

Partnerships Contribute to New System for Accommodation Requests

Eugene, Oregon Inclusive Health Coalition Informs Statewide Change

Challenge:

Disability populations have higher rates of chronic disease such as arthritis and diabetes. Evidence-based programs to prevent health problems from chronic disease are often not inclusive or accessible for people with disabilities without adaptations or accommodations.

Approach:

In Oregon, two partnership efforts are working to improve evidence-based programs for people with disabilities. The first, **Community-Integrated Network of Oregon (CINO)**, is working to build a sustainable infrastructure for chronic disease self-management education (CDSME) in Oregon through policy and system changes (e.g., provider referral workflows and processes, billing infrastructure, facilitator training and credentialing processes). The second, the **Eugene, Oregon Inclusive Health Coalition (IHC)**, is working to make Walk With Ease more inclusive and accessible on the local level.

A CINO staff member participates on the IHC. This collaboration between the partnerships allows statewide CINO work to be directly informed by local IHC partners and other community members. For example, CINO staff learn from community listening sessions and monthly discussions at IHC partnership meetings.



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Results:

In one IHC meeting, a Walk With Ease leader in Eugene said that it was difficult to plan ahead for accommodations that participants need because she does not regularly learn about these needs prior to participants attending a program session.

CINO member organizations considered this information as they revised the participant registration process for CDSME programs.

In 2025, a new feature was added to the Compass online data management portal.

- The online registration form asks all people registering for CDSME programs about needed accommodations.
- For the first time, this offers a consistent process for all participants in CDSME programs across Oregon to request legally-required accommodations.

All participants who register for any CDSME program online in Oregon respond yes or no to this prompt: "I would like to request accommodations for this workshop."

Used for all programs statewide, this simple change could have a big impact.

Many programs use this new consistent process to gather accommodation requests:

- Walk With Ease
- Camine con Gusto
- Chronic Disease Self-Management Program
- Tomando Control de su Salud
- Diabetes Self-Management Program
- National Diabetes Prevention Program
- Healthy Heart Ambassador Program

