**Community Health Improvement Plan (CHIP)**

**Inequity Discrimination and Bias Workgroup**

**Date**: March 13th, 2023

**Time**: 11a-12p

**Location**: Monroe County Public Library room 2A and Zoom

**Facilitators**: Melanie Vehslage and Rebecca Nunley

**Notes**: Melanie Vehslage

**Attendees in person**: Hannah Lencheck – Building a Thriving Compassionate Community (BTCC)/Youth Services Bureau (YSB); Nichelle Wash – community member & The Guarden, LLC; Melanie Vehslage – Monroe County Health Department (MCHD), Rebecca Nunley – IU Health Bloomington (IUHB)

**Attendees online**: Stephen Coover- Bloomington Fire Protection District, Julie Duhon – Tandem, Marlee Case – YSB, Katie Hopkins – South Central Community Action Program (SCCAP), Lasaundra Mccoy – Social Worker with Bloomington Police Department, Liz Stauth – Anthem, Nick Philbeck – Community Justice and Mediation (CJAM)/ BTCC

* **Welcome and Introduction**
* **Review/summary of previous meeting minutes**
  + Came away from February meeting with more interest in an evaluation component related to addressing policy and structural inequity as well as an interest in enhancing access to trainings rather than solely focus on a toolkit of IDB resources.
* **Review IDB Draft Timeline, Priority Area Template** (<https://docs.google.com/document/d/1zh8DPgIs9TIqznaAsHgMqVYdS5S4t-z6/edit?usp=sharing&ouid=104921433098158791415&rtpof=true&sd=true>)
  + [HBM spreadsheet](https://docs.google.com/spreadsheets/d/1tgi0aIfasWXFD2meuzp44M1GyC7pSJXPb0RZtO0nixs/edit?usp=sharing) – review updates and review request
    - Draft a script to put on the ‘how to use’ page (give brief how to learn if it is claimed) – Rebecca to-do
    - Note that FindHelp could be just another to-do for an overtaxed provider. Are there resources for orgs to update listings?
      * There are [resources on City of Bloomington’s website.](https://bloomington.in.gov/node/4204) This is also linked in the [Helping Bloomington Monroe/FindHelp Feedback spreadsheet](https://docs.google.com/spreadsheets/d/1tgi0aIfasWXFD2meuzp44M1GyC7pSJXPb0RZtO0nixs/edit#gid=1936314697)
    - Are cultural centers and other resources on the provider list? How are they being captured in a way that also closes gaps in services. Important because they do connect folks to the different health providers despite not being health providers themselves (for example El Centro) – what would appropriate language be for that role?
    - Is there a list of all the programs that are un-claimed within find-help?
    - Monroe County only has 20% that have been claimed right now.
    - Is there a way to capture information about how people are engaging non-online – how to get the word of mouth, how to do things not online, are there ways to claim a service – in general, how do we improve services for folks without direct access to internet?
      * One of the goals for FindHelp through CFRD is to install kiosks in Bloomington that direct to the FindHelp site.
    - How do we get programs that don’t have a website? There should be a way to suggest those resources too.
    - Increase training for organizations with drop-in hours (i.e. ensure that staff at organizations represented on FindHelp are trained to guide those in need of services through the FindHelp site)
    - Would a spreadsheet of master information be useful and how would the folks in the room utilize such information?
    - Request was made for a QR code to scan to go directly to the FindHelp site
  + Discussion of toolkit
    - Idea 1: Train IDB members as part of community of practice with BTCC
      * Phase 2 – develop 102 level of trainings with BTCC
    - Idea 2: Develop/find tools to support providers who have gone through 101 Community of Practice in obtaining feedback from clients served
      * Want to be careful about identifying which biases we are looking at in adjusting the change. Would need to be very specific about how to develop an evaluation tool.
      * Identities are intersectional – need to assess diversity demographic. DEI trainings often recommend is to not do assessments of change in bias
      * Might look at how staff/agencies work to manage conflict after having gone through a training? Is there self-check or self-assessment? Re-direction by community member? Change in staff/staff workplace tensions versus tension between staff/client?
        + Not engaging in biased behavior is not realistic. Is there some tangible way to assess power sharing after a training?
        + BTCC trainings intend for change in policy and practice within organizations to include perspectives of community members served and how the policy’s affect consumers.
        + Could be complicated in terms of service delivery.
        + BTCC would require folks to go through trainings first, and then continue with train the trainer sessions. Trainers are always co-trainers with someone experienced with the process so no one is left out to train alone without support
      * How are the BTCC trainings being offered currently and who is it impacting?
      * What/who/how are we trying to approach education? Are we focused on helping orgs advance their intercultural competence that would ultimately impact their ability to navigate a DEI strategy? Or are we doing awareness training (likely for well-intentioned people who need to develop personal awareness and skill)?
      * If utilizing surveys, must realize that responses come from either really happy or unhappy customers– the book [Hug Your Haters](https://www.jaybaer.com/keynotes/hug-your-haters/) was recommended to review
        + Could take approach of standardizing feedback not to assess DEI, but could just be more standard in terms of service provision
      * Do not want to have training effectiveness measured by just the number of people being trained.
  + Is there sufficient interest in moving forward with these 2-3 goals?
  + Refine IDB Timeline
* **Next steps and To Do’s**
  + [Refine IDB timeline](https://docs.google.com/document/d/1zh8DPgIs9TIqznaAsHgMqVYdS5S4t-z6/edit?usp=sharing&ouid=104921433098158791415&rtpof=true&sd=true)
    - BTCC list of people that have been trained - % increase goal?
    - Increase claimed listings on Find Help and identify challenges/barriers to utilizing this site by IDB members/those served
    - Consider if there is interest in moving forward with the goals as seen on the [IDB timeline](https://docs.google.com/document/d/1zh8DPgIs9TIqznaAsHgMqVYdS5S4t-z6/edit?usp=sharing&ouid=104921433098158791415&rtpof=true&sd=true)
* **Next meeting MCPL 2A and on Zoom**