

# Accessibility Task Force + Pilot Projects

HF 1043 (Hicks)

Many people who have disabilities who use disability services find **the process of accessing those services incredibly difficult**. Although disability services are aimed at supporting people's disability related needs, sometimes the process of receiving and maintaining those services presents barriers because of people's disability related needs. Some of these barriers include:

- Completing paperwork, which sometimes requires outdated or specific methods such as faxing
- Communicating with lead agencies, which is often prescribed to occur in specific ways without flexibility
- Participating in assessments, which may favor certain communication methods and not leave room for communication or interaction accommodations
- Resolving disputes about service determinations, which often results in frequent appeals that may have been avoidable

House File 3896 would bring together stakeholders to **assess and identify accessibility barriers** in accessing disability services. The task force will also monitor progress on several **pilot projects** aimed at improving accessibility, including:

- Pre-decision review process for disability services determinations to reduce the need for appeals
- Exploration of using less frequent assessments for people whose disability related needs are unlikely to change
- Use of electronic communication between participants and lead agencies
- Use of a peer navigator program to support participants

