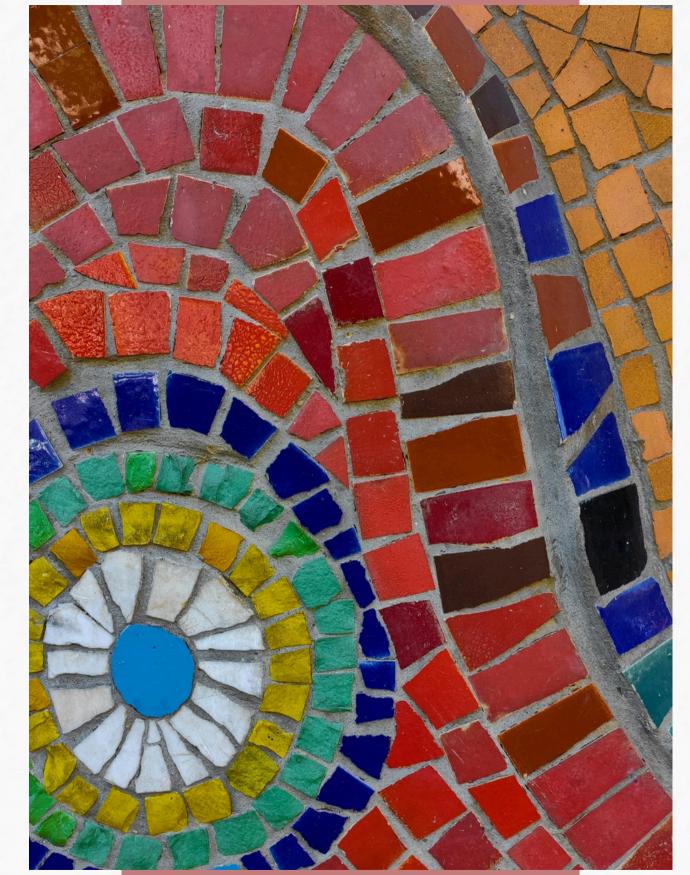


Latiffe Amado, BS, Lane County Equity Officer Britni D'Eliso, MA, Behavioral Health Project Manager





Meet Latiffe

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County Equity Officer, Lane County



Meet Britni

Behavioral Health Project Manager, Lane County

Agenda

Behavioral Health Crisis Program

A blank slate for a community informed program

Grounding the Process in Equity

Creating a foundation for equitable community engagement

Community-Wide Survey

Prioritizing the collection of implementable feedback

3

Equitable Survey Analysis

Intersection of equity, statistical significance and data literacy

Shared Learnings

Successes and opportunities to inform future efforts

7

Q&A

F

01. Behavioral Health Crisis Program

A blank slate for a community informed program



- 24/7 behavioral health crisis center in development
- New level of care in Oregon
- Learning opportunity for meaningful community engagement
- Chance for the healthcare system to get it right

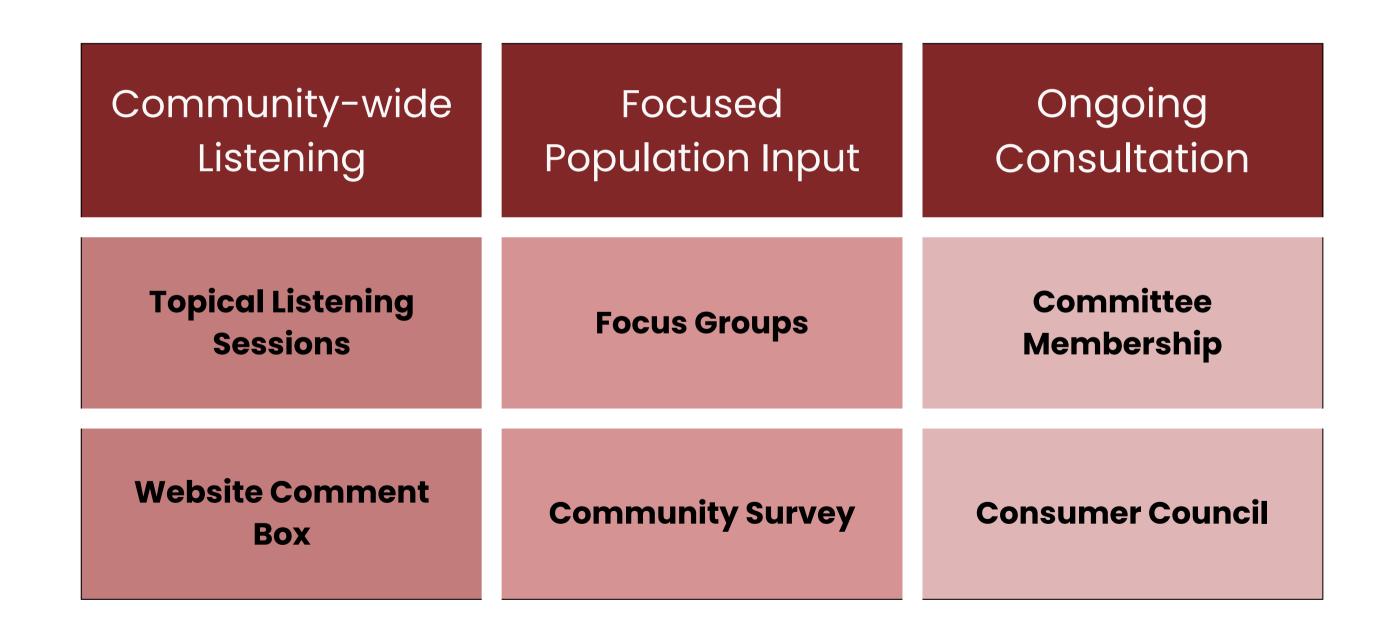


STANCE TOWARDS COMMUNITY	IGNORE	INFORM	CONSULT	INVOLVE	COLLABORATE	DEFER TO
IMPACT COMMUNITY ENGAGEMENT GOALS	Marginalization Deny access to decision-making processes	Placation Provide the community with relevant information	Tokenization Gather input from the community	Voice Ensure community needs and assets are integrated into process & inform planning	Delegated Power Ensure communit \(\) capacity to play a leadership role in implementation of decisions	Community Ownership Foster democratic participation and equity through community- driven decision- making; Bridge divide between community &
MESSAGE TO COMMUNITY	Your voice, needs & interests do not matter	We will keep you informed	We care what you think	You are making us think, (and therefore act) differently about the issue	Your leadership and expertise are critical to how we address the issue	governance It's time to unlock collective power and capacity for transformative solutions
ACTIVITIES	Closed door meeting Misinformation Systematic	Fact sheets Open Houses Presentations Billboards Videos	Public Comment Focus Groups Community Forums Surveys	Community organizing & advocacy House meetings Interactive workshops Polling Community forums	MOU's with Community-based organizations Community organizing Citizen advisory committees Open Planning Forums with Citizen Polling	Community-driven planning Consensus building Participatory action research Participatory budgeting Cooperatives
RESOURCE ALLOCATION RATIOS	100% Systems Admin	70-90% Systems Admin 10-30% Promotions and Publicity	60-80% Systems Admin 20-40% Consultation Activities	50-60% Systems Admin 40-50% Community Involvement	20-50% Systems Admin 50-70% Community Partners	80-100% Community partners and community-driven processes ideally generate new value and resources that can be invested in solutions

The Spectrum of Community Engagement to Ownership by Facilitating Power

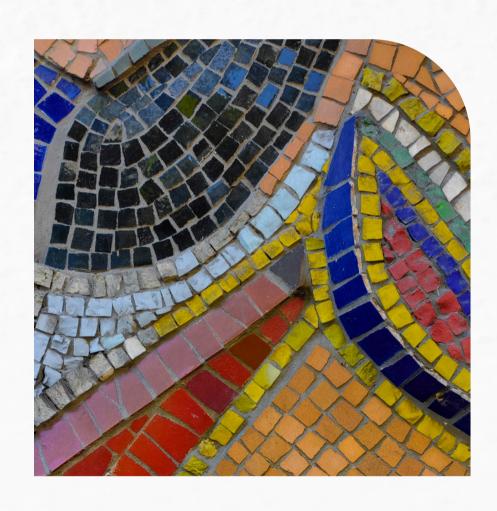


Strategic Framework for Lived-Experience Engagement



02. Grounding the Process in Equity

Creating a foundation for equitable community engagement



Focus on transparency and trust- What scope of the design can be truly guided by community? How do we ensure a transparent and complete data cycle?

Focus on avoiding community extraction- What are we adding to community in this process?

Focus on centering lived experience— how do we prioritize the voices of those with lived experience with the behavioral health system? How do we intersect this data with race?

03. Community-Wide Survey

Prioritizing the collection of implementable feedback

- Survey questions informed by community listening sessions
- Epidemiologists aided in crafting intentional survey questions
- Community Partners approved accessibility of survey questions



Intentional Survey Design

We identified a need for input from the following groups. Please check all that apply to you. (Please fill in the "other" category if you identify with a group that is not listed)	
☐ I am a liaison or advocate on behalf of individuals with lived experience ☐ I have supported a loved one in navigating behavioral health systems and services ☐ I have personal experience accessing services in the behavioral health system ☐ I have personally experienced houselessness ☐ I have personal experience within the legal system ☐ I Identify as a member of a systemically marginalized* community based on my race or ethnicity ☐ I Identify as a member of a systemically marginalized* community based on my gender identity and/or sexual orientation ☐ Other:	lived experience people with one or more lived experience(s) in BH system, houselessness or legal involvement systemically marginalized group people who identify as a member of a systemically marginalized group based on race or ethnicity AND/OR gender identity AND/OR

Survey Distribution

Targeted Universalism - setting universal goals and using tailored strategies for different groups to achieve those goals



- The Stabilization Center will provide 24/7
 behavioral health services for those in crisis,
 serving all ages.
- The purpose of survey is to get feedback from all people, especially those with lived experience.
- This survey is anonymous and optional but valuable and essential to get your input.

Please take survey once per person

escanea aquí o visita Icstabilizationcenter.com **ENCUESTA**

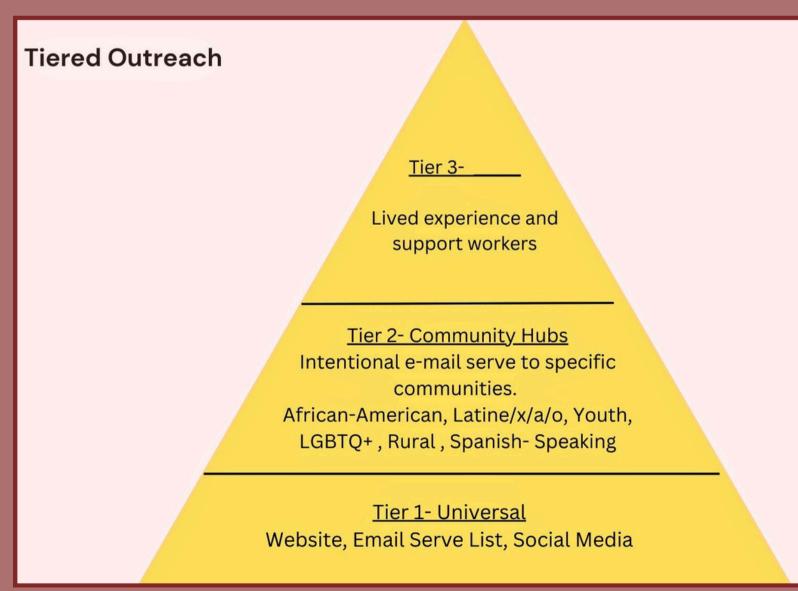
COMUNITARIA DEL

CENTRO DE

ESTABILIZACIÓN



- 70% people with lived experience navigating the behavioral system, houselessness or legal involvement
- 1% identify as a member of a systemically marginalized* community based on race or ethnicity
- 16% identify as a member of a systemically marginalized* community based on gender identity and/or sexual orientation

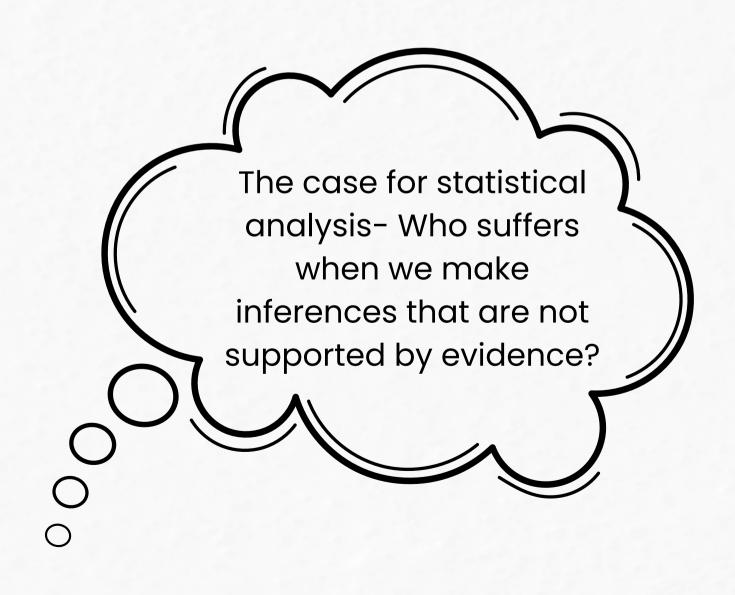


04. Equitable Survey Analysis

Intersection of equity, statistical significance and data literacy

Data was analyzed in four rounds:

- All responses
- Lived experience
- Marginalized identity
- Lived experience and marginalized identity



The Data Analysis Lens

- Are there statistically significant differences between all respondents, people with lived experience, people that self-identified being part of a marginalized community?
- When do we need to look at the additional comment section to gather more information?
- When have our assumptions been challenged by the evidence?
- Do we feel confident in our recommendation, or do we need to seek additional information?

Data Literacy as a Community Offering



What was provided in return, to the survey participants and broader community?

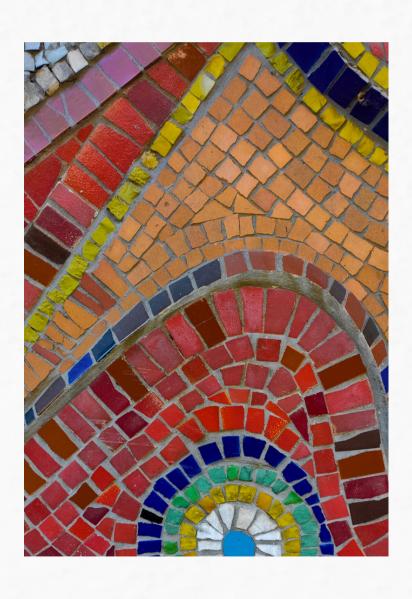
- Transparency- overview of process (how and why we created the visualizations with the 4 lenses)
- Data Literacy- understanding statistical significance and why it is important
- Data Analysis- demonstrating statistical significance analysis through translating results to recommendations

05. Shared Learnings

Successes and opportunities to inform future efforts

Successes

- Targeted Outreach: A focused outreach plan was developed to engage individuals with lived experience and other key stakeholders.
- Community-Based Consultations: The survey was designed and distributed with input from a community steering committee, ensuring it met the needs of those with direct experience.
- Data-Driven Decisions: The steering committee analyzed the survey data to make decisions grounded in the feedback received, ensuring the center's design was responsive to community needs.



Opportunities

- Sustainable Process: How to create a better community engagement process that is more realistically replicable across all of Lane County.
- Reaching Spanish-Speaking Community:
 How to strengthen partnerships with
 Spanish-Speaking communities in order to
 get their voices included.
- Measure Impact of Value Added: Did our efforts add value to the community? How do we know?

Questions?



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