

## Meeting Minutes #5 – Ohio DPC The Health Collaborative Health Equity Task Force

**Date:** May 14, 2024

**Time:** 1:30 pm EST

**Location:** Zoom

### **Meeting Facilitators:**

- Christina Alfaro
- Dee Grimm
- Dawn Skaggs
- Jessica Skelton

### **Executive Summary:**

- Survey response rates remain low. Strategies discussed to improve accessibility and promotion, including QR codes, printed materials, and leveraging local partners.
- Task force members provided valuable input on equity gaps in their communities, such as communication/digital accessibility, transportation challenges, and disproportionate impacts on seniors, people with disabilities, and low-income populations.
- Efforts to diversify task force representation were discussed, with a focus on including members with speech/communication disabilities, military veterans, and those with income limitations. Current members were asked to confirm continued participation.

### **Meeting Notes:**

#### **Meeting Introduction and Attendance**

- Dee Grimm welcomed the large audience and new members to the 5th meeting of the Equity Task Force
- Lauren Phipps mentioned that Jessica would join later to provide an update on selecting additional task force members
- Dee Grimm welcomed two new members: Kyle Green from Cincinnati Association for the Blind and Visually Impaired (CABVI), who is their customer experience manager, and Judith Gonzalez from Hawksworth Blood Center, University of Cincinnati, who is the Chief Blood Operations Officer

#### **Survey Update**

- Low response rates observed for both provider and client surveys
  - As of now, Ohio has 18 provider survey responses and only 1 client survey response

- Challenges identified in reaching clients and getting providers to distribute surveys
- Discussion on ways to improve survey distribution and response rates:
  - Leveraging local partners and organizations to distribute surveys
- Suggestions from participants:
  - Tyler Braasch (Tyler) pointed out that the client survey requires answering 'yes' to two specific questions before submission, which could be limiting the response rate as it is a fairly small population meeting those criteria
  - Dawn Skaggs (John) clarified that the survey uses logic to track responses differently based on disaster evacuation experience, so not having evacuated does not make someone ineligible. She encouraged promoting the survey to anyone with a disability, emphasizing anonymity.
  - Lauren Phipps (Lauren) mentioned that there could be a mismatch between how 'needing emergency services' is defined in the survey vs. how the region/group perceives it, which may need clarification
- J Bieger (Jennifer, United Way) and Tyler Braasch (Tyler) raised concerns about the digital divide and lack of internet access, especially in rural and low-income areas, affecting survey accessibility

#### **Task Force Input on Community Equity Issues**

- Dee Grimm requested input from task force members on equity issues and gaps in their communities
- Kyle Greene (Kyle Green, CBVI) shared examples:
  - Accessibility of communication materials (using QR codes, screen readers)
  - Transportation challenges, especially in rural areas
  - Digital divide and lack of internet access
  - Challenges for populations like seniors, people with disabilities, low-income individuals during disasters
- Tyler Braasch (Tyler) and J Bieger (Jennifer, United Way) also highlighted concerns about the digital divide and lack of internet access, especially in rural and low-income areas
- Kyle Greene (Kyle Green, CABVI) provided additional input:
  - Inaccessible printed materials like mail, bills - need for automatic text-to-speech, inputting to devices
  - Transportation coordination challenges for people with disabilities
  - Difficulty locating critical documentation/information quickly during evacuations
  - Improper use of masks by people with visual impairments during COVID-19 due to lack of distinguishing features

- J Bieger (Jennifer, United Way) mentioned:
  - Challenges around the Affordable Connectivity Program (ACP) discount ending, impacting internet affordability
  - Need for collaboration with local Community Organizations Active in Disaster (COADS) to prioritize special populations
  - Potential for registries/reverse 9-1-1 to identify locations of people with disabilities for responders
  - Southeastern Ohio faces disproportionate internet accessibility and transportation challenges according to Kyle Greene (Kyle Green)

[End of Meeting Minutes]