process is in place to resolve disability discrimination complaints filed by the public.	Resolve disability discrimination complaints filed by the public through the grievance process.	
			General Services - Parking Enterprise	They may speak with management to discuss their issue, so the problem can be identified and corrected.			
3	28 CFR 35.107	How do the contract administrator and ADA Coordinator become aware of alleged civil rights violations? (Please discuss timelines and communication of facts.)	General Services - Contracts & Purchasing	Someone will (should) notify the contracting officer.	No formal process is in place to ensure the contract administrator notifies the ADA Coordinator of alleged civil rights violations.	Include a step in the grievance process for notifying the ADA Coordinator of discrimination complaints.	
			General Services - Parking Enterprise	When an issue is brought to our attention, we contact the appropriate department personnel immediately to have the problem corrected.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
4	Best Practice- Pursuant to DOJ recommendations requiring 4 hours of public contact training including, but not limited to, "person-first language", service animal issues, communications, and the basic mandates of the ADA.	Are contracted security staff used throughout the agency trained on interacting with people with disabilities, disability civil rights laws and disability etiquette? If yes, how is this enforced?	General Services - Contracts & Purchasing	For DHA, ADA and Sexual Harassment are required. Each DHA site has specific Post Orders, so the officers will need to be trained on the site specific Post requirements. For DHHS, it will be approximately 12 hours of on-the-job training, to become knowledgeable of specific Post Orders for assigned facility. DHHS guards must also complete HIPPA Privacy and Security Rule Training, and be trained on how to interact with Persons with Disabilities. Some posts will require training with their C-cure access control system. For Sacramento County Department of Airports (SCDOA) assignment, personnel must be trained to comply with TSA protocols for monitoring of passenger security screening checkpoint exit lanes and the conduct of security sweeps of the Sterile Areas (concourses). In addition, personnel must complete TSA-required security training to receive an Airport ID Badge which is required to perform airport duties. Initial training takes approx. 12 hrs. I assume the respective departments enforce the requirements via the Post Order.			Best practice to provide training to security staff on interacting with people with disabilities, disability civil rights laws and disability etiquette.
			General Services - Parking Enterprise	We use in house security, not contracted. (Our Security Attendants do not receive specialized training for the disabled; newly hired County employees all receive generalized training.)			
		Purchase of Items Which Have Communication Elements					
1	28 CFR 35.130	Is there a requirement in place that mandates purchasing agents to check the market place to determine if an equivalent accessible item can be purchased?	General Services - Contracts & Purchasing	No.	No accessibility check is done before items are purchased by the County. This practice could result in public funds being used in a manner that creates an access barrier or safety issue.	Set policy and provide guidance and/or training to staff that covers items 1, 2, and 3 of this section.	
			General Services - Parking Enterprise	Purchasing can do that for the requesting department.			
2	28 CFR 35.130	Are purchased items examined to determine if they are useable by persons who are: a. Blind? b. Have low vision? c. Deaf? d. Are hard of hearing? e. Have learning disabilities? (Consider items that do not contain time limits on their use and close down.) f. Have limited dexterity? (Consider items that do not require grasping, pinching or twisting.)	General Services - Contracts & Purchasing	a. Not generally. b. Not generally. c. Not generally. d. Not generally. e. Not generally. f. Not generally.	No accessibility check is done before items are purchased by the County. This practice could result in public funds being used in a manner that creates an access barrier or safety issue.	Set policy and provide guidance and/or training to staff that covers items 1, 2, and 3 of this section.	
			General Services - Parking Enterprise	These items have not had to be ordered for any Parking staff. If needed, I would discuss what is required by the employee and purchase the item with the employee present, to be sure we agree on exactly what is needed.			

NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
3	28 CFR 35.160	When questions come up regarding accessible communication purchases, are outside resources consulted (i.e. Disability Advisory Committees, Jobs General Purchases	General Services - Contracts & Purchasing General Services - Parking Enterprise	Not generally. We would contact DPS. These items have not had to be ordered in the past, but speaking with one of those organizations would be a great idea if needed in the future.	No accessibility check is done before items are purchased by the County. This practice could result in public funds being used in a manner that creates an access barrier or safety issue.	Set policy and provide guidance and/or training to staff that covers items 1, 2, and 3 of this section.	
1	28 CFR 35.130	1. Prior to the purchase, and if applicable, are building standards reviewed to ensure the item in question will be compliant when installed in its intended location? (Standards to consider include, but are not limited to: toilet paper dispensers must be located below the grab bar, items may not protrude more than 4" from the wall in a path of travel if they are placed at an elevation above 27" or below 80". Clearance must be available for a wheelchair user to be able to approach the item for use, an item must not require a person to reach higher than 48" or lower than 15" to operate unless the user must reach over other items to operate, then it lowers, etc.)	General Services - Contracts & Purchasing General Services - Parking Enterprise	This is a question for DGS facilities. Yes.	There is a lack of consistent information regarding whether or not, prior to the purchase, building standards are reviewed to ensure the item in question will be compliant when installed in its intended location.	Ensure all impacted staff are aware of this requirement.	
2	28 CFR 35.130	Is the operational pressure required to use an item considered? (It should not exceed 5lbs.)	General Services - Contracts & Purchasing General Services - Parking Enterprise	Only if this requirement is provided by end user. Yes.	Operational pressure is not consistently considered in the purchasing process.	Consider access factors in purchasing, which include, but are not limited to operational pressure, dexterity factors and knee clearance.	
3	28 CFR 35.130	Is dexterity considered before a purchase is made? (Users must not be required to grasp, pinch or twist the device to operate it.)	General Services - Contracts & Purchasing General Services - Parking Enterprise	Only if this requirement is provided by end user. Yes.	Dexterity is not consistently considered in the purchasing process.	Consider access factors in purchasing, which include, but are not limited to operational pressure, dexterity factors and knee clearance.	
4	28 CFR 35.130	When furniture is purchased, are knee clearance for tables and clearance space within a room considered?	General Services - Contracts & Purchasing General Services - Parking Enterprise	Only if this requirement is provided by end user. Yes.	Knee clearance is not consistently considered in the purchasing process.	Consider access factors in purchasing, which include, but are not limited to operational pressure, dexterity factors and knee clearance.	

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Voter Registration & Elections							
NO.	CITE	QUESTION(S)	DEPARTMENT(S)	RESPONSE(S)	FINDING(S)	RECOMMENDATION(S)	SSA NOTE(S)
8	28 CFR 35.130	What policy or procedure is in place regarding policy modification requests? Please attach.	Voter Registration and Elections	These are done on a case by case basis. Some modifications are easily adjusted to meet ADA compliance. Others may require extensive remodeling and would require more than 1 entity to complete.	No formal policy or procedure is in place to respond to policy modification requests.	Create a policy or procedure regarding policy modification requests. Staff should be trained on the mandates of responding to such requests and provided written documentation of the policy or procedure.	
23	2 CCR § 12940 (n)	Is there a policy or procedure for providing reasonable accommodations to poll workers? Please attach.	Voter Registration and Elections	This is handled on a case by case basis because the Vote Centers are usually accessible. If the facility needs basic adjustments, VRE will provide the equipment necessary, ie: ramp placement, parking signage.	There is no formal policy or procedure is in place to provide poll workers reasonable accommodations.	Create a policy or procedure for providing poll workers reasonable accommodations including engaging in the interactive process. Train impacted staff and document accommodations put in place.	

SECTION IV: APPENDIX

A. 28 CFR 35.105

B. California Government Code 11135 and 12926

C. List of People Involved in the Creation of this Report

D. Notice of Compliance Under ADA & California State Law

E. Model ADA Grievance Procedure

F. ADA Coordinator Name and Contact Information

G. Meeting and Event Access Checklist

H. Service/Comfort Animal Incident Report

I. Glossary of Terms

J. Relevant Codes

APPENDIX A: 28 CFR 35.105 SELF-EVALUATION

- (a) A public entity shall, within one year of the effective date of this part, evaluate its current services, policies, and practices, and the effects thereof, that do not or may not meet the requirements of this part and, to the extent modification of any such services, policies, and practices is required, the public entity shall proceed to make the necessary modifications.
- (b) A public entity shall provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the Self-Evaluation process by submitting comments.
- (c) A public entity that employs 50 or more persons shall, for at least three years following completion of the Self-Evaluation, maintain on file and make available for public inspection:
 - (1) A list of the interested persons consulted;
 - (2) A description of areas examined, and any problems identified; and
 - (3) A description of any modifications made.
- (d) If a public entity has already complied with the Self-Evaluation requirement of a regulation implementing Section 504 of the Rehabilitation Act of 1973, then the requirements of this section shall apply only to those policies and practices that were not included in the previous Self-Evaluation.

APPENDIX B: CALIFORNIA GOVERNMENT CODES

Section 11135

(A) No person in the State of California shall, on the basis of race, national origin, ethnic group identification, religion, age, sex, sexual orientation, color, genetic information, or disability, be unlawfully denied full and equal access to the benefits of, or be unlawfully subjected to discrimination under, any program or activity that is conducted, operated, or administered by the State or by any State agency, is funded directly by the State, or receives any financial assistance from the State.

(B) With respect to discrimination based on disability, programs and activities subject to subdivision (a) shall meet the protections and prohibitions contained in Section 202 of the Federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and the Federal rules and regulations adopted in implementation thereof, except that if the laws of this State prescribe stronger protections and prohibitions, the programs and activities subject to subdivision

(a) shall be subject to the stronger protections and prohibitions.

(C) (1) As used in this section, "disability" means any mental or physical disability, as defined in Section 12926.

Section 12926 (2010)

§ 12926. Definitions regarding unlawful practices

As used in this part regarding unlawful practices, unless a different meaning clearly appears from the context:

(A) "Affirmative relief" or "prospective relief" includes the authority to order reinstatement of an employee, awards of backpay, reimbursement of out-of-pocket expenses, hiring, transfers, reassignments, grants of tenure, promotions, cease and desist orders, posting of notices, training of personnel, testing, expunging of records, reporting of records, and any other similar relief that is intended to correct unlawful practices under this part.

(B) "Age" refers to the chronological age of any individual who has reached his or her 40th birthday.

(C) "Employee" does not include any individual employed by his or her parents, spouse, or child, or any individual employed under a special license in a nonprofit sheltered workshop or rehabilitation facility.

(D) "Employer" includes any person regularly employing five or more persons, or any person acting as an agent of an employer, directly or indirectly, the State or any political or civil subdivision of the State, and cities, except as follows:

"Employer" does not include a religious association or corporation not organized for private profit.

(E) "Employment agency" includes any person undertaking for compensation to procure employees or opportunities to work.

(F) "Essential functions" means the fundamental job duties of the employment position the individual with a disability holds or desires. "Essential functions" does not include the marginal functions of the position.

(1) A job function may be considered essential for any of several reasons, including, but not limited to, any one or more of the following:

(a) The function may be essential because the reason the position exists is to perform that function.

(b) The function may be essential because of the limited number of employees available among whom the performance of that job function can be distributed.

(c) The function may be highly specialized, so that the incumbent in the position is hired for his or her expertise or ability to perform the particular function.

(2) Evidence of whether a particular function is essential includes, but is not limited to, the following:

(a) The employer's judgment as to which functions are essential.

(b) Written job descriptions prepared before advertising or interviewing applicants for the job.

(c) The amount of time spent on the job performing the function.

(d) The consequences of not requiring the incumbent to perform the function.

(e) The terms of a collective bargaining agreement.

(f) The work experiences of past incumbents in the job.

(g) The current work experience of incumbents in similar jobs.

(G) "Labor organization" includes any organization that exists and is constituted for the purpose, in whole or in part, of collective bargaining or of dealing with employers concerning grievances, terms or conditions of employment, or of other mutual aid or protection.

(H) "Medical condition" means either of the following:

(1) Any health impairment related to or associated with a diagnosis of cancer or a record or history of cancer.

(2) Genetic characteristics. For purposes of this section, "genetic characteristics" means either of the following:

(a) Any scientifically or medically identifiable gene or chromosome, or combination or alteration thereof, that is known to be a cause of a disease or disorder in a person or his or her offspring, or that is determined to be associated with a statistically increased risk of development of a disease

or disorder, and that is presently not associated with any symptoms of any disease or disorder.

(b) Inherited characteristics that may derive from the individual or family member, that are known to be a cause of a disease or disorder in a person or his or her offspring, or that are determined to be associated with a statistically increased risk of development of a disease or disorder, and that are presently not associated with any symptoms of any disease or disorder.

(I) "Mental disability" includes, but is not limited to, all of the following:

(1) Having any mental or psychological disorder or condition, such as mental retardation, organic brain syndrome, emotional or mental illness, or specific learning disabilities, that limits a major life activity. For purposes of this section:

(a) "Limits" shall be determined without regard to mitigating measures, such as medications, assistive devices, or reasonable accommodations, unless the mitigating measure itself limits a major life activity.

(b) A mental or psychological disorder or condition limits a major life activity if it makes the achievement of the major life activity difficult.

(c) "Major life activities" shall be broadly construed and shall include physical, mental, and social activities and working.

(2) Any other mental or psychological disorder or condition not described in paragraph (1) that requires special education or related services.

(3) Having a record or history of a mental or psychological disorder or condition described in paragraph (1) or (2), which is known to the employer or other entity covered by this part.

(4) Being regarded or treated by the employer or other entity covered by this part as having, or having had, any mental condition that makes achievement of a major life activity difficult.

(5) Being regarded or treated by the employer or other entity covered by this part as having, or having had, a mental or psychological disorder or condition that has no present disabling effect, but that may become a mental disability as described in paragraph (1) or (2).

"Mental disability" does not include sexual behavior disorders, compulsive gambling, kleptomania, pyromania, or psychoactive substance use disorders resulting from the current unlawful use of controlled substances or other drugs.

(J) "On the bases enumerated in this part" means or refers to discrimination based on one or more of the following: race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation.

(K) "Physical disability" includes, but is not limited to, all of the following:

(1) Having any physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss that does both of the following:

(a) Affects one or more of the following body systems: neurological, immunological, musculoskeletal, special sense organs, respiratory, including speech organs, cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine.

(b) Limits a major life activity. For purposes of this section:

(i) "Limits" shall be determined without regard to mitigating measures such as medications, assistive devices, prosthetics, or reasonable accommodations, unless the mitigating measure itself limits a major life activity.

(ii) A physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss limits a major life activity if it makes the achievement of the major life activity difficult.

(iii) "Major life activities" shall be broadly construed and includes physical, mental, and social activities and working.

(2) Any other health impairment not described in paragraph (1) that requires special education or related services.

(3) Having a record or history of a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment described in paragraph (1) or (2), which is known to the employer or other entity covered by this part.

(4) Being regarded or treated by the employer or other entity covered by this part as having, or having had, any physical condition that makes achievement of a major life activity difficult.

(5) Being regarded or treated by the employer or other entity covered by this part as having, or having had, a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment that has no present disabling effect but may become a physical disability as described in paragraph (1) or (2).

(6) "Physical disability" does not include sexual behavior disorders, compulsive gambling, kleptomania, pyromania, or psychoactive substance use disorders resulting from the current unlawful use of controlled substances or other drugs.

(L) Notwithstanding subdivisions (i) and (k), if the definition of "disability" used in the Americans with Disabilities Act of 1990 (Public Law 101-336) would result in broader protection of the civil rights of individuals with a mental disability or physical disability, as defined in subdivision (i) or (k), or would include any medical condition not included within those definitions, then that broader protection or coverage shall be deemed incorporated by reference into, and shall prevail over conflicting provisions of, the definitions in subdivisions (i) and (k).

(M) "Race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation" includes a perception that the person has any of those characteristics or that the person is

associated with a person who has, or is perceived to have, any of those characteristics.

(N) "Reasonable accommodation" may include either of the following:

(1) Making existing facilities used by employees readily accessible to, and usable by, individuals with disabilities.

(2) Job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.

(O) "Religious creed," "religion," "religious observance," "religious belief," and "creed" include all aspects of religious belief, observance, and practice.

(P) "Sex" includes, but is not limited to, pregnancy, childbirth, or medical conditions related to pregnancy or childbirth. "Sex" also includes, but is not limited to, a person's gender, as defined in *Section 422.56 of the Penal Code*.

(Q) "Sexual orientation" means heterosexuality, homosexuality, and bisexuality.

(R) "Supervisor" means any individual having the authority, in the interest of the employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward, or discipline other employees, or the responsibility to direct them, or to adjust their grievances, or effectively to recommend that action, if, in connection with the foregoing, the exercise of that authority is not of a merely routine or clerical nature, but requires the use of independent judgment.

(S) "Undue hardship" means an action requiring significant difficulty or expense, when considered in light of the following factors:

(1) The nature and cost of the accommodation needed.

(2) The overall financial resources of the facilities involved in the provision of the reasonable accommodations, the number of persons employed at the facility, and the effect on expenses and resources or the impact otherwise of these accommodations upon the operation of the facility.

(3) The overall financial resources of the covered entity, the overall size of the business of a covered entity with respect to the number of employees, and the number, type, and location of its facilities.

(4) The type of operations, including the composition, structure, and functions of the workforce of the entity.

(5) The geographic separateness, administrative, or fiscal relationship of the facility or facilities.

HISTORY:

Added Stats 1980 ch 992 § 4. Amended Stats 1985 ch 1151 § 1; Stats 1990 ch 15 § 1 (SB 1027); Stats 1992 ch 911 § 3 (AB 311), ch 912 § 3 (AB 1286), ch 913 § 21.3 (AB 1077); Stats 1993 ch 1214 § 5 (AB 551); Stats 1998 ch 99 § 1 (SB 654); Stats 1999 ch

311 § 2 (SB 1185), ch 591 § 5.1 (AB 1670), ch 592 § 3.7 (AB 1001); Stats 2000 ch 1049 § 5 (AB 2222); Stats 2003 ch 164 § 1 (AB 196); Stats 2004 ch 700 § 4 (SB 1234).

NOTES:

Amendments:

1985 Amendment:

Added **(1)** "or her" after "employed by his" in subd (b); and **(2)** subd (i).

1990 Amendment:

Added subd (j).

1992 Amendment:

(1) Added subd (a); **(2)** redesignated former subds (a)-(d) to be subds (b)-(e); **(3)** amended the introductory clause of subd (d) by **(a)** deleting ", except as hereinafter provided," before "includes"; and **(b)** substituting ", except as follows:" for a period; **(4)** added subdivision designation (d)(1); **(5)** added subd (d)(2); **(6)** added subd (f); **(7)** redesignated former subdivisions (e) and (f) to be subds (g) and (h); **(8)** substituted "includes, but is not limited to," for "means" in subd (h); **(9)** added subd (i); **(10)** redesignated former subd (g) to be subd (j); **(11)** substituted "disability, mental disability" for "handicap" in subd (j); **(12)** substituted subd (k) for former subd (h) which read: "(h) 'Physical handicap' includes impairment of sight, hearing, or speech, or impairment of physical ability because of amputation or loss of function or coordination, or any other health impairment which requires special education or related services."; **(13)** added subds (l) and (m); **(14)** redesignated former subds (i) and (j) to be subds (n) and (o); and **(15)** added subd (p) and the last paragraph. (As amended 1992 ch 913, compared to the section as it read prior to 1992. This section was also amended by two earlier chapters, ch 911, ch 912. See Gov C § 9605.)

1993 Amendment:

(1) Substituted "functions" for "duties" after "Essential" both times it appears in subd (f); **(2)** deleted ", but is not limited to," after "includes" in subd (h); **(3)** deleted former subd (l) which read: "(l) 'Reasonable accommodation' may include either of the following:

(1) Making existing facilities used by employees readily accessible to, and usable by, individuals with disabilities.

(2) Job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities. It is the intent of the Legislature that the definition of 'physical disability' in this subdivision shall have the same meaning as the term 'physical handicap' formerly defined by this subdivision and construed in *American National Ins. Co. v. Fair Employment & Housing Com.*, 32 Cal. 3d 603. However, 'physical disability' does not include conditions excluded from the Federal definition of 'disability' pursuant to Section 511 of the Americans with

Disabilities Act of 1990 (42 U.S.C., § 12211). Additionally, for purposes of this part, the unlawful use of controlled substances or other drugs shall not be deemed, in and of itself, to constitute a physical disability."; **(4)** designated the former last paragraph in the section to be subd (l); and **(5)** substituted "of" for "or" after "size of the business" in subd (p)(3).

1998 Amendment:

(1) Amended subd (d) by **(a)** substituting the comma after "indirectly" for the semicolon; and **(b)** adding the comma after "thereof"; **(2)** substituted "that" for "which" after "organization" in subd (g); **(3)** amended subd (h) by adding **(a)** "(1) genetic characteristics, or (2)" after "include" in the first sentence; and **(b)** the second sentence; and **(4)** added "and" before "(5) the geographic" in subd (p).

1999 Amendment:

(1) Amended subd (d) by **(a)** substituting "of the state" for "thereof" in the introductory clause; **(b)** deleting subdivision designation (d)(1) at the beginning of the second paragraph; and **(c)** deleting former subd (d)(2) which read: "(2) 'Employer,' for purposes of provisions defining unlawful employment practices related to mental disability, means any person regularly employing 15 or more persons, or any person directly or indirectly acting as an agent of such an employer, and also includes the State and municipalities and political subdivisions of the State."; **(2)** substituted subd (h) for former subd (h) which read: "(h) 'Medical condition' includes (1) genetic characteristics, or (2) any health impairment related to or associated with a diagnosis of cancer, for which a person has been rehabilitated or cured, based on competent medical evidence. For purposes of this section, 'genetic characteristics' means any scientifically or medically identifiable gene or chromosome, or combination or alteration thereof, that is known to be a cause of a disease or disorder in a person or his or her offspring, or is determined to be associated with a statistically increased risk of development of a disease or disorder, or inherited characteristics that may derive from the individual or family member, that is presently not associated with any symptoms of any disease or order."; **(3)** substituted "or age" at the end of subd (j); **(4)** added subd (m); **(5)** redesignated former subds (m)-(o) to be subds (n)-(p); **(6)** added subds (q) and (r); and **(7)** redesignated former subd (p) to be subd (s). (As amended Stats 1999 ch 592, compared to the section as it read prior to 1999. This section was also amended by two earlier chapters, ch 311 and ch 591. See Gov C § 9605.)

2000 Amendment:

(1) Amended subd (h) by **(a)** adding "means" in the introductory clause; and **(b)** substituting "cancer or a record or history of cancer" for ", for which a person has been rehabilitated or cured, based on competent medical evidence" in subd (h)(1); **(2)** substituted subd (i) for former subd (i) which read: "(i) 'Mental disability' includes any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities. However, 'mental disability' does not include conditions excluded from the Federal definition of 'disability' pursuant to Section 511 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12211). Additionally, for purposes of this part, the unlawful use of

controlled substances or other drugs shall not be deemed, in and of itself, to constitute a mental disability."; and **(3)** substituted subd (k) for former subd (k) which read: "(k) 'Physical disability' includes, but is not limited to, all of the following:

- (1) Having any physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss that does both of the following:
 - (A) Affects one or more of the following body systems: neurological, immunological, musculoskeletal, special sense organs, respiratory, including speech organs, cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine.
 - (B) Limits an individual's ability to participate in major life activities.
- (2) Any other healthy impairment not described in paragraph (1) that requires special education or related services.
- (3) Being regarded as having or having had a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment described in paragraph (1) and (2).
- (4) Being regarded as having, or having had, a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment that has no present disabling effect but may become a physical disability as described in paragraph (1) or (2).

"It is the intent of the Legislature that the definition of 'physical disability' in this subdivision shall have the same meaning as the term 'physical handicap' formerly defined by this subdivision and construed in *American National Ins. Co. v. Fair Employment & Housing Com.* (1982) 32 Cal. 3d 603. However, 'physical disability' does not include conditions excluded from the Federal definition of 'disability' pursuant to Section 511 of the Americans with Disabilities Act of 1990 (42 U.S.C., Sec 12211). Additionally, for purposes of this part, the unlawful use of controlled substances or other drugs shall not be deemed, in and of itself, to constitute a physical disability."

2003 Amendment:

- (1) Added the second sentence of subd (p); and **(2)** amended subd (s) by substituting **(a)** "The" for "the" at the beginning of subds (s) (1) -(s)(5); and **(b)** the period for the comma at the end of subds (s) (1) -(s)(3) and the period for ", and" at the end of subd (s)(4).

2004 Amendment:

Substituted "*Section 422.56 of the Penal Code*" for "*Section 422.76 of the Penal Code*, except that, for purposes of this part, the reference in that definition to the "victim" shall mean the employee or applicant and the reference in that definition to the "defendant" shall mean the employer or other covered entity or person subject to applicable prohibitions under this part" in subd (p).

APPENDIX C: LIST OF PEOPLE INVOLVED IN THE CREATION OF THIS REPORT

Department	Respondents
Agricultural Commissioner	Teresa Adams (Administrative Services Officer)
Animal Care and Regulation	David Dickinson (Director)
Animal Care and Regulation - Law enforcement	David Dickinson (Director), Vita Tsymbal (Administrative Services Officer II)
Assessor	Christina Wynn (Assessor), Jarret Stedifor (Assistant Assessor), Michele Hom (ASO III), Janet Lewis (Supervising Real Property Appraiser), Tami Frizzell (Chief Appraiser), Larry Grose (Chief Appraiser), Jim Glickman (Chief Appraiser), James Balash (Chief Appraiser), Wendy Pell-Castillo (ASO I), Tammy Terrell (Personnel Specialist II)
Board of Supervisors/Clerk of the Board of Supervisors	Florence Evans (Clerk of the Board), Kathy McClellan (Assistant Clerk), Alma Munoz (Assistant Clerk)
Child, Family, and Adult Services	Susan K. Anderson (Administration Services, Ombudsman/Civil Rights Coordinator), Virginia Garcia (Administration Management Services, Administrative Services Officer 3), Deanne Sundquist-Alafranji (Administration Services, Contracts, Administration Officer 3)
Child Support Services	Bill Perry (Administrative Services Officer II), Marilyn Brereton (Child Support Program Manager), Terrie Porter (Director), Dalen Fredrickson (Assistant Director)
Civil Service Commission	Marika Garcia (Executive Secretary), Alice Dowdin Calvillo (Executive Officer)
Conflict Criminal Defenders	Jill Steinhofer (ASO II), Theresa Huff (Director)
Coroner	Daniel P. Baker (Administrative Services Officer II)
County Clerk Recorder	Sheri Dyer (Administrative Services Manager), Donna Allred (County Clerk/Recorder), Holly Winberry (Administrative Services Officer 1)
County Counsel	Stacy Revoir (ASO 2)
County Executive – CEO (Including Cabinet, BDM, ED, GRL and LR)	Margie Daugherty (CEO Management Analyst 2), Elisa Carvalho (CEO Management Analyst 2), Tisha Tolliver (Administrative Services Officer 1)

County Executive – Emergency Services	Stephen Cantelme (Chief)
County Executive – Planning and Environmental Review	John Lundgren (Senior Planner), Nick Pascoe (Associate Planner), Rita Ensign (ASO I)
County Executive – Public Information Office	Kimberly Nava (Communication and Media Director)
Development and Code Services – Administration	Samantha Matsumoto (ASO I), Kim Abel (ASO I)
Development and Code Services – Building Permits & Inspections	Nancy Springer (Chief Building Official)
Development and Code Services – Code Enforcement	Respondent not named
Development and Code Services – Construction Management & Inspection	Thor Lude (Chief)
Development and Code Services – County Engineering	Robert Davidson (Chief)
District Attorney	Ryan Bradshaw (Personnel Analyst), Sue Elliot (Chief, Dept. of Admin. Sevices), Melissa Tefertiller (Sr. Administrative Analyst), Shelly Orio (Communication and Media Officer 2), Michael Ishii (IT Manager)
Environmental Management	Sandra Leahy (ASO 3), Rob Milano (Sr. IT Analyst)
Finance	Paula Burris (Sr. Admin Analyst)
Finance – Consolidated Utilities Billing and Services (CUBS)	Wendy Randolph (Chief)
First 5 Commission	Gail Syputa (ASO I), Julie Gallelo (Executive Director)
General Services – Contracts & Purchasing	Craig Rader (Purchasing Agent), John Finney (Contract Services Manager I)
General Services – Facilities	Rhonda Kissane (Administrative Services Officer I)
General Services – Fleet Operations	Keith Leech (Chief), Dan Miller (Fleet Manager, Heavy Equipment), Jose Trujillo (Fleet Manager, Light Equipment), Ronald Wirth (Fleet Advance Planning and Sustainability Manager)
General Services – Parking Enterprise	Rhonda Kissane (Administrative Services Officer I), Frank Mendez (Facilities Security Operations Supervisor)

General Services – Real Estate	John Rocha (Program Manager), Dennis Fong (Chief, Architectural Services), Jennifer Clause (Real Estate Program Manager)
Health Services	Marika Bolds (Public Access Coordinator), Olivia McDaniel (DHS OFCA Management Services), Mark Burstiner (DHS OFCA Management Services), Samantha Mott (CMO - Former), Brenda Bongiorno (CMO - New), Cindy Sawhill (ASO 3 OFCA Contracts), Melissa Mackey (ASO 3 MHTS), John Dizon (Primary Health Division Admin), Stephen Davidson (Behavioral Health Division Admin), Chris Ingram (Public Health Division Admin), Jerri Thomson (Volunteer Coordinator), MaryAnn Luke (Deputy Director)
Human Assistance	Dawn Mason (ASO II), Kathryn Montoya (ASO III)
Human Assistance – Law Enforcement	Steve Wharton (Supervising Criminal Investigator), Shawn Loehr (Chief Investigator), Lane Ruddick (Asst. Chief Investigator)
Personnel Services	David Devine (Director), Ron Maccini (DSD Division Chief), Cori Stillson (EEO Officer/Chief of Disability Compliance), Dave Comerchero (Benefits Manager), Carla Honey (Employment Services Manager), Paul Hight (Risk Manager), Maury Casteneda (Training Manager), Denise Currie (Workers Compensation Manager)
Personnel Services – Disability Compliance Office	Cori Stillson (ADA Coordinator), Cheryl Bennett (Personnel Technician)
Personnel Services – Employment Services	Carla Honey (Employment Service Manager)
Personnel Services – Training & Organization Development	Chanel Durkee (Sr. Training and Development Specialist)
Probation – Adult	Cindy Libbee (ASO III), Elizabeth Campopiano (ASO II), Amber Correa (ASO II), Elizabeth Rogers (ASO II), Marjorie Droszcz (ASO I), Adam Lee (ASO I)
Probation – Juvenile	Leslie Burgett (ASO III)
Probation – Law Enforcement	Arthur Chavolla (Deputy Probation Officer - Training), Marc Marquez (Asst. Chief Deputy), Tony Deala (Admin Services Officer 2)
Public Defender	Stephan Cheek (Admin Services Officer III), Siobhan Alvarez (Admin Services Officer I)
Regional Parks – Parks and Recreation	Mikki McDaniel (Associate Planner), Amber Veselka (Recreational Supervisor), Jenn Wilsono-Marchino (Recreation Specialist, Therapeutic), Kathi Barber (Recreation Specialist, Therapeutic), El Cid Nieto (Park

	Maintenance Superintendent), Liz Bellas (Deputy Director)
Regional Parks – Golf	Greg Blied (Golf Division Manager)
Regional Parks – Law Enforcement	Michael Doane (Chief Park Ranger)
Retirement	Amy Larson (Personnel Analyst)
Revenue Recovery	Melina Turpin (Assistant Director), Norriell Hernandez (Admin Services Officer II), Sharon M. Henderson (Admin Services Officer I)
Sanitation District Agency – Regional Sanitation	Debbie Quiel (ASO I), Mark Gustavson (Safety Specialist)
Sanitation District Agency – Sacramento Area Sewer District	Matthew Doyle (Sr. Safety Specialist), Dianne Livingston (ASO II)
Sheriff's Department – Airports	Sergeant Stan Swisher #118 (Sheriff's Sergeant)
Sheriff's Department – Central Division	James Barnes (Captain)
Sheriff's Department – Centralized Investigation Division	Lieutenant Todd Henry (Assistant Commander)
Sheriff's Department – Civil Bureau	Robert Smith (Lieutenant / Commander), Angel DelGadillo (Sergeant)
Sheriff's Department – Communications Center	Anthony Paonessa (Sheriff's Lieutenant)
Sheriff's Department – Court Security	Lisa Gayman (Lieutenant Assistant Commander), Chris Van Fleet (Sergeant), Rebecca Eubanks (Sergeant), Connor Milligan (Sergeant)
Sheriff's Department – Hi-Tech Unit	Kate Adams (Bureau Commander)
Sheriff's Department – Impact Division	Lieutenant Brandon Luke (Assistant Commander)
Sheriff's Department – Main Jail	Kelli Maness (Sergeant), Derrell Stevenson (Deputy), Samuel Meza (Deputy), Kaley Watkins (Deputy)
Sheriff's Department – North Patrol Division	Drew Wyant (Captain)
Sheriff's Department – Rio Cosumnes Correctional Center	Juan Hidalgo (Sergeant), Diane Vasquez (Deputy)
Sheriff's Department – Rancho Cordova Police Department	Chris Pittman (Captain), Chad Lewis (Lieutenant)

Sheriff's Department – Records Bureau	Dan Metzler (Records Manager)
Sheriff's Department – Security Services	Laura Orozco (911 Call Dispatcher), Tim Halgat (Deputy Sheriff #845), Jeff Wilson (Deputy Sheriff), Mel Oania (Sheriff Sergeant), Cheryl Bennett (Disability Compliance Officer)
Sheriff's Department – Work Release	Charles Meeks (Captain), Jim Archer (Lieutenant), Jason Lonteen (Sergeant), Robert Barnes (Sergeant)
Technology	Jerry Gray (IT Manager), Steve Baird (IT Division Chief), Randy Grubs (Sr. IT Analyst)
Transportation	Bill Irving (Associate Civil Engineer), Justin Hess (Sr. Safety Specialist), Steve Martell (Admin Services Officer II)
Voter Registration and Elections	Michael Harrison (Election Clerk), Kenji Furukawa (Election Assistant), Janna Fiori (Election Supervisor), Courtney Bailey (Election Manager)
Waste Management and Recycling	Nicole Johnson (ASO 3), Wendy Nelson (Solid Waste Planner 2), Kelli Sequest (Solid Waste Planner 2), Mike Prayter (Safety Specialist),
Water Resources	Herman T. Williams (CFAO), Mike Landy (Sr. Safety Specialist)
Disability Advisory Commission (DAC)	Eugene Lozano Jr. (Chair), William Fallai, Patty Gainer, Linda Gilbert, Randy Hicks, Chris Jensen, Carol Moss, Regina Nelson
DAC Physical Access Subcommittee	Eugene Lozano Jr. (Chair), William Fallai, Patty Gainer, Scott Harger, Carol Moss, Jeff Tardaguila

APPENDIX D: NOTICE OF COMPLIANCE UNDER ADA & CALIFORNIA STATE LAW

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990, the Americans with Disabilities Amendments Act of 2008, the Fair Employment & Housing Act (FEHA), California Government Code Section 11135 and other applicable codes, the County does not discriminate against individuals on the basis of disability in its services, programs or activities.

Employment: The County does not discriminate on the basis of disability in its hiring or employment practices and will comply with the Fair Employment and Housing Act, as well as Title I of the ADA, including the regulations promulgated by the U.S. Equal Employment Opportunity Commission (EEOC), including the requirement to provide reasonable accommodations.

Effective Communication: The County will generally, upon request, provide appropriate aids and services leading to effective communication for qualified person(s) with disabilities, including sign language interpreters, documents in Braille and other alternate formats to ensure information and communication is accessible to people who have speech, hearing, vision, or cognitive impairments so they can participate equally in the programs, services and activities.

Modification to Policies and Procedures: The County will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to participate in all of its programs, services and activities. *For example, individuals with service animals behaving within applicable standards are welcome in offices and County facilities, even when pets are generally prohibited.*

Anyone who requires auxiliary aids and services for effective communication, or a modification of policies or procedures to participate in a program, service or activity in the County should communicate with the responsible Department contact as soon as possible, but no later than **48 hours** before the scheduled event.

Neither the ADA, nor State law requires the County to take action that would fundamentally alter the nature of its programs, activities or services or impose an undue financial or administrative burden. Complaints that a program, activity or service of the County is not accessible should be directed to the **ADA Coordinator:**

Cori A. Stillson, Ph.D.
Manager, EEO/Disability Compliance
Sacramento County-wide ADA Coordinator
Department of Personnel Services
700 H Street, Suite 5720 (5th floor)
Sacramento, CA 95814
Main Disability Compliance Phone: (916) 874-7642

FAX: (916) 874-7132
TTY/TDD: (916) 874-7647
dco@saccounty.net
California Relay, 711

The County does not place a surcharge on a particular individual with a disability or a group of individuals with disabilities to cover the cost of providing auxiliary aids and services or making a reasonable modification to a policy to create access.

APPENDIX E: MODEL ADA GRIEVANCE PROCEDURE

Grievance Procedure under ADA and California State Disability Rights Laws

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”), the Americans with Disabilities Amendments Act (ADAAA) and California State law. It may be used by anyone wishing to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by Sacramento County. Sacramento County’s Disability Discrimination Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date and a description of the problem(s). Alternative means of filing a complaint, such as personal interviews or a tape recording the complaint, are available to people with disabilities upon request.

The complaint should be submitted by the grievant and/or their designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

Cori A. Stillson, Ph.D.
Manager, EEO/Disability Compliance
Sacramento County-wide ADA Coordinator
Department of Personnel Services
700 H Street, Suite 5720 (5th floor)
Sacramento, CA 95814
Main Disability Compliance Phone: (916) 874-7642
FAX: (916) 874-7132
TTY/TDD: (916) 874-7647
dco@saccounty.net
California Relay, 711

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will schedule a meeting with the complainant to discuss the complaint and possible resolutions. After an investigation and review the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the County position on the issue and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the affected County Department’s Director.

After receiving the appeal, the affected County Department's Director or their designee will review the appeal and the ADA Coordinator finding. Within a reasonable period, after a review, the County Director or their designee will respond in writing, and, where appropriate in a format that is accessible to the complainant, with a final resolution to the complaint.

All written complaints received by **Cori A. Stillson** or their designee, appeals to the County or their designee, and responses from these two offices will be retained by the County for at least three years.

APPENDIX F: ADA COORDINATOR NAME AND CONTACT INFORMATION

Contact Information for the Program ADA Coordinator is:

Cori A. Stillson, Ph.D.
Manager, EEO/Disability Compliance
Sacramento County-wide ADA Coordinator
Department of Personnel Services
700 H Street, Suite 5720 (5th floor)
Sacramento, CA 95814
Main Disability Compliance Phone: (916) 874-7642
FAX: (916) 874-7132
TTY/TDD: (916) 874-7647
dco@saccounty.net
California Relay, 711

APPENDIX G: MEETING AND EVENT CHECKLIST

County Self-Evaluation Meeting and Event Planning ADA Guide

Meeting Date _____

Meeting Location _____

Contact Person _____

Checklist for Meeting and Event Planners

Yes

No

1. Is a notice provided within the meeting/event announcements regarding auxiliary aids and services (reasonable accommodations) available as needed for people with disabilities?
2. Are persons administering the meeting trained regarding the County's disability rights responsibilities?
3. Are meetings held on public transportation routes? (Not required, but a best practice.)
4. Are meeting sites reviewed for physical accessibility before the meeting is calendared? (This must include arrival points, meeting room(s), supporting restrooms, drinking fountains, public phones, counters, etc.)
5. Are service animal relief areas identified before the meeting?
6. Are stages, speaking platforms, microphones and other items to be used by people with disabilities accessible?
7. If video is used, is it captioned?
8. If video is used, does it contain audio descriptors? (US DOJ rulemaking is being conducted regarding this issue.)
9. Are speakers asked to read aloud all content on PowerPoints? (Not required, but a best practice.)
10. Is integrated seating made available with companion seating for wheelchair users?
11. If seating is at tables, is knee clearance space checked for wheelchair users?

12. Is high seating available for persons who have difficulty getting into and out of low chairs? (Not required, but a best practice.)
13. Is staff trained to set up meeting rooms to provide maneuvering space for persons who use wheelchairs or service animals?
14. Are FM Loop systems available for persons who are hard of hearing? If FM Loop systems are being used, do meeting hosts ensure that all comments made during the meeting are heard?
15. If sign language interpreters or a real time captioner is used, is there reserved seating at the front of the room for persons needing these accommodations?
16. Are two sign language interpreters retained for meetings or events lasting more than two hours?
17. Are sign language interpreters and real-time captioning screens positioned close to the speaker?
18. Are sign language interpreters under good lighting?
19. Are sign language interpreters and real-time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?
20. If speaker cards are to be used, is staff available to assist people with disabilities, as needed, in completing the cards?
21. If public comment time is limited, is the time increased for persons who have speech impairments?
22. If events include displays, are the displays accessible and on an accessible route?
23. Is the indoor or outdoor surface where people with disabilities will travel smooth, stable and slip resistant?
24. Have transaction points been reviewed for clear space, and elevation?

- 25. If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning used to display the exhibit?

Name of Person who completed this survey: _____

Contact information: _____

Date: _____

**After completing this survey please submit a copy to: Cori A. Stillson, Ph.D.,
Manager, EEO/Disability Compliance, Sacramento County-wide ADA Coordinator,
Department of Personnel Services 700 H Street, Suite 5720 (5th floor)
Sacramento, CA 95814, Main Disability Compliance Phone: (916) 874-7642, FAX:
(916) 874-7132 , TTY/TDD: (916) 874-7647, dco@sacounty.net**

California Relay 711

APPENDIX H: SERVICE/COMFORT ANIMAL INCIDENT REPORT

1. Date and time of incident _____
2. Location of incident _____
3. Name and address of animal's owner _____

4. Species and breed (if applicable) of animal(s) _____
5. Did the owner identify the animal as a service animal or comfort animal?

6. Did the animal's owner state what services the animal performs, which mitigates the impact of the owner's disability? If yes, please describe in detail. _____

7. Describe in detail animal's behavior. _____

8. Did the animal have hygiene issues, such as an offensive odor? _____

9. Describe the demeanor of the animal's owner if applicable? _____

10. If there were any injuries, property damage or need for maintenance staff support, please describe in detail. _____

11. Describe the impact of animal's behavior on County staff, site visitors or others. _____

12. If members of the public were involved, please state their name(s), contact information and the specifics of their involvement. _____

13. What was said to the animal's owner by County staff? _____

14. Name and contact information of County staff or vendor staff person involved in this incident _____

- 15. Name(s) of witnesses _____

- 16. Describe in detail what witnesses reported regarding the incident. (A statement report from each witness is required) _____

- 17. Outcome (How was the situation addressed and by whom?) _____

- 18. Was the ADA Coordinator contacted during this incident? _____
Name of person submitting the report _____
Position _____
Date and time of report submission _____

Upon the completion of this report, submit it to the ADA Coordinator within 24 hours.

APPENDIX I: GLOSSARY OF TERMS

The following glossary of terms is designed to give a basic overview of common elements of access within the Americans with Disabilities Act, Title II, and California State law. For more specific information concerning the terms described below please review 28 CFR 35 and the California Government Code 12926.

Definition of Disability:

Under California State law, Government Code Section 12926, a person with a disability is: 1) A person having a physical or mental impairment that limits a major life activity. This limitation must be considered in the unmitigated status. This means that the determination of whether the limitation exists would be considered in terms of how the individual would function without the use of medication, personal devices or habits that have been formed to mitigate the disability. 2) or, A person who has a record of a disability, such as described in number one. 3) or, a person who is regarded as having a disability, such as described in number one.

Note: This is an abridged definition of disability under California State law. For further information, please see California Government Code 12926. The California definition of disability is being used, as it is more stringent than the definition found under the Americans with Disabilities Act of 1990 or the Americans with Disabilities Amendments Act of 2008.

Qualified Person with a Disability:

A qualified person with a disability has a disability as described above and is qualified to receive the programs, services or activities of the entity in question.

Self-Evaluation

A comprehensive evaluation of all programs, services and activities to ensure that access for qualified people with disabilities is in place. The Self-Evaluation must be vetted with interested stakeholders. The Self-Evaluation was due in 1993.

Transition Plan

A physical access evaluation of all sites from which programs, services and activities are provided. The Transition Plan contains four parts: 1. A list of physical barriers; 2. A statement of method to be utilized for mitigation of barriers; 3. A statement regarding the schedule of barrier mitigation; and 4. The designation of an official who is responsible for the administration of the Transition Plan. The Transition Plan was originally due in 1992.

The Transition Plan must be vetted with interested stakeholders.

Note: The intent of a Transition Plan was to create access within facilities that were constructed by 1992 and that new construction or remodels would be accessible.

Program Access

A designated alternative manner in providing programs, services and activities in order to ensure that appropriate access is in place. For example, accessible meeting space may be secured on the ground floor of the building to hold meetings with people who have mobility impairments, who are not able to go to higher floors because of the absence of an elevator.

ADA Grievance Procedure

A Grievance Procedure that is published and capable of addressing issues that may arise from access policies that impact the delivery of programs, services and activities. The Grievance Procedure must be widely disseminated, offer a second level review, notify the grievant of the outcome, state the ADA Coordinator's name and contact information and offer assistance to a person with a disability who may not be able to complete the grievance document independently due to their disability.

Notice of ADA Compliance

A Notice of ADA Compliance is a widely disseminated notice that provides information concerning the elements of ADA compliance that the entity has in place. It is recommended that the Notice of ADA Compliance be accompanied by a dissemination plan.

ADA Coordinator

This position is required for State and local government entities that have 50 or more employees. Initially, the position was envisioned to coordinate the grievance process. The national trend is that this position is now used to coordinate a variety of matters relative to ADA implementation and administration. Caution must be exercised concerning an appropriate separation of duties. It is inappropriate to have the ADA Coordinator engaged in both providing reasonable accommodations through the interactive process, and investigating issues concerning the accommodations that have been provided or denied.

Direct Threat

Direct threat is a significant risk of substantial harm that cannot be mitigated through policy modification or reasonable accommodation. The danger must be real and not speculative or remote.

Policy Modification Request and Fundamental Alteration

A qualified person with a disability may request that an entity modify its policies to create an appropriate level of access. A system must be in place for entertaining these requests and determining whether said request would result in a fundamental alteration of the programs, services and activities impacted. Should there be an inability to grant the initial request, other measures must be considered, if available, to address the access issue in question. Should it be determined that the request results in the fundamental alteration, a senior official should expeditiously sign off on the determination.

Auxiliary Aids and Services

These are measures provided to ensure that appropriate access to programs and services and activities is in place upon request. Auxiliary aids and services include but are not limited to providing documents in an alternative format such as Braille, providing sign language interpreting services, note takers, real-time captioning services or assistive listening devices.

Video Remote Interpreting (VRI)

VRI is permitted in the 2010 Title II ADA regulations. It provides a system in which sign language interpreting can be conducted via video with the interpreter offsite. Caution

needs to be exercised to ensure that the technical quality of the system is sufficient to appropriately transmit the information being communicated.

California Relay Service

The California Relay Service was created by ADA Title IV. It is a free service to facilitate effective telephone communication between deaf, hard-of-hearing and hearing people. This is done via a relay operator who uses both a teletype device and a telephone. The California Relay service may be reached at 711.

Note: Some entities have chosen to include "California Relay Service 711" on business cards and letterheads to facilitate communication.

Reasonable Accommodation

Reasonable accommodation refers to the employment relationship. It is an adjustment that provides the employee or applicant an opportunity to participate in: the performance of essential functions of the job, the selection process, or to receive benefits and privileges offered to other employees in the work situation. Reasonable accommodation solutions often vary widely. A Reasonable Accommodation request must be handled through an "interactive process".

Interactive Process

The interactive process is required in the State law and Federal case law, yet neither defines it clearly. Problems have occurred when disputes have arisen, and the employer has not clearly documented the interactive process. For that reason, the following steps are recommended:

1. The employer becomes aware that there is a disability that impacts elements of the employment relationship.
2. The employer and employee/applicant meet to discuss the barrier in question and potential resolutions. In this stage, if needed, data is gathered from medical providers, consultants or the Jobs Accommodation Network.
3. After giving primary consideration to what the employee/applicant is requesting, the employer makes a prompt decision regarding what effective accommodation will be provided. Or, if the accommodation in question would result in an undue hardship the employer is not obligated to provide said accommodation.
4. The employer promptly implements the reasonable accommodation.
5. The employer initiates follow-up discussions with the recipient of reasonable accommodation to ensure that the accommodation was, in fact, effective.

Note: The Reasonable Accommodation process is ongoing and may need to be revisited at any point in the employment relationship, as disabilities and technology may change.

Medical Inquiry

Medical inquiry is the acquisition of pertinent medical information to determine whether a Bonafide legal disability exists and what limitations it may present that necessitates a reasonable accommodation. Medical inquiry should be limited in scope. Data related to genetic characteristics should not be solicited, obtained or retained. Medical information may not be lawfully stored in an employee's personnel file.

Undue Hardship

An undue hardship would be the provision of a reasonable accommodation that is extensive, disruptive, fundamentally alters the nature of the program or is unduly expensive. It is important to note that the expense issue is extremely difficult for a State or local government entity to use as a defense. In doing so, one would need to consider the total budget of the entity in question.

Service Animal

A service animal is a dog or miniature horse that has specifically been trained to perform tasks for a person with a disability that they are not able to perform for themselves due to their disability.

Note: This is a subject that generates the highest number of complaints received by the US Department of Justice (DOJ).

Maintenance of Accessible Features Policy

This relates to the requirement set by 28 CFR 35.133 in which an entity must maintain accessible features. Policy and procedure in this area is designed to give staff guidance unifying, repairing or reporting issues within access elements on sites where programs, services and activities are conducted.

Large Print

Being set in a large size of type (such as 18 point) especially for use by the partially sighted.

APPENDIX J: RELEVANT CODES

Communications

28 CFR 35.160 and the Provision of Auxiliary Aids and Services 28 CFR35.160 (b)(1)

§ 35.160 General.

- **(a)**
 - (1) A public entity shall take appropriate steps to ensure that communications with applicants, participants, members of the public, and companions to those with disabilities are as effective as communications with others.
 - (2) For purposes of this section, “companion” means a family member, friend, or associate of an individual seeking access to a service, program, or activity of a public entity, who, along with such individual, is an appropriate person with whom the public entity should communicate.
- **(b)**
 - (1) A public entity shall furnish appropriate auxiliary aids and services where necessary to afford qualified individuals with disabilities, including applicants, participants, companions, and members of the public, an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of a public entity.
 - (2) The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the method of communication used by the individual; the nature, length, and complexity of the communication involved; and the context in which the communication is taking place. In determining what types of auxiliary aids and services are necessary, a public entity shall give primary consideration to the requests of individuals with disabilities. To be effective, auxiliary aids and services must be provided in accessible formats, in a timely manner, and in such a way as to protect the privacy and independence of the individual with a disability.

Construction Policy

28 CFR 35.151

(a) *Design and construction.*

- (1) Each facility or part of a facility constructed by, on behalf of, or for the use of a public entity shall be designed and constructed in such manner that the facility or part of the facility is readily accessible to and usable by individuals with disabilities, if the construction was commenced after January 26, 1992.
- (2) *Exception for structural impracticability.*
 - (i) Full compliance with the requirements of this section is not required where a public entity can demonstrate that it is structurally impracticable to meet the requirements. Full compliance will be considered structurally impracticable only in those rare circumstances when the unique characteristics of terrain prevent the incorporation of accessible features.
 - (ii) If full compliance with this section would be structurally impracticable, compliance with this section is required to the maximum extent that it is not structurally impracticable. In that case, any portion of the facility that can be made accessible shall be made accessible to the extent that it is not structurally impracticable.
 - (iii) If providing accessibility in conformance with this section to individuals with certain disabilities (*e.g.*, those who use wheelchairs) would be structurally impracticable, accessibility shall nonetheless be ensured to people with other types of disabilities, (*e.g.*, those who use crutches or who have sight, hearing, or mental impairments) in accordance with this section.

(b) *Alterations.*

- (1) Each facility or part of a facility altered by, on behalf of, or for the use of a public entity in a manner that affects or could affect the usability of the facility or part of the facility shall, to the maximum extent feasible, be altered in such manner that the altered portion of the facility is readily accessible to and usable by individuals with disabilities, if the alteration was commenced after January 26, 1992.

Contracting Policy 28 CFR 35.130(b)(1)

§ 35.130 General prohibitions against discrimination

(1) A public entity, in providing any aid, benefit, or service, may not, directly or through contractual, licensing, or other arrangements, on the basis of disability—

- (i) Deny a qualified individual with a disability the opportunity to participate in or benefit from the aid, benefit, or service;
 - (ii) Afford a qualified individual with a disability an opportunity to participate in or benefit from the aid, benefit, or service that is not equal to that afforded others;
 - (iii) Provide a qualified individual with a disability with an aid, benefit, or service that is not as effective in affording equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as that provided to others;
 - (iv) Provide different or separate aids, benefits, or services to individuals with disabilities or to any class of individuals with disabilities than is provided to others unless such action is necessary to provide qualified individuals with disabilities with aids, benefits, or services that are as effective as those provided to others;
 - (v) Aid or perpetuate discrimination against a qualified individual with a disability by providing significant assistance to an agency, organization, or person that discriminates on the basis of disability in providing any aid, benefit, or service to beneficiaries of the public entity's program;
 - (vi) Deny a qualified individual with a disability the opportunity to participate as a member of planning or advisory boards;
- (vii) Otherwise limit a qualified individual with a disability in the enjoyment of any right, privilege, advantage, or opportunity enjoyed by others receiving the aid, benefit, or service.

Policy Regarding the use of Motorized Mobility Devices (optional)

28 CFR 35.137

(a) *Use of wheelchairs and manually-powered mobility aids.* A public entity shall permit individuals with mobility disabilities to use wheelchairs and manually-powered mobility aids, such as walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities in any areas open to pedestrian use.

(b)

- (1) *Use of other power-driven mobility devices.* A public entity shall make reasonable modifications in its policies, practices, or procedures to permit the use of other power-driven mobility devices by individuals with mobility disabilities, unless the public entity can demonstrate that the class of other power-driven mobility devices cannot be operated in accordance with legitimate safety requirements that the public entity has adopted pursuant to § 35.130(h).
- (2) *Assessment factors.* In determining whether a particular other power-driven mobility device can be allowed in a specific facility as a reasonable modification under paragraph (b)(1) of this section, a public entity shall consider—
 - (i) The type, size, weight, dimensions, and speed of the device;
 - (ii) The facility's volume of pedestrian traffic (which may vary at different times of the day, week, month, or year);
 - (iii) The facility's design and operational characteristics (e.g., whether its service, program, or activity is conducted indoors, its square footage, the density and placement of stationary devices, and the availability of storage for the device, if requested by the user);
 - (iv) Whether legitimate safety requirements can be established to permit the safe operation of the other power-driven mobility device in the specific facility; and
 - (v) Whether the use of the other power-driven mobility device creates a substantial risk of serious harm to the immediate environment or natural or cultural resources, or poses a conflict with Federal land management laws and regulations.

Policy Regarding Maintenance of Accessible Features

§ 35.133 Maintenance of accessible features

(a) A public entity shall maintain in operable working condition those features of facilities and equipment that are required to be readily accessible to and usable by people with disabilities by the Act or this part.

(b) This section does not prohibit isolated or temporary interruptions in service or access due to maintenance or repairs.

(c) If the 2010 Standards reduce the technical requirements or the number of required accessible elements below the number required by the 1991 Standards, the technical requirements or the number of accessible elements in a facility subject to this part may be reduced in accordance with the requirements of the 2010 Standards.

Policy Regarding Policy Modification Requests

Modification Requests and the Determination of Fundamental Alteration of Program 28
CFR 35.130 (b) (7)

A public entity shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination based on disability, unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity.

Policy Regarding the Determination of Direct Threat to Others

28 CFR 35.139

(a) A public entity is not required to permit an individual to participate in or benefit from the services, programs, or activities of that public entity when that individual poses a direct threat to the health or safety of others.

(b) In determining whether an individual poses a direct threat to the health or safety of others, a public entity must make an individualized assessment, based on reasonable judgment, that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures or the provision of auxiliary aids or services will mitigate the risk.

Service Animal Policy

28 CFR.25.136

(a) *General.* Generally, a public entity shall modify its policies, practices, or procedures to permit the use of a service animal by an individual with a disability.

(b) *Exceptions.* A public entity may ask an individual with a disability to remove a service animal from the premises if—

(1) The animal is out of control and the animal's handler does not take effective action to control it; or

(2) The animal is not housebroken.

(c) *If an animal is properly excluded.* If a public entity properly excludes a service animal under § 35.136(b), it shall give the individual with a disability the opportunity to participate in the service, program, or activity without having the service animal on the premises.

(d) *Animal under handler's control.* A service animal shall be under the control of its handler. A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

(e) *Care or supervision.* A public entity is not responsible for the care or supervision of a service animal.

(f) *Inquiries.* A public entity shall not ask about the nature or extent of a person's disability but may make two inquiries to determine whether an animal qualifies as a service animal. A public entity may ask if the animal is required because of a disability and what work or task the animal has been trained to perform. A public entity shall not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. Generally, a public entity may not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).

(g) *Access to areas of a public entity.* Individuals with disabilities shall be permitted to be accompanied by their service animals in all areas of a public entity's facilities where members of the public, participants in services, programs or activities, or invitees, as relevant, are allowed to go.

(h) *Surcharges.* A public entity shall not ask or require an individual with a disability to pay a surcharge, even if people accompanied by pets are required to pay fees, or to comply with other requirements generally not applicable to people without pets. If a public entity normally charges individuals for the

damage they cause, an individual with a disability may be charged for damage caused by his or her service animal.

(i) *Miniature horses.*

(1) *Reasonable modifications.* A public entity shall make reasonable modifications in policies, practices, or procedures to permit the use of a miniature horse by an individual with a disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability.

(2) *Assessment factors.* In determining whether reasonable modifications in policies, practices, or procedures can be made to allow a miniature horse into a specific facility, a public entity shall consider—

- (i) The type, size, and weight of the miniature horse and whether the facility can accommodate these features;
- (ii) Whether the handler has sufficient control of the miniature horse;
- (iii) Whether the miniature horse is housebroken; and
- (iv) Whether the miniature horse's presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.

(3) *Other requirements.* Paragraphs 35.136 (c) through (h) of this section, which apply to service animals, shall also apply to miniature horses.