



DAFN Workgroup meeting

October 21, 2024

Welcome and Introductions
Protocols for engaging the D-AFN Community
Language Access and ASL
Workgroup Infrastructure: <ul style="list-style-type: none">• WA Portal Page—Update on status• Approach to meeting notes• Member Survey• Creating a space to share stories• Workgroup name
Planning for next meeting

Protocols for engaging the D-AFN Community

We discussed the process that led up to the short timeline for the call for ASL community members to review the ASL version of the rule-making video being developed by DOH. The group agreed that a clear barrier was the lack of wide-spread knowledge within DOH staff of how to engage and work with D-AFN communities. The group was quickly polled around their interest in working on a set of protocols for engaging the D-AFN community. The group expressed interest, but wanted to ensure that the resulting document would not be just for DOH but could also be shared with community and other state-agency partners. It was agreed that this would be the goal.

Questions and Next Steps

- This topic will be integrated into a future agenda for further work.



Language Access Plan

Jazmin Ozuna Chavez came to share information on DOH's Language Access Plan. Currently, DOH WA is working on putting out an interim Language Access Plan (which will take the place of the current one, hopefully within the next few weeks) as well as creating a brand-new LAP that will be available in 2025. Ms. Chavez's goal was to provide a broad overview of the work in progress, but to come back to the workgroup next month with specific questions and to host a more indepth discussion.

- Is the prescription (not Medicaid) from the pharmacy or pharmacist are under DOH or another agency? There was a state policy (WAC) about language access. We want them to make sure they will provide ASL interpreters for something like having to explain about prescriptions.
- How is tri-language access being handled for those who sign but also have foreign language needs. Example, hearing parents speaking Spanish while their child uses ASL. Increase tri-lingual in Ukraine, Russia, and Spanish in here. Starting to see ASL interpreters are bilingual with Deaf interpreter that can sign Korean Sign Language, etc.
- Jazmin was asked if the goal was to get input before the plan is developed, or to receive input on a draft plan. Her answer was both.
- Jesse asked about how the plan would intersect with a community-based organization like the Center for Independence which would like to expand its language capacity but might not have the resources. Is there space for collaboration with DOH?
- Phin raised question about language accessibility for linguistic groups that represent smaller populations. Jazmin replied that standards for language access would vary by type of service and would be specified in the plan.
- Phin also asked about how the plan would treat those who have some English skills, but are not fully fluent or comfortable or who used informal translators from their own network. Jazmin agreed to look into this question.
- Amy asked if this plan would also apply to the work of the Health Equity Zones, which are also working on language access questions. Tara replied that part of the purpose of the plan was to reduce duplication of work. Tara also commented that part of the purpose of her team, which is currently building up, is to ensure equitable access was part of efforts across DOH.
- David pointed out that at the same time we are working in increase access funding for translation is being cut. He spoke about the real time choices this causes people to make, and spoke about the need to advocate against these cuts.

Questions and Next Steps

- Link for the current plan to be shared with the group prior to the next meeting.



- Jazmin to return to a future meeting with specific questions for the group to inform the development of the 2025 plan.
- Draft of the 2025 plan to be shared with the group for input once it is developed.

Discussion of the WA Portal's DAFN Page

Nilofer shared slides provided by the DOH team responsible for WA Portal which attempt to address the accessibility issues brought up to the group. The group provided feedback including the following:

- **Comment:** In general the new color combinations seem to improve accessibility of the site, but there might still be some contrast issues (especially at the granddaughter text level)
- **Comment:** We had a discussion about the calendar pages and the challenge of trying to fit so much text onto those small boxes—we don't have a solution for you as we know that some of the workgroup and activity names are long and complex.
- **Suggested:** accessibility statements, which are often buried at the bottom of web pages, be highlighted at or close to the top of all WA Portal pages. I'm providing a link to a page with more information about crafting accessibility statements: <https://www.w3.org/WAI/planning/statements/> I'm also sure the group would love to work with you to develop a statement for WA Portal if you were interested—or we could work on it in the workgroup and send to you.
- **Question:**
 - How friendly is WA Portal for screen readers?
 - There are different levels of screen reader accessibility (it isn't just a yes/no binary).
 - The most common screen reader used is JAWS. It is strongly recommend that WA Portal pages are specifically tested on JAWS.
 - Has any of this has been vetted specifically by those with vision issues?
- **Suggested:** An active session where individuals are invited to bring their individual technology to view/experience pages and content and give specific feedback. There is a wide range of assistive technology and they don't all read things the same way. Getting feedback from folks with different accessibility needs and using different solutions helps to ensure that your sites area as widely accessible as possible.
 - If DOH was organizing this type of input session they should work in partnership with/and potentially contract with one of the many disabilities organizations doing this type of work on the ground.



Questions and Next Steps

- Nilofer to share feedback with Victor and Brian, the staff working on the WA Portal redesign.
- The group agreed that the proposed changes were sufficient for the group to be comfortable with publishing a page for the workgroup even as we wait for responses on additional issues raised.

Items for the Next Meeting

We ran out of time before we got to the rest of the workgroup structure items. Nilofer said she would be sending an e-mail to the group asking for input on topics for future discussion.