Data for Change

Capacity Building Learning Series

Data Equity: Building Impact

Presented by:

SHIP
Services and Housing
In the Province

In Partnership With:

CJASSA
COUNCIL OF AGENCIES SERVING SOUTH ASIANS

Logical Outcomes

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findhelp 211

Supported by:

United Way Greater Toronto

WORKING WITH COMMUNITIES IN PEEL, TORONTO & YORK REGION

TORONTO

Land Acknowledgement

Project Objective

To test SID collection with more service-users to better understand how to **best support agencies** in:

a) collecting socio-demographic data

b) using the data to advance better outcomes for equity-deserving communities

c) socializing the collection methodology & use of tools across the community social services sector

Data for Change Project Model

→ Knowledge Mobilization Hub

- Project Logistics
- Partner Convening
- Host Knowledge Mobilization Online Hub

→ Community of Practice & Partnership Table

- Partnership Table support & participate in project implementation
- Community of Practice features a panelist discussion & peer support network for agencies

→ Capacity Building Sessions

- Facilitate capacity building sessions to support agencies with data collection & responsible usage

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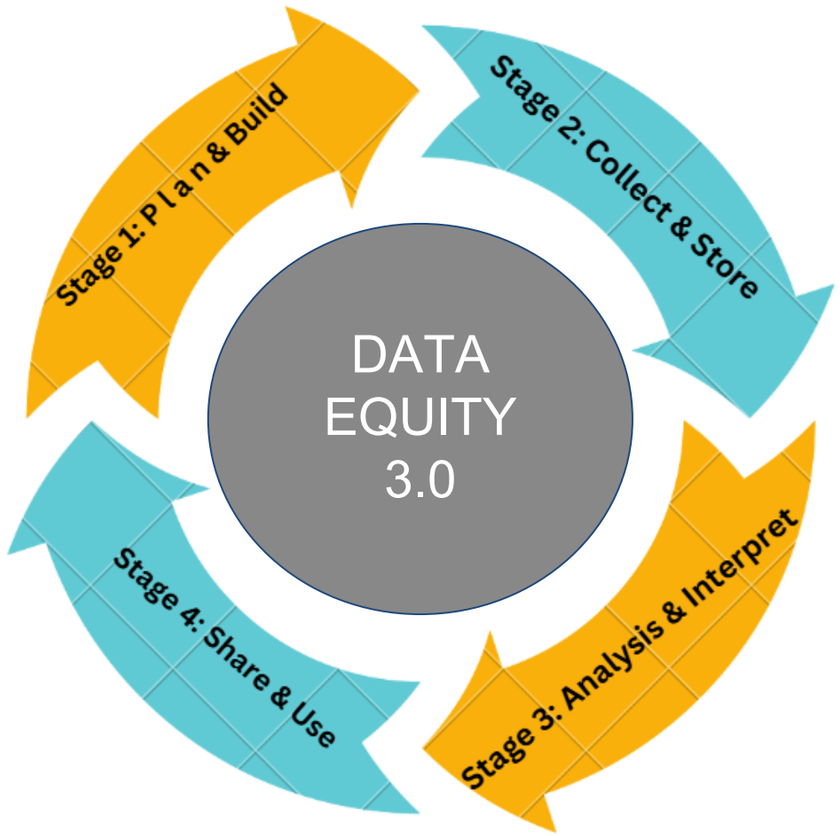

STAGE ONE: PLAN & BUILD

- April: Organizational Readiness — SHIP
- May: Foundations of Data Collection — LogicalOutcomes
- May: CoP — CASSA

STAGE TWO: COLLECT & STORE

- June: Org. Change Management — SHIP
- July: Data Infrastructure — LogicalOutcomes
- July: CoP — CASSA

STAGE THREE: ANALYSIS & INTERPRET

- August: Trauma Informed Practice — SHIP
- September: Consent & Privacy — LogicalOutcomes
- September: CoP — CASSA

STAGE FOUR: SHARE & USE

- October: Uses of Data — SHIP
- November: Data Analysis Framework — LogicalOutcomes
- December: CoP — CASSA

All sessions will virtually be recorded and later uploaded to the knowledge hub website

Here are today's presenters…

Nicole Abruscato

she / her

Manager

Central Intake & Access

Clinical Health & Wellness

Shereen Rampersad

she / her

Manager

Equity, Diversity and Inclusion (EDI)

Professional Services

Guiding Principles For Learning

- ✓ Hold space
- ✓ Embrace/acknowledge vulnerability
- ✓ Be encouraged to practice what is learned
- ✓ Agree to disagree
- ✓ Be present

Reminder: Self-Care & Wellbeing

🌱 We’re doing hard work, together — be kind to yourself as we go.

Your Wellbeing Matters

As we move through these workshops, remember:

- **Pace yourself** — there's no rush
- **Step away when needed** — breaks are encouraged
- **Practice self-care** — whatever that looks like for you
- **You’re not alone** — we’re in this together

Everything is Recorded

All sessions are recorded so you can:

- **Pause and return later**
- **Catch up on what you missed**
- **Engage when you're ready**

Today's Objectives

1. Collecting and applying inclusive data
2. Implementation of a Data Equity Training Program
3. Bringing it all together

Who is SHIP?

Who We Are

SHIP
Services and Housing In the Province

Our Mission

We work to support those with mental health and addiction challenges to increase their quality of life and live to their full potential through safe, affordable community-based housing and services

Our Vision

Quality **Housing**
Quality **Services**
Quality **Lives**

Our Values

Compassion, Hope, Inclusion, Respect and Professionalism

Canadian Nonprofit Employer of Choice 2024

Canadian Nonprofit Employer of Choice™ Award
neoc.ca

SHIP is a nonprofit, accredited, housing and health service provider. For over 30 years, we have been delivering services to the Region of Peel, County of Dufferin, West Toronto and more recently the Region of Waterloo.

SHIP's Approach to EDI

- Moved away from performative allyship to meaningful action. This has been demonstrated through integrating EDI into our culture, values and setting goals, therefore we also commit to acting on SHIP's EDI Action plan that articulates and measures 29 activities for deep meaningful change in the areas of:

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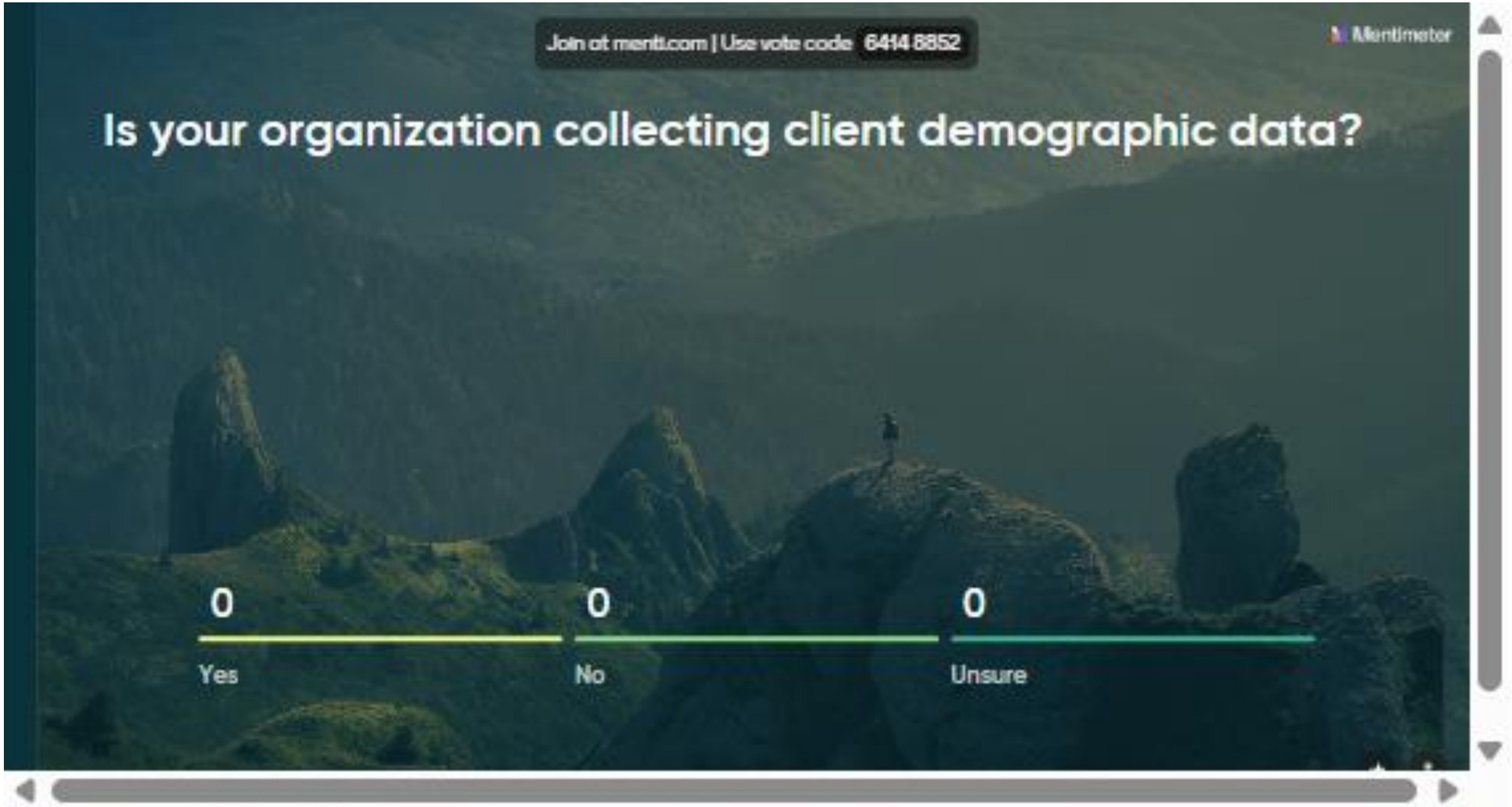
Why is SHIP here?

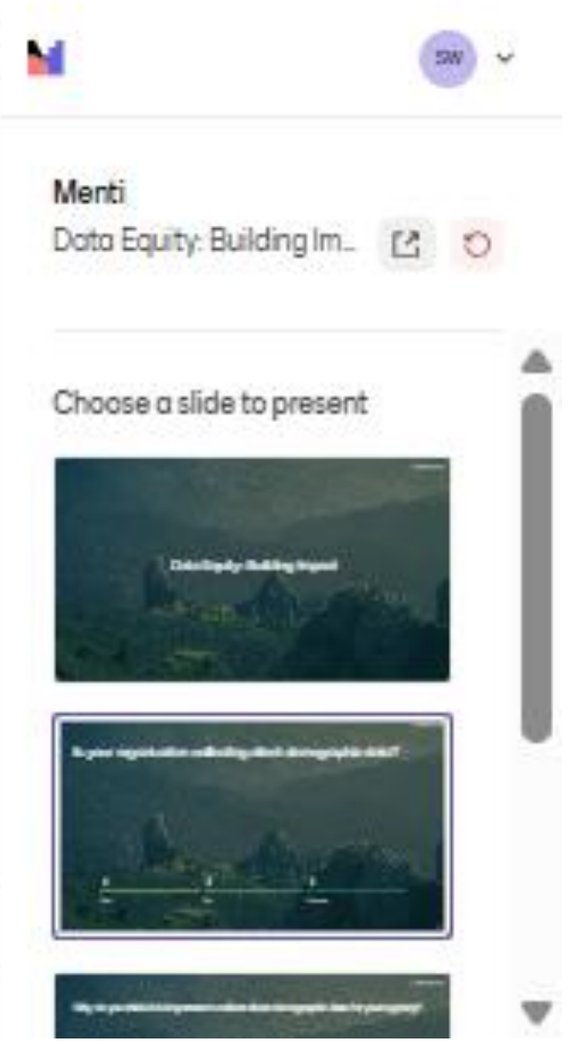
- We recognize that we may not represent all organizations and/or sectors, however **Health Equity and Social Justice is translatable**
- Everyone should be apart of **Collective Impact**
- We are not experts: we are here to **share** our experience

Collecting and Applying Inclusive Data

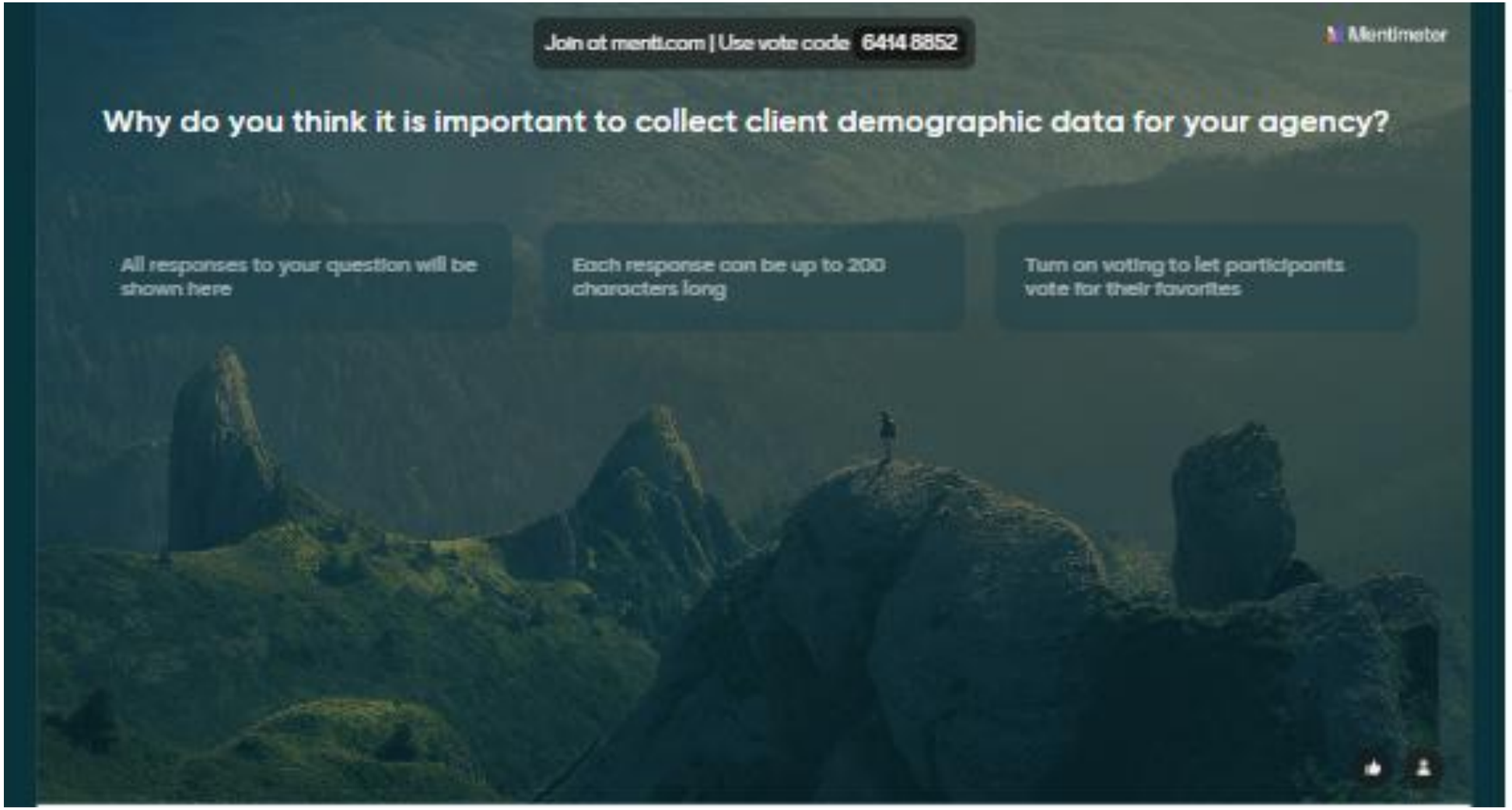
Instructions for Poll

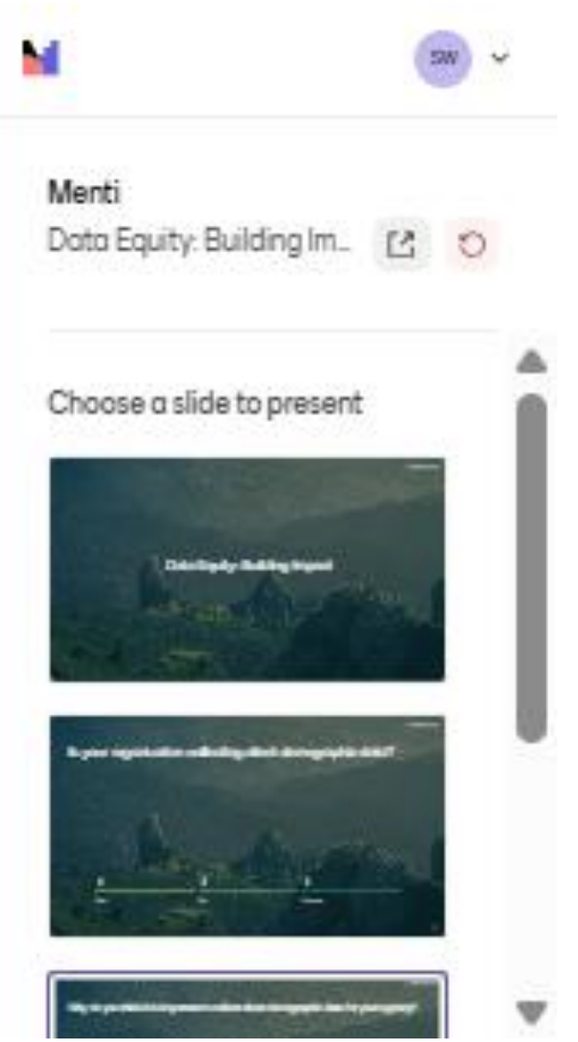
Poll


Join at menti.com | Use vote code 6414 8852
Mentimeter
Is your organization collecting client demographic data?
0
Yes
0
No
0
Unsure


Menti
Data Equity: Building Im...
Choose a slide to present

Poll


Join at menti.com | Use vote code 6414 8852
Mentimeter
Why do you think it is important to collect client demographic data for your agency?
All responses to your question will be shown here
Each response can be up to 200 characters long
Turn on voting to let participants vote for their favorites


Menti
Data Equity: Building Im...
Choose a slide to present

Collecting and Applying Inclusive Data

Why Does Collecting Demographics Information Matter?

Client demographic data assists us in **connecting and aligning** the unique needs of our clients based on their identities which better enables us to provide services tailored to meet those needs

The goal of collecting client demographic data is to **improve care in a broader scope**, this data can be a powerful tool in **dismantling systemic barriers** that exist for clients within our services

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Collecting and Applying Inclusive Data

We can use demographic data to:

- Identify inequities
- Develop policies and practices to speak to these inequities
- Monitor and evaluate our interventions
- Hold ourselves accountable for improving outcomes
- Facilitate system level changes

Demographic data can be used to inform prevention, intervention and strategies to **protect human rights**

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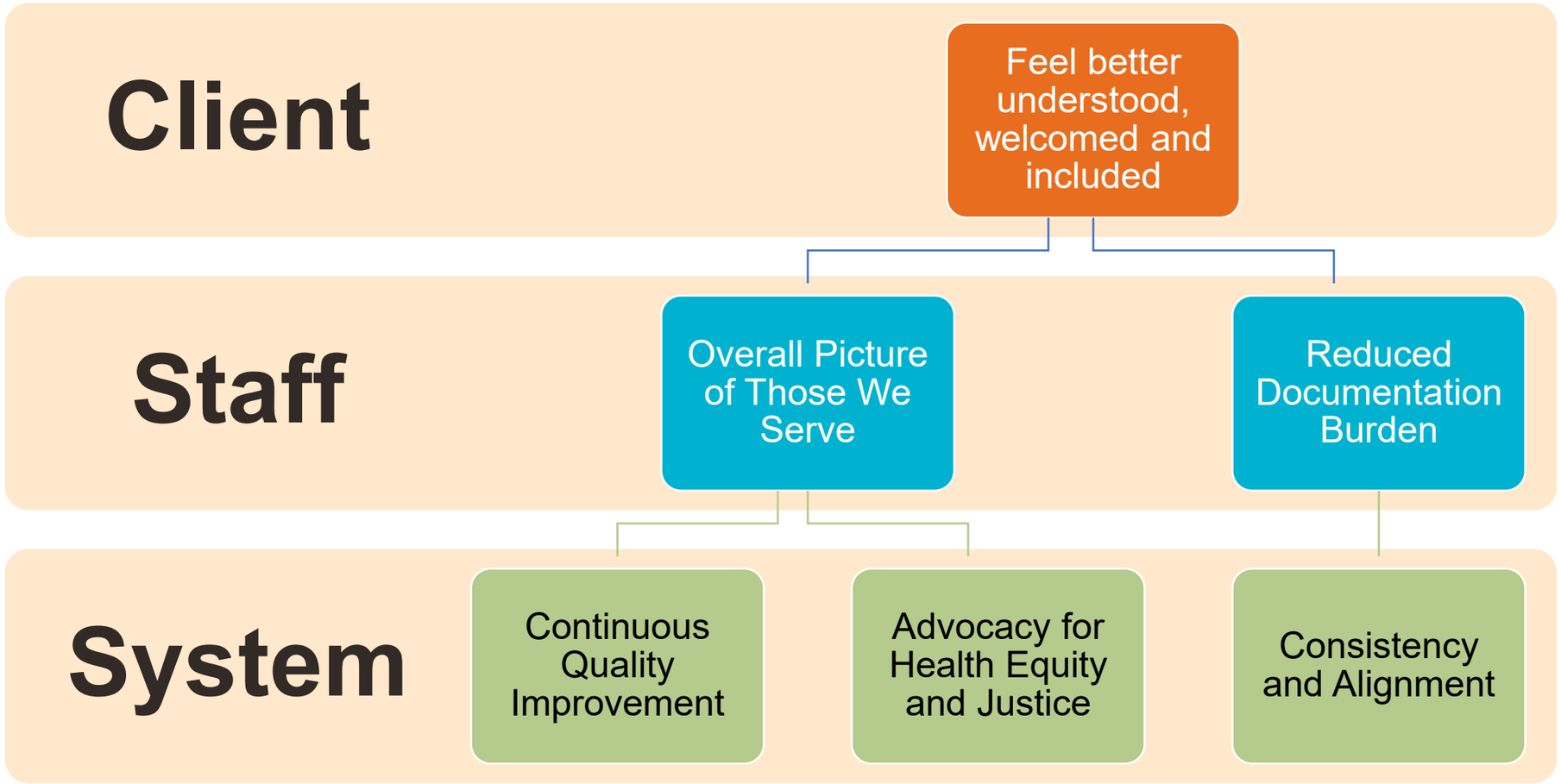
Why Asking About Demographics Matters



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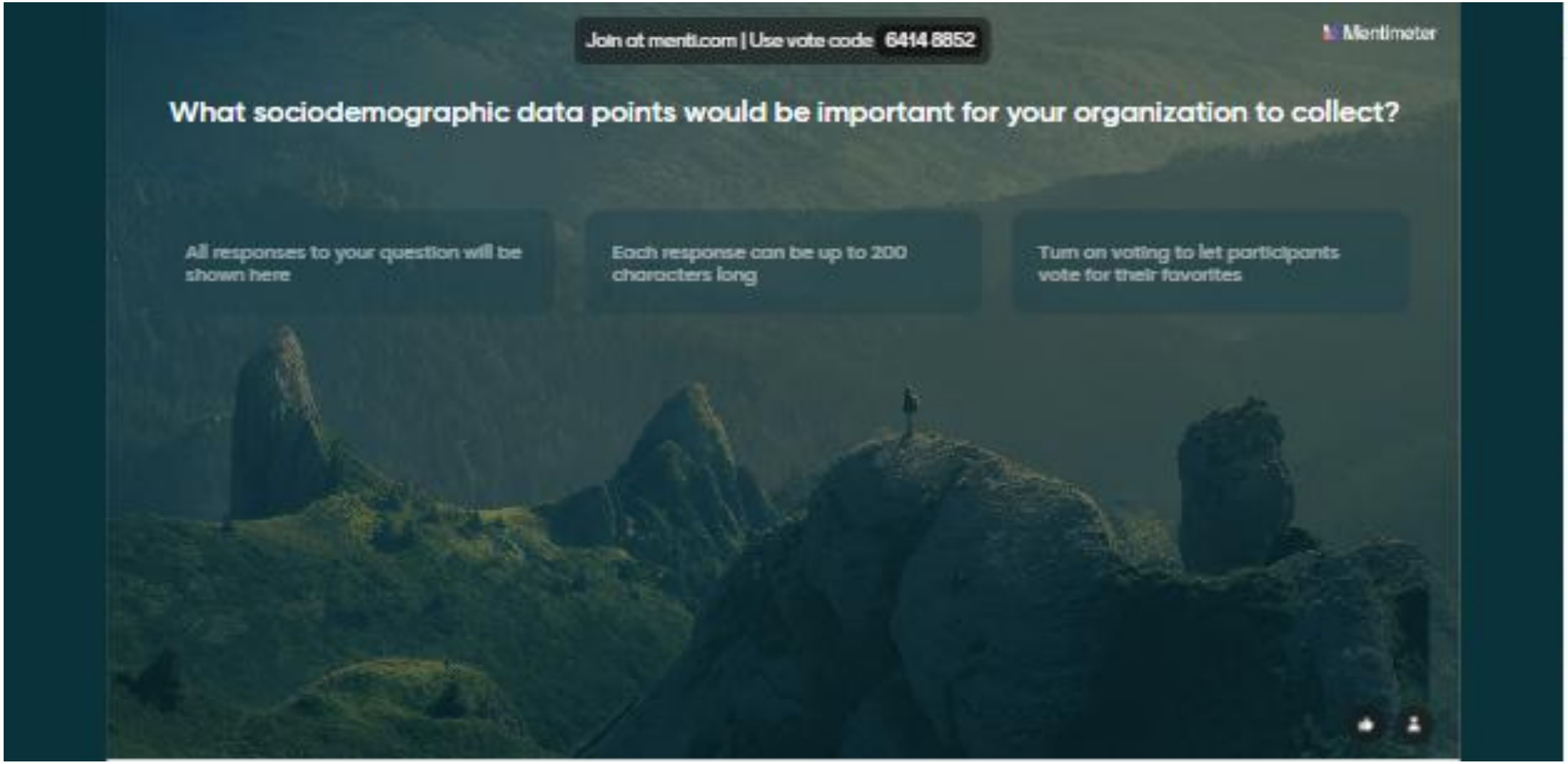
Poll

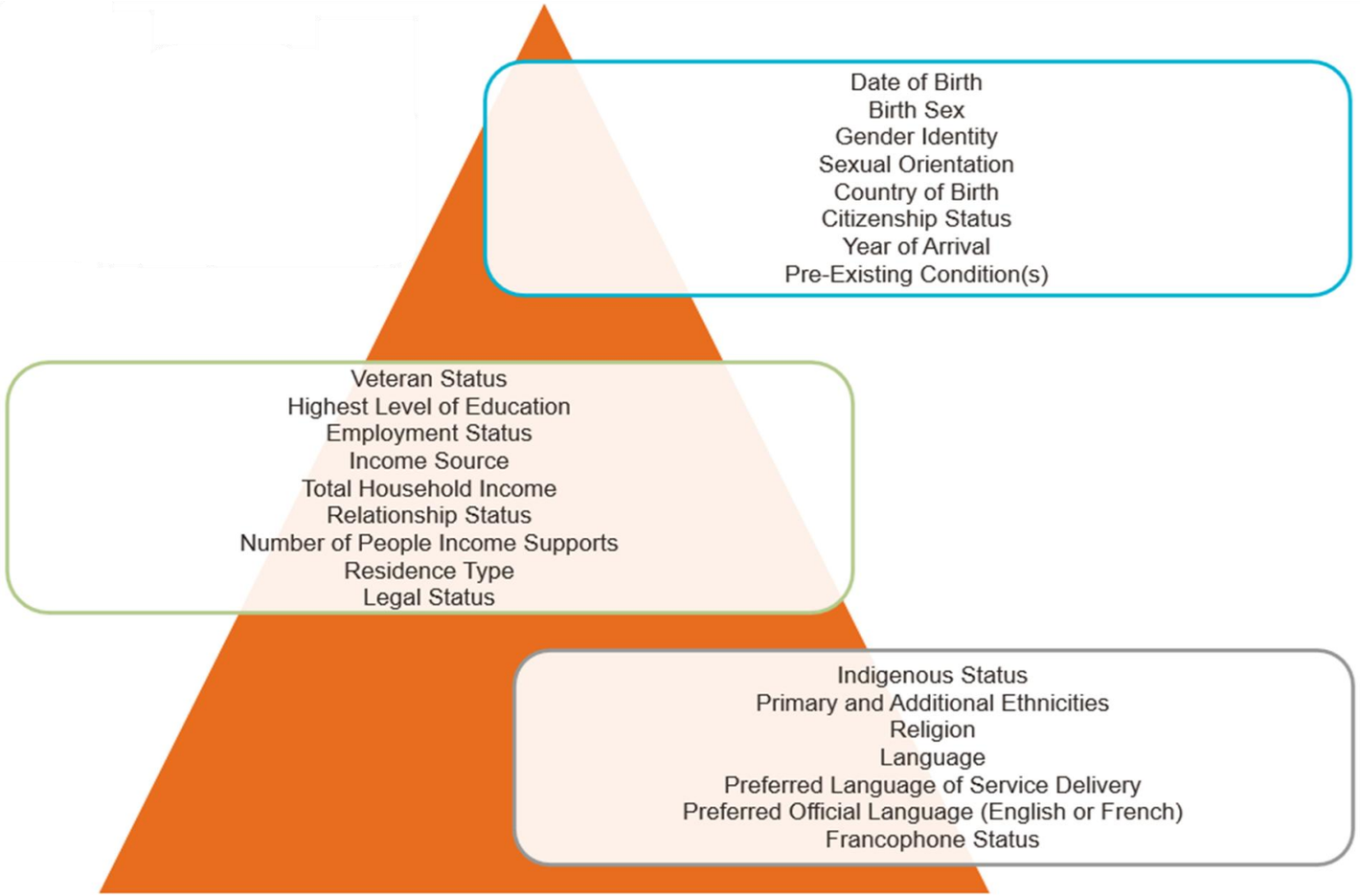

Join at menti.com | Use vote code 6414 8852
Mentimeter
What sociodemographic data points would be important for your organization to collect?
All responses to your question will be shown here
Each response can be up to 200 characters long
Turn on voting to let participants vote for their favorites

Choose a slide to present

Video: Social Determinants of Health

Video link:
https://youtu.be/pbP1_qd5FHQ

Mental Health & Addictions – Provincial Data Set



PDS = Social Determinants of Health

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Which Areas at SHIP collect client data?

Business Functions

1. Housing & Homelessness
2. Clinical Health & Wellness
3. Housing Development & Innovation

Enterprise Functions

- Communication
- EDI
- Finance
- Human Resources
- Strategy & Risk Mgmt
- Quality & Privacy

Strategic Plan

Functions with a ✓ either collect, analyze or store client demographic data at SHIP

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When are Social Determinants of Health Collected at SHIP?

Application

Intake Assessment

Every 6 months of service

End of Service

Client Record Management System

Client Demographic Data Dashboard

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How is data protected at SHIP?

SHIP has a Quality Management System (QMS) which is designed to be **proactive** that utilizes analyses to **address** undesirable trends and to adopt best practices. SHIP utilizes statistical concepts, risk management tools, and internal quality audit tools to ensure **timely** corrective and preventive actions to ensure **alignment** to regulatory, sector, contractual and certification requirements.

SHIP embraces the Quadruple AIM of supporting population health, resource accountability and sustainability, and the staff and client experience

SHIP utilizes a multi-disciplinary quality oversight approach led by:

- ✓ Data Equity Team
- ✓ Quality Council
- ✓ Ethics Review Committee
- ✓ Quality Initiatives and Projects
- ✓ Key Performance Indicators
- ✓ Information Technology Team

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Live Demo of SHIP's Client Demographic Data Dashboard

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Implementation of a Data Equity Training Program

Data Equity Training Program

1. Development of a training program that is required training for all direct service staff, administration and leadership teams

2. Review:
   - technical aspects of data collection
   - link demographics data to social determinants of health
   - discuss the WHY of data collection and WHAT we do with information

3. Discuss the HOW:
   - asking questions vs. making an offer

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Asking The Questions or Making The Offer?

- It can be challenging to ask questions about a client's personal information. Using an **empathetic approach** and the skills that we have developed in motivational interviewing is the best place to start
- Keep in mind that you are requesting information from clients that they may not be comfortable sharing based on many factors including culture, stigma, stereotyping, anxiety, and current symptoms. **Clients declining to answer is their right and not a reflection on staff's efforts**

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Asking The Questions or Making The Offer?

- **Always explain the WHY** of collecting this information from clients and provide options of how the client can share with you i.e.: “Do you mind telling me a little about where you are from and we can talk about the needs you may have based on how you identify? This will help me to understand what types of services I can provide that will best meet the needs you tell me about.”

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Bringing It All Together

Takeaways From Today

- ✓ Client demographic data assists us in **connecting and aligning** the unique needs of our clients based on their identities
- ✓ The goal of collecting client demographic data is to **improve care in a broader scope**
- ✓ Demographic data can be used to inform prevention, intervention and strategies to **protect human rights**
- ✓ **Commitment to training staff** to ensure common understanding on the importance of collecting client demographic data

Questions/Comments?

Data for Change Knowledge Hub

Dataforchange.ca is a shared digital hub for resources and connections on Social Identity Data collection in the community social services sector.

On The Hub You'll Find:

- ✅ **To register for upcoming workshops!**
- ✅ Video recordings and downloadable resources from past capacity building workshops
- ✅ Practical tools to support equity and systems change
- ✅ Sign Up sheet to stay connected on all things Data for Change

Register for upcoming workshops here: Capacity Building – Data for Change

Thank you, Merci, Miigwech