

## DRAFT ACTION AGENDA

### HEALTH & WELL-BEING VISION

"Our community is healthy and well when residents and community based partners have the capacity, tools, and expertise to meet our own health needs related to mental and emotional well-being, strong relationships, healthy and affordable food, and healthcare free from structural barriers. Such capacity should be supported in times of emergency and during non-emergency periods."

### MENTAL 'WELLNESS'

<b>PRIORITY ISSUE #1:</b>		<b>Stigma around mental health that deters residents/communities from seeking the help they need</b>					
<b>GOAL:</b>		<b>Take proactive measures to destigmatize mental health in NYCHA communities</b>					
<b>Recommended Strategy 1</b>							
Assess, develop, and use language for mental health that is more accessible and builds on the resilience of communities of color to normalize seeking support							
<b>POLICY EVENTS</b>		<b>Timeframe</b>	<b>Champion</b>	<b>Agency Wide Action</b>	<b>Community Direct Action</b>	<b>Resources</b>	<b>Milestones</b>
a	Host forums that uncover the language that is stigmatizing and normalizing to inform a culturally informed communication campaign; forums must include space for different age groups and cultural and lived experiences	short (now- end 2021)					
b	Host small-group community discussions to articulate the ways in which "mental illness" carries a strong stigma in our communities and what makes for "culturally competent" care.	short (now- end 2021)					
c	Host small-group community discussions to discuss how "resilience" shows up in our Black/Brown communities - both as an asset (strength) and a liability (the shame of showing any sign of weakness)	short (now- end 2021)					
d	Push out new terms that are more positive and mainstream -	short (now- end 2021)					

## FOOD SECURITY

**PRIORITY ISSUE #1:** **Inequitable access to fresh and nutritious food that disproportionately affects the health and wellbeing of low-income residents in NYCHA develop**

**Goal:** **Increase access to fresh, nutritious, and affordable food for residents throughout NYCHA communities**

### Recommended Strategy 1

Proactive outreach to inform residents about available food resources and programs

POLICY EVENTS		Timeframe	Champion	Agency Wide Action	Community Direct Action	Resources	Milestones
a	Create a list of quality, affordable food in all the stores and programs	short (now- end 2021)					
b	Post available food resources on multiple formats (signage, flyering, digital, social media) to keep residents informed	short (now- end 2021)					
c	Scale up mutual aid efforts - Call elected officials to fund mutual aid	med (end of 2022)					
d	Coordinate and push out information on Emergency food deliveries	short (now- end 2021)					
e	Require language translations on all outgoing info resources from City Agencies	short (now- end 2021)					
f	Offer cooking demos and virtual cooking classes - or get residents who cook to host/share their recipes	short (now- end 2021)					
g	Launch a community advocacy campaign to improve quality of produce & meat	med (end of 2022)					



# Mental Wellness

## Priority Issues, Goals, Strategies

Issue 1: Stigma around mental health deters residents/communities from seeking help

Issue 2: Lack of awareness of and access to culturally relevant mental wellness information and services for NYCHA MAP communities

### GOALS:

**GOAL 1: Take proactive measures to destigmatize mental health in NYCHA communities**

**GOAL 2: Increase access to and training around culturally competent "mental wellness" information and services for NYCHA MAP communities**

### Recommended Strategies:

**Assess, develop, and use language for mental health that is accessible to all and builds on the resilience of communities of color to normalize seeking support**

**Make existing information and resources around mental health and related services widely available and accessible to NYCHA residents**

**Support/train first responders and direct service providers in providing culturally competent wellness & healing services to communities of color**

**GOAL 1:** Take proactive measures to destigmatize mental health in NYCHA communities

**GOAL 2:** Increase access to and training around culturally competent "mental wellness" information and services for NYCHA MAP communities

Yellow stickies are the **RECOMMENDED STRATEGIES** generated.

High Effort

Low Effort

High Impact

Low Impact

**Support/train first responders and direct service providers in providing culturally competent wellness & healing services to communities of color**

Challenging

**Assess, develop, and use language for mental health that is accessible to all and builds on the resilience of communities of color to normalize seeking support**

**Make existing information and resources around mental health and related services widely available and accessible to NYCHA residents**

Discard

Implement

Take the yellow stickies and put them in the quadrants. Any that end up in the Discard box don't need group analysis. Prioritize any that end up in Implement. If time allows, select 1 from possible, 1 from challenging.

# MENTAL WELLNESS

## Goal 1: Take proactive measures to destigmatize mental health in NYCHA communities

RECOMMENDED STRATEGY

START HERE

Assess, develop, and use language for mental health that is accessible to all and builds on the resilience of communities of color to normalize seeking support

Host local educational workshop(s) to share knowledge among residents on appropriate use of medical diagnoses/terms vs. stigmatizing "labels" and inform residents on where/how to access info/services

Deliberately create space for listening of those experiencing mental health issues -to provide appropriate assistance, support, direction on tapping resources

Host small-group community discussions to discuss how "resilience" shows up in our Black/Brown communities - both as an asset (strength) and a liability (the shame of showing any sign of weakness)

### POLICY EVENTS

What actions can we take to pursue this strategy?

Launch an awareness campaign to promote mental health as part of the growing "fitness and wellness" movement in the mainstream

Promote and make more accessible DOE's mental health campaign in schools, replicate at community level

Include personal storytelling among residents/within communities - perceptions and direct experiences - helps people see themselves/feel less "different" \*important to include as part of campaign

that are more positive and mainstream - "Mental Fitness," resilience, wellness to promote self-care around mental "illness" in the same way one would address any other type of health concern (eg. broken arm, diabetes, breast

Host forums that uncover the language that is stigmatizing and normalizing to inform a culturally informed communication campaign; forums must include space for different age groups and cultural and lived experiences

### ACCOUNTABILITY

Who is accountable / responsible for making sure progress is made?

Community, DOH, MAP (+wellness partners) work together to create forums to develop better language

?

?

### RESOURCES

What resources are needed?

Dept of Health - existing workshops (tailored to address among residents; culturally relevant language/issues) and adapt to regular workshop "curriculum"

ICS ER storybanking - ways to include these direct MH experience stories (DOHMH)



# MENTAL WELLNESS

Goal 2: Increase access to and training around culturally competent "mental wellness" information and services for NYCHA MAP communities

## RECOMMENDED STRATEGY

START  
HERE

**Make existing information and resources around mental health and related services widely available and accessible to NYCHA residents**

### POLICY EVENTS

What actions can we take to pursue this strategy?

**Identify credible messengers - friends, family, community ambassadors and peers - to "deliver" this information to communities (ex. Wellness Ambassadors)**

Use multimedia strategy: social media posting; banners; QR codes, zoom webinars, in person engagement

Wellness Bulletin Board with various resources and flyers (consider ways that people can capture information from board anonymously (ex. QR code or text option for more information))

Develop list of local services + how to access - making sure these list/resources are UPDATED (doc that's accessible in print + online) + How does a resource go beyond the PDF

Link mental health + wellness + chronic illnesses in information sharing so people don't feel isolated

**Take inventory of existing information and resources provided by service providers and city agencies across the city and spotlight disparities in access to care**

TRAINING - so many different forms! intent could unlock resources and information

Promote new mental health first aid (Covid19 community conversations) to center racial equity, skills-building, coping skills in MAP & NYCHA communities

**Designate a contact at each service provider/ agency whose job it is to ensure this information is being distributed on a regular basis to NYCHA MAP communities (produce a report card?)**

### ACCOUNTABILITY

Who is accountable / responsible for making sure progress is made?

MOCJ and DOHMH to inventory existing services

?

### RESOURCES

What resources are needed?

**NYC Well**

Each neighborhood has its own services

**NYPCC**

**Liberation Health Strategies**

**When Love Works**

**NStat teams**

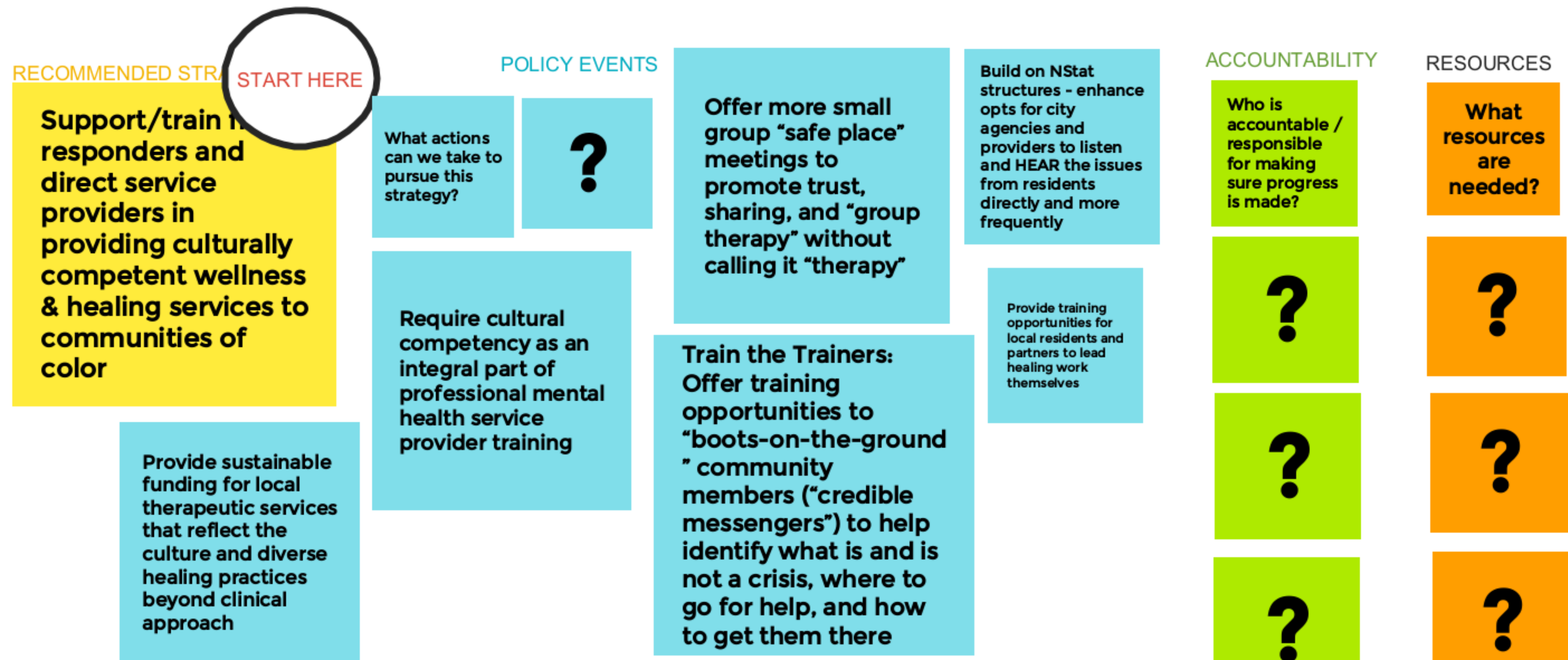
**Family Justice Centers**

NYCHA Family Partnerships, Health, Communications, Resident Associations

Not all slides will be filled out. Only fill out the ones determined by quadrant on Slide 3.

# MENTAL WELLNESS

Goal 2: Increase access to and training around culturally competent "mental wellness" information and services for residents across NYCHA communities

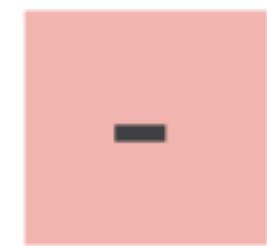




# ISSUE #3 COVID 19 & Emergencies

**GOAL:** Increase equitable access to supportive services, preparedness, testing, and vaccination.

What solutions have been tried? What has worked before?  
What hasn't worked? What have been the obstacles?



Word of mouth shares of positive experiences

Master list of emergency resources

Visibility of the pop up sites (restoration plaza) in a major throughway

DOH Pop up sites (restoration plaza) appointments

Having Vaccine available in your community

Outreach + Education around the vaccine

**GUIDES** to food assistance - printed booklets updated annually organized by neighborhoods - available via email [guides@hungerfreeamerica.org](mailto:guides@hungerfreeamerica.org) - <https://hungerfreeamerica.org/neighborhood>

DOHMH Community conversations

DOHMH - Train the Trainers. Education around Vaccines, and how to access the appts.

Designated local orgs to be schedulers

NStat teams pivoting immediately to supporting their communities with resources and information

Can request Hunger Free America guides for free- info on SNAP/WIC, food bank, soup kitchen, farmers market, senior center





# ISSUE #3 COVID 19 & Emergencies

What do you want to see happen? What are new ideas?

**GOAL:** Increase equitable access to supportive services, preparedness, testing, and vaccination.

Community local action

Credible messengers as Champions: overcoming doubts + sharing positive resident experiences (wasn't so bad!) :)

Communication about tips (ex. 2 tylenols + lots of water! And home remedies - rubbing alcohol on the arm) to make the vaccine less scary

Debunk myths, demystify, educating, assist other w/ technology and knowledge

Combo

what could have been done better?

Price gouging in the supermarkets impacting us

ALL OF IT! - medical people on the ground distributing info and dispelling fears. All we heard was how many people were dying (escalating fears)

Agency action

MORE mobile Vaccination Vans dispatched by the city (Mayor) to our Black/Brown communities - esp sr. citizens, ppl w/ disabilities- throughout city (MAI dev) - 200ppl

How can the CITY AGENCIES be a catalyst for: Debunk myths, demystify, educating, assist other w/ technology and knowledge

PRI (Pandemic Response Institute) working to be better prepared next time: opportunities to COORDINATE, INFORM, DISSEMINATE INFO, etc.

FUNDING CBO's & RESIDENTS to be the engagement leaders in the community around vaccinations (general emergency preparedness and response)

We didn't have access to TESTS! Mixed messages about steps to take, for whom and how, etc.

MAP NSTAT provided info throughout NYCHA communities, how to tap their expertise going forward (dedication! across developments)

Move to digital queueing (and move AWAY from inefficient physical queueing!)

DOHMH - Unfortunately we have separated neighborhood emergencies from city wide emergencies- we need to connect it all

# ISSUE #3 COVID 19 & Emergencies

ACCOUNTABILITY

Who is accountable / responsible for making sure progress is made?

Increase equitable access to supportive services, preparedness, testing, and vaccination.

## COMMUNITY

## RECOMMENDED STRATEGY

## AGENCY

### POLICY EVENTS

### ACCOUNTABILITY

### RESOURCES

### POLICY EVENTS

### RESOURCES

**POLICY EVENT**

Transparency - communicate accurate info, don't sugar-coat or exaggerate

With Comm residents and providers are the ones who should be at the table - so funding and programs can be rolled out appropriately. Important to be proactive vs. reactive. Connect the dots between emergency, NStat network. crisis

**Credible messengers as Champions: overcoming doubts + sharing positive resident experiences (wasn't so bad!) :)**

DOH : offer train the trainer on vaccine (ex. what side effects to expect, what you're feeling (antibodies)) - opportunity to train more credible messengers - RESIDENTS in MAP communities

**What resources are needed?**

**Find the Messengers!!**

Empower NYCHA residents - building healthy communities - remove barrier - to be more active credible messengers

**Start Here**

DOH: We have a resource guide that is distributed by T 2 community navigators and is on our website. DOH can follow up about how to share them with MAP networks.

for fiscal sponsorship of resident groups throughout the city who aren't incorporated but could be compensated for the work they do to share information in communities, emergency preparedness and

**Vaccinefinder, VAXNYC - (DOH)**

**andemic response institute**

**Get Messengers up to speed on the info**

HST working now on Choose Healthy Life with partner UWNYS - working with black churches to disseminate info etc.

train the trainer workshops - how to reach more people (can work with DOH Faith Based Unit, MAP has relationships to some fair based partners but local level); HST partnering with UWNYS working w/ black churches [Choose Healthy

places (which means we need to have a better grasp of communications channels/user behaviors) - cell phone # names; social media -won't pop up if you don't know about it. Would word of mouth + using tech

**DOH train the trainer**

IOBY - tries to remove barriers for accessing \$ to allow access to raise \$ for initiatives

COVID new initiatives came into play - ID networks before emergencies, how are we connecting to those networks (eg. measles) - hard to engage people BEFORE the Emergency.

**Language translation of the info**

Address gaps/resources needed for digital divide; who has privilege/time to schedule to schedule!

**Identify platforms for sharing the messaging**



# ISSUE #3 COVID 19 & Emergencies

Increase equitable access to supportive services, preparedness, testing, and vaccination.

## COMMUNITY

## AGENCY

POLICY EVENTS

ACCOUNTABILITY

RESOURCES

POLICY EVENTS

ACCOUNTABILITY

RESOURCES

**POLICY  
EVENT**

Who is  
accountable /  
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for making  
sure progress  
is made?

**What  
resources  
are  
needed?**

RECOMMENDED STRATEGY

RECOMMENDED  
STRATEGY: Enter  
Recommended  
Strategy Here

Start Here

**POLICY  
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Who is  
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