



Washington Healthplanfinder Disability Access Plan

December 2024

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1. General Disability Access Plan

A. Statement

Washington Health Benefit Exchange (Exchange) is committed to providing an accessible enrollment experience for all residents, including those with disabilities. The enrollment experience includes Washington Healthplanfinder (website); WAPlanfinder (mobile application for iOS and Android); the Exchange Customer Support Center (CSC); and customer assistance functions (such as the Navigator Program).

This plan is based on the principle that the Exchange is responsible for helping ensure effective communications between the Exchange and all customers. This includes addressing potential obstacles related to accessibility.

B. Purpose

The purpose of this Disability Access Plan (DAP) is to guide the Exchange in setting priorities and objectives that promote access to Exchange programs, websites and services. It also communicates how customers can request assistance, make suggestions or report problems related to accessibility.

This DAP was created by an inter-department workgroup with involvement from the Health Equity Technical Advisory Committee (TAC), the joint Health Care Authority-Exchange-Department of Social and Human Services Eligibility and Enrollment Workgroup, and other stakeholder groups.

C. Disability Access Standards

The DAP establishes guidelines designed to be consistent with applicable disability access standards set forth in federal and state statutes, regulations and guidance. These standards, which also drive accessibility best practices in government and other organizations throughout the U.S., include:

- In 2010 and 2016, the Department of Justice issued notices about the Americans with Disabilities Act (ADA), requiring that government-entity websites meet information communication technology (ICT) accessibility standards, such as the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0. These standards were recently updated by WCAG to version 2.1.
- Title II of the ADA (42 U.S. Code § 12101) prohibits any discrimination based on physical or mental disability and lays out standards for accessible design. A May

2016 rule from the U.S. Department of Health and Human Services requires state-based marketplaces to meet ADA Title II.

- As of June 24, 2024, the Department of Justice's (DOJ) final rule on Nondiscrimination on the Basis of Disability, Accessibility of Web Information and Services of State and Local Government Entities goes into effect. The final rule requires public entities, such as the Exchange, to implement the WCAG 2.1 Level AA accessibility standards for web content and mobile app accessibility by 2026, unless the public entity can demonstrate that compliance with this section would result in a fundamental alteration in the nature of a service, program or activity or in undue financial and administrative burdens. Exceptions to this requirement are archived web content; preexisting conventional electronic documents; content posted by a third party (unless the third party is posting due to contractual, licensing or other arrangements with the public entity); individualized, password-protected or otherwise secured conventional electronic documents; and preexisting social media posts.¹
- Section 508 of the Rehabilitation Act of 1973 provides accessibility standards for ICT procured by the U.S. federal government. An April 2016 statement by the U.S. Department of Justice specifically references web accessibility standards under Section 508.

¹ In addition, the final rule states: 1) a public entity may use conforming alternate versions of web content, as defined by WCAG 2.1, to comply with only where it is not possible to make web content directly accessible due to technical or legal limitations; and 2) a public entity that is not in full compliance will be deemed to have met the requirements if the public entity can demonstrate that the noncompliance has such a minimal impact on access that it would not affect the ability of individuals with disabilities to use the entity's web content or mobile app to do any of the following in a manner that provides substantially equivalent timeliness, privacy, independence and ease of use: (a) Access the same information as individuals without disabilities; (b) Engage in the same interactions as individuals without disabilities; (c) Conduct the same transactions as individuals without disabilities; and (d) Otherwise participate in or benefit from the same services, programs and activities as individuals without disabilities.

- Section 1557 of the 2010 Affordable Care Act prohibits discrimination based on race, color, national origin, sex, age or disability. The provisions related to disabilities require ICT to be accessible.
- Federal regulations (45 CFR 155.205(c)) require Exchanges to provide information in plain language and in a manner that is accessible and timely to individuals living with disabilities, including accessible websites and the provision of auxiliary aids and services at no cost to the individual in accordance with the ADA and section 504 of the Rehabilitation Act.
- Washington State's Office of the Chief Information Officer provides guidance on web accessibility standards for state agencies.
- Washington's Law Against Discrimination (Chapter 49.60 RCW) also protects the rights of individuals with disabilities.

2. Progress to Date

In recognition of the impact disability-related disparities can have on access to insurance coverage and care, the Exchange has engaged with consumers with disabilities, other state-based marketplaces, WaTech and accessibility consultants to inform development of accessibility related policies and procedures. In addition to ongoing user testing with consumers with a range of abilities, recent engagement activities include:

- In 2016, the WaTech Usability Lab performed an initial review of Washington Healthplanfinder using WCAG 2.0 accessibility standards. Findings informed system enhancements.
- In 2017, a comprehensive Information Communication Technology Accessibility Resource Guide was developed in partnership with the University of Washington to inform best practices used by the Exchange related to web site accessibility, policy development, customer services and engaging stakeholders. The guide was based on:
 - Literature review of two dozen scholarly and popular press databases that yielded more than one hundred sources on accessibility practices.

- Outreach to other insurance exchanges, including all thirteen state health exchanges as well as Healthcare.gov. Outreach experts and advocacy organizations that collaborate directly with disabled users or themselves have a disability.
- In 2018, the Exchange Board adopted a Statement of Equity. In adopting the statement, former Board Chair Ron Sims said, “Equity is an important indicator of whether residents have equal access to care, and that the same level of care is available to everyone.”
- In 2019, the Exchange contracted with AnthroTech to perform an end-to-end accessibility evaluation of Washington Healthplanfinder, which included in-home testing by customers with varied abilities. The findings further informed the development of this plan and described in detail within.
- In 2021, the Exchange contracted with Level Access to perform annual end-to-end accessibility evaluations of the Washington Healthplanfinder. Level Access delivered the Exchange’s third annual accessibility assessment in January 2024, scoring an overall 89%. The Exchange continues to see improved accessibility scores in these assessments, with fewer accessibility issues, year after year.
- In 2023, the Exchange Board adopted the following updated equity statement:

Equity is fundamental to the mission of the Washington Health Benefit Exchange. The process of advancing toward equity and becoming anti-racist is disruptive and demands vigilance to dismantle deeply entrenched systems of privilege and oppression. While systemic racism is a root cause of many societal inequities, we must also use an intersectional approach to address all forms of bias and oppression, which interact with and often exacerbate racial inequities.

To be successful, we must recognize the socioeconomic drivers of health and focus on people and places where needs are greatest. As we listen to community, we must hold ourselves accountable to responding to recommendations to remedy inequitable policies, systems, or practices within the Exchange’s area of influence.

Our goal is that all Washingtonians have full and equal access to opportunities, power, and resources to achieve their full potential.

- In July 2024, the Exchange contracted with WaTech, subcontracting with AnthroTech, a human centered design consultant firm specializing in accessibility, to perform accessibility assessments on Washington Healthplanfinder and the WAPlanfinder app, beginning December 2024. The WAPlanfinder app has not previously been assessed by a third party but has undergone internal accessibility assessments. The issues found have been prioritized for remediation.

3. Website Design for Accessibility

The Exchange has adopted the World Wide Web Consortium ([W3C Web Content Accessibility Guidelines \(WCAG\), Version 2.1 AA](#)) (the current ADA legal standard) or any subsequent legal standard.

The Exchange's preference is to adopt the most current WCAG standard (currently [WCAG 2.2](#)) where feasible, to leverage the latest best practices and ensure the deliverables are future-proof and provide enhanced accessibility for all users.

The Exchange has developed an in-depth pattern library of Washington Healthplanfinder website elements along with the accessibility requirements for each. This pattern library consists of 91 elements categorized by Actions; Input Controls; Content; Navigation; and Structure.

4. Website Testing and Evaluation

A. Independent Assessment of Website Accessibility

A best practice in making software applications accessible is to use external experts to conduct a comprehensive evaluation of the Washington Healthplanfinder website.

In 2019, an accessibility assessment of Washington Healthplanfinder was performed by Anthrotech. The findings from this assessment indicated that Washington Healthplanfinder is accessible for participants with a range of different abilities and mostly aligned with current standards for accessible web content. Following was the ranking of [wahealthplanfinder.org](#) based on Majestic Million (an independent technology solution providing commercial insight into market trends) at that time:

- Washington Healthplanfinder accessibility ranked in top 25% of all websites.
- Washington Healthplanfinder ranked #4 for state-based marketplace websites.

- Washington Healthplanfinder error rate is considered “very good” at well below 5% (2.96%).

The most recent assessment of Washington Healthplanfinder was performed by Level Access and delivered in January 2024.

- **Scope:** The assessment was done using automation and manual testing efforts. A total of 33 screens were evaluated for this assessment, within the following modules/flows: Home Page; Browse and Compare Plans; Provider and Facility Search; Apply Now; Create an Account; Intake Application (including Tribal eligibility determination); Special Enrollment; Group Settings; Enrollment in QHP and Apple Health; Smart Planfinder; My Plans Drawer and Final Confirmation; Dashboard (Document Center and Messages); and Report a Change (remove a member).
- **Score:** A comprehensive report of the Level Access 2023 assessment was delivered in January 2024 with a score of 89%, a 1% increase from the 2022/23 assessment score of 88% and a 4% increase of the 2021/22 score of 85%.
- **Remediation:** All issues identified by Level Access have been prioritized based on severity, noticeability and tractability. Those findings included:
 - Providing valid form labels for fields identified.
 - Ensuring all data tables are formatted using table elements.
 - Indicating live regions for dynamically changing content.
 - Ensuring dialogs use proper structure.
 - Ensure content updates define focus updates properly.
- Level Access conducted a separate usability study to assist the Exchange’s Digital Design Team to develop an accessible persona and user-centered design story examples, to define innovative designs for future Washington Healthplanfinder releases.

B. Current Testing Approach

The Exchange uses industry best practices for testing website accessibility. These include:

- Automated scanning of code.
- Human evaluation of each screen using an ADA checklist adapted from the WCAG 2.2 AA guidelines.
- Testing of software updates using common assistive technology applications, including screen reader testing of each screen.

C. Usability Testing

Experts in the field of accessibility technology strongly recommend testing by individuals with disabilities, particularly those who use assistive technology devices to access and use Washington Healthplanfinder. To improve the quality and accuracy of testing for accessibility, the Exchange is contracted with Anthrotech, accessibility experts, to perform in-home usability testing with users with disabilities and advise the Exchange on best practices to support remote and in-person accessibility testing as a standard element of its testing approach.

The Exchange continues to make progress on moving our accessibility testing further upstream. By incorporating the processes described above into the development phase, we can find accessibility issues sooner. Preventing accessibility issues during design, rather than later in the testing phase, promotes a successful and accessible software development lifecycle.

D. Accessibility Training and Expertise

Exchange staff involved in design, development and testing have gained considerable knowledge in accessibility. The Senior Accessibility Specialist is certified by the International Association of Accessibility Professionals (IAAP). The Exchange testing team routinely tests for accessibility in software updates, and those staff have skills in the use of common assistive technology devices. The Exchange will continue to invest in staff and training that increase its expertise and efficiency in user accessibility and compliance.

The Senior Accessibility Specialist within the Exchange performs internal assessments on all Exchange/Deloitte built digital media, including digital newsletters and marketing materials. The Accessibility Specialist logs issues found and prioritizes those based on severity.

The Exchange has provided accessibility training to its staff (including Software Quality Analysts, Business Systems Analysts, SharePoint and newsletter authors) on accessibility

best practices and testing methodologies. Accessibility best practice methodologies and tools are shared with staff on an ongoing basis.

The Exchange will continue to incorporate accessibility first principles into people-centered design and development workflow, including:

- Training accessibility best practices in agile methodologies.
- Developing user personas and accessible user-center design story examples.
- Enhancing internal accessibility processes to further integrate accessibility features and technology.

5. Exchange Customer Service

In addition to the Washington Healthplanfinder website, the Exchange supports the following customer service programs:

- A statewide Customer Support Center located in Spokane Valley. Customer Support representatives, including bilingual and multilingual staff, provide telephonic assistance and online chat support.
- In-person assistance available through navigators, certified brokers, certified application counselors and tribal assisters in communities around the state, including tribal reservations, a tribal lead organization and full-service enrollment centers.

A. Physical Accessibility of In-Person Customer Services

Navigators, assisters and staff at full-service enrollment centers operated by Exchange contractors provide in-person application and enrollment services in accessible settings. Exchange customers can search for a navigator, assistors or enrollment center near them using Washington Healthplanfinder customer support features or by calling the Customer Support Center.

B. Communications Access

The Exchange performs a plain language review of all website content as well as correspondence and notices generated through Washington Healthplanfinder. Email contacts are available for all customer service programs as an alternative to telephone

support. To facilitate access to Exchange information and resources through its customer service programs, individuals may request at no cost:

- Publications, documents and other types of communications in alternative formats, such as large print and Braille.
- Relay services, email or TTY.
- Qualified interpreters, including a sign language interpreter.

C. Complaints

Exchange websites provide contact information for submitting complaints or grievances related to Exchange services or discriminatory practices. Individuals can submit complaints or grievances by mail, fax or email to:

- **Mailing address:**

Washington Health Benefit Exchange Legal Department

ATTN: Legal Division Equal Access/Equal Opportunity

Coordinator PO Box 1757

Olympia, WA 98507-1757

- **Phone:** 1-844-586-9350
- **Fax:** 360-841-7653
- **Email:** compliance@wahbexchange.org

Individuals may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights complaint portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or telephone at:

- **Mailing address:**

U.S. Department of Health and Human Services

200 Independence Avenue SW

Room 509F, HHH Building

Washington, D.C. 20201

- **Phone:** 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

6. Stakeholders and Partners

A. Health Equity Technical Advisory Committee

The Exchange created the Health Equity Technical Advisory Committee (TAC) in 2013. The committee is comprised of experts representing a variety of areas within the health care industry. The TAC provides the Exchange with guidance on issues including language access, health literacy, cultural sensitivity and reaching groups at risk for obstacles to access, including individuals with disabilities.

B. Customer Feedback

The Exchange welcomes feedback on the accessibility of its websites. Customers using Exchange websites who have comments or suggestions are directed to a telephone number, feedback form or email address from the Accessibility link in the Washington Healthplanfinder site footer as well as our Washington Health Benefit Exchange website.

Customers using assistive technology devices (screen reader, voice recognition software, etc.) who have difficulty accessing information on Washington Healthplanfinder are directed to either contact the Customer Support Center at 1-855-923-4633; TTY: 1-855-627-9604 to report the issue, or independently report issues via the Accessibility link in the Washington Healthplanfinder site footer. The Customer Support Center or Exchange staff will assist the customer and take the necessary steps to resolve any issues uncovered.

7. Contractor/Vendor Standards and Requirements

During the term of a contract between another entity and the Exchange, the entity must comply with the same federal and state laws and regulations that the Exchange adheres to, including civil rights and nondiscrimination obligations. These include, but are not limited to:

- Title VI of the Civil Rights Act of 1964 (PL 88-352)
- Title IX of the Education Amendments of 1972 (20 U.S.C. §§ 1681-1683 and 1685-1686)

Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794)

- The Age Discrimination Act of 1975 (42 U.S.C. §§ 6101-6107)
- The Drug Abuse Office and Treatment Act of 1972 (PL 92-255)
- The Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (PL 91-616),
- §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290dd-3 and 290ee- 3)
- Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.)
- The Americans with Disability Act (42 U.S.C., Section 12101 et seq.)

Contractors are required to comply with all amendments to these laws, and all requirements imposed by the regulations issued pursuant to these laws. These laws provide, in part, that no persons in the U.S. may, on the grounds of race, color, national origin, sex, age, disability, political beliefs or religion, be excluded from participation in or denied any service or other benefit provided by federal or state funding, or otherwise be subjected to discrimination.

Contractor accessibility requirements are outlined in the standard terms and conditions for each contract the Exchange initiates. In addition, certain contracts may have additional requirements related to the delivery of customer services to Exchange users.

The Exchange monitors the work of its contractors for ongoing compliance.

8. Customer Support Center Contract

The customer support center vendor is required to provide the following services or aids to achieve effective communication with persons with disabilities:

For persons who are deaf or have hearing impairments

For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the vendor is responsible for providing effective services through a qualified interpreter when needed.

- Communicating by telephone with persons who are deaf or hard of hearing.
- The Exchange publishes a TTY number to contact our customer support representatives (CSRs). The telephone number is 1-800-833-6384 (for TTY) and 711 or 1-877-833-6341 (Speech-to-Speech [STS]).

- Vendor must accept all calls through a relay service, including calls initiated by 7-1-1 and other interpreter services, such as Purple Relay.
 - a. Vendor must utilize Washington Relay for external telephone with TTY users.
 - b. Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by the CSR. Such an offer and the response will be documented in the customer's file. If the CSR, using the family member or friend as an interpreter, is unable to communicate effectively with the customer, interpreter services will be provided.
- Chat services are available from 7:30 a.m. to 5:30 p.m., Monday through Friday, and may be utilized by deaf or hard of hearing customers who prefer to seek assistance via the chat channel. Call Center hours vary throughout the year.

For persons who are blind or who have low vision

- CSRs will communicate information contained in or relating to the customer's Washington Healthplanfinder application is the option to request correspondence be sent in Braille or large print.
 1. Included in the Washington Healthplanfinder application is the option to request correspondences be sent in Braille or large print.
 - a. If a customer chooses to opt in to either, they will receive all future correspondences in their requested format.

For persons with speech impairments

To ensure effective communication with persons with speech impairments, the CSR is responsible for providing effective services through a qualified interpreter when needed.

- Communicating by telephone with persons with speech impairments.
- The Exchange publishes a TTY number to contact our customer support representatives.

- Vendor must accept all calls through a relay service, including calls initiated by 7-1-1 and other interpreter services utilizing an STS service.
- Vendor must utilize Washington Relay for external telephone with TTY and STS users. The telephone number for Washington Relay is 711 or 1-800-833-6384 (for TTY) and 711 or 1-877-833-6341 (for STS).
- Some persons with a speech impairment may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by Faneuil (call center vendor) staff. Such an offer and the response will be documented in the customer's file. If the CSR, using the family member or friend as an interpreter, is unable to communicate effectively with the customer, interpreter services will be provided.
- Chat services are available from 7:30 a.m. to 5:30 p.m., Monday through Friday, and may be utilized by customers with a speech impairment who prefer to seek assistance via the chat channel. Call Center hours vary throughout the year.
- As it relates to customer services provided by telephone, Exchange contract provisions require vendors to promptly respond to and resolve any complaint regarding accessibility related to Call Center services. Failure to comply constitutes a material breach of the contract.

9. In-Person Application and Enrollment Assistance Contracts

The Exchange contracts with lead organizations and enrollment center operators require application and enrollment services to be available in accessible settings. In addition, contracts require that contractors provide auxiliary aids and services and/or communications services needed by individuals with disabilities to enroll in coverage at no cost to them. Contractors must have an approach in place for providing communications access, including sign language interpreter services, if individuals need or request these services.

10. Key Exchange Staff

Associate Director of Strategic Communications

The Associate Director of Strategic Communications is responsible for developing key activities, action plans and supporting strategies to support the accessibility program at

the Exchange. This position works closely with the Senior Accessibility Specialist and the Chief Communications Officer on goals and direction for the Senior Accessibility Specialist.

Senior Accessibility Specialist

The Senior Accessibility Specialist is the primary accessibility technology expert with responsibility for the support, technical direction and assessment of new and existing technologies at the Exchange. This position ensures that Exchange technologies are compliant with state and federal accessibility requirements, as well as the organization's commitment to access, equity and universal design. This position also performs a variety of multimedia, design and audio/visual duties to ensure accessibility is embedded in planning, creation, education, explanation and marketing.

This role is responsible for testing websites, a mobile application and all third-party products and services to ensure they are accessible to people with a broad range of abilities. As the organization's expert in universal design and digital accessibility, this position also consults with departmental staff to help them determine how to make their products and services more accessible, supports the software development lifecycle as a subject matter expert and develops and delivers training on digital accessibility to staff.

Chief of Equity and Community Partnerships

The Chief of Equity and Community Partnerships oversees the strategic implementation of diversity, equity, and inclusion programs both internally and externally. This role works in collaboration with key internal and external partners to ensure that the Exchange's accessibility goals are implemented and regularly reviewed to reflect best practices and reflect data-based processes and procedures.

Diversity, Equity and Inclusion Manager

The Exchange Diversity, Equity and Inclusion Manager oversees initiatives, policy development and strategic planning related to diversity, equity and inclusion. This position provides inter-departmental support and is a key resource on the development of policies and programs that promote accessibility for people with a broad range of abilities.

Compliance Officer

The Exchange Compliance Officer oversees program compliance with federal and state laws and rules across Exchange websites, programs and services. This staff member is responsible for ensuring controls are in place to support compliance.

Legal Counsel

The Exchange's Legal Counsel serves as the Exchange's Equal Access/Equal Opportunity coordinator. The Legal Counsel works with the Compliance Officer to investigate and responds to complaints submitted to the Exchange related to accessibility or discriminatory practices.

11. Performance Measurements and Evaluation

At least once every two years, the Exchange will reassess and, where appropriate, update this plan to ensure that the scope and nature of accessibility services provided reflect updated information on relevant populations, accessibility needs and changes in technology.

The Exchange has a process for customers to submit concerns, complaints or issues related to accessibility. Staff review and address feedback and complaints from individuals with disabilities and monitor the effectiveness of accessibility related services. Accessibility related feedback, complaints and improvements are routinely shared with Exchange leadership.

The Exchange will develop a data strategy to support ongoing evaluation of its programs, services and websites.

12. Statistics

According to the Centers for Disease Control and Prevention (CDC), 1,483,269 adults in Washington have a disability. This is equal to 25% or one in four adults in Washington. Disability types for Washingtonians include mobility (10%); cognition (12%); difficulty with independent living (7%); hearing (6%); vision (4%); and difficulty with self-care (3%).²

The World Health Organization reports that people with disabilities have greater unmet healthcare needs, and yet health promotion and prevention activities rarely target people with disabilities.³ For example, women with disabilities receive less screening for breast and cervical cancers than women without disabilities. Adolescents and adults with

² Disability & Health U.S. State Profile Data for Washington (Adults 18+ years of age) (2019 Behavioral Risk Factor Surveillance System (BRFSS)), available at:

<https://www.cdc.gov/ncbddd/disabilityandhealth/impacts/washington.html>

³ <https://www.who.int/news-room/fact-sheets/detail/disability-and-health>

disabilities are more likely to be excluded from sex education programs.⁴ The CDC also reports that people with disabilities face numerous barriers to health. Studies show that individuals with disabilities are more likely than people without disabilities to report having poorer overall health, having less access to adequate health care, and engaging in risky health behaviors.⁵ People with disabilities are often more susceptible to preventable health problems and secondary conditions (e.g., heart disease, diabetes, obesity and depression) that decrease their overall health and quality of life.⁶

⁴ <https://www.who.int/news-room/fact-sheets/detail/disability-and-health>

⁵ <https://www.cdc.gov/ncbddd/disabilityandhealth/hcp.html>

⁶ <https://www.cdc.gov/ncbddd/disabilityandhealth/hcp.html>

APPENDIX A – Accessibility-related Resources (Washington state and national)

- [Accessible Technology Tools & Resources from the University of Washington](#), a leader in providing accessible technology and developing assistive technologies. These pages pull together technical tools and instructions for every kind of media, along with training resources and informative blogs.
- The related [University of Washington DO-IT Resources on the Internet](#) maintains a current, accessibility-friendly website of resources on various disabilities and accessibility issues. DO-IT's other pages provide copious resources for training and education, as well as tip sheets on accessible design.
- The related [University of Washington DO-IT Resources on the Internet](#) maintains a current, accessibility-friendly website of resources on various disabilities and accessibility issues. DO-IT's other pages provide copious resources for training and education, as well as tip sheets on accessible design.
- The [U.S. General Service Administration's Section 508.gov toolkit](#) not only covers essential content about Section 508 compliance, but also includes tools to ease finding accessible-compliant vendors and contractors, lists of major advocacy organizations or academic disability centers, as well as a regularly updated news feed on accessibility.
- [Penn State's Website Accessibility resources](#) bring together tools and technical support for making various media accessible in a clean, simple format.
- [Accessible Technology at the University of Colorado at Boulder](#) brings together technical support, tools and advice, along with information about Universal Design and other academic accessibility-support centers.
- [The National Center on Disability and Journalism's Resources](#) pages include expert lists, guidance on appropriate language and etiquette tips.

- [Centers for Disease Control and Prevention – Disability & Health US State Profile Data for Washington](#) page includes data and statistics on how disability impacts Washington.

National Organizations

Web Accessibility

- [WebAIM](#)

Blind/low vision

- [National Federation of the Blind](#)
- [American Foundation for the Blind](#)

Deaf/hard of hearing

- [National Association of the Deaf](#)
- [Hearing Loss Association of America](#)

Mobility

- [United Cerebral Palsy](#)

Developmental & Cognitive Disabilities

- [Coleman Institute for Cognitive Disabilities](#)

Disabled persons overall

- [American Association of People with Disabilities](#)
- [Easter Seals](#)

The U.S. Access Board also maintains this list of [public and private accessibility-related organizations](#).

Washington State

- [Washington State Developmental Disabilities Council](#)
- [Self-Advocates in Leadership \(SAIL\)](#)
- [Disability Rights Washington](#)

- [The Lighthouse for the Blind](#)
- [National Federation of the Blind - Washington](#)
- The [Hearing, Speech & Deaf Center](#) (Locations in Seattle, Tacoma and Bellingham)
- [Hearing Loss Association of Washington](#)
- The [Deaf-Blind Service Center](#) (Seattle)
- [Provail](#) (Seattle)
- [Spinal Cord Injury Association of Washington](#)
- [Washington State Independent Living Centers](#)
- [National Alliance on Mental Illness - Washington](#)
- [The Seattle Public Library's Library Equal Access Program](#)
[City of Seattle Commission for People with Disabilities](#)
- [People First of Washington](#)
- The University of Washington's DO-IT Center also maintains this list of [regional advocacy organizations for various disabilities](#).