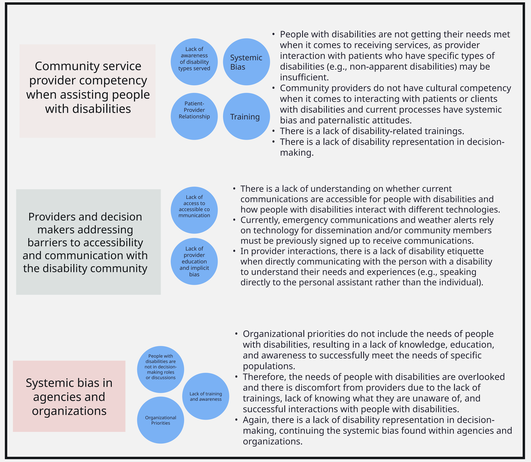
Review

1

Describe the problems or opportunities



2

Stakeholder Groups

- Community members with disabilities
- Caregivers for people with disabilities
- Medical or Primary Care Providers
  - Hospitals or medical facilities
- Plans writers
- Responders
- Service Providers
  - Developmental Disability Boards (DD)
- Informational Resources
- Local Government officials
- Stakeholder Representatives
- Promotora or trusted member
- Businesses (Community Organization Active in Disaster (COAD) partnerships)
- Schools

3

What We Know

- Unfamiliarity with resources available community-wide (no central resource)
- There is a high staff turnover
- There is currently limited data on community's demographics, especially as it relates to disability
  - *emPOWER data used that can be county-specific de-identified data (Sent by OH PH)
- Lack of funding for procurement, trainings, or pre-planning
- There is no well-known continuity of plans
- Upper leadership is not present at these meetings (Gov. officials, city, county, state)
- The Task Force members have limited relationships with Disability Led Organizations and Disabled People's Organizations

How Might We

Solutions

4

How Might We (Activity)

How might we — Purpose

for — Stakeholders

in order to — Intended results

How Might We (Activity)

Topic area: Community service provider competency when assisting people with disabilities

Problem Prioritized:

- People with disabilities are not getting their needs met when it comes to receiving services, as provider interaction with patients who have specific types of disabilities (e.g., non-apparent disabilities) may be insufficient.
- Community providers do not have cultural competency when it comes to interacting with patients or clients with disabilities and current processes have systemic bias and paternalistic attitudes.
- There is a lack of disability-related trainings.
- There is a lack of disability representation in decision-making.

How might we — Purpose

for — Stakeholders

in order to — Intended results

How might we connect providers who have more experience with people with disabilities to providers who have less experience + in order to increase overall service provider competency

How might we identify the needs of people with disabilities for service providers in order to create local-specific trainings

How might we increase awareness and understanding of the disability population for our service providers in order to ensure it is a commonly understood demographic

How might we identify what trainings the community providers want so that trainings topics can be prioritized

How might we identify the issues that people with disabilities are currently facing in emergencies so that providers can address these gaps during blue sky days

How might we provide trainings without funding so that trainings can still be prioritized

How might we bring people with disabilities together with service providers to improve provider competency.

How might we provide appropriate training for community providers to meet the needs of disability community

How might we increase funding for providers in order to provide more disability-competent services

5

Ideation (Activity)

Not understanding or know population demographics and needs and therefore can not appropriately meet the needs of their community

Ideation (Activity)

How might we bring people with disabilities together with service providers to improve provider competency.

having regular scheduled meetings that way the older privoders can talk to the new providers about how things have been done and what can be to improve the situation for the future. That way, everyone can be on the same page.

Something that would allow providers to earn CEU's to incentivize attendance

Incorporating people with disabilities into workforce

townhalls, digital discussion boards, mobile apps for open dialogue to bridge gap for people with transportation issues

Focus groups - based on provider skills, disability

Project Search

Mentorship program for less experienced providers

Having community champions

Focus groups are such an important way to gather data and insights from people with disabilities, as we're able to discuss our needs in front of the providers.

It could be an audio or video series that people can study or learn from at there own pace in case people like learning that way.

Workshops are a good way to bring providers and people with disabilities together

6

Top 5 (Vote)

INSERT HOW MIGHT WE STATEMENT

Impact

Effort

Top 5 (Vote)

How might we bring people with disabilities together with service providers to improve provider competency.

Create a list of resources for trainings, potential mentorships, online education resources, etc. (from internal partners and experts and community members)

Identifying and partnering with the organizations who are SMEs and have the resources - to develop focus group or trainings

It could be an audio or video series that people can study or learn from at there own pace in case people like learning that way.

Workshops are a good way to bring providers and people with disabilities together

Focus groups are such an important way to gather data and insights from people with disabilities, as we're able to discuss our needs in front of the providers.

How can we better facilitate/resource providers less experienced with Pwd to connect with the people or sources with more knowledge/ experience with PwD? Could be a list of resources (orgs, websites, individuals willing to respond if reached out to, etc)

*No current list of resources

Mentorship program for less experienced providers

Impact

Effort

7

Action Steps

Top Solution(s):

Action Step

Contact 311
Develop survey working group
Find local data archives

Action Step

Action Step

Action Step

Action Steps

How might we connect providers who have more experience with people with disabilities to providers who have less experience + in order to increase overall service provider competency

How might we bring people with disabilities together with service providers to improve provider competency.

Top Solution(s):

Create a list of resources for trainings (from internal partners and experts and community members)

Identifying and partnering with the organizations who are SMEs and have the resources - to develop focus group or trainings

Action Step

Action Step

Action Step

Action Step

8

Timeline

1 Month

3 Months

6 Months

Timeline

1 Month

3 Months

6 Months