

Monroe County Inequity Discrimination and Bias CHIP Team

Goal 1: Reduce Inequity Discrimination and Bias in Monroe County through greater access to social services to more individuals.

Objective: Expand access/use of FindHelp.org among Monroe County Residents by 12/31/2023

Strategies	Activities	Timeline	Roles/Responsibilities	Resource Needs	Evaluation Metrics	Outcomes
Reduce barriers and increase Accuracy	Go to Findhelp.org. Search for listings for one's own agency. If not already claimed, claim listings as appropriate. If needed, attend Info Session 101 and 102 to learn how.	4/31/2023 (monthly recurring)	All active participants in CHIP groups with an organizational affiliation If claimed - identify who in your agency is the point person	Email access, internet access	FindHelp.org report and/or internal spreadsheet for CHIP members	Easier identification of services written in a culturally appropriate way will increase access to care
Reduce Barriers and increase accuracy	For programs within CHIP participant's agency that are not claimed where CHIP participant is not able to claim due to job role, identify who is able to claim the program. Request that program be claimed. Offer to connect with CFRD or online trainings. Request reason for not wanting to claim program if denied.	4/31/2023	All active participants in CHIP groups with unclaimed programs where CHIP participant is not able to claim due to job role	Email access, internet access	FindHelp.org report and/or internal spreadsheet for CHIP members	Easier identification of services written in a culturally appropriate way will increase access to care

Research	Experiment with utilizing FindHelp, searching with different search terms and communicate with CFRD with specific feedback Practice utilizing referrals in a real-world and test capacity. Provide feedback to CFRD Survey colleagues and identify additional ways to improve HBM	Ongoing - report out monthly for review	Draft Google Doc for consolidation of information - Melanie https://docs.google.com/spreadsheets/d/1tgi0alfasWXFD2meuzp44M1GyC7pSJXPb0RZtO0nixs/edit?usp=sharing	Google/internet access	5 pieces of feedback provided by CHIP team members.	Themes identified by feedback, people are contributing to the google doc. FindHelp can improve the platform using this feedback.
Reduce barriers and increase accuracy	Review most searched-for/engaged programs that are not yet claimed. Reach out to orgs to encourage them to claim their programs	ongoing - monthly review	IDB CHIP members sign up for quarterly newsletter IDB CHIP members review and sign up for orgs to contact	Google/internet access	10 percentage increase of local programs claimed (16 programs = 10% of 151/441).	Easier identification of services written in a culturally appropriate way will increase access to care

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Goal 2: Reduce Inequity Discrimination and Bias in Monroe County

Objective: Increase capacity of community organizations to address inequity, discrimination, and bias at a structural level by 12/31/2024

Strategies	Activities	Timeline	Roles/Responsibilities	Resource Needs	Evaluation Metrics	Outcomes
Research	Identify groups/orgs who have taken BTCC implicit bias training and/or other IDB training (ie Guarden) of which BTCC is aware.	May 2023	BTCC (Hannah and Nick) to provide list of agencies	access to BTCC records need access to computer to share list	List will be shared within CHIP group	Awareness of current state of implicit bias training within county will inform CHIP group of prevalence and county-wide need
Increase capacity for education	IDB members become trained in community of practice train the trainer modules for BTCC implicit bias training	Dec 2024	BTCC provides training to IDB group plus invitees; BTCC supports trainers as they become adept at leading training	BTCC training programs; IDB group members (and others) who are interested in becoming trainers	Number of new trainers joining the BTCC community of practice	Increased capacity for implicit bias training in Monroe County to better meet need
Develop tool	Develop a list of options /resources for those who have experienced discrimination in housing	Mar 2024	Tonda Radewan (Eviction Prevention Project) to filter resources and pilot usage with clients. Nick Philbeck (CJAM) to assist to include resources related to implicit bias.	Team's knowledge and awareness of resources to address the issue.	Number of new resources to provide to clients experiencing discrimination, beyond filing a complaint with HUD.	Increased awareness of options and ways of resolving issues related to discrimination in housing.

Develop tools for awareness	Develop survey tool/checklist that organizations who have taken implicit bias training could use to gauge whether implicit bias principles have been internalized within their team	pending		List of agencies who have taken BTCC training	Number of orgs that express interest in survey tool/checklist	Orgs that have taken implicit bias training will have better awareness of how their team is translating the training into customer service and/or organizational changes (policy, etc) that impact their customers
Increase capacity for education	Develop 102 level toolkit to enhance BTCC CoP training modules	potential future goal				
Research/gaps analysis	Research toolkits (both in BTCC toolkit and any additional) and add to base list. Identify what trainings are available locally (BTCC, Guarden, etc.)	potential future goal				
Identify and reduce barriers	Survey local agencies to identify interest and utility for toolkit/trainings related to IDB consumer survey tool	potential future goal		list of agencies who have taken BTCC training		

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