Advancing Data Equity Across Human Services Systems

Peer Learning Webinar

June 1, 2023
2023 APHSA Conferences

Economic Mobility & Well-Being Annual Conference
August 27–30, 2023 | Long Beach, CA
Myatt Regency Long Beach

SNAP, TANF, & PROGRAM INTEGRITY

ISM + PHSA Education Conference & Expo
September 10-13
Kissimmee, FL

TECHNOLOGY & LEGAL

NSDTA Annual Education Conference
October 22-25, 2023
Sheraton Pittsburgh Hotel at Station Square | Pittsburgh, PA

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Natalie Williams

Chief Equity, Diversity, Inclusion and Belonging (EDIB) Officer

APHSA
American Public Human Services Association
WHAT IS DATA EQUITY?

- Data Equity is the consideration through an equity lens of the ways in which data is collected, analyzed, interpreted, and distributed.

- Data has the potential to reinforce racial bias and stereotypes, as well as to advance social justice.

- There is ample opportunity to advance the use and impact of data.
WHY AN EQUITY LENS?

- **Persistent disparities** across services and systems.
- Data is a foundational lever to **setting goals and designing strategies** for programs and community outcomes.
- Data establishes important **baselines and accountability measures**.
- Data helps us **prioritize progression on indicators** that can decrease disparities across race and ethnicity, sexual orientation, income levels and ability.
WHERE TO BEGIN

- Take proper **security measures** to protect data and individuals.
- Have a **central repository** for qualitative and quantitative data.
- Look at current **aggregated and disaggregated data**.
- Begin an analysis with **communities facing the greatest disparities**. Look at data to drive insights.
- **Compare and contrast** data sets.
- Develop a **partnership map**.
- **Identify policies** that impact outcomes.
- Develop a **roadmap for action** with accountability measures.
WHERE TO BEGIN

Operationalizing data equity practices begins with collaborative and courageous conversations across a wide cross-section of human services roles – Executive, Program, IT, EDIB, HR, EEO, to name a few.

Our discussion guide provides a set of conversational prompts spanning a selection of key areas – Sponsorship, Data Infrastructure, Skills Building, and Collaboration & Co-Design.
Open Data for Equity in the Public Sector

Temilola Afolabi
Senior Research Associate
The Center for Open Data Enterprise is a DC-based nonprofit whose mission is to maximize the value of open and shared data for the public good.

Open Data for Racial Equity Program
- Policing & Criminal Justice
- Environmental Justice
- Fair Housing
- Healthcare Access
- Workforce Opportunity
PRESENTATION OUTLINE

- Open Data Frameworks
- Examples of Open Data Advancing EDIB in the Public Sector
- Public-Private Collaborations
- Opportunities in the Human Services Sector
Open Data Frameworks
OPEN DATA FRAMEWORKS

The principles, policies, and technical standards that govern the release and accessibility of data by government entities or other organizations.

- Open Data Policy
- Open Data Standards (e.g. Open311)
- Open Data Initiatives (e.g. Open Government Partnership)
- Open Data Licensing (e.g. ‘CC0’ Public Domain; ‘CC-BY’ Attribution)
OPEN DATA FRAMEWORKS

Healthcare

Can support:

- Monitoring and addressing disparities in access to care, quality of care, and health outcomes
- Identifying and addressing inequities
- Supporting the development of targeted interventions
- Measuring progress over time
OPEN DATA FRAMEWORKS

Workforce

Can support:

- Identification of disparities in employment outcome (e.g. disparities in hiring, promotion or wage gaps)
- Addressing systemic bias
- Development of diversity and inclusion strategies
- Creating pathways for underrepresented communities to access economic opportunities
OPEN DATA FRAMEWORKS

- Foster collaborations and partnerships
- Design of data-driven solutions with input from the communities they aim to serve
- Identify local needs, challenges, and aspirations
Open Data Use for EDIB in the Public Sector
OPEN DATA INITIATIVES

Aim to empower communities, identify disparities, and inform policy and decision-making processes through the promotion of transparency and access to information.
OPEN DATA INITIATIVES

❖ The Opportunity Project | U.S. Department of Housing and Urban Development
❖ Police Data Initiative | The White House
❖ Executive Order 13985 | Advancing Racial Equity and Support for Underserved Communities
Public-Private Collaborations
PUBLIC-PRIVATE COLLABORATIONS

Can bring together government agencies, private companies, nonprofit organizations and community groups to harness open data for promoting EDIB.
PUBLIC-PRIVATE COLLABORATIONS

Open Data for Good Programs

Private companies have launched initiatives that promote the use of open data for social good.

- **DataKind** collaborates with corporations, nonprofits, and governments to apply data science and analytics to address societal challenges.
PUBLIC-PRIVATE COLLABORATIONS

Civic Tech Partnerships

Private technology companies partner with government agencies to develop innovative solutions that promote EDIB

- NYC311 allows developers and civic technologists to access and utilize data related to service requests made by residents of NYC.
PUBLIC-PRIVATE COLLABORATIONS

Data Collaboratives

Data collaboratives can involve public-private partnerships, which pool and share data resources for the public good.

- The Open Competency Framework Collaborative
- Public-private collaboration in the education sector to analyze student performance data and identify factors driving disparities
PUBLIC-PRIVATE COLLABORATIONS

Data Sharing Agreements

Formal contracts that detail what data are being shared and the appropriate use for the data. Can support research, policy development, and program implementation by providing access to relevant datasets and expertise.

- U.S. Department of Labor and LinkedIn data sharing agreement
Open Data Opportunities in Human Services
ACCESSIBLE & TRANSPARENT DATA

Open data can empower communities, policymakers and organizations to identify disparities, drive evidence-based decision-making and develop targeted interventions.
OPPORTUNITIES IN THE HUMAN SERVICES SECTOR

❖ Addressing Disparities
❖ Evidence-Based Policy
❖ Support Community Engagement
❖ Foster Partnerships and Collaboration
❖ Promote Accountability & Transparency
❖ Data-Informed Resource Allocation
Thank You

Temiilola Afolabi
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To compassionately serve our diverse community of Hoosiers by dismantling long-standing persistent inequity through deliberate human services system improvement.

WWW.FSSA.IN.GOV
Bringing together Data, EDIB, and Program Leaders

Data and Analytics Infrastructure at Indiana FSSA

- FSSA: Eight care divisions and multiple support offices
- Hub and spoke model and agency data stewards
- Agency-wide vision for equity
- Office of Healthy Opportunities ➔ Equity Team
  Structure ➔ Accountability Team
Strategies for Collecting and Disaggregating Data

Current Activities

Assessment to understand needed improvements of data systems

- Demographics Best Practices process
- Issue Brief: Analysis of FSSA Demographic Data
- Client registry mapping

Review of existing platforms

- Hoosier Health and Wellbeing Atlas
- IN211 Dashboard
Integrating Community and Staff Voice

Current Activities

Informing Agency-wide Strategy
- Staff Equity Dashboard and leadership guidance
- Strategic hiring efforts

Integrating community voice
- Focus groups with constituents and front-line staff
- Systems and applications improvement; equitable access
Policy Implications

Example Efforts Resulting from Equity-focused, Data-informed Activities

Division of Mental Health and Addiction (DMHA)
- Equitable 988 development
- Behavioral health data systems assessment (with USF)
- Updated Know the Facts campaign targeting POC

Medicaid
- Postpartum Medicaid coverage
- Managed Care support for health equity
- Department of Correction/FSSA Taskforce
Lessons Learned and What’s Next

- Sincere, improvement-focused leadership buy-in
- Ongoing assessment of key initiatives and programs
- Patience in discovery, processes, and time to see “results”
- Leveraging and maximizing resources for other programs, initiatives
- Collaboration creativity with key stakeholders
Roundtable Discussion
EDIB RESOURCES

Episode 1 – Unapologetically Affirming Your Voice w/Derrik Anderson, Executive Director at Race Matters for Juvenile Justice (Charlotte, NC)

Episode 2 – Creating a Safe Space for All w/LaRae Cantley, Senior Manager of Centering Community & Well-Being at Full Frame Initiative (Greenfield, MA)

Episode 3 – Forging a Path for Others w/Vannessa Dorantes, Commissioner for the Connecticut Department of Children and Families

Episode 4 – Be Unafraid to be Bold w/Dannette Smith, Chief Executive Officer of the Nebraska Department of Health and Human Services

Episode 5 – Discovering the Full Story w/Natalie Williams, APHSA
EDIB RESOURCES

Welcome to THRIVE:
The American Public Human Services Association’s
(APHSA) Learning Management System
Our Training Hub for Resources,
Innovation & Virtual Exchange
(THRIVE)

These EDIB eLearning Courses are currently available on THRIVE:
• An Introduction to Equity, Diversity & Inclusion
• EDI: Cultivating a Culture of Inclusion & Safety
• EDI: Understanding & Addressing Implicit Bias
• Active Allyship: How to Put Intention Into Action

www.thrive.matrixlms.com
EDIB RESOURCES

Technical Assistance and Learning & Development Areas

- Organizational Culture
- Leadership Development
- Advancing Equity, Diversity, Inclusion, and Belonging
- Strategic Planning
- Mission, Vision, and Values Development
- Business Process Mapping/Improvement
- Emotional Intelligence
- Curriculum Development
- Community Engagement
- Organizational Learning
- Training System Redesign
- Embedding Continuous Quality Improvement
- Practice Model and Competency Development

For more information contact: Jen Kerr, Director of Organizational Effectiveness
jkerr@aphsa.org
THANK YOU!

Please complete our short feedback survey that will be emailed to you shortly. This supports APHSA’s continuous improvement efforts.

Slides and Zoom recording will be emailed to all registrants in the coming week.