



ERICSA

1963 - 2023

A GEM 60 YEARS
IN THE MAKING

SAVANNAH

60TH ANNUAL TRAINING CONFERENCE & EXPOSITION

MONDAY, MAY 22 - FRIDAY, MAY 26, 2023

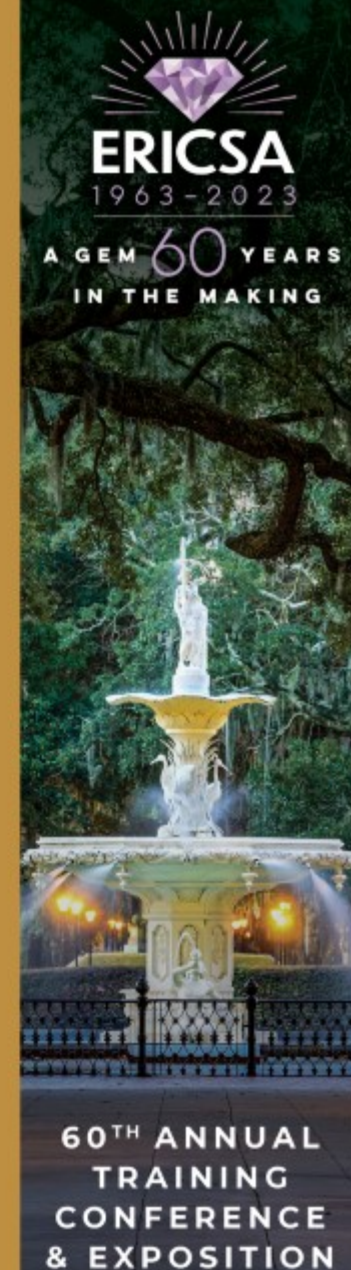
Expanding Your Spectrum: Using Data to Refract Your Lens Toward Equity

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Moderator – Liz West



Equitable programs and policies can be different depending on your program and the people you serve, while ways to address equity are fairly consistent. So where do you start? Can you use the data your office currently collects to create a more robust picture of your office's dedication to equity principles? Learn how Michigan is fundamentally changing our ways of viewing the program to create a more equitable child support experience.



What are we doing?

- Building our capacity to address equity and inclusion in child support.
- Reckoning with the ways this program has helped and harmed families throughout its history.
- Envisioning new ways of being.



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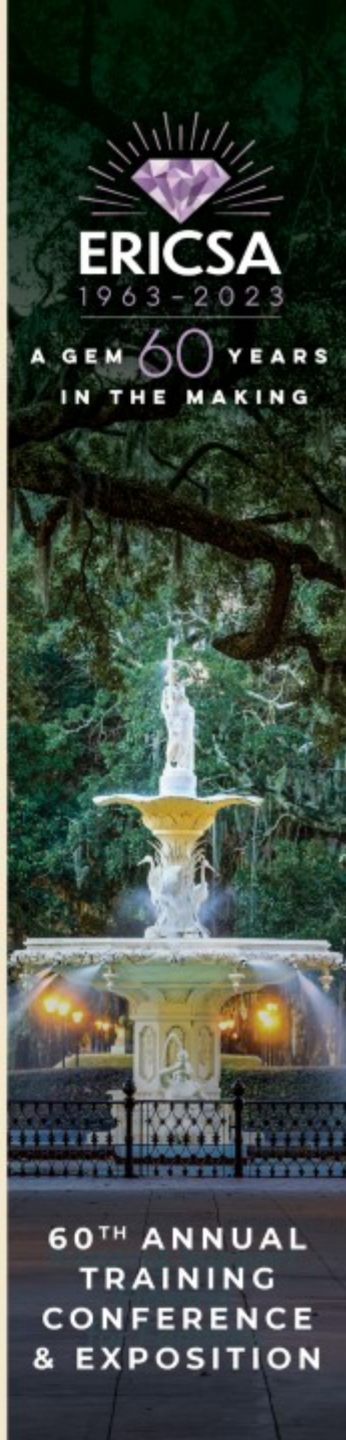


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Approach- Rooted in racial equity

Using this approach compels us:

- 1) to understand the historic and current drivers of health and social inequalities e.g. racism, sexism, heterosexism, ableism, ageism;
- 2) to identify how child support contributes to, and can deconstruct inequalities;
- 3) to work in partnership with the communities we serve to achieve equity;
- 4) to use statistical data to assess and monitor the impact of diversity, equity and inclusion initiatives on the workforce and those we serve;
- 5) to monitor the effectiveness of our efforts; and
- 6) to ensure sustainability.



Why is it important to us?

- Child Support (like all human services programs) is an institution that contributes to the marginalization of certain people groups by controlling access to resources based on dominant culture values.
- We have a responsibility to recognize how child support has helped or harmed those in our program and work to repair harm.
- The quality of our work is better when everyone can be their full selves.



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A New Perspective

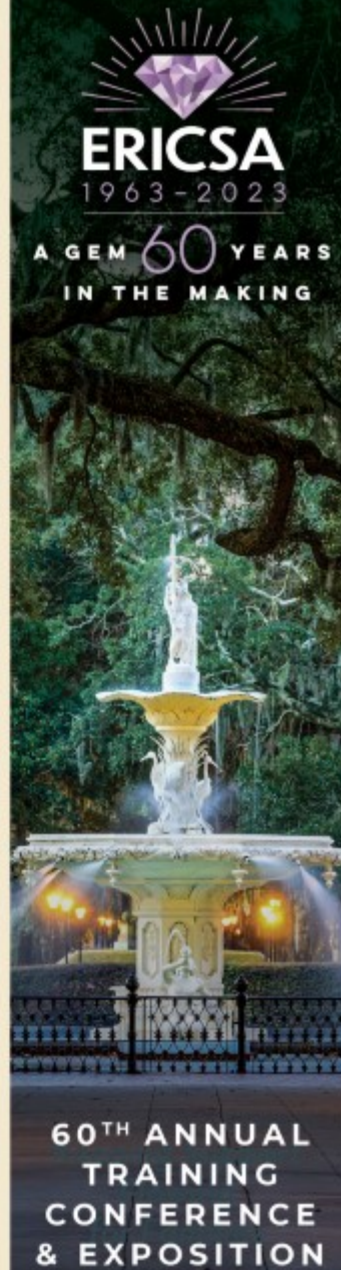
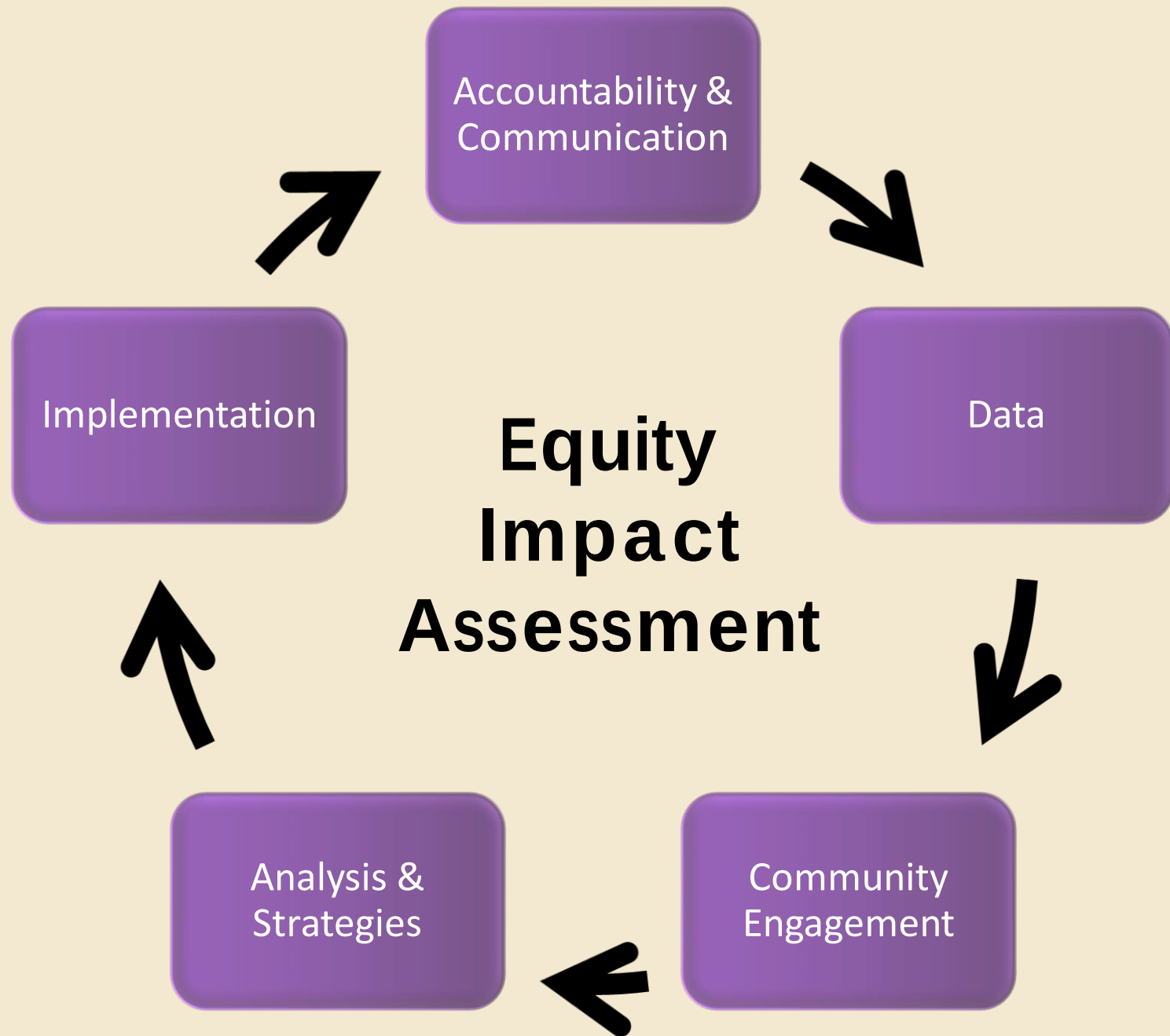
- We are uniquely situated to help families.
- We want children and their families to thrive and be well.
- We want to provide supports to parents regardless of their custodial status.
- Improvements needed to address poor outcomes for families of color.



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What

to

Why

What are the numbers?
Purpose of data remains
unexamined.

What is the purpose of this data?
What is the impact on
individuals?
What is the source of the
disparity?



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Numbers

to

Stories

Statistics are the
only “real” data.

Stories of lived
experience are data.
Stories AND statistics
are equally important.



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Shallow

to

Deep

On average, we're doing pretty well.

Which families are NOT doing well?
What are the outcomes?
What is the role of our agency in creating these outcomes?
Which policies, practices play a role?



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Assumptions to Relationships

Numerical data
is enough to
know.

You can't know
until you know
people.



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Superficial to Intentional

Good intentions are
enough.
80/20 rule.

Focus on impact.
Identifying barriers.
Attend to whom the data is
about.



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Equality

to

Equity

Treating
everyone the
same is correct.

Equal treatment
does not mean
equal outcomes.



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Broad

to

Detailed

Only the overall average matters.

Disaggregate by any and all possibly
relevant identities and factors.
Different impacts on different people.
Enough detail to operationalize action
on specific outcomes.



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Discomfort

to

Courage

Afraid to hear
community
speak honestly.

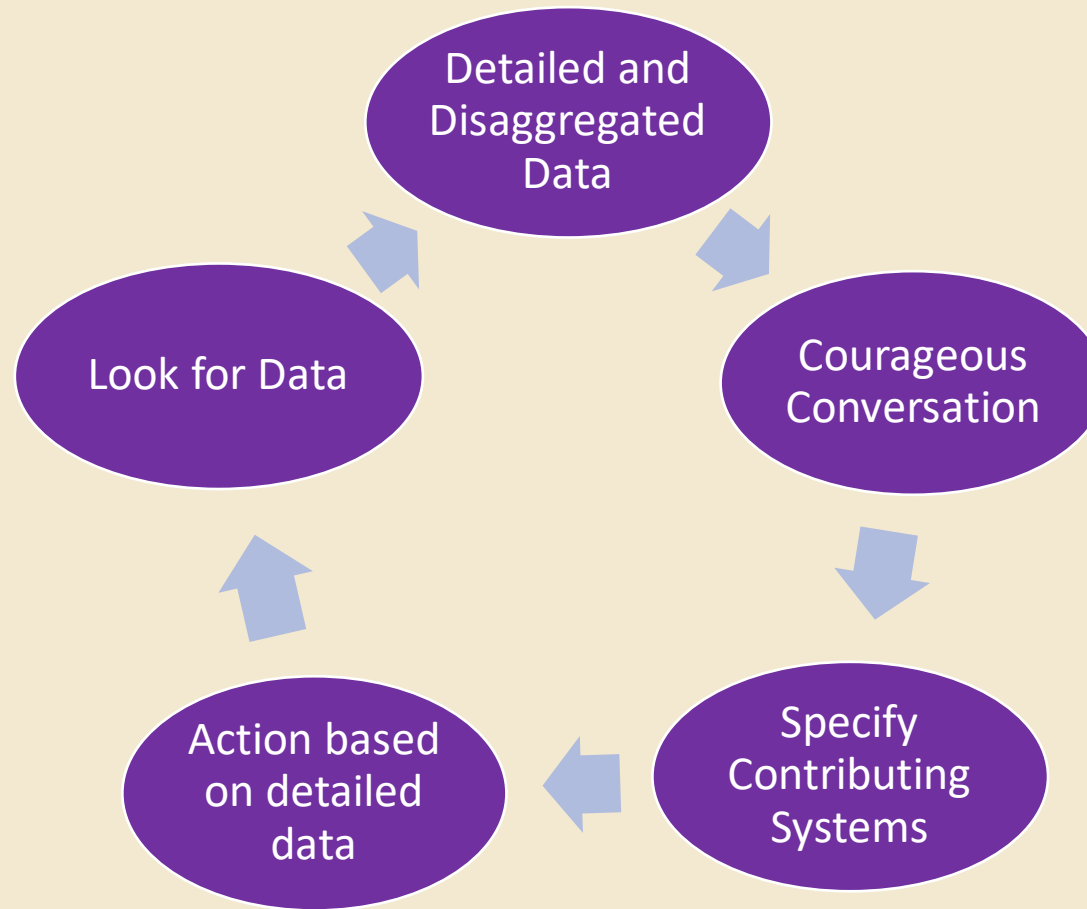
Asking, even if
uncomfortable.



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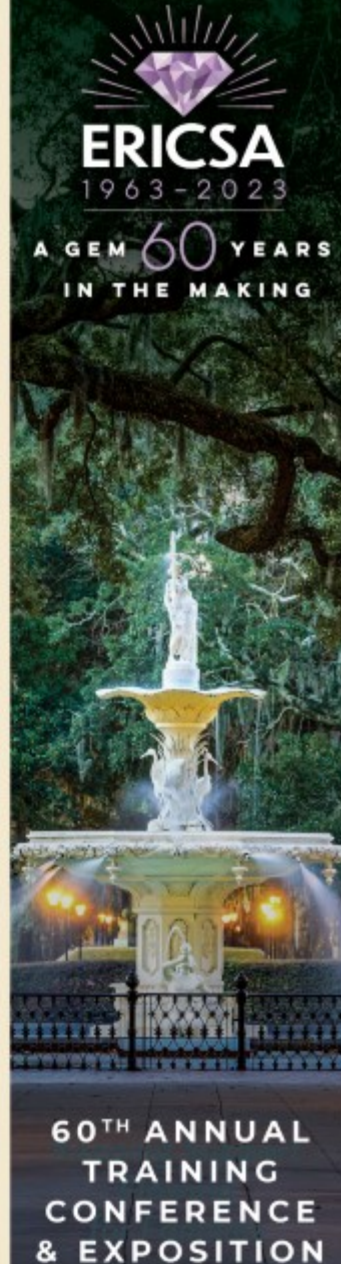


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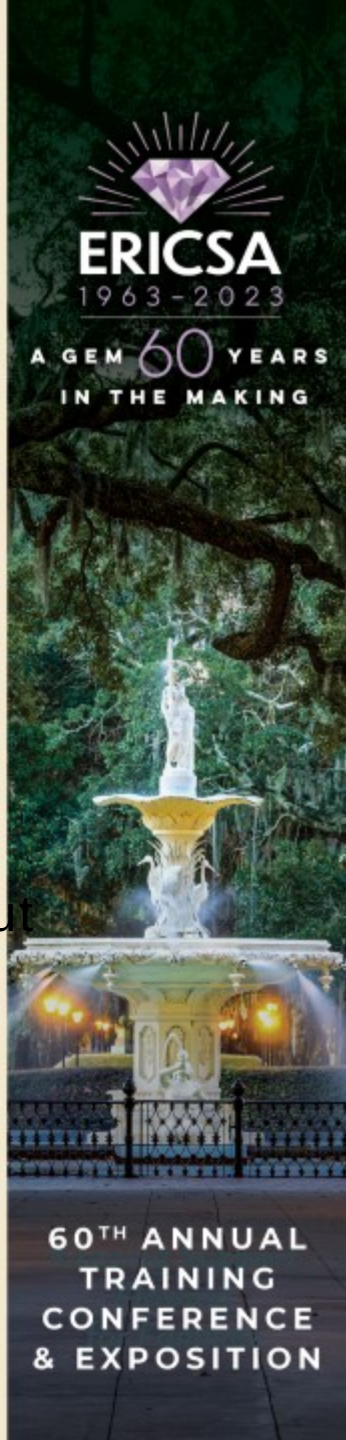
Office Culture

Dedicated time and space for conversation	Training	
Shared Definitions	Courage	Relationship with Community
Bringing our full selves to work	Look inward	Skill and Comfort



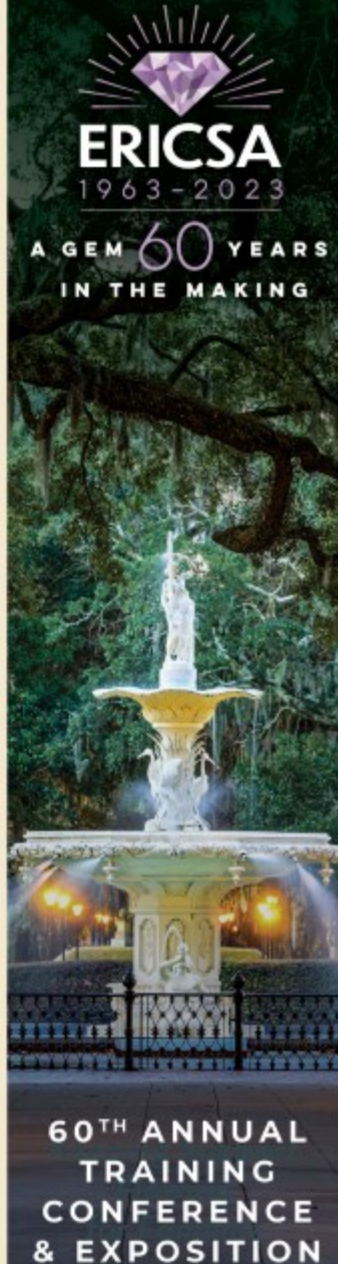
What makes conversation possible?

- Training on systemic/structural racism.
- Collect detailed, disaggregated data and *talk about it*.
- Office culture:
 - What conversation is permissible.
 - Individuals' comfort level in talking about race, racism and inequality.
 - Creating an environment where people feel encouraged to speak honestly about inequality.
- Dedicated time and space for conversation:
 - DEI groups
 - Community Advisory Councils
 - Antiracism Transformation Teams



Ripples Beyond Data...

- Discussion creates space for people to bring their full selves.
- Conversation about race broadens to gender and other identities.
- Seeing data differently helps us see people differently.
- How we see ourselves and our roles.



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