**SSVF Equity Dashboard – Leading Change with Data**

**December 14, 2023**

**Link to Recording**

## Agenda

- Welcome & Introductions
- VA Updates and Reminders
  - Customer Satisfaction Survey Review
  - Equity Review Approach
- Equity Grounding, Context and Leadership
- Refresher: Accessing and Using the SSVF Equity Report
- SSVF Equity Dashboard – Leading Change with Data
- SSVF Grantee Equity Discussion
- Q&A

# Introductions

## SSVF Program Office

Adrienne Nash-Melendez (she/her), National Director

## Technical Assistance

Phil Allen (he/him), Senior Associate

Mark Silverbush (he/him), Associate

**Please introduce yourself in the chat:**

**Name, Pronouns, Location**

# Housekeeping

Up to 90 minutes

Slides & handouts are in the "handout" section

Recording, Handouts & Slides will be sent via email

Submit questions in the question box or any time at ssvf@va.gov

# VA Updates and Reminders

# Equity Grounding, Context, and Leadership

# Equality vs. Equity

**Equality vs. Equity**

- Equality is about sameness; it focuses on making sure everyone gets the same thing.

- Equity is about fairness and making sure **everyone** has the opportunity to achieve positive outcomes; it ensures that each person/population gets what they need. It addresses the **differences** to achieving positive outcomes.

**Equity is realized when:**

- Traits such as gender, race, sexual orientation, age or disability status can no longer be used to predict outcomes.

- In the homelessness arena, equity would mean that people experiencing homelessness were represented at roughly the same rates reflected in local demographics.

# Grounding and Context

The US's current state of homelessness stems in large part from policies that were discriminatory, such as enslavement, forced migration, redlining, segregation, etc.

- Therefore, persons of color are disproportionately represented among persons experiencing homelessness and at-risk populations

Providing effective services for Veterans at-risk for or currently experiencing homeless addresses social equity.

- Analysis of program data from an equity perspective can identify disparities and opportunities to further equity.

# Why is it Important to Lead with Equity?

- Black, Indigenous, Latiné, and People of Color (BILPOC) communities disproportionally experience homelessness in the United States.

- Intentionally commit to consistent and systematic fair, just and impartial treatment of all individuals and a just distribution of tools and resources to give Veterans, including Veterans who are members of underserved communities, what is required to enjoy a full, healthy life.

- One of the core concepts of the SSVF Program Office is to ensure services are driven by Race Equity and Social Justice.
  - This means the Program Office aims to actively using data and Veteran feedback to combat disparities based on race and other marginalized identities to make program and system design adjustments that further equity.

# Why is it Important to Lead with Equity?

- We have an ethical responsibility to provide equitable services to all of our community members

- Race is the single largest predictor of outcomes along the social determinants of health

- Allows us to be good fiscal stewards of our funding

Have you or your organization done an equity review of its SSVF data?

# Refresher: Accessing and Using the SSVF Equity Report

# Accessing the SSVF Equity Report

- The SSVF Equity Report is intended to be accessed directly by:
  - SSVF Grantee Staff with Repository accounts
  - SSVF Regional Coordinators
  - SSVF TA providers
  - SSVF Program Office Staff

- Email ssvfhmis@abtassoc.com if you would like access to the SSVF Equity Report.

  - You will receive an email invite. Click the link and follow onscreen instructions.

- Once you have created your account, you can access the report here: https://ssvfhmis.shinyapps.io/ssvf_equity_report/

# Guidance Available

- Webinar
  - Content: Live demonstration, usage guidance, equity grounding,
  - Video: https://youtu.be/ChtByG6nM-c
  - Presentation: https://www.va.gov/HOMELESS/ssvf/docs/Equity_Report_Webinar_May_11_2023.pdf
- Report Introduction
  - Purpose
  - About this Report
  - Groupings
  - Limitations
  - Next Steps
  - Resources

# SSVF Equity Report

- Brief live demo
  - Show intro
  - Three measures
  - Grantee-level data

# Discussion Question

What are you doing to improve your SSVF program's equitableness?

# Next Steps: Leading Change with Data

# Next Steps:

# Leading with Equity and Social Justice

1. Create meaningful partnerships with Veterans with lived experience and community advocacy groups
2. Review and integrate SSVF Equity Report into grant management to better respond to local need.
3. Review internal policies, procedures and Standard Operating Procedures (SOP). Formal and informal
4. Review data with local partners such as CoCs and VAMCs to better respond to local needs

# Next Steps:

# Create Meaningful Partnerships

| Avoid | Do |
|---|---|
| Transactional only relationships | Create meaningful partnerships based on mutual respect |
| Tokenism | Include people of different experiences and backgrounds |
| Having decision making conversations in silos | Engage in transparency |
| Making decisions about how, when and where conversations will be had without consultation | Create safe, trusting spaces that involve inclusion from the start. |

# Next Steps:

## Create Meaningful Partnerships

- Prioritize compensation and acknowledgement for the contributions and time of Veterans with lived expertise.**

- Devote the necessary resources to make the process successful (i.e. budget, staff time, space)

**Compensation is allowable as long as it is reasonable and consistently applied to Veterans serving to improve or provide guidance with SSVF. If the activity is for the entire agency then the costs should be shared among each program.

## Next Steps:

## Review and integrate SSVF Equity Report into grants management

*Veterans with lived experience of homelessness can offer vital insights into what works well and what doesn't. In collaboration with Lived Experts:*

- Grantees are encouraged to dig deeper into the data points that underlie any disparities and work to identify details about the population such as:
  - Where the possible disparity occurs within the system touchpoints?
  - Does the possible disparity show up within certain groupings, and if so, it is greater in one grouping than the other?
  - What else?

# Next Steps:

# Review internal P&P and SOP (formal & informal)

*The voices of Veterans who have experienced homelessness are traditionally missing from the planning, program, and policy development process. In collaboration with Lived Experts:*

- Grantees are encouraged to review and change their agency **mission** for inclusive language
- Grantees are encouraged to review and change **outreach**, **intake, and resources allocation policies, etc.** to ensure polices are inclusive and do not exasperate existing disparities.

*Note: Formal (written) policies should be reviewed as well as informal traditions, norms, rules and values*

# Next Steps:

# Review data CoCs & VAMCs

Conduct an assessment of your communities system design and planning:

- Engage partners as a part of your analysis team; including Veterans with Lived Experiences and Expertise
- Look at data and gaps in data by population
- Map out every step that a Veteran takes when entering/exiting your homeless response system on a system level and an organizational level to see where disparities may be occurring

# Practice Scenario for your Community

Your team has engaged in an internal, agency level review of data and identified that Veterans, who have been diagnosed with disabilities, are re-entering homelessness at a rate higher than their community representation and at a higher rate than other populations.

Questions:

- What questions should you ask?

- What should your next steps be?

- What additional supports/partners should you pull in?

## Practice Scenario for your Community

After looking even further, your team determines that a contributing factor is that Veterans, who have been diagnosed with disabilities, are taking longer to build income in the private job market.

Questions:

- What additional questions might you ask?

- What additional specialized supports/partners should you pull in?

## Concluding Discussion

We are seeing disparities in program outcomes based upon sub-population, e.g., race/ethnicity, LGBTQ+, age, disability status, and gender.

- What are some action steps- that you can possibly take now- to address disparities or gaps? System level?  Organizational level?

- What additional training, supports, and resources would be helpful to understand or address this?

- In what ways has your program already been examining ways to embed and support equity? In Veteran services/system work?  Within program policies/practices and staffing?

- What are some of the barriers that you see with this work? How do you address or overcome the barriers?

- What immediate questions do people have following the session today? Any immediate clarifications needed?

# Q & A