



SAN FRANCISCO HUMAN SERVICES AGENCY
**Department of Disability
and Aging Services**

Mayor's Disability Council

Eli Gelardin, Director

Office on Disability and Accessibility

October 14th, 2025



Image: Wheelchair users protesting outside of San Francisco City Hall in 1977. One protester has a hand-made “We Shall Overcome” sign on the back of his wheelchair (black and white. Credit: Anthony Tusler)

Director's Report

This report provides an overview of key issues and initiatives that the Office on Disability and Accessibility has been engaged with since the last MDC meeting. The Council is encouraged to follow up on any of these topics.

For public engagement, contact **ODA@sfgov.org** or call **415-554-6789** or visit our website. [Office on Disability and Accessibility | sfhsa.org](https://www.sfhsa.org).

Welcome, Caitlin O'Malior!



Image: Caitlin O'Malior stands beside Andre Adeyemi, Director of Appointments for the Mayor's Office, during her swearing-in ceremony to the Mayor's Disability Council (MDC). Caitlin holds her certificate of appointment, both smiling in a formal setting in the Mayor's Office at City Hall, with the US, California, and San Francisco Flags behind them.

ODA's Purpose

The San Francisco **Office on Disability & Accessibility (ODA)** helps ensure that the City's programs, services, facilities and digital information are accessible to people with disabilities of all ages and backgrounds. As the City's overall ADA Coordinator, ODA leads compliance with **Title II of the ADA** and other federal, state, and local disability access laws.

Key Functions:

- Oversees the City's **ADA Transition Plan**, including capital planning and the City's ADA grievance and appeals procedures
- Provides **technical assistance** and **policy guidance** to City leadership and departments
- Supports the **Mayor's Disability Council**
- Serves as a **liaison to the disability community**
- Advises the **Mayor, Board of Supervisors, and City departments** on disability rights and accessibility

Office on Disability & Accessibility: Programs and Initiatives

Access

Architectural Access

Provide citywide technical assistance on architectural accessibility requirements, including plan reviews and site inspections, as needed

Programmatic Access

Provide citywide technical assistance on accessibility requirements for program and service offerings.

Digital Access

Advise City's Committee on Information Technology on Digital Accessibility and Inclusion Standards.

ADA Compliance

ADA Transition Planning

Support departments in developing and managing regular architectural and programmatic self-evaluations.

ADA Grievance

Oversee and manage the citywide ADA grievance and appeals procedures and data system

Community of Practice

Facilitate trainings and knowledge sharing opportunities for ADA Coordinators which highlight best practices and provide opportunities for peer support.

Strategic Planning

Disaster Planning

Support and advises DEM on emergency efforts, sheltering sights, and general disaster planning.

Mayor's Disability Council

A bi-monthly public forum for the disability community to provide input on city wide accessibility and inclusion

Public Policy

Technical assistance and policy advisor to City leadership on disability and access related legislation and initiatives

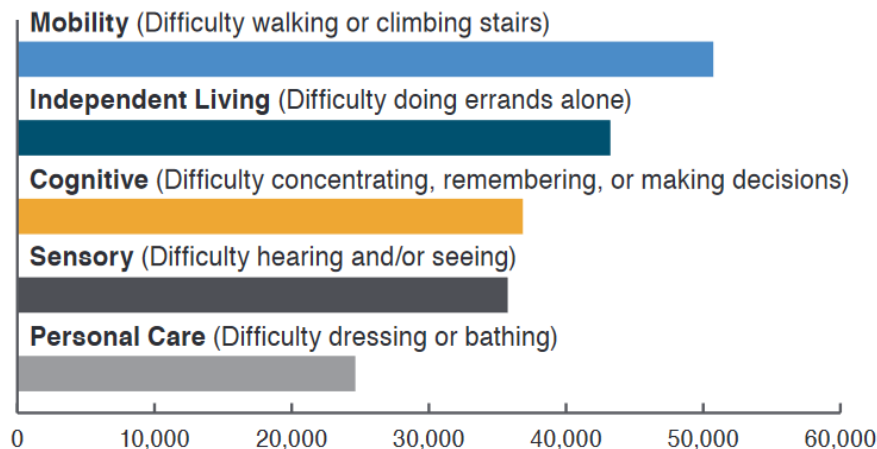


The Disability Communities in San Francisco:

- **1 in 10** San Franciscans reports a disability
 - All ages, race and ethnicities, and income levels
 - 88-94,000 residents
- Almost half of people with disabilities are under age 65
- **1 in 4** people with disabilities live in poverty.
- Even **adults with disabilities who are employed** are more than **twice as likely** to experience poverty.

San Francisco Residents Report Many Types of Disability

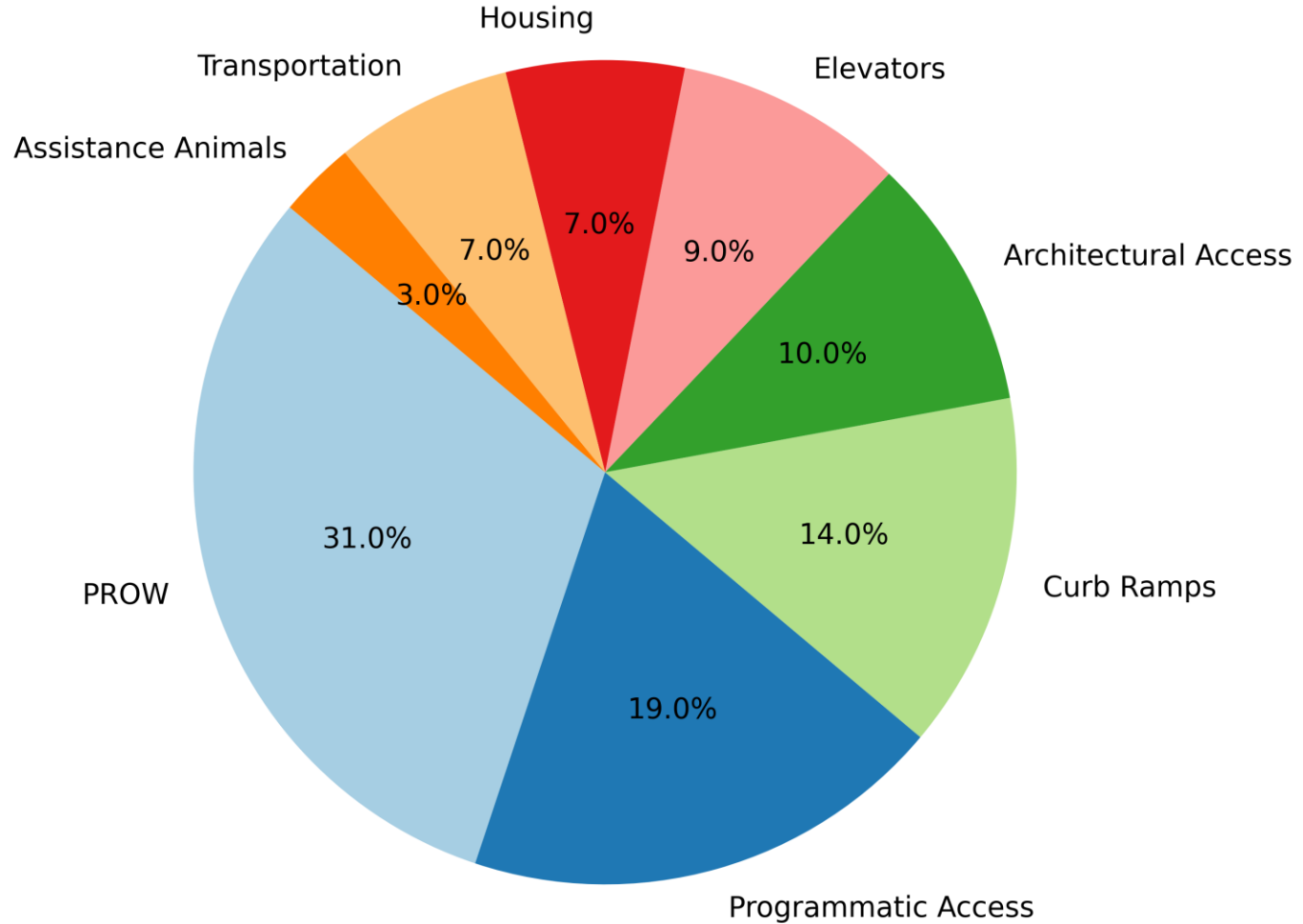
Some report multiple disabilities.¹



Source: <https://www.sfhhsa.org/about/reports-publications/disability-san-francisco>



ADA Grievances Received by ODA First Quarter FY25-26 (July-Sept 2025)



ADA Grievance Spotlight

ODA received a complaint about a broken elevator at an HSH site - a permanent supportive housing property - called the Iroquois Hotel.

Resolution: The ADA Coordinator for HSH and the HSH team worked with the property manager and while it will still take until the end of October before the elevator is fully operational again, *using guidance from ODA, all residents with mobility issues have been temporarily relocated, and runners remain onsite to assist with food deliveries and other essential needs.*

National Disability Employment Awareness Month

SAN FRANCISCO
HUMAN SERVICES AGENCY

San Francisco
Disability Cultural
Center



Celebrating National Disability Employment Awareness Month:

A Conversation with Alice Wong



Join us for a special hybrid event in honor of NDEAM and exploring disability identity, inclusion and belonging in the workplace with:


- Alice Wong, author of Year of the Tiger,
- SFHSA's new Disability ERG, and
- the Disability Cultural Center.

If you would like reasonable accommodations for this event, please contact hsactivelrights@sfgov.org as soon as possible so your request may be reviewed.

For more information email hsaracialequity@sfgov.org

**Monday, October 28, 2025
12:00-1:00 PM**
In-person: Disability Cultural Center
(limited seating on a first reserve, first serve basis)
Virtual: Zoom

Registration required to attend



Scan QR Code to register

In celebration of National Disability Employment Awareness Month (NDEAM), we will be hosting a hybrid all-staff event on October 28, 2025, featuring a keynote conversation with acclaimed disability rights activist and author Alice Wong.

It will also mark the official launch of DAS and SFHSA's Disability Employee Resource Group (ERG), reinforcing the agency's commitment to accessibility and equity.



National Disability Employment Awareness Month (2)

NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH
Additional Programming Sessions
To sign up for any of the workshops listed below, visit www.sf.gov/NDEAM

Date/Time	Session Topic	Audience	Location
Tuesday October 21 1pm – 2:30pm	Inclusive City Employment Panel Presentation	City HR Professionals and Hiring Managers	Main Library Koret Auditorium ASL interpretation provided
Thursday October 23 2pm – 3pm	Interview Skills for People with Disabilities	Jobseekers and City Employees	City Career Center San Francisco City Hall Room 110
Monday October 27 11am – 12pm	ACE Program and Disability Employment in the City	Jobseekers	City Career Center San Francisco City Hall Room 110
Tuesday October 28 12pm – 1pm	ACE Program and Disability Employment in the City	Jobseekers	Virtual Session - Zoom ASL interpretation provided
Thursday October 30 11am – 12pm	Interview Skills for People with Disabilities	Jobseekers and City Employees	Virtual Session - Zoom ASL interpretation provided

REQUEST A REASONABLE ACCOMMODATION
To request a reasonable accommodation, fill out the reasonable accommodation section on the session registration form.
Submit your request at least two weeks before your session date, if possible.
We will do our best to accommodate late requests but cannot guarantee them.

The City and County of San Francisco is also offering a full month of programming to celebrate NDEAM and highlight employment resources for people with disabilities.

Led by the Department of Human Resources and ODA, the series includes workshops on the City's Reasonable Accommodation Policy, navigating civil service exams, interview skills, and inclusive hiring practices. Sessions are available both in-person and virtually, with ASL interpretation provided for select events. d.



Hallidie Plaza Accessibility Redesign- ERC Site Visit



DPW joined the Office on Disability and Accessibility for a field visit to the Ed Roberts Campus and Hallidie Plaza to explore universal design in practice. The visit included a conversation with architect Bill Leedy and highlighted opportunities to embed accessibility into San Francisco's public infrastructure, including the reimagining of Hallidie Plaza.

Beyond the Front Door

Update

In partnership with the **Department of Building Inspection** and the **Office of Small Business**, we're excited to share our second *Beyond the Front Door* video, **starring Alicia!** This resource is designed to help small business owners make their spaces accessible to people of all ages and abilities.

Key Topics Covered:

ADA accessibility requirements for storefronts

Available grants and financial assistance

The importance of inclusive design for business success

Key Message:

Accessibility isn't just a legal requirement~ it's a smart business strategy that welcomes more customers and strengthens community equity.

Watch the video & learn more: <https://lnkd.in/gV-VqFMh>



Looking Ahead

Dates of Note

ADA Grievance Pilot Rollout

Late Fall

Capital Planning FY26

Begins October 20

Disability Forward: Housing Futures Summit

November 3

Transition Fair



Questions?





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Thank you

www.sfhsa.org

