

Data for Change

Capacity Building Learning Series

*Data Equity:
Equity Use of Data*

Presented by:



In Partnership With:



Supported by:



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

→ Capacity Building Sessions

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

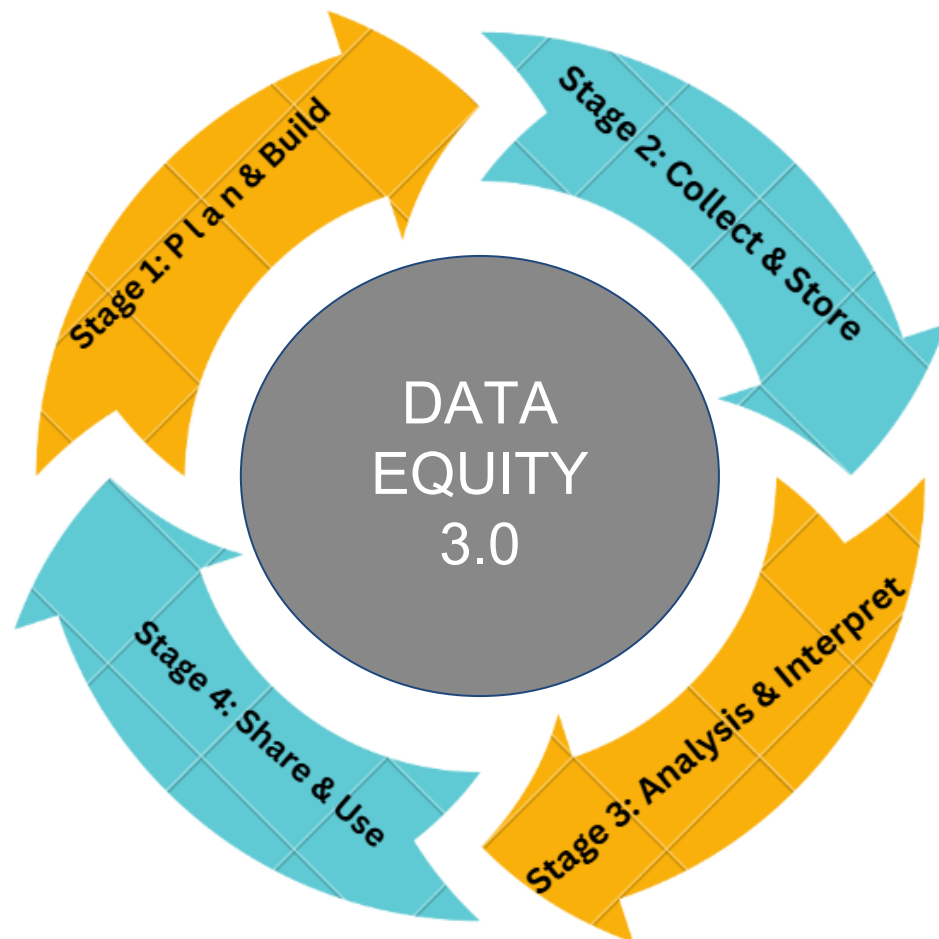
→ Community of Practice & Partnership Table

- 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





STAGE ONE: PLAN & BUILD

April: Organizational Readiness



May: Foundations of Data Collection



May: CoP



STAGE THREE: ANALYSIS & INTERPRET

August: Trauma Informed Practice



September: Consent & Privacy



September: CoP



STAGE TWO: COLLECT & STORE

June: Org. Change Management



July: Data Infrastructure



July: CoP



STAGE FOUR: SHARE & USE

October: Uses of Data



November: Data Analysis Framework



December: CoP



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

Data for Change Knowledge Hub

[Dataforchange.ca](https://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](#)

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

How to Interpret Equity Data

2

How Usage of Data Makes The Impact

3

Bringing it all together – Reviewing tools provided by SHIP throughout the Data for Change Series

Who is SHIP?

Who We Are



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



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:



Our People

Our workforce will be broadly reflective of the community we serve



Our Culture

Our workplace will be inclusive for all



Our Systems

We will identify and address barriers within organizational systems & processes

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



How to Interpret Equity Data

Instructions for Poll

Join at menti.com | use code **8962 5538**

Mentimeter

Data Equity: Equity Use of Data

Go to
www.menti.com

Enter the code
8962 5538



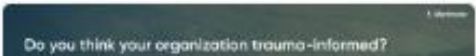
Or use QR code

Like and Join icons at the bottom right.

Menti

Data Equity: Equity Use ...

Choose a slide to present

- 
- 
- 

Poll

Join at menti.com | use code **3746 8797**

Mentimeter

What do you think Equity Use of Data means?

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: Equity Use ...

Choose a slide to present

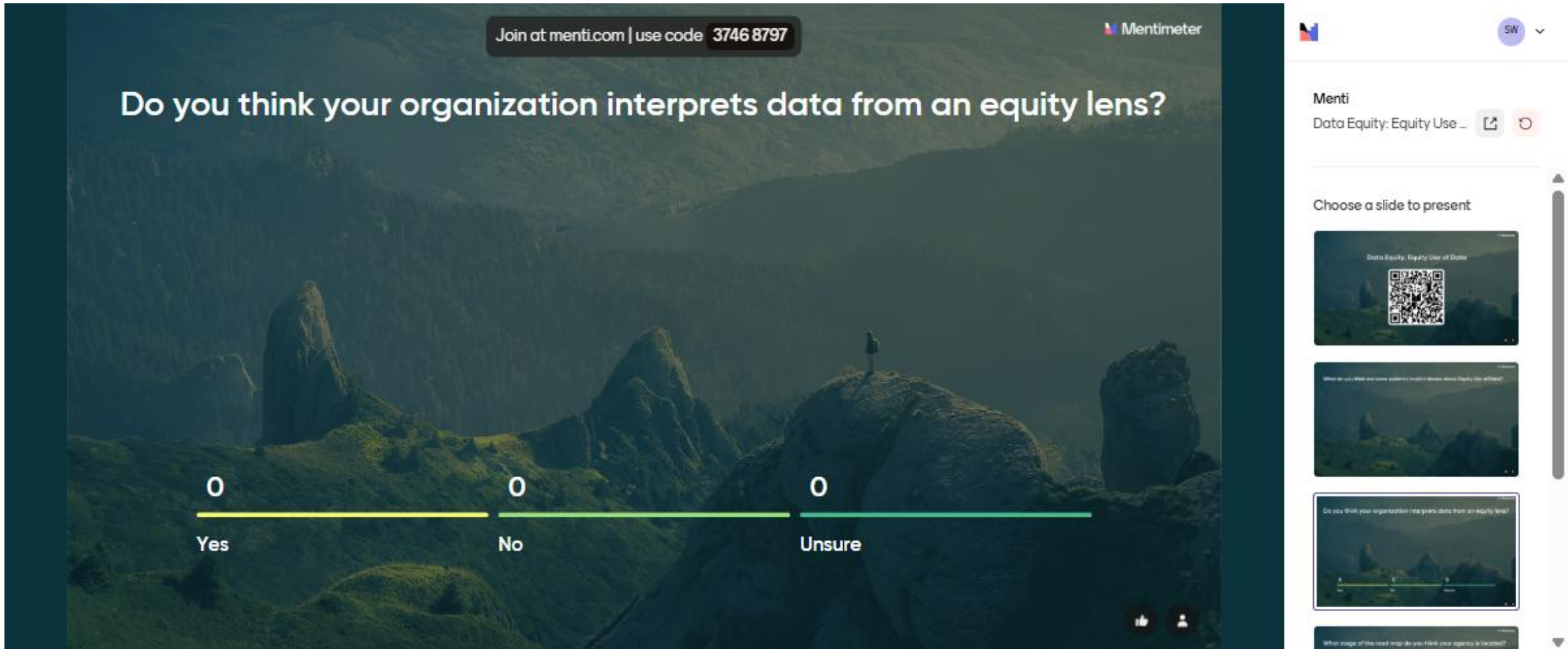
Data Equity: Equity Use of Data

When do you think your agency's impact is most visible when Equity Use of Data?

Do you think your organization's impact data from an equity lens?

What stage of the road map do you think your agency is located?

Poll



Poll

Join at menti.com | use code **3746 8797**

Mentimeter

What do you think are some systemic implicit biases about Equity Use of Data?

fast

bold

creative

leader focus

transpiration

inspiration

👍

👤

 SW

Menti

Data Equity: Equity Use ...  

Choose a slide to present

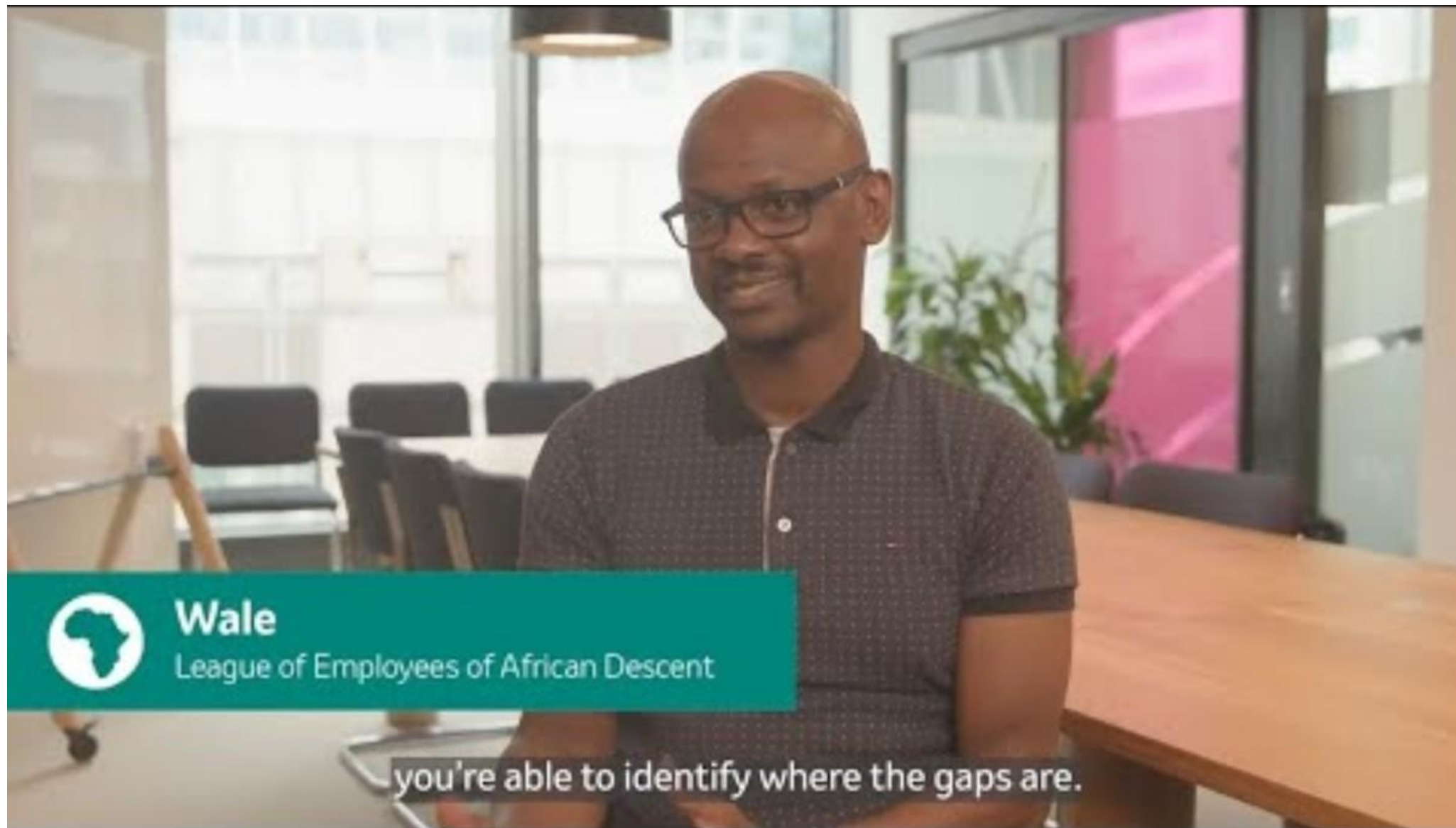








How Does Data Help with EDI



Resource:
<https://youtu.be/je9MnQhFt2M>

Would you rather not know?



Resource:
https://youtu.be/viJcFEzL4_o

Shifting the Narrative on Data Reporting

- ✓ Interpreting equity data through a social justice and health equity lens, goes **beyond** collecting and inputting demographic information into client records
- ✓ It requires an **intentional and intersectional systemic approach** to identify and address barriers, focusing on experiences of those we serve and the impact, rather than solely focusing on representation



The WHY...

When providing equity data, it is important to note that the data is not just about numbers. We should be **highlighting health disparities and social injustice** when showcasing the data, to **support telling the story and the need for action**. Equity data is not about numbers; it is about people.

Resource: Colorado Health Institute



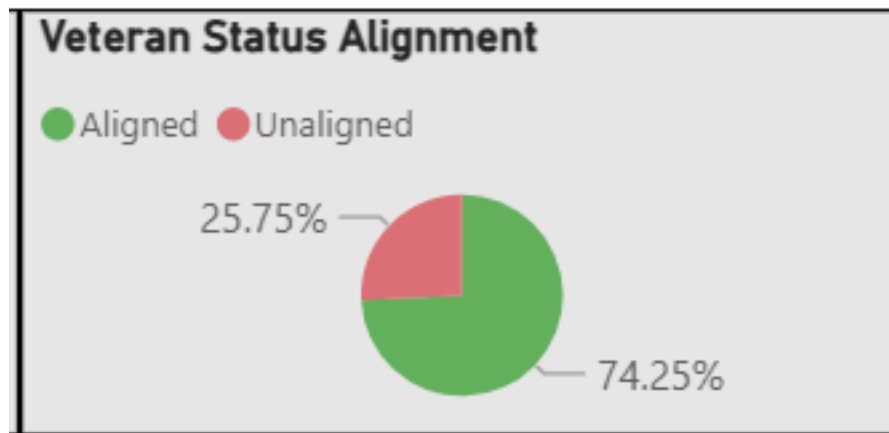
Using data in the EDI journey



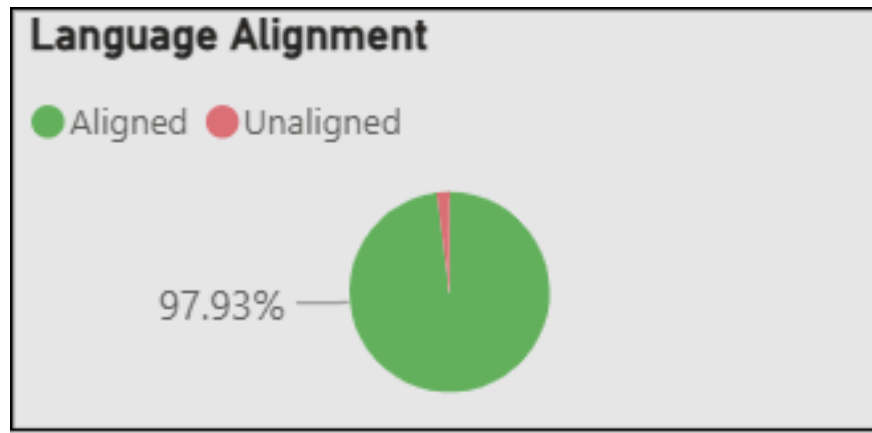
Resource:
https://youtu.be/F2J_Mm5f1kk

Telling the Story – Making the Impact

- The Data Equity Team at SHIP recognized that the alignment rate for Veteran Status was quite significant and needed to determine are we not making the offer to know if someone is a veteran or is there another piece to this story...
- We partnered with a local Legion and Regional Police Service to train staff on how to support Veterans as we learned that many people who served, do not refer to themselves as veterans, which is evident in our unalignment rate. We trained staff on making the offer (asking the question) that is inclusive in support of someone's identity
- This partnership also led to a unique service pathway where staff can refer those who have served to a Regional Police Service (without criminal justice involvement if only for veterans supports), so that they can access Veterans Affairs Canada (VAC), as SHIP Staff cannot make a direct referral as a civilian. This provides the client with more access and opportunity



Telling the Story – Making the Impact



- SHIP is an identified organization under the French Languages Services Act of Ontario
- We have a robust “Active Offer” training for new and existing employees, which includes how to support the Francophone and French Speaking Communities in accessing services at our organization (<https://www.clo-ocol.gc.ca/en/tools-resources/active-offer-culture-respect-culture-excellence>) This includes how we ask the question on preferred language of service delivery at time of application and throughout service
- A local organization was told about our “Active Offer” for French and is working with Ontario Health to implement this for Punjabi in Peel Region as through data equity it has been identified as a much needed resource

Telling the Story – Employee Resource Groups (ERGs)

- The focus of ERGs is upon elevating the voices of employees from groups that are underrepresented or historically marginalized
- Membership is not limited to staff from these groups only but also inclusive of those allies who want to help elevate these voices

ERGs at SHIP:

- PROUD ERG
- Allyship @ SHIP
- BIPOC Caucus
- ERG Abilities
- Live Well Work Well
- Enviro ERG



Telling the Story – Client and Family Engagement

CLIENT & FAMILY ENGAGEMENT

SHIPs Goal

To actively work with clients and their families to promote a collaborative approach to services.



Committees that clients and families are members within SHIP:

- ✓ Client and Family Program Advisory
- ✓ Equity, Diversity and Inclusion Committee

How Usage of Data Makes The Impact

Understanding Bias

Explicit or Conscious Bias

- Explicit or conscious bias occurs when a person is very clear about their feelings and attitudes, and related behaviours are conducted with intent

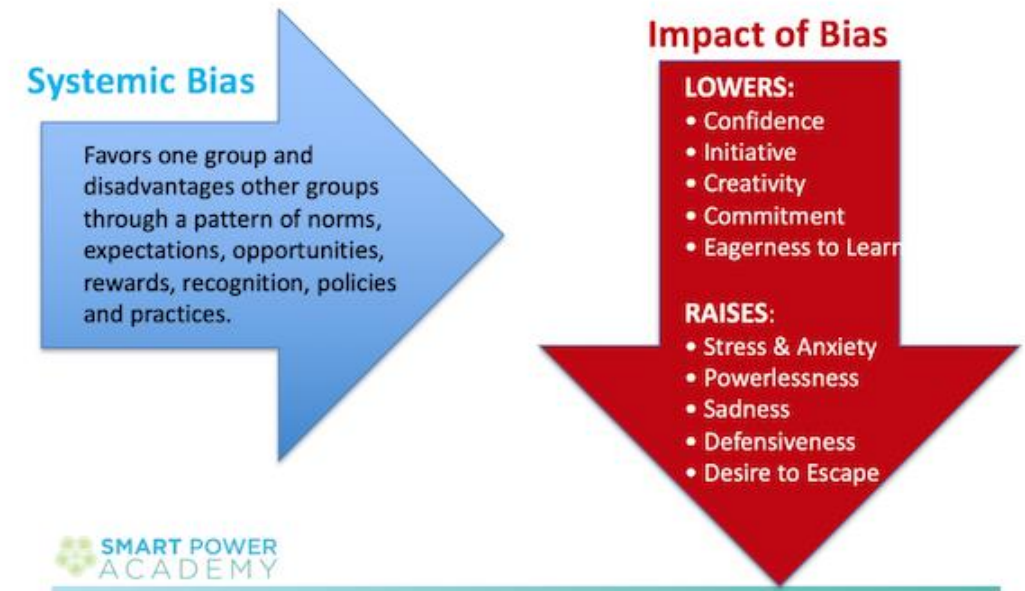
Implicit or Unconscious Bias

- Implicit or unconscious bias operates outside of the person's awareness and can be in direct contradiction to a person's espoused beliefs and values.



Systemic Bias

According to Oxford, **systemic (institutional) bias** is “a *tendency for the procedures and practices of particular institutions to operate in ways which result in certain social groups being advantaged or favored and others being disadvantaged or devalued. This need not be the result of any conscious prejudice or discrimination but rather of the majority simply following existing rules or norms.*”

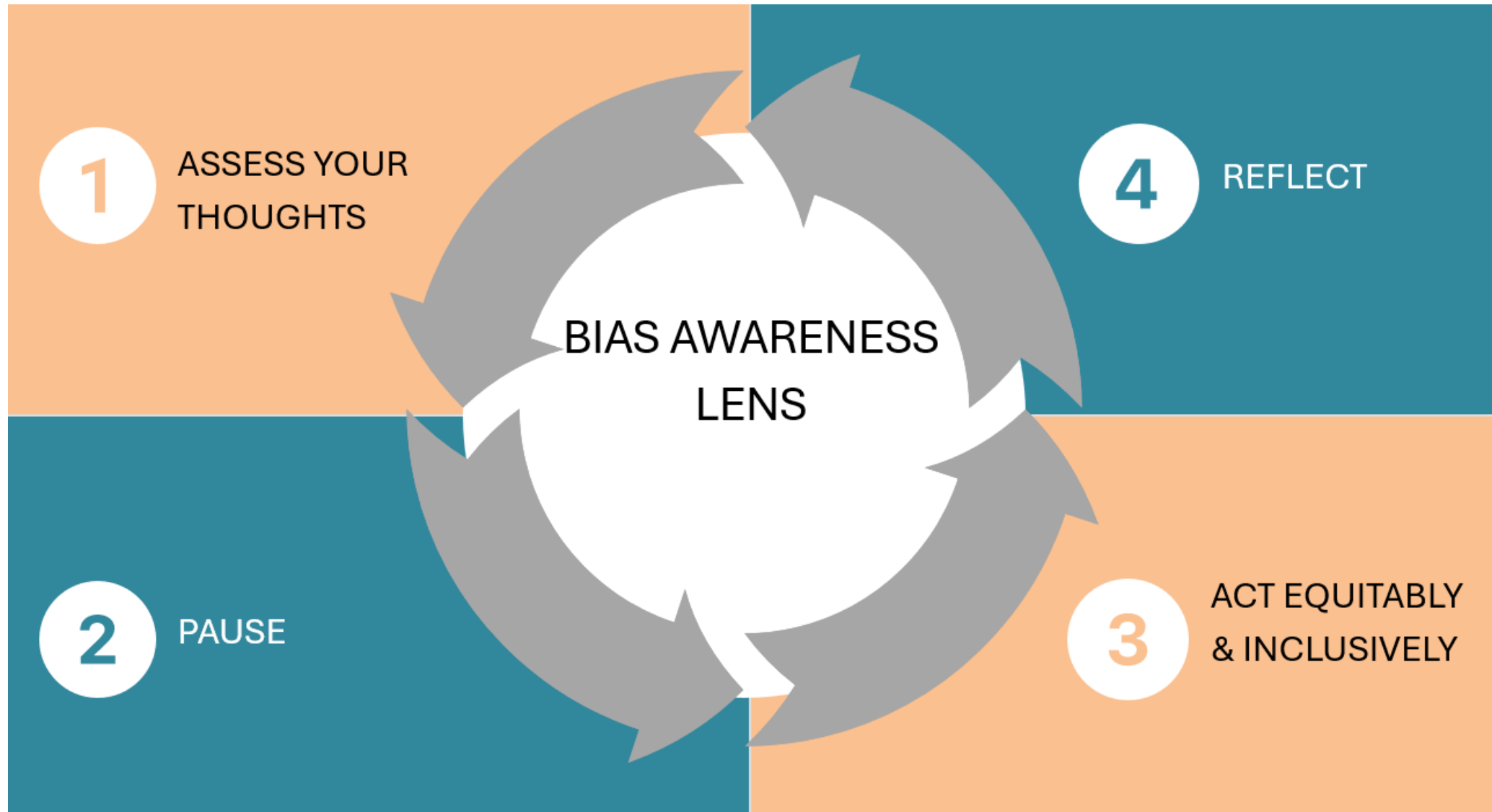


Systemic Bias Continued

- In order to see how systemic bias is at play, **look at outcomes**
- *Systemic* outcomes are a **direct result of social systems** that are designed to support some more than others and are **rooted in practices and beliefs** in accord with that bias. Like systemic racism, systemic bias is a complex web of individual and internalized biases, interpersonal dynamics, embedded policies, practices and culture, as well as structural systems and norms



Bias Awareness Lens



Bias Awareness Lens Continued

1

ASSESS YOUR THOUGHTS

- What assumptions are you making?
- What stereotypes might you be making?
- Diagnose your biases

4

REFLECT

- Be mindful of language and actions
- Regularly check your assumptions
- Be cognizant of privilege dynamics
- What can you do moving forward to prevent this bias from impacting you?

2

PAUSE

- Remember: Biases are magnified under time constraints and stress
- Try to remove distractions and avoid multitasking

3

ACT EQUITABLY & INCLUSIVELY

- What can you do about it now?
- Do you need more information?
- Actively engage/consult with others



Bias Check-IMPLICIT Method

Introspection

Set aside time to understand your biases by taking a personal inventory of them. This can be done by taking tests to identify the biases you may have.

Perspective-Taking

If you think you may be stereotyping people or groups, imagine what it would feel like for others to stereotype you.

Individualization

Remind yourself that all people have individual characteristics that are separate from others within their group. Focus on the things you have in common.

Institutionalize Fairness

In the workplace, learn to embrace and support diversity. The AAFP suggests individuals use the Equity and Empowerment Lens, which is designed to help organizations improve planning and resource allocation to foster more equitable policies.

Mindfulness

Once you understand the biases you hold, be mindful that you're more likely to give in to them when you're under pressure or need to make quick decisions. If you're feeling stressed, pause for a minute, collect yourself, and take a few deep breaths.

Learn to Slow Down

Before jumping to conclusions about others, remind yourself of positive examples of people from their age group, class, ethnicity, or sexual orientation. This can include friends; colleagues; or public figures, such as athletes, members of the clergy, or local leaders.

Check your messaging

Instead of telling yourself that you don't see people based on their color, class, or sexual orientation, learn to use statements that embrace inclusivity. For example, Apple Inc.'s inclusion statement circles around the topic of being different together: "At Apple, we're not all the same, and that's our greatest strength."

Take Two

Overcoming unconscious biases takes time. Understand that this is a lifelong process and that deprogramming your biases requires constant mindfulness and work.

Bias Check

Plan Your Individual Bias Awareness Goals

Individual Bias Awareness Action Plan

This template is meant for you to outline your personal or individual bias awareness action plan. Think back to some of the actions we discussed in the training. Which ones would you like to work towards and how?

GOAL 1: What do you want to achieve? For example, build awareness of individual/personal biases as it relates to my functional area of expertise, recruitment, team management, performance reviews, or client interactions, as examples.	
What actions/steps will you take to achieve this goal?	

Plan Your Organizational Bias Awareness Goals

Individual Diversity, Equity and Inclusion Strategy and Goal Plan

This template is meant for you to outline your personal or individual bias awareness strategy and goals. Think back to some of the actions we discussed in the training. Which ones would you like to work towards and how?

GOAL 1 (What do you want to achieve? E.g., bias learning, combating unconscious bias as a leader, diagnosing biases, etc.)	
What do you want to achieve this year?	

Bringing It All Together – A Review of the Tools Provided by SHIP

Decision Making for Positive Change Impact Assessment

Persons impacted because of:	How may these persons be impacted:	
	Positively	Negatively
☐ Age (e.g., children, youth, seniors)	☐	☐
☐ Race, Colour, Ancestry, Ethnicity, Culture, Place of Origin	☐	☐
☐ Indigenous Ancestry (First Nations, Inuit, Metis)	☐	☐
☐ Nationality, Citizenship, Immigration Status	☐	☐
☐ Disability (e.g., persons with physical, mental, cognitive, auditory, visual, addiction, psychological disabilities, or disorders, etc.)	☐	☐
☐ Creed Beliefs (e.g., Muslim, Jewish, Hindu, Buddhist, Indigenous Spirituality, etc.)	☐	☐
☐ Sexual Orientation (e.g., gay, lesbian, queer, bisexual, pansexual, etc.)	☐	☐
☐ Linguistic Origin (e.g., persons whose first language is not English or French, persons who use ASL or have different literacy levels)	☐	☐
☐ Gender Identity, Gender Expression (e.g., two-spirit, female, transgender, non-binary, gender fluid, gender-queer, etc.)	☐	☐
☐ Socioeconomic Status (e.g., low income, precarious employment, housing or residing in priority neighborhoods, etc.)	☐	☐
☐ Family Status and Marital Status (e.g., single parent, childcare, adoption, foster parents, diverse families, chestfeeding, parental leaves, etc.)	☐	☐
☐ Body Image (e.g., body size, appearance, body art, etc.)	☐	☐
☐ Other:	☐	☐

Decision Making For Positive Change

SWOT Analysis

OBJECTIVE:

Awareness of organizational themes and findings

Identify gaps in these findings

WHAT IS A SWOT?

SWOT stands for **Strengths**, **Weaknesses**, **Opportunities**, and **Threats**

EDI SWOT FOR SHIP:

SWOT analyses were conducted with **21 programs/teams** at team meetings

Community – 11

Congregate – 4

Corporate – 6

Focus was on our EDI strategy and actions from the EDI and Anti-Racism

Framework Found common themes across all SWOTs



SWOT Analysis Exercise All SHIP 2023

Strengths	Weaknesses
- What do we do well - What unique resources can we draw on - What do others see as our strength - Training and development of staff specific to EDI - Diversity of staff representing the community – culture, language, identity - Policy <u>review</u> process to build in EDI into policy - Dedicated position for EDI – better able to focus on EDI goals with direction and action - Client <u>centered</u> care approach - EDI framework and action plan - Communication about what organization is doing when it comes to EDI goals	- What can we improve - Where do we have fewer resources than others - What are others likely to see as weaknesses - Resource management; equitable access to resources - Hybrid work model; challenges with time and pressures - Communication across organization and externally to clients, stakeholders, community - Communication – lack of transparency and clarity - Inclusive practices for clients, community - Lack of diversity in leadership – representation of community - Community outreach - Accountability – leadership, clients, community, staff - Equity – access for clients to services, housing - Policy development process – not inclusive of client, staff and diverse voices
Opportunities	Threats
- What opportunities are open to us - What trends can we take advantage of - How can we turn our strengths into opportunities - Training and development open to clients and community - Inclusion of client voice in decision making - EDI training opportunities specific to team needs: -Community: accessibility, equity, cultural awareness, equity deserving groups, bias, psychological safety -Congregate: anti-racism, oppression, cultural bias, inclusion, psychological wellness - Expansion of EDI team; more resources to attain goals - Research and development; <u>evidence-based</u> practice through data - Multi-disciplinary team approach to better meet client needs - Specific plans and training for identified equity deserving groups <u>is</u> programs, housing - Access to services to meet identified, specific needs: <u>is</u> language needs, accessibility, financial, medical	- What threats can harm SHIP - What is our competition doing - What threats do our weaknesses expose to us - Housing crisis – a strategy to approach the housing crisis across the organization - Communications – social media; community outreach - Partnership – forging strong partnerships with those serving equity deserving groups - Partnerships – holding stakeholders and partners accountable to EDI expectations - Resources and funding – to provide equitable access to care

Prioritization Matrix

	Do Now	Do Later
Crucial	Crucial, Do Now	Crucial, Do Later
Not Crucial	Not crucial but do now	Delete, delegate, disregard

*Importance on Y axis, urgency on X.

Prioritization Matrix

Quadrant 1 (crucial and urgent): These are must-do tasks and must be tackled right now. Ideally, you don't want anything in this area. Examples include crisis situations, emergencies, and projects with hard deadlines.

Quadrant 2 (crucial but not urgent): These are the tasks without pressing deadlines but are critical to your success. Remember, though, that if you're not careful, quadrant 2 tasks can easily find their way into quadrant 1. Examples include research, project planning, process development, etc.

Quadrant 3 (urgent but not crucial): These tasks don't contribute to your end results but should still be treated with urgency. If and when possible, reject or delegate them. Examples are helping someone complete a task, certain emails and phone calls, and other forms of interruptions or distractions.

Quadrant 4 (not urgent and not crucial): These are your typical timewasters, such as taking long breaks, browsing social media, or surfing the internet for information not related to the task at hand — essentially, all forms of procrastination activities.

Community Needs Assessment

Community Demographic Data Assessment

- ✓ Available statistical data about communities served
- ✓ SHIP client demographic data

Partner, staff and client engagement

- ✓ Engagement around service needs, strengths and challenges

Emerging Sectoral Trends

- ✓ Identify current and emerging trends within the sectors that may impact service provision
- ✓ Comparative analysis with similar providers

HEIA Template

HEIA Template

The numbered steps in this template correspond with sections in the HEIA Workbook. The workbook with step-by-step instructions is available at www.ontario.ca/healthequity.

Step 1. SCOPING		Step 2. POTENTIAL IMPACTS			Step 3. MITIGATION	Step 4. MONITORING	Step 5. DISSEMINATION
a) Populations*	b) Determinants of Health	Unintended Positive Impacts.	Unintended Negative Impacts.	More Information Needed.	Identify ways to reduce potential negative impacts and amplify the positive impacts.	Identify ways to measure success for each mitigation strategy identified.	Identify ways to share results and recommendations to address equity.
Using evidence, identify which populations may experience significant unintended health impacts (positive or negative) as a result of the planned policy, program or initiative.	Identify determinants and health inequities to be considered alongside the populations you identify.						
Aboriginal peoples (e.g., First Nations, Inuit, Métis, etc.)							
Age-related groups (e.g., children, youth, seniors, etc.)							
Disability (e.g., physical, D/deaf, deafened or hard of hearing, visual, intellectual/developmental, learning, mental illness, addictions/substance use, etc.)							
Ethno-racial communities (e.g., racial/racialized or cultural minorities, immigrants and refugees, etc.)							
Francophone (including new immigrant francophones, deaf communities using LSQ/LSF, etc.)							
Homeless (including marginally or under-housed, etc.)							
Linguistic communities (e.g., uncomfortable using English or French, literacy affects communication, etc.).							
Low income (e.g., unemployed, underemployed, etc.)							
Religious/faith communities							
Rural/remote or inner-urban populations (e.g., geographic or social isolation, under-served areas, etc.)							
Sex/gender (e.g., male, female, women, men, trans, transsexual, transgendered, two-spirited, etc.)							
Sexual orientation, (e.g., lesbian, gay, bisexual, etc.)							
Other: please describe the population here.							

* NOTE: The terminology listed here may or may not be preferred by members of the communities in question and there may be other populations you wish to add. Also consider intersecting populations (i.e. Aboriginal women).

Health Equity Action Plans



Health Equity Action Plan 2024/25

Program:

	HEIA Info	Priority #1	Priority #2
	Population Impacted		
	Social Determinants of Health		
	Unintended Impacts		
	Mitigation Plan	Action: Action:	Action: Action:
	Monitoring Plan		
	Outcome Measurements		



Health Equity Charter at SHIP



Health Equity Charter

"Health equity allows people to reach their full health potential and receive high-quality care that is fair and appropriate to them and their needs, no matter where they live, what they have or who they are. A high-quality health system recognizes and respects social, cultural and linguistic differences." – Health Quality Ontario, 2017

Services and Housing In the Province (SHIP) is committed to identifying, recognizing, actioning and overcoming barriers to equitable health for all. We endeavor to integrate the principles of health equity so our community can access and experience the best care regardless of one's age, race, culture, language, religion, gender, sexual identity, family status, ability, socio-economic status, immigrant status, and other relevant life experiences such as homelessness, mental health and addictions. SHIP will ensure that the most vulnerable and marginalized have equitable access to care through our efforts to collect and use meaningful data and ensure those from equity deserving groups are represented as partners in their health care.



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

Takeaways From Today

- ✓ We need to **shift the narrative** on data reporting
- ✓ Having an **awareness** to implicit and systemic biases is crucial to change
- ✓ Equity data **highlights** health disparities and social injustice AND **showcases** the need for action through telling the story
- ✓ **Commitment to Equity Use of Data** overall ensures that data for change is foundational and mindful
- ✓ Equity Data is not about numbers; it is about **people**



Questions/Comments?



Connect with us...



designed by freepik.com



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Thank you, Merci, Miigwech

