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Describe the problems or opportunities

Accessible information and communication with the public



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



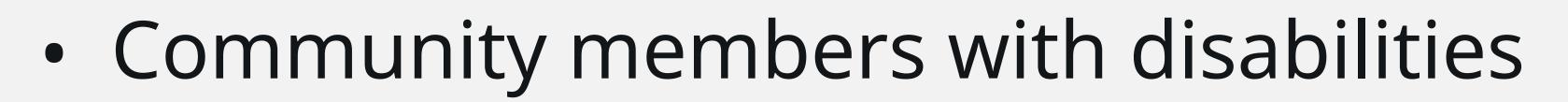
There is implicit bias and perceptions in provider agencies and organizations that result in challenges in the interactions providers, such as first responders, have with people with disabilities. Therefore, people with disabilities are often not receiving services that address their needs. There is 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)



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



- 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

 Current statewide initiatives and 	l partnerships
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- State and healthcare authority are committed to ensuring collaboration
- Current challenges to change the language to match the political climate
- There is low or unstable funding
- High turnover of staff
- Medical model used in language
- Transportation schedule is unreliable for everyone who may need it and paratransit application is a long process
- Individuals have to be signed up ahead of time for communications with specific services in order to get appropriate timely services when needed
- There is limited funding for programmatic accessibility needs
- Lack of resources of spoken and sign 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

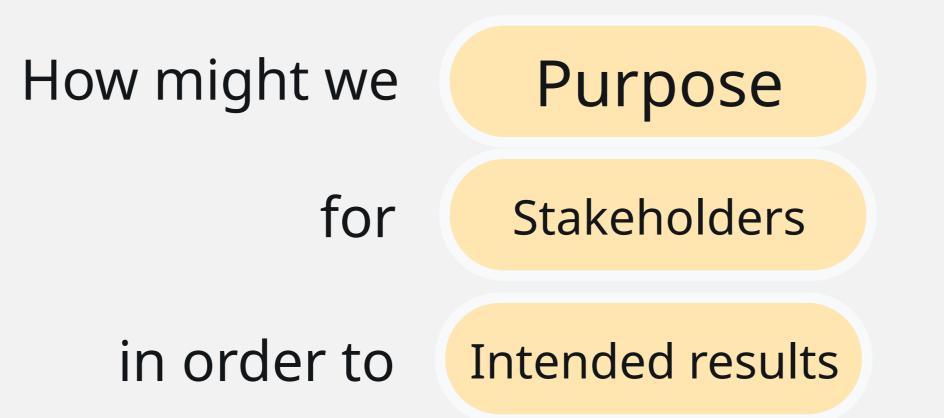
What works well?

- 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
- Broadband access potential to become available to more populations (Map available)
- Simone (Spokane County EM) - Can send a link to information about rural broadband access

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. Potential solution -



How might we create new tools to improve emergency communications?

How can we ensure that emergency notifications (public alert warnings launched through software, currently only in English and Spanish) need to reach and be understandable for all regardless of digital access or communication style.

1. How might we improve emergency co mmunications for those with language barriers in order to ensure we are keeping them safe and secure?

2. How can we get further community collaboration in order to better understand community needs and capacities?

5. How might we stay committed to ensuring that people with disabilities have reliable, accessible, and inclusive access to emergency information so they can stay informed and safe in any situation ★ 1

6. How might we support providers' ability to encourage and support people with disabilities to sign up for accessible, reliable and inclusive emergency communication platforms?

providing best

messaging (to be

duplicated and used

practices for

by all)

3. How might we ensure that messaging is simple to understand and responded to appropriately by everyone in order to ensure safety in any situations

4. 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?

7. How might we provide opportunities to everyone to sign up to receive emergency alerts through multiple modalities 4 1

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

Ideation (Activity)

How can we get further community collaboration in order to better understand community needs and capacities? Peer

Create list of community events that are partners activities that support those with needs, and see how we can participate.

Our agency already does that. Maybe we should be sharing more internally? Meaning the list of community events that support said communities.

Create list of key partners to contact.

> We need to bridge across the different "silos" and share networks as well as resources

EMD has fantastic materials such as PREPARE IN A YEAR and the WITHOUT WARNING comics

Once upon a time, the WA DOH had funds to provide stipends to volunteer community members. It worked well but, it's been doged.

Do surveys at beginning of wildfires/flood/ summer/winter seasons

Have special emphasis during different months like May is volcano awareness month, October is earthquake ShakeOut month, etc.

Create list of community events that are partners activities that support those with needs, and see how we can participate.



Exhibit at public events and include dual language volunteers

reach out to organizations that are already tabling community events and coordinate with them to share the information

community outreach events/door to door surveys bringing neighborhoods together to make plans, meeting places, and outreach pairings.

Prepare a system to collect feedback from community members with DAFN about what worked, didn't work, could be done better that is ready to deploy early in the recovery stage of an incident or disaster. Ex. have a collection form or survey, a distribution list, relationships, trust, and a plan of how the information will be used.

develop a strategic plan to identify & outreach to community leaders who are aware of their community needs & capacities and invite them to join TF or provide info on their community

Identify existing community partnerships that serve our same target populations

meeting people where they are at. Not just reaching out and tabling events but going to the source and meeting with them face to face. Schedule meetings with them and be involved in their programs. Participating in regularly scheduled activities that they may have to build trust and comfort.

Outreach to organizations serving people who are deaf/ hard of hearing and immigrant communities

once the Data is collecting we need to focus on getting ways to disseminate this data into the rule area or even to the higher ups such as the city county first responders data in order for them to have a better understanding of how we all as a taskforce work

Clarify return on investment for partners.

The survey was a great step forward. **I'm not** sure what our capacity is for more of that type of outreach. If we could frame the community collaboration as a return on investment maybe it would strengthen our appeal.

Ambassador programs that felt like it created engagement and buy-in that reached beyond than the people attending the meetings.

Discussion:

- How do we maintain these lists and data that is collected?
- Need to move forward with tasks and ideas of where to go next
- Potential area that is missing -- the people that we are not missing; who may be out there that is rural?

Potential Action Items:

- Jenni Developed a list of internal partnerships, events, coalitions, and contacts
- Utilize DFAN group