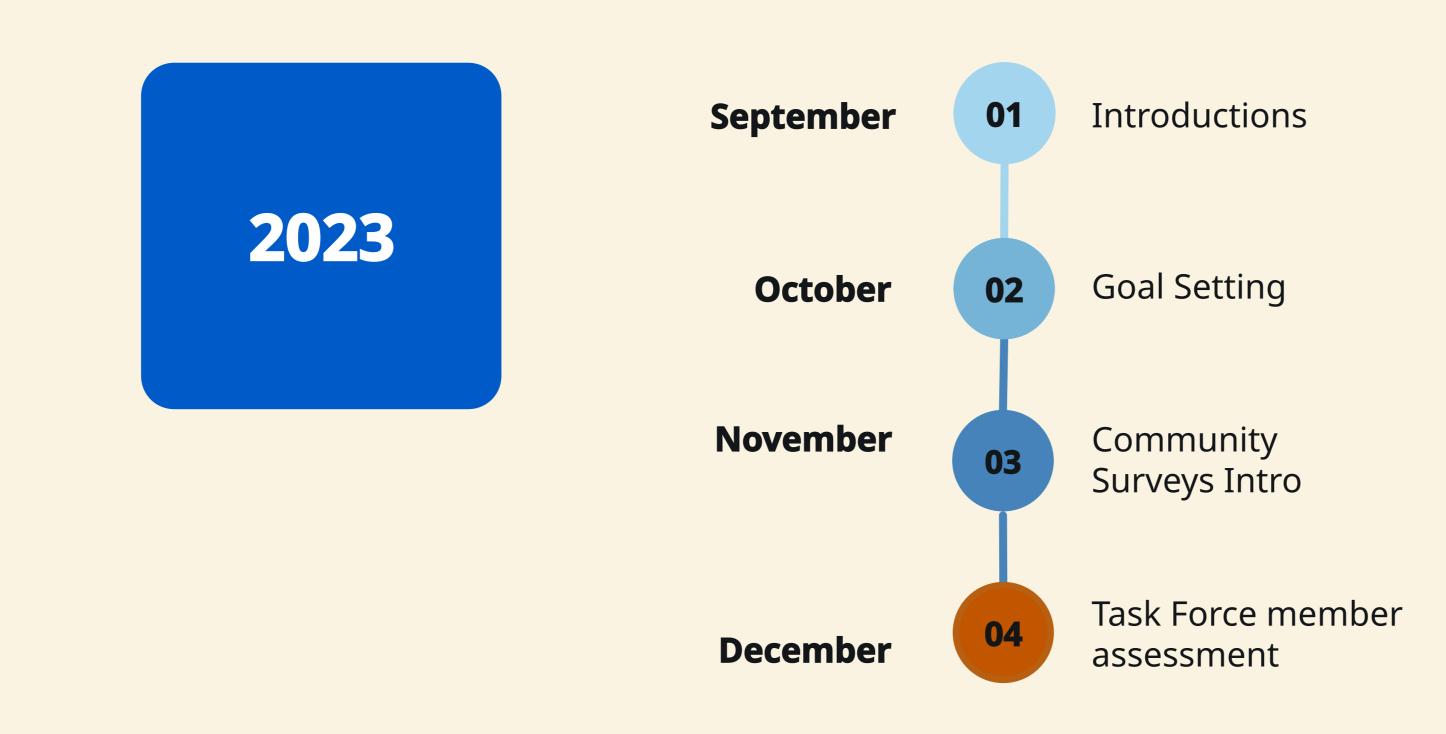
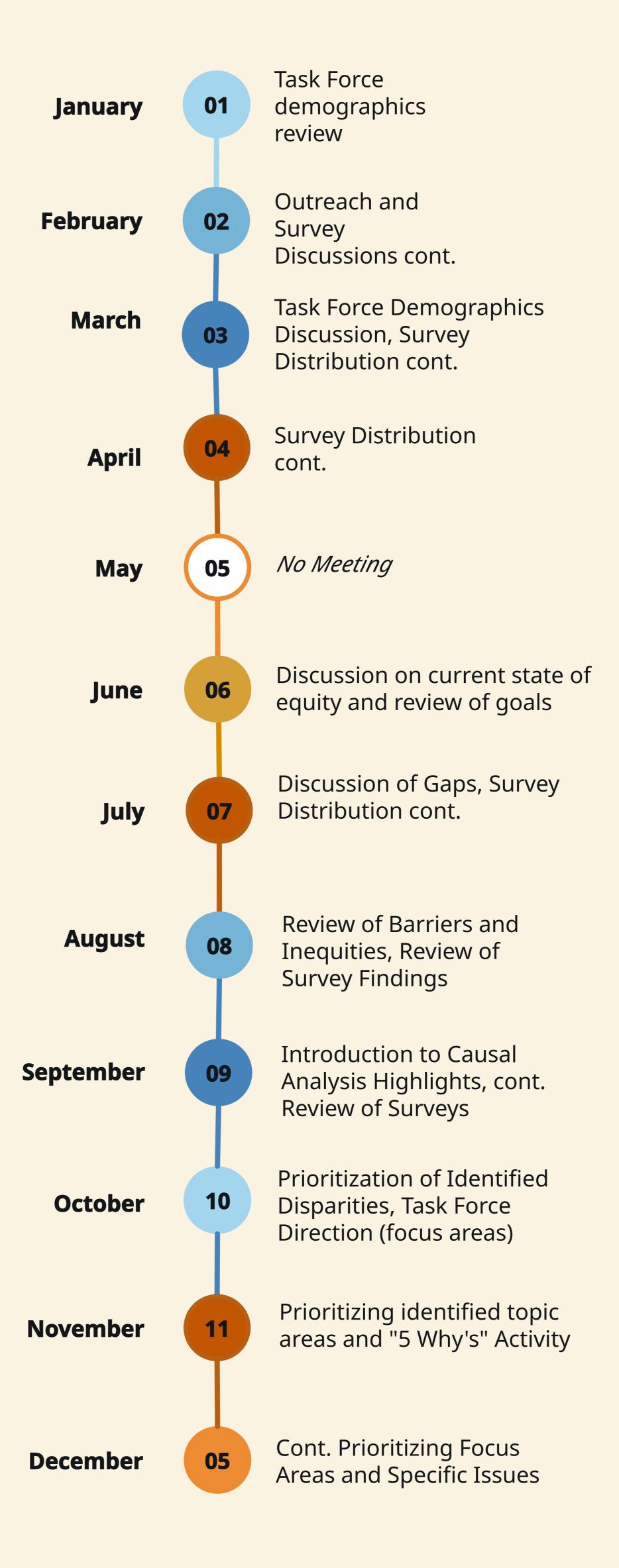
# Spokane Task Force Whiteboard

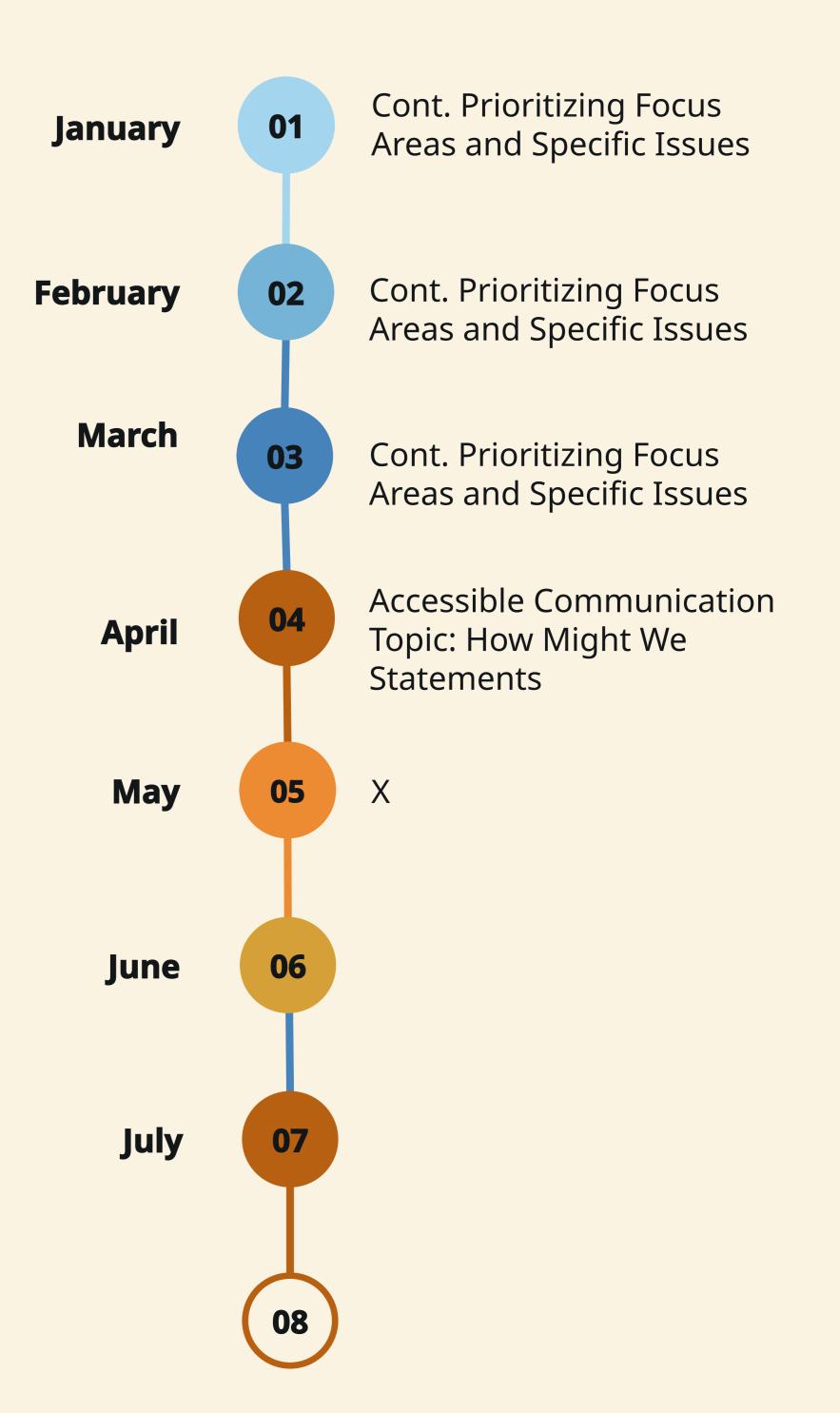
# Spokane Task Force Timeline



2024



### 2025



## Focus Areas

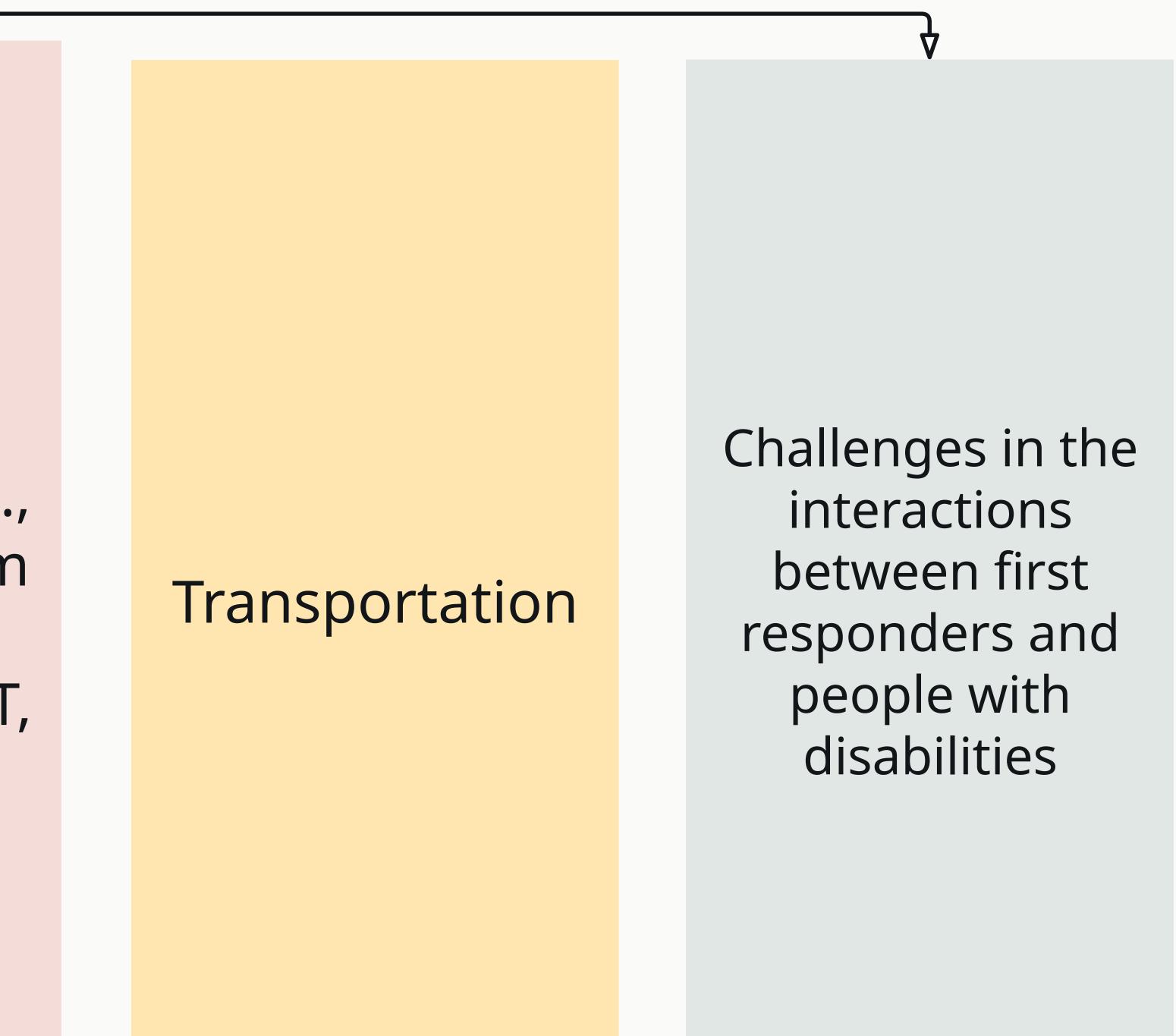
# **High-level Gap Areas**

- Access to providers
- Accessible transportation
- Accessible public facilities and housing
- Accessible information (webistes, materials, forms, etc)
- Ineffective public information (limited information, lack of useful information)
- Lack of accomodations in communication
- Lack of internet connection
- Relatioships between government and community (lack of trust)
- Bias in agencies and organizations
- Provider competency assisting people with disabilities
- Accessible shelter services
- Communication between agencies
- Expense of resources and accomodations
- Overall health of community members
- Competence of providers and decision makers

Accessible information and communication with the public

Bias and Perceptions in provider agencies and organizations

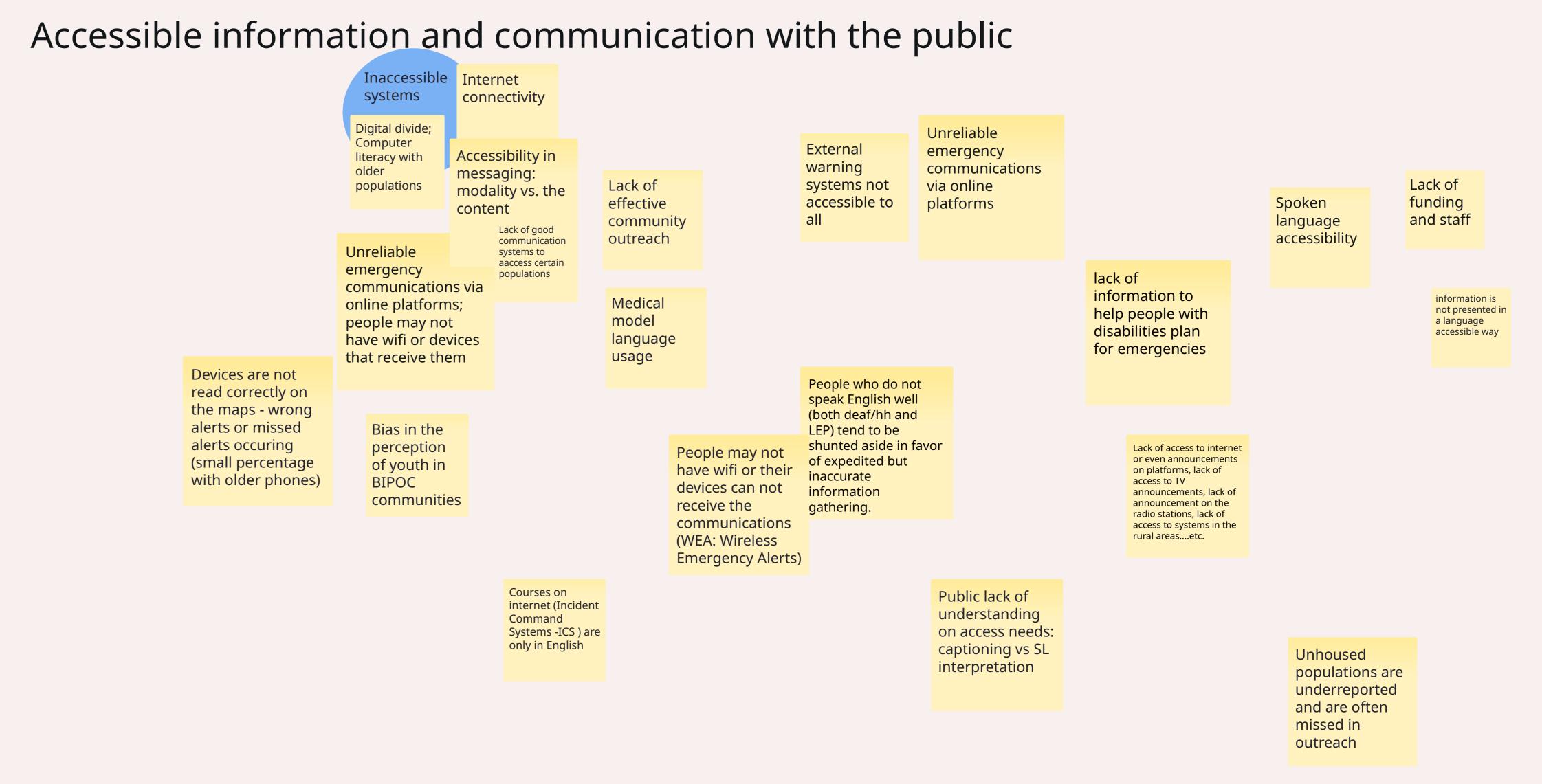
Lack of Resources (e.g., lack of accomm odations, accessibility, AT, and FNSS)

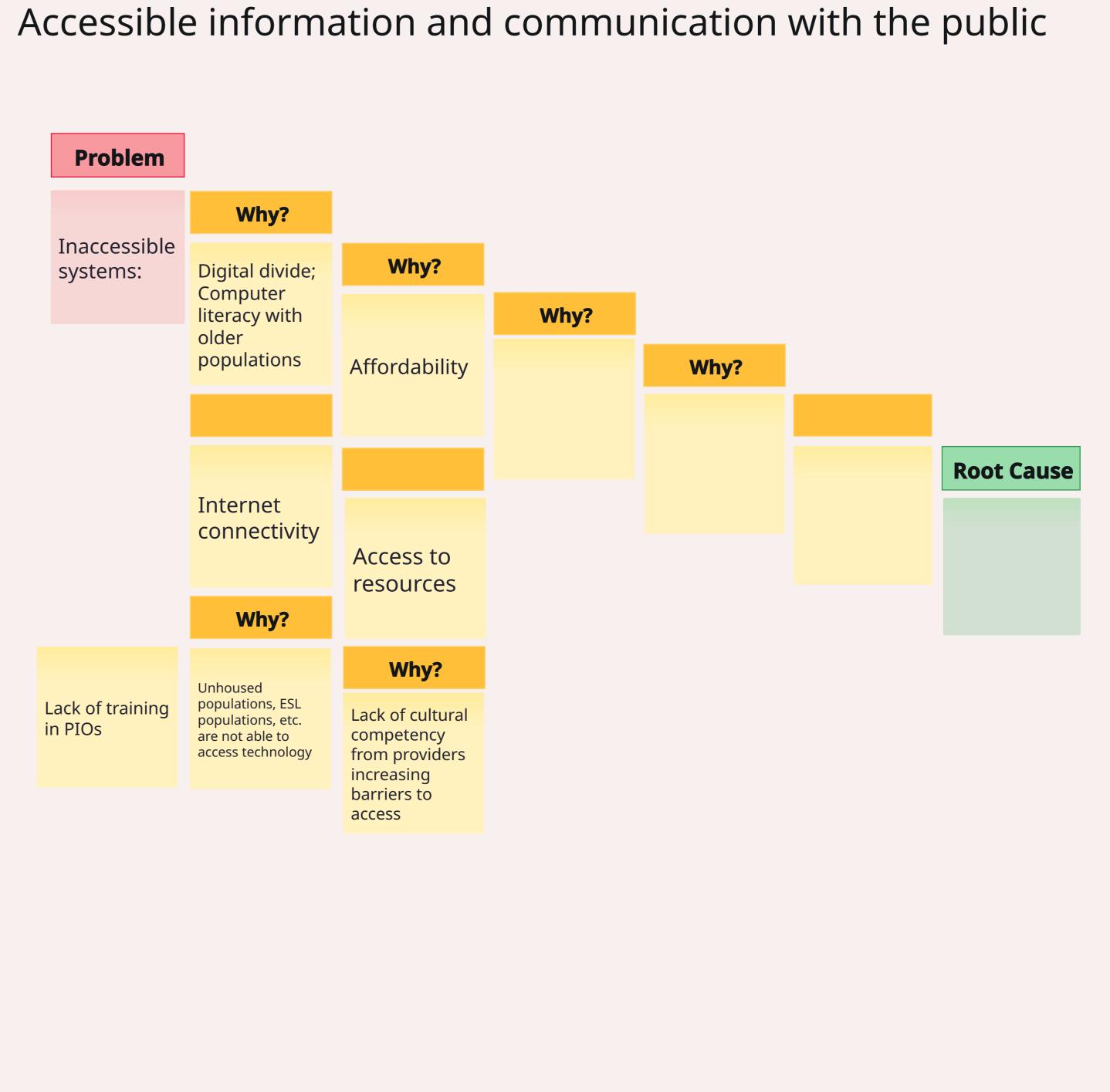


## Identifying Specific Issues

# Root Cause Analysis (Activity)







People need to be signed up for services ahead of time note with Transprotation

#### Bias and Perceptions in provider agencies and organizations

#### Lack of cultural competency

Efforts in ensuring cultural understandir and the length of tim this change takes (e.g., disability culture and the policies that support equitable access for people with disabilities)

Lack of cultural competency from providers creating increasing barriers to access

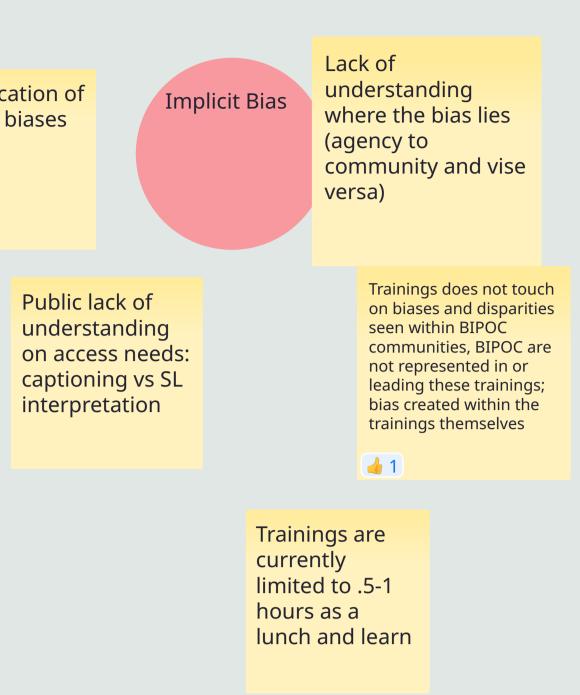
> Belief systems not separated from provided services, negatively affecting populations being served

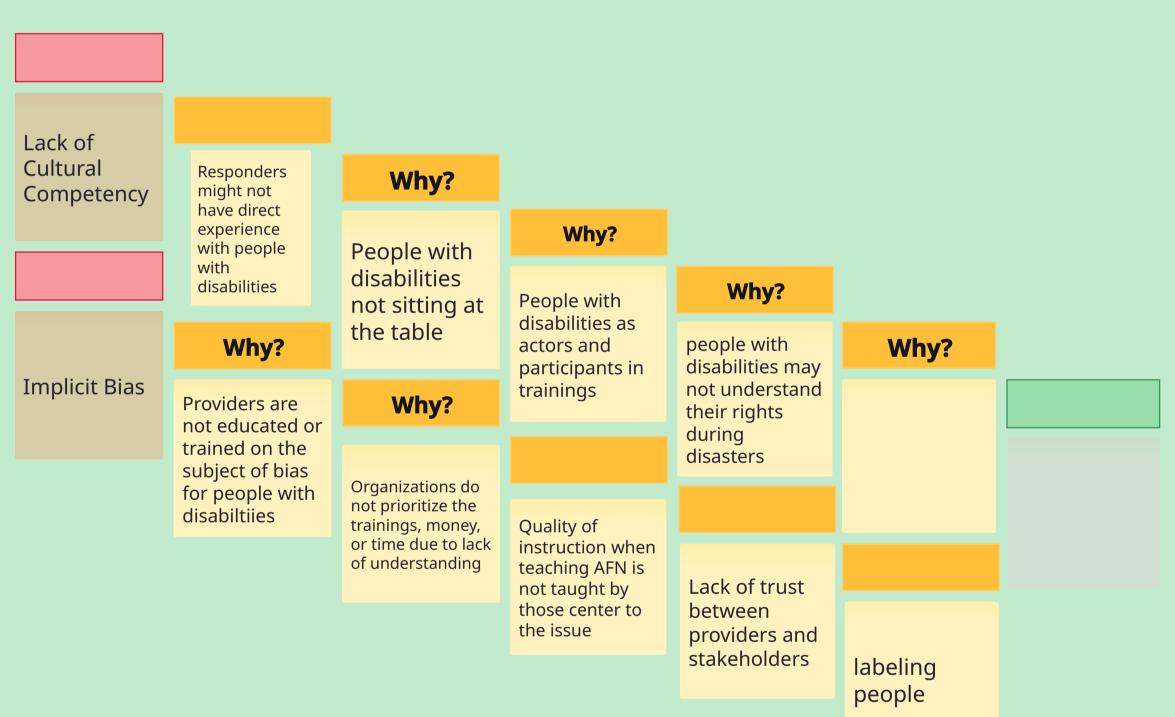
Challenges in creating inclusive and collaborative spaces (e.g., not understanding diversity in disabilities) when working with people with disabilities

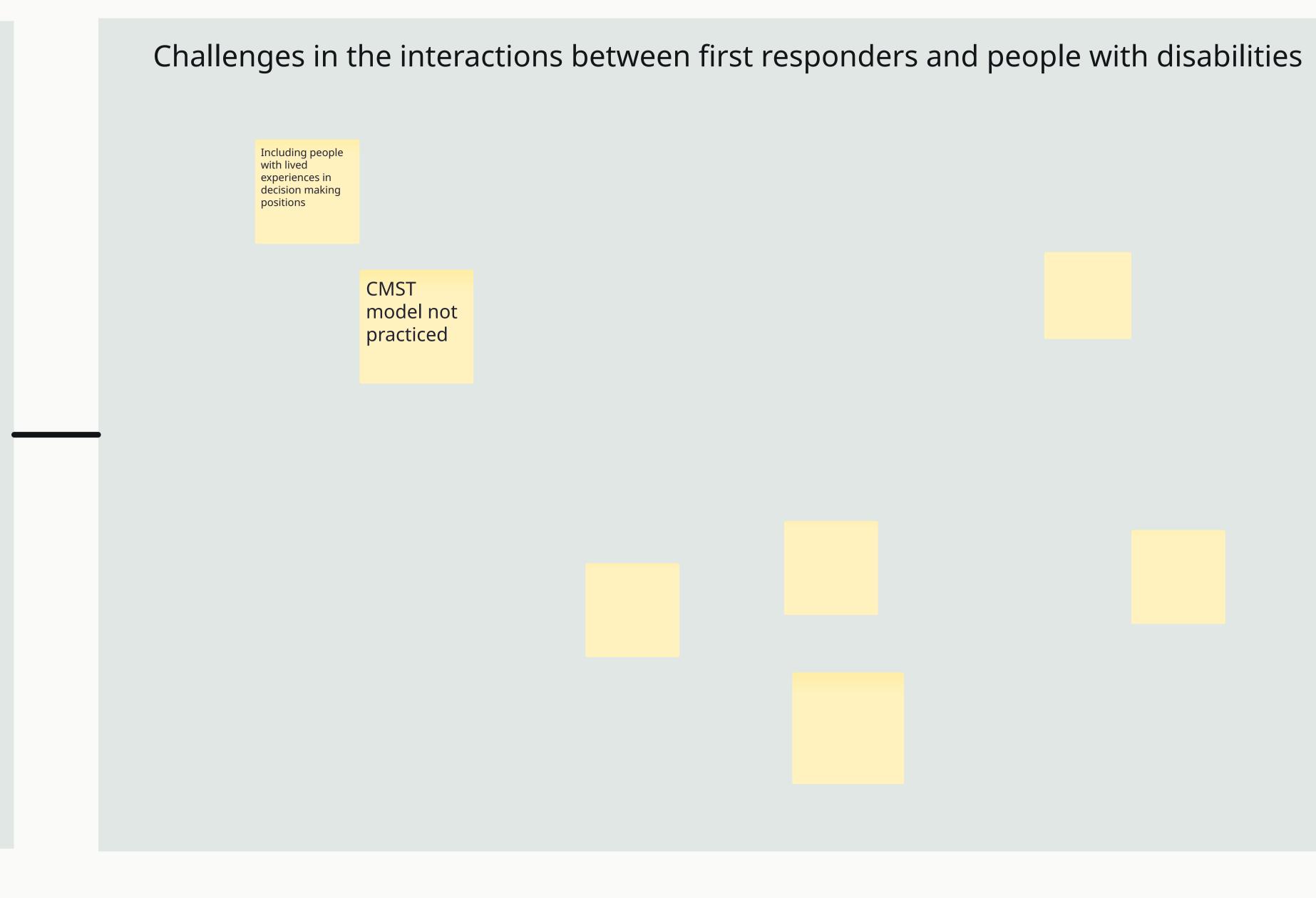
> Identification of implicit biases

#### Bias and Perceptions in provider agencies and organizations

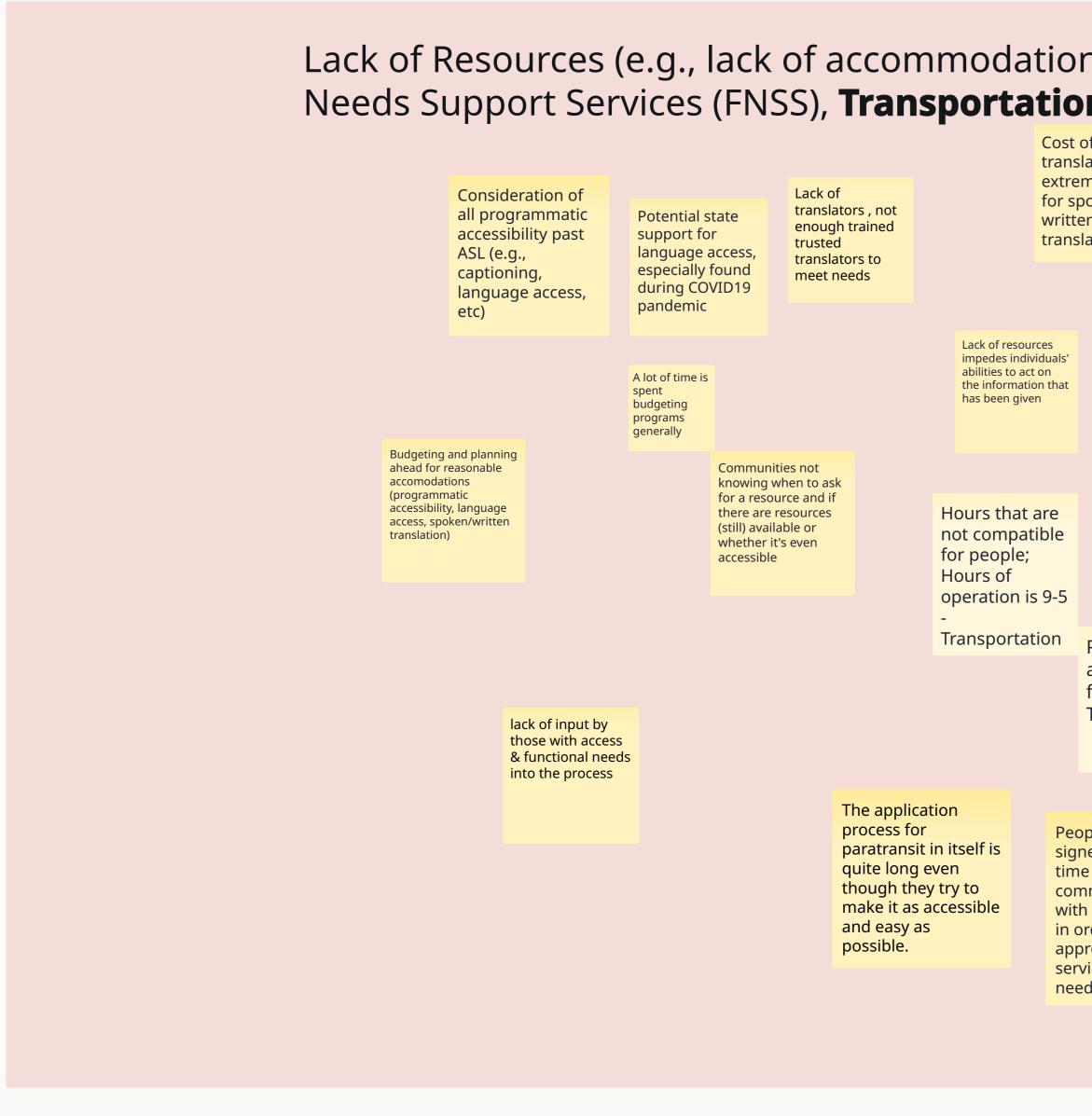
Implicit Bias

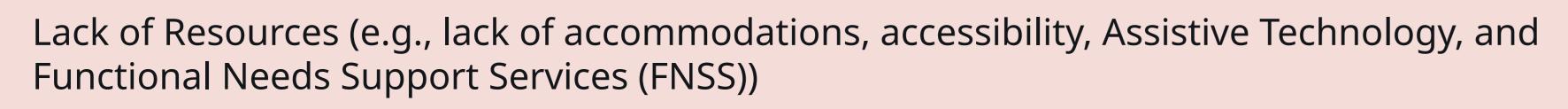


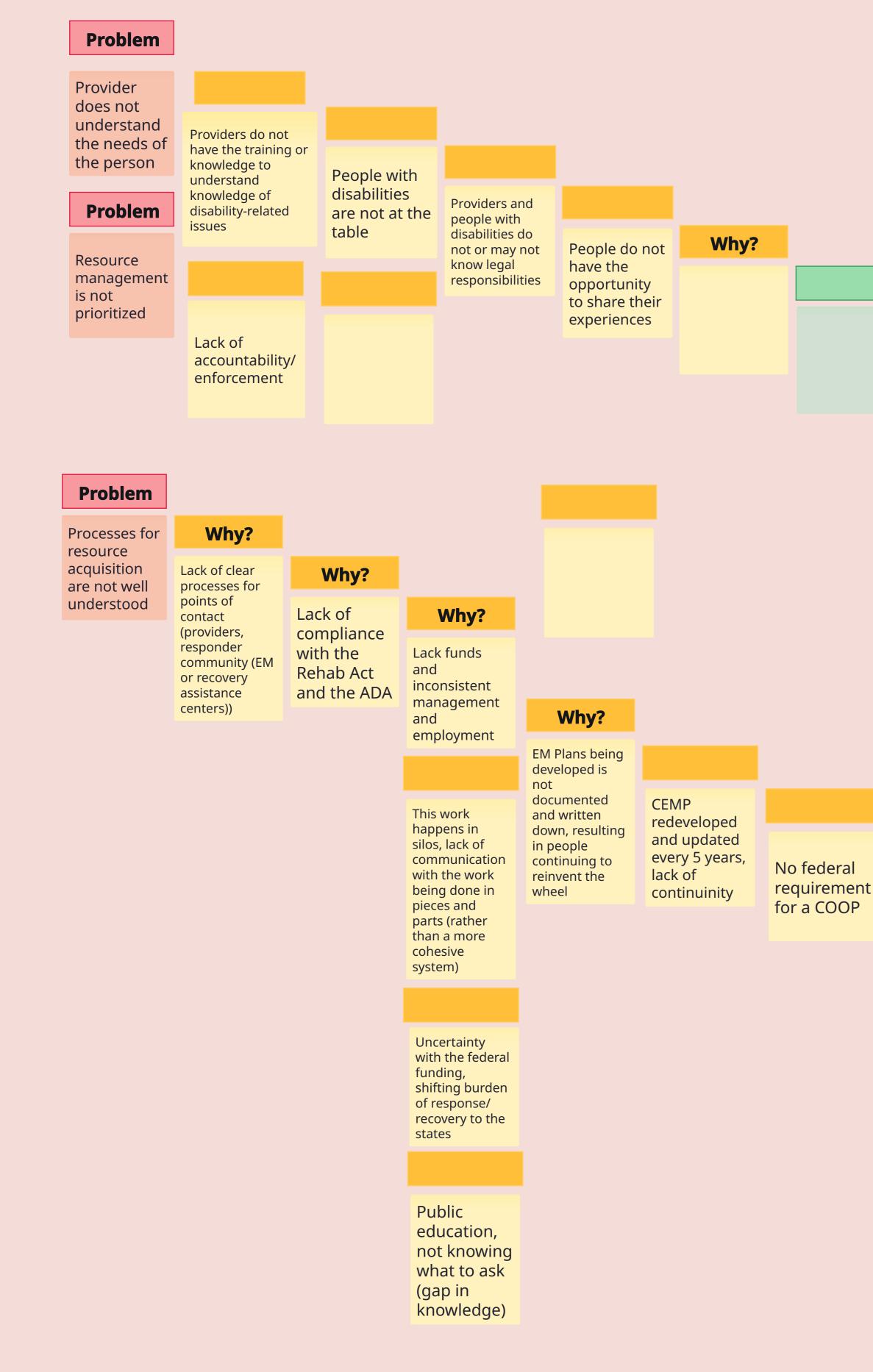








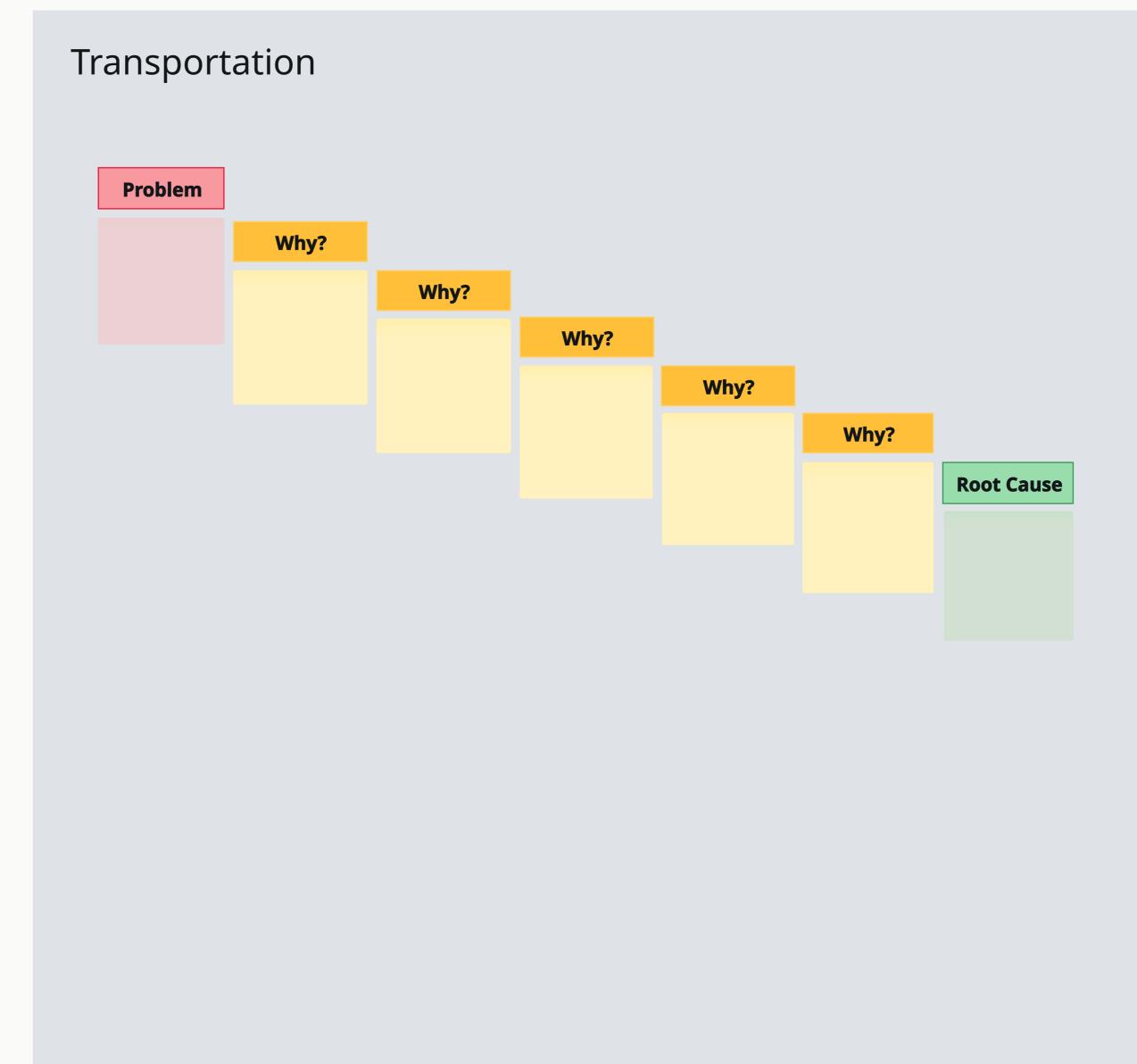


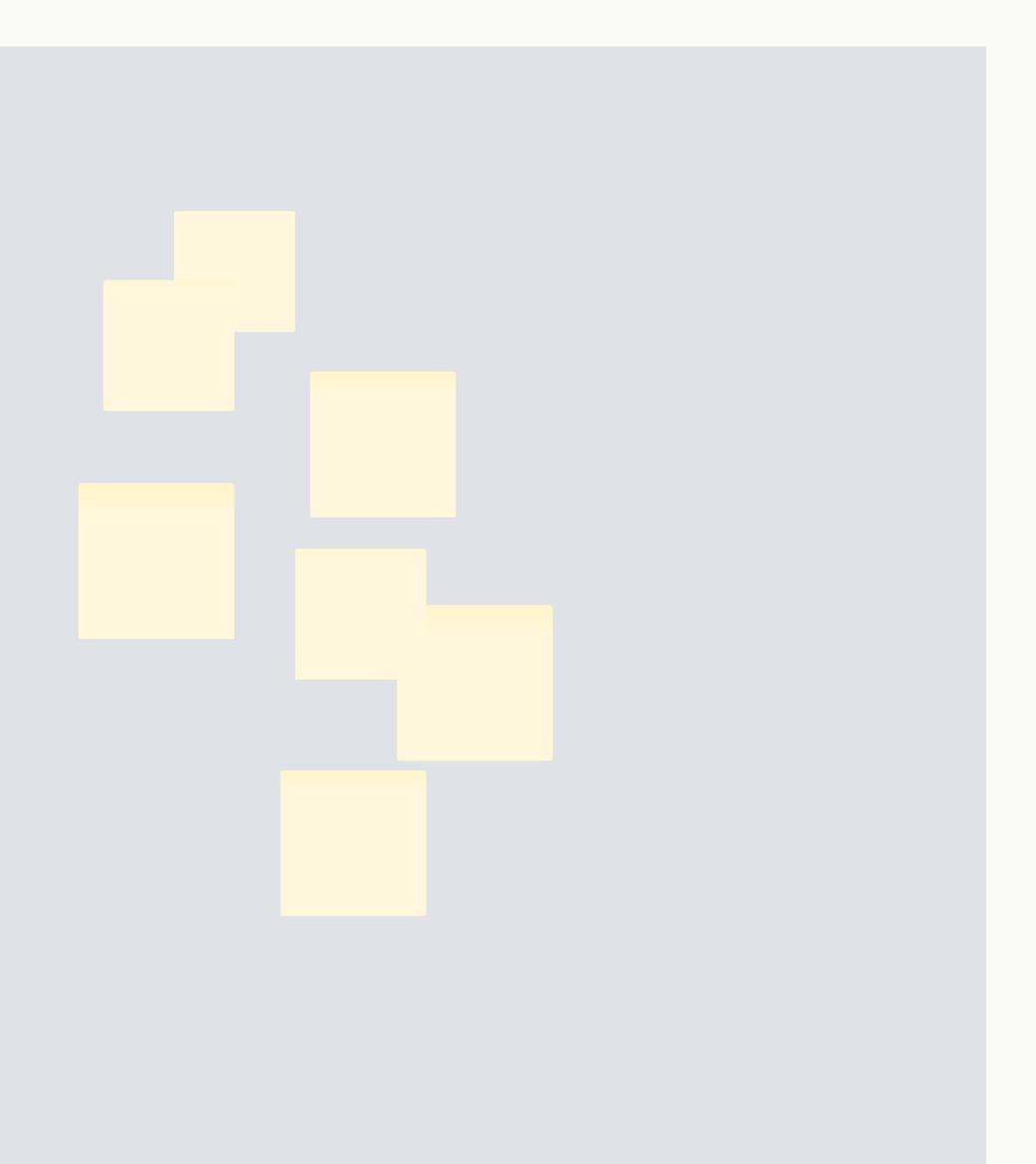


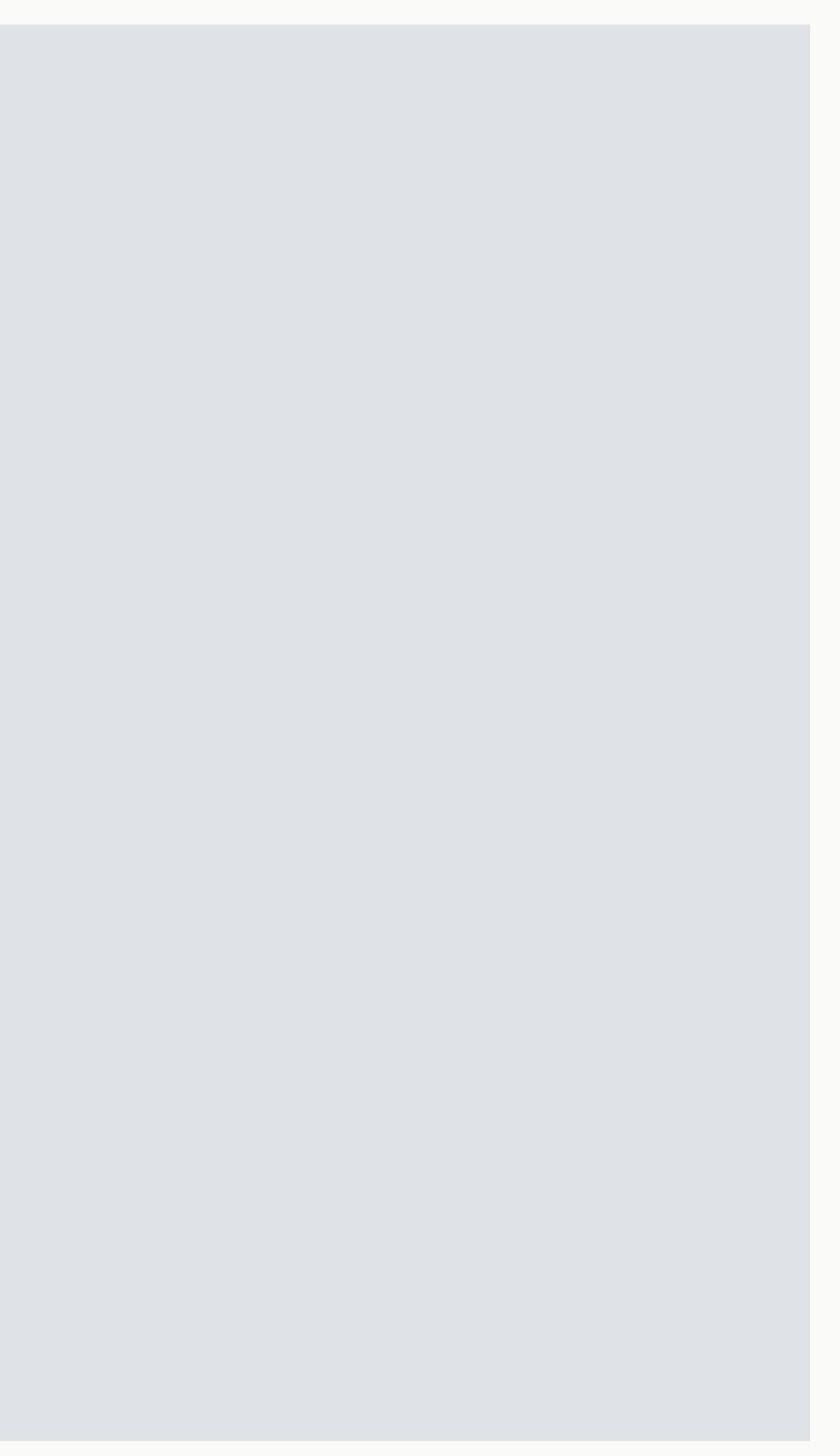
ns tre	of lation is mely high	Provider does							
itt	ooken and en lation	not understand the needs of the person Lack of training? perception			entit cons tran grou	ning with other ties that are not sidered public sportation (e.g., up homes ing buses)			
s'		issue?			0	g 20000)			
at	CMIST:			Preparing for recovery and evacuation from disasters			within transpo		
ç	Communication Maintaining He Independence Safety/Self-dete Transportation	ealth ermination		regarding transportation			for com needs, o to find a and auc already	concerns a voice lience	
5						Issues with accessing		What ar	e the lans for
1	Policies that are not functional - Transportation	e not nctional - County nsportation boundaries in				medical supports during response and		public transportation? Unsure how it works here	
		Spokane area buses, complicated	IOr	Ensuring peopl don't feel that	е	planning to ge back home during recove			
sig tim cor wit in ( ap)	ople have to be ned up ahead of e for nmunications h specific services order to get oropriate timely vices when	schedules - Transportation	1	because they a on a registry, th will receive services; communication on how service are relayed and advertised	າey າ* s				

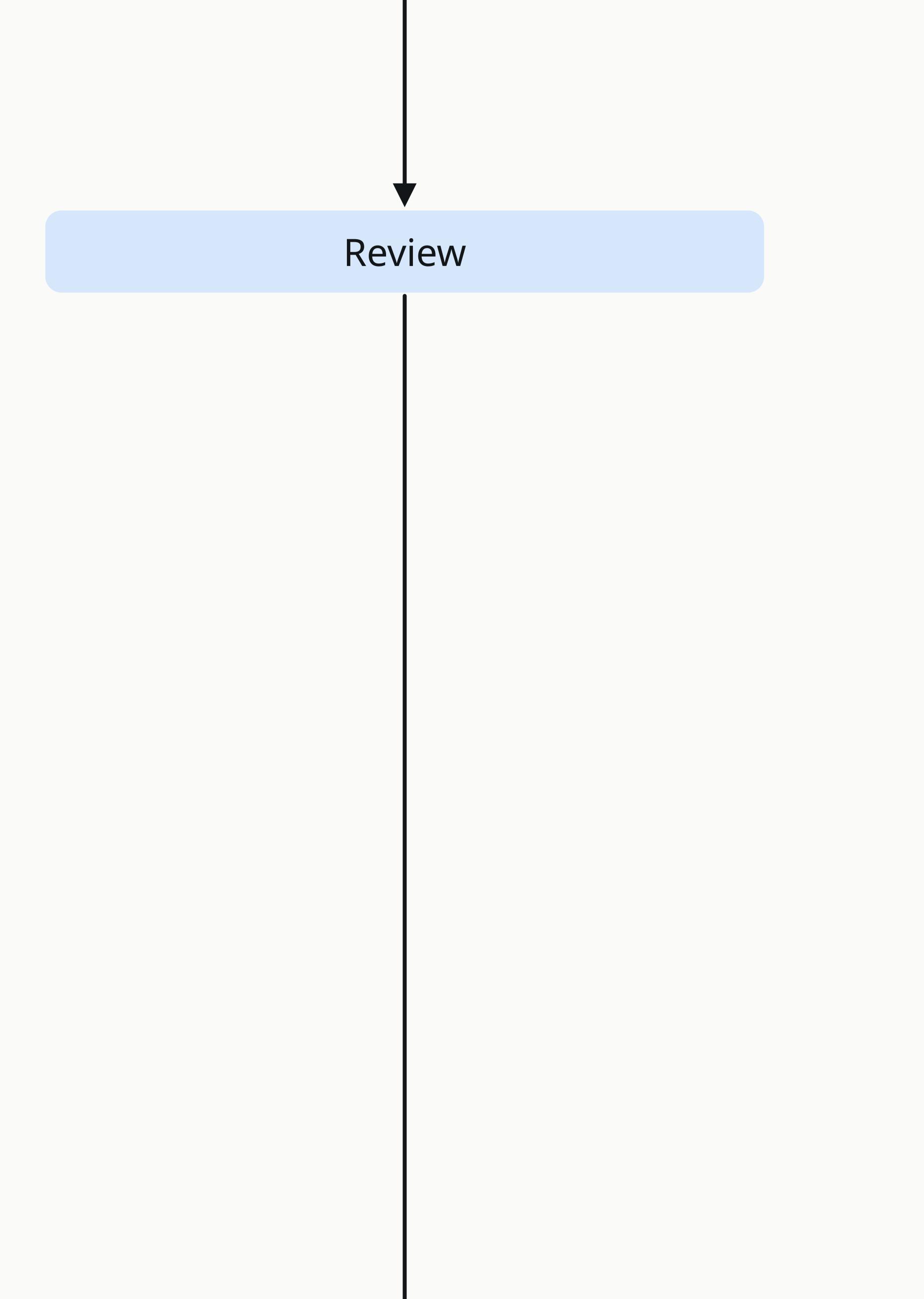
No federal requirement

Transportation		









# Describe the problems or opportunities

Accessible information and communication with the public

Inaccessibl systems People with disabilities do not have reliable or accessible ways to get emergency information online or through in-person outreach. People often need to sign up for emergency communications beforehand and providers disregard or overlook the gaps to meet the needs of the public regarding accessible communications, such as addressing language barriers, the digital divide, or lack of reliable internet connection.

Bias and Perceptions in provider agencies and organizations; Challenges in the interactions between first responders and people with disabilities

Lack of cultural competency Bias There is implicit bias and perceptions in provider agencies and organizations that result in challenges in the interactions providers, such as first responders, have with people with disabilities. Therefore, people with disabilities are often not receiving services that address their needs. There is a lack of cultural competency from providers, heightened by the lack of disability representation in the provider space, and a general lack of priority and training of these topics combined with a lack of funding and capacity.

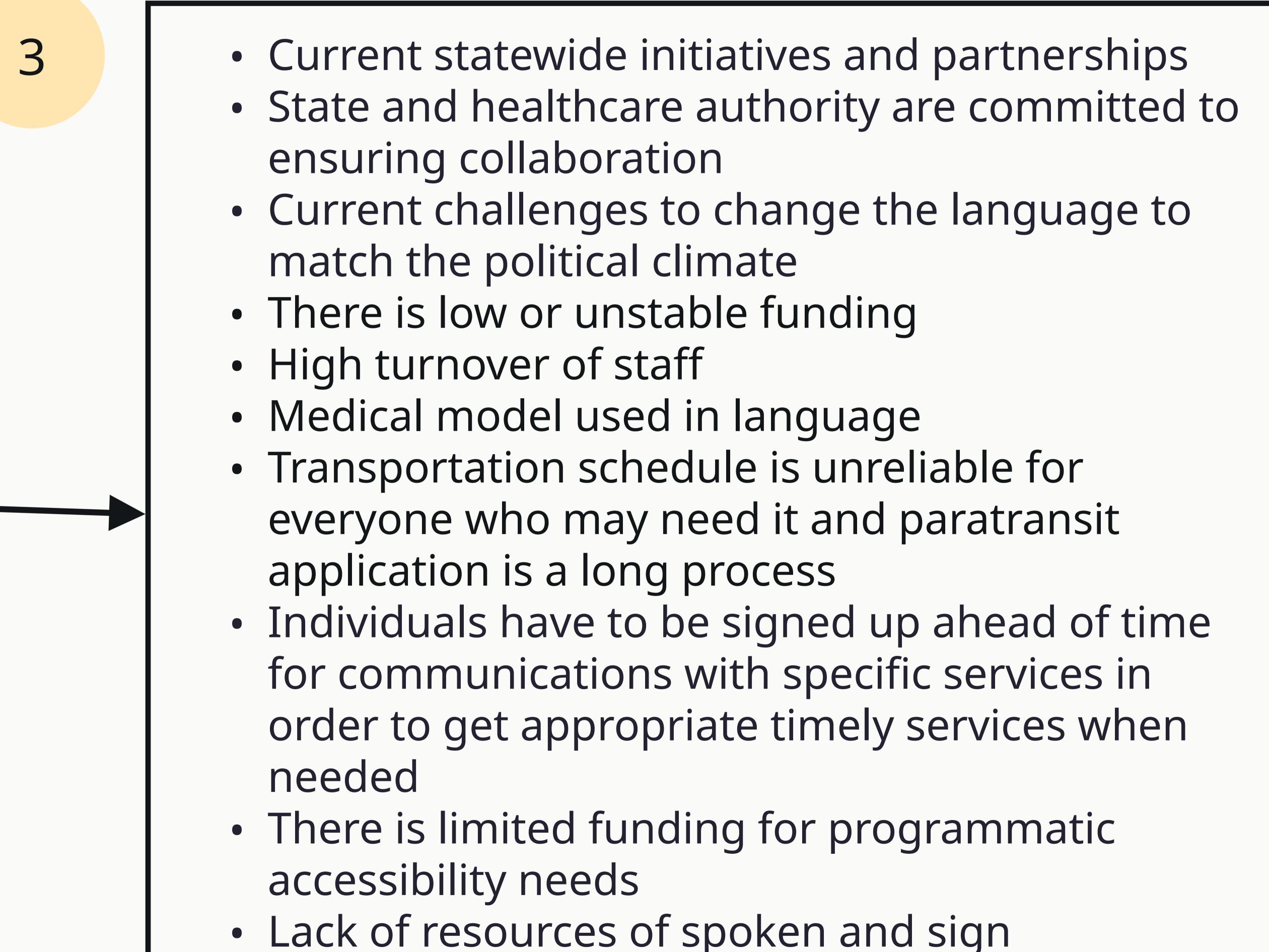
Lack of Resources (e.g., lack of accommodations, accessibility, Assistive Technology, and Functional Needs Support Services (FNSS), Transportation) Provider does not understand the needs of the person with a disability Processes for resource acquisition are not well understood There is a lack of resources within Spokane County combined with providers not understanding the needs of their community, due to the lack of knowledge of disability-related issues, such as legal responsibilities. Resource management may often miss the actual needs of the public and there is a lack of accountability and enforcement. Additionally, the resource acquisition process is not understood well by all providers due to a lack of clear processes, siloed work between different organizations or high turnover, unstable funds, and lack of centralized documentation. This results in a lack of compliance with federal law such as the ADA and lack of trust from the public due to gaps in the provider knowledge and missed public education.

# Stakeholder Groups

2

- Community members with disabilities
- Medical Providers
- Responders
- Service Providers
- Informational Resources
- Local Government officials
- Stakeholder Representatives
- Community Health Workers
- Trusted Partners (facilitators of information, culturally competent)
- Emergency Managers
- Religious or Faith Based Organizations
- Tribal Partners

# What We Know



interpreters nationwide

#### Questions

- How do we continue with the current instability of federal funding and administrative changes?
- How can we be realistic about what solutions we can enact , do they rely on federal administration or previously available tools?

#### Discussion

- short term goals vs long term
- Rely on what we have and not what we might have or previously had
- Look internally for strengths and what tools we currently have as a Task Force
- Accessibility is still the law

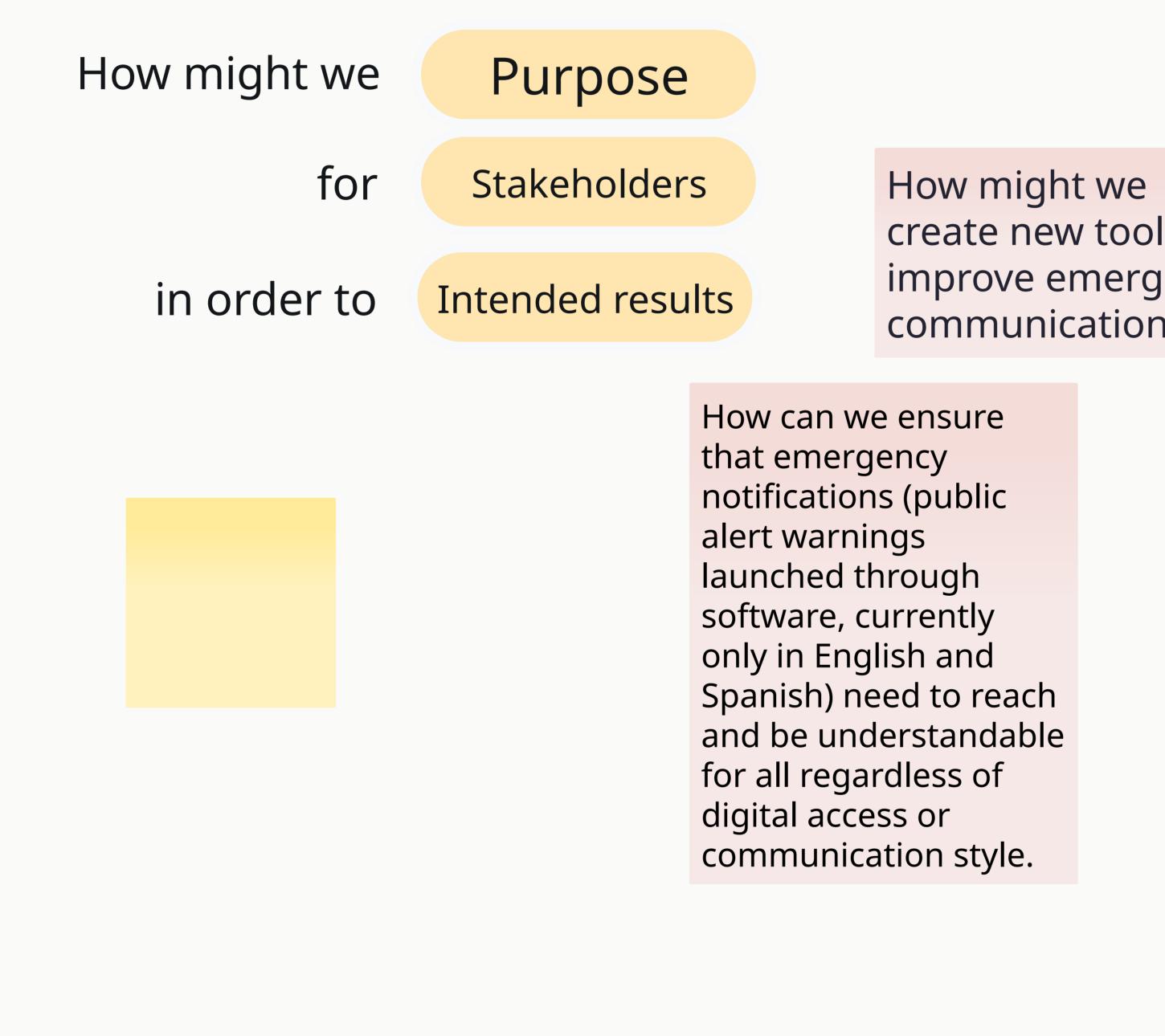
#### What works well?

- Working with other partners (e.g., apps for language translation)
- FCC has a procedure to discuss about expanding language access, sign may not be included right now; \*\*currently on hold

# How Might We (Activity)

# Topic area: Accessible information and communication with the public

Problem Prioritized: People with disabilities do not have reliable or accessible ways to get emergency information online or through in-person outreach. People often need to sign up for emergency communications beforehand and providers disregard or overlook the gaps to meet the needs of the public regarding accessible communications, such as addressing language barriers, the digital divide or lack of reliable internet connection.



e bls to gency ons?	How might we improve emergency communications for those with language barriers in order to ensure we are keeping them safe and secure?	get cor in d bet und cor nee	w can we further nmunity laboration order to ter derstand nmunity eds and oacities?	ens me to u res app eve	How might we ensure that messaging is simple to understand and responded to appropriately by everyone in order to ensure safety in any situations		
How might we stay committed to ensuring that peop with disabilities had reliable, accessible and inclusive access emergency information so the can stay informed safe in any situation		ole ve ss to	How might we support providers' about to encourage and support people with disabilities to sign up for accessible, reliable and inclusive emergency	oility e	How might we provide opportunities to opportunities to everyone to sign up to receive emergency alerts through multiple modalities	H in n c	

platforms?

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How we might we expand or enhance emergency communications for those with language barriers in order to ensure we are keeping them safe and secure?

How can we improve the methods that messages are dispersed so they are accessible for all?