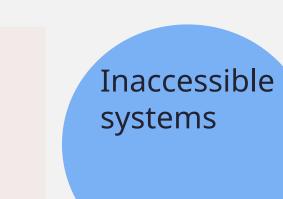
1

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



Implicit fi Ti

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

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

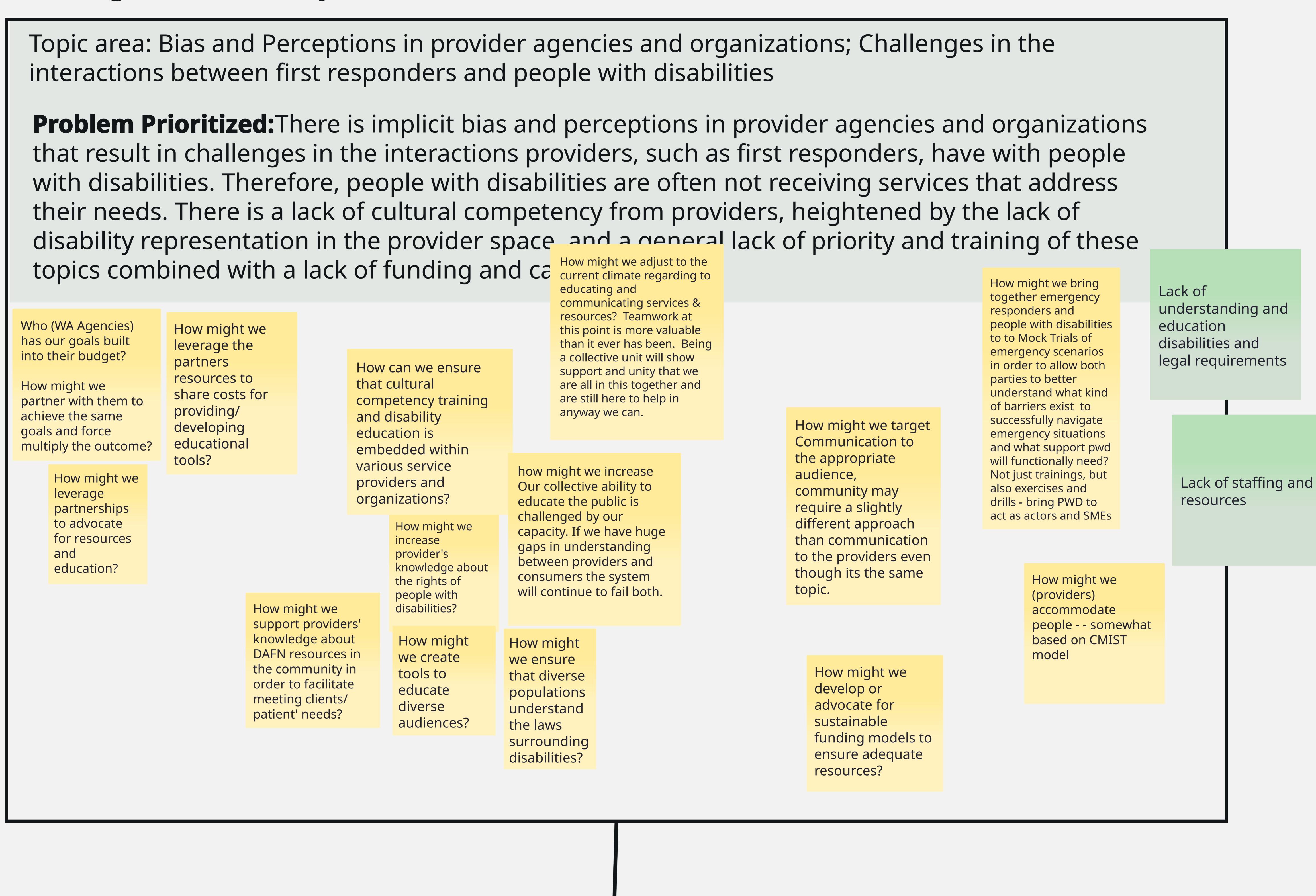
What We Know

3

- Current statewide initiatives and partnerships
- 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

How Might We (Activity)

How Might We (Activity)



Ideation (Activity)

