

Black Health Alliance – Pathways to Care Evaluation Report 2019-2020



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Contents

Contents	2
Origin Story.....	3
Executive Summary	4
Process and Tools to Date.....	6
Focus Group Findings: PtC Website Process (Evaluation Question 1.6)	7
Google Analytics (Evaluation Question 1.5)	12
Focus Group Findings: PtC Project Process (Evaluation Question 6).....	14
Conclusion	18



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Origin Story

Black Health Alliance (BHA) is a community-led registered charity working to improve the health and well-being of Black communities in Canada. Building on their track record as an effective mobilizer and champion, they continue to grow their movement for change. Driven by ground-breaking research, strong partnerships, and people, this movement continues to build innovative solutions to improve the health and well-being of Black people, and mobilize people and financial resources to create lasting change in the lives of Black children, families, and communities.

Black Health Alliance aims to reduce the racial disparities in health outcomes and promote health and well-being for people from the diverse Black communities in Canada with emphasis on the broad determinants of health, including anti-Black racism. The overall vision is for people from the diverse Black communities in Canada to experience optimal health and well-being.

Since 2015, Black Health Alliance has worked with mental health professionals, community coalitions and policy makers with the goal of improving services. This collaboration resulted in community consultations in 2017 which involved Black youth, families, community members and stakeholders across Ontario.

Mental health and a dearth of suitable mental health supports for Black children and youth were consistently heralded as persistent issues affecting Black communities.

In response, BHA partnered with TAIBU Community Health Centre, Wellesley Institute, the Centre for Addictions and Mental Health (CAMH), and East Metro Youth Services (EMYS) to collaborate on a project that would expand and progress the current system of services available to Black children and youth in Ontario.

The outcome is **Pathways to Care (PtC)**, a 5-year research and community-led project aimed at removing barriers and improving access to mental health and addictions services for Black children, youth, and their families in 6 cities across Ontario (Toronto, Kitchener-Waterloo, Windsor, Ottawa, London and Hamilton).



Executive Summary

The purpose of this report is to gain a greater understanding of what Pathways to Care staff learned through their website development process and their overall project in 2019-2020.

Pathways to Care (PtC), is a 5-year research and community-led project aimed at removing barriers and improving access to mental health and addictions services for Black children, youth, and their families in six cities (Toronto, Kitchener-Waterloo, Windsor, Ottawa, London and Hamilton) across Ontario.

The Pathways to Care project chose quantitative and qualitative methods to identify staff perspectives on the program thus far and to analyze the PtC website. Three staff participated in two focus groups; one focus group centered around the website process and the other focus group centered around capturing the project's process to date. In addition, a mixed analysis summary feedback from PtC's third party website developer, Nomadic Labs, was used in conjunction with the quantitative data (Google Analytics) from January to April 2020 to evaluate website performance and its relevancy to the PtC target population.

The findings in this report start to answer a few of PtC's key evaluation questions:

1. **Evaluation Question 1.6:** What was the process to create the website?
2. **Evaluation Question 1.5:** How effective is the PtC Website at being a resource hub for information?
3. **Evaluation Question 6:** Have PtC project activities been effective in improving youth mental health and access to mental health and addiction services for Black children, youth, and their families?

Evaluation Question 1.6: What was the process to create the website?

The major themes that emerged from the **PtC Website Process** focus group include:

- **Community Engagement:** Context around community involvement and establishing credibility and relevance with/in community.
- **Accessibility:** Establishing an information hub for mental health services for Black children, youth and their families across Ontario and for that information to be made accessible to this population.
- **Collaboration and Relationship Management:** Working with community partners and stakeholders to collaborate on this project.

Evaluation Question 1.5: How effective is the PtC Website at being a resource hub?

PtC staff tracked user activity on the PtC website using **Google Analytics**. The focus for this report is on *Unique Pageviews*, the number of sessions during which the specified page was viewed at least once. There are currently over 1,000 Unique Pageviews.

Over the next three years, Google Analytics and project administrative data will be used to track converted leads leading to closed leads, which will determine how effective the PtC Website is at being a resource hub for information.

Evaluation Question 6: Have PtC project activities been effective in improving youth mental health and access to mental health and addiction services for Black children, youth, and their families?

The major themes that emerged from the **PtC Project Process** focus group include:

- **Impact:** The project's larger reaching impact on Black communities.
- **Challenges:** Areas of work identified as barriers or potential barriers.
- **Learning and Achievements:** Key learnings and achievements throughout the project year.

This project year, staff discussed areas of community engagement, accessibility, and collaboration which are guiding principles in their approach to dismantling barriers to mental health access for Black children, youth, and their families across Ontario and Canada. Staff expressed the importance of community voice in their website and overall process in guiding the direction of the project. Staff also emphasized that having this input is valuable in revealing what barriers are faced, what access can look like, and how these moving pieces can improve not only the website but also the project's deliverables.

Overall, the feedback that the staff shared suggests that Pathways to Care has been working towards increased and equitable access to resources and services. The group has continued to work towards removing barriers and improving access for families and youth from diverse Black communities so they can experience optimal health and well-being.

Process and Tools to Date

The Pathways to Care project chose quantitative and qualitative methods to identify staff perspectives on the program thus far and to analyze the PtC website. Three staff participated in two focus groups; one focus group centered around the website process and the other focus group centered around capturing the project’s process to date. In addition, a mixed analysis summary feedback from PtC’s third party website developer, Nomadic Labs, was used in conjunction with the quantitative data (Google Analytics) from January to April 2020 to evaluate website performance and its relevancy to the PtC target population.

Table 1. Pathways to Care evaluation tools used to date, April 2020.

Project	Qualitative Tools	Quantitative Tools
Pathways to Care	Focus Group – Website process (n=3) Focus Group – General Process (n=3) Beta Launch Feedback Summary	Google Analytics

The focus groups provided a space for staff to reflect on their experiences, share ideas for improving the website and project, and share the impact that participation within this project has had on their lives.

Three participants contributed to the focus group held on February 14, 2020. The focus group was facilitated by SCC staff and was recorded and transcribed to be analyzed for significant themes. Significant quotes were drawn from the analysis to support the themes with participants’ thoughts, feelings, and personal experiences. Names or identifying information have been removed from the quotes and replaced with denotations such as “[participant]” or a letter in place to insure anonymity.

Focus Group Findings: PtC Website Process

Evaluation Question 1.6: What was the process to create the website?

Evaluation Question 1.5: How effective is the PtC website at being a resource hub?

The **Pathways to Care (PtC) Website Process** focus group provided a space for PtC staff to document their website development process. Three staff contributed to the focus group held on February 14, 2020.

The major themes that emerged from this focus group are broken down into the following categories:

- **Community Engagement:** Context around community involvement and establishing credibility and relevance with/in community.
- **Accessibility:** Establishing an information hub for mental health services for Black children, youth and their families across Ontario and for that information to be made accessible to this population.
- **Collaboration and Relationship Management:** Working with community partners and stakeholders to collaborate on this project.
 - This category also includes feedback from PtC’s collaborative website developer (Table 2).

Each category highlights the key themes found within the data. The themes include a short description of the significance of the theme with respect to the focus group contributions and various supporting quotes that illustrate the themes that emerged.

This section of the report also includes **Google Analytics** data. From January 1, 2020 to April 21, 2020, PtC tracked user activity on the PtC website. For this report, the focus is on *Unique Pageviews*, the number of sessions during which the specified page was viewed at least once. As the project continues to scale, Google Analytics and project administrative data will be used to answer Evaluation Question 1.5: *How effective is the PtC Website at being a resource hub for information?*

Community Engagement

PtC website as a Community Resource and Information Centre

Staff discussed the vision for the PtC website to be a communal and interactive information-keeping and sharing space. They stressed the importance of having a collective website that collates information and resources on mental health services and providers for Black children, youth and their families across Ontario. Staff also emphasized the necessity for community buy-in and feedback for this website.

“And so that was one of the major deliverables of the website—it’s [a] centralized place... the vision for it [the website] and things that will be housed there and, the different investment that we’re [going to] be putting

in the website, I think that it can be that, and especially when it comes to future planning around GIS mapping and translating research into actual outputs that community members can use, that to me is a[n] indication of it being a hub of information.”

“... after we had kind of done the initial proliferation of the site, and populated a lot of the information about what we wanted the website to represent, related to the project, we then decided that it was time to get some feedback from the community, from people who worked in the sector, from people who identified as Black and from people who had the ability to give us some really tangible feedback.”

“As the project develops, we also plan on incorporating webinars, and workshops, or YouTube videos, into the website itself, so that it's constantly an interactive place to gain information about the project and resources that people can use to go beyond our project.”

Community Input

Participants discussed the importance of community involvement, inclusivity and voice in the rolling out of this website and for years after the project is complete. Staff also emphasized the relevance of this website for the community and the need for it to be guided by and grounded in community voice and inclusive of different positionalities that differ from what is considered the norm (i.e., cisgender, heteronormative, able-bodied, etc.).

“So, it was really important to us to reach out to community and understand where our own knowledge gaps were, and then change that and pivot back to something that was more reflective of the community.”

“We changed a lot of the actual photographs on the website. We looked for photographs that weren't like [other participant] said heteronormative, that only featured, straight couples, we wanted to focus on a range of skin tones, and representations of what Blackness looks like, so a lot of that feedback helped us to adapt and change the image that we were portraying.”

Accessibility

GIS Mapping

Participants discussed the distinctiveness of this project in that PtC is creating a unique resource and innovation that has not been achieved before and incorporating this through GIS mapping. They also discussed the importance of making the information gathered accessible to all Black children, youth and their families across Ontario.

“... the GIS map that's [going to] be on the website—that's a major deliverable in terms of YOF requesting us to do systems and assets mapping... But you can present also mapping in a myriad of ways as well, and so, the presentation of that mapping is just as important as doing it,

because we want people to be able to engage with the work. And essentially when they're engaging with our mapping process, they're engaging with our research, they're engaging with data that we're collecting on an ongoing basis, or, for a period of time. So, yeah, it's super important, and the website is a really important facilitator for achieving our ultimate project outcomes."

"I think we're all hoping, that people who come into contact with the website, so Black families, youth, etcetera, caregivers, anyone who comes into contact with our site, is really [going to] be able to interact with that map, that GIS mapping tool in a way that actually helps them find appropriate services in their area, so we're really hoping that service providers as well are able to use that resource, and then also make culturally safe referrals to whoever they're seeing, so, I think that's something that we're hoping."

"... we're hoping that we can incorporate all those different aspects into the GIS map, but I also feel like it's [going to] be important because we highlighted in our scoping review that we just submitted to publication, we noticed that one of the major barriers to care is geographical barriers, so I think that the GIS map for sure is - and the website in general... is really [going to] affect accessibility in a positive way."

Mitigating poor/non-existent access to mental health care for Black people

The participants discussed the need for more accessibility of mental health services and providers for Black children, youth and their families. This population experiences disproportionate amounts of violence (i.e., anti-Black racism, police brutality, poverty etc.) and additionally have less access to mental health services. Consequently, PtC staff expressed that accessibility is a major deliverable for the project.

"... one of the ultimate goals definitely has to do with access. So, we're really trying to improve the access, the accessibility of mental health care for Black children and youth and their families. And the website really is going to serve as a resource hub that's really [going to] enable families to quickly and with ease be able to just log on and find out, type in where they live and engage with the map in a way that they can quickly, maybe a matter of minutes, figure out, okay, this is the closest mental health care counsellor near me that's also Black, or maybe also LGBTQ+, so that's just [going to] be something that's really [going to] facilitate people that are already overburdened and marginalized in different ways, so they don't have to spend that extra time in stress trying to figure out where to get care, and where to get care that's affordable..."

"...deliverables for our project that we're hoping to create is a care pathway, essentially allowing a more condensed resource about where services are, and what services they provide in terms of mental health care, so we're hoping that's a resource that people can access as well."

Collaboration and Relationship Management

Website improvements

Participants discussed the improvements that the PtC website underwent (in collaboration with their website developer, Nomadic Labs and community stakeholders) in order to make the PtC website user-friendly and relevant to their communities. The participants also expressed the importance of showcasing PtC values and being inclusive with images on the website. Additionally, the aesthetic improvements on the website were necessary to allow for opportunities of community engagement. PtC staff believe that community involvement and inclusivity within the project was important to showcase on the website.

“... we added more opportunities for people to get involved with the project, so we added in a pop-up so people would click on it, and sign up to a newsletter, we added in a get involved page, so people could put in their information so that we had a record of people who were visiting the site and wanted to work with us on the project. Then, we were very explicit in adding a lot more information about the project itself, where our values were centred, we promoted the Afrocentricity of this project, all of those things that were really important to communicate, what we were aiming to do, where we were coming from, and the values that we hold dear to the project.”

“... just changing our language and changing how we portrayed the information. So, making the fonts bigger, focusing more directly about what information we were focusing on and portraying. As well as, expanding on our values, that was something that was really important to the people who reviewed the site, they couldn't really tell from the first iteration what our values of our project were, and we thought that was really important for us to share and be open about. So in all of that, we made quite a few really significant changes to the website, so we completely changed all the photos, we looked for photos that were more inclusive and more representative of the population that we wanted to work with, we added in information about our funders, as well as the illustrator of all the wonderful images on the site, we changed the size of graphics and things like that to make it easier to load, as well as making it more accessible to read.”

Collaborative Partners

PtC participants discussed the importance of having a collaborative partner and process throughout the development of their website. Participants expressed that tangible feedback was necessary in improving the usability of the website and recognizing significant gaps on the website.

“Nomadic Labs having that check-in where they stage a website and then get a sample of people and ask them to look at it and then get feedback and integrate it was really helpful, because I'm sure that not every web developer does that, and some people just [want to] get it up and out of their to-do list, but it was really helpful to have that process, and the fact that they did it in a qualitative way was really cool as well.”

“And it really helped us to understand where there were gaps in our own knowledge about what we wanted to see on a website. We had obviously done our best when we created the first version of it and when we got the feedback we thought, oh yeah, we were really missing things.”

Below is a table which includes some feedback from PtC’s collaborative website developer, Nomadic Labs. Nomadic Labs provided PtC with a summary of PtC’s beta launch. The following are areas that PtC had been tasked to complete in order to make their website more inclusive and user-friendly.

Table 2. Summary of Pathways to Care website feedback from Nomadic Labs.

Areas of Strength	Potential Improvements	Suggestions	Nomadic Labs Suggestions
Colours and fonts	Photos could be more inclusive, i.e. show gay couples, caregivers of different ages, different types of kids, a range of socio-economic statuses	Better and clearer calls to action	Use home page more of a marketing page that gives an overview of the website and directs readers to find more information
Easy to read, simple layout	Credit the illustrator and photographers	Better presentation of Theory of Change	Consider providing a “resources” page with links to vetted community resources and services
Animations	Loading is slow, animations lag on the first page load	Create a separate project page to cover in more detail the problem, solutions, and planned activities	If building up the audience-base is a priority, we should build more excitement around why people should subscribe, and orient the content towards that call to action.
Illustrations	Language on research page is confusing	For potential language barriers, maybe a video?	Clearer communication of core purpose and activities of the project (i.e., a tagline)
Design looks modern, relatable, welcoming	Full bio button is not necessary, show everything or show a snippet with “read more”	Consider creating a resources page, create space for the names of the advisory groups	Several changes to the pages on the website (i.e., home page, about, team, research page)

Google Analytics

Evaluation Question 1.5: How effective is the PtC Website at being a resource hub?

PtC is measuring their website goals and impact using Google Analytics. From January 1, 2020 to April 21, 2020, PtC tracked user activity on the PtC website. For this report, the focus is on **Unique Pageviews**, the number of sessions during which the specified page was viewed at least once.

The current **Unique Pageviews** data indicates the following:

- 480 people viewed the **Home** page at least once, which contains a description of the project, statistics about mental health and addiction outcomes for Black Ontarians, project outcomes and activities, and the latest news and publications.
- 280 people viewed the **About the Project** page at least once, which contains the project's origin story, mission, values, approach, and roadmap.
- 172 people viewed the **Who We Are** page, which contains information about the project's team members.
- 131 people viewed the **Research** page, which contains information about the project's research goals and theory of change and it includes a scoping review.
- 104 people viewed the **Get Involved** page, which contains information about how people can get involved with the project, and it includes a contact form and newsletter subscription form.

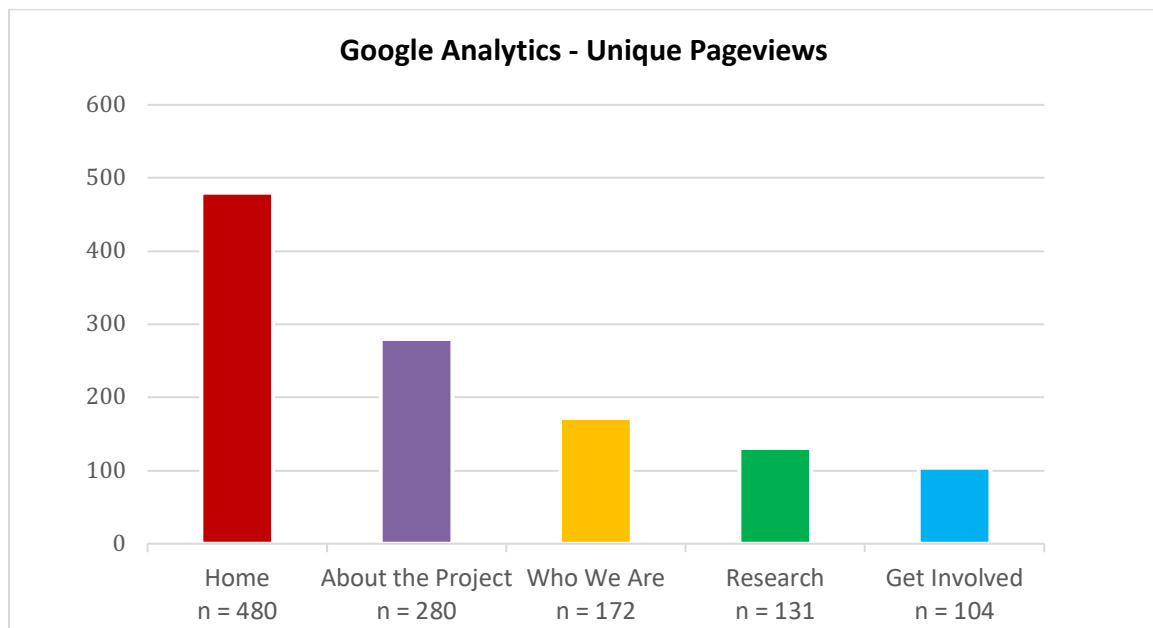


Figure 1. Google Analytics: Unique Pageviews for the Pathways to Care website.

Google Analytics and project administrative data will be used to track **converted leads** leading to **closed leads**, which will determine how effective the PtC Website is at being a resource hub for information. This data will be collected once the project launches into their *Partnership Building* and *Knowledge into Action* phases. The data collection will require a three step process:

1. Google Analytics will be used to track leads (i.e. people who visit the website) and to track click through rate (i.e. people who navigate through pages, click on links, download resources, etc.)
2. Google Analytics and project administrative data will be used to track **converted leads** (i.e. people who have visited the website and have completed a call to action: called in, filled out forms, registered for events/workshops through the website, etc.)
3. Project administrative data (e.g. workshop attendance list) will be used to track if converted leads are leading to **closed leads** (i.e. people who are following through with accessing services, programs, workshops, and so on).

A high rate of converted leads must be leading to closed leads to ensure that the project is reaching **qualified leads** (i.e. people who have invested interest and a need for the information provided).

This process will determine how effective the PtC website is at being a resource hub and how this project activity is advancing the project's mission of increased mental health and addiction services for Black children, youth, and their families.

Focus Group Findings: PtC Project Process

Evaluation Question 6: Have PtC project activities been effective in improving youth mental health and access to mental health and addiction services for Black children, youth, and their families?

The **Pathways to Care (PtC) Project Process** focus group provided a space for PtC staff to discuss project impact and challenges to date. Three staff contributed to the focus group held on February 14, 2020.

The major themes that emerged from this focus group are broken down into the following categories:

- **Impact:** The project's larger reaching impact on Black communities.
- **Challenges:** Areas of work identified as barriers or potential barriers.
- **Learning and Achievements:** Key learnings and achievements throughout the project year.

Each category highlights the key themes found within the data. The themes include a short description of the significance of the theme with respect to the focus group contributions and various supporting quotes that illustrate the themes that emerged.

Project Impact

Relationship Management (Internal)

Participants expressed the importance of managing different types and kinds of relationships with Black Health Alliance, various community members, stakeholders and partners. The PtC staff believed that capacity building and stakeholder management will have a positive impact on the success of this project internally.

"...what worked well certainly was all of that hard work that we did on the scoping review, building partnerships across the sector was something that was really well done even though we're going to be amplifying that as we go on into the next year..."

"... what's worked well I think was definitely around capacity building... it's been a good process of building the team of Pathways to Care so that's been a really good collaboration. Mainly between myself or Pathways to Care staff and BHA who has been pretty hands on in the hiring process and that's been really great."

Within the community (External)

PtC staff discussed the external impact of the PtC project for Black communities across Ontario and the importance of this project to the current mental health landscape in Canada for Black children, youth and their families.

“So, I think it's just different people coming together that are also really passionate about making systems level change because they can really see the big picture in terms of what needs to change for mental health in Canada.”

Project Challenges

Technology

Participants expressed the technological challenges with thinking through accessibility and inclusivity for Black community members. The consultation that PtC staff conducted with organizations and persons who have constructed apps confirmed that developing an app would not be financially feasible for the project long-term and that they had to re-think community engagement.

“I think one of the challenges we had was we had created this idea that we wanted to do for an app. We really wanted to create an app, they can get from the app store and you download it and you could use all of that information to then, do all the things that we wanted to do on the website: JS mapping, linking to other services, being able get information about mental healthcare for Black children and youth right on your phone. I think we had spoken with a few people who have done apps- like worked with apps before and we realized that perhaps an app wasn't the best way to get that information out because apps need to be maintained in a certain way and they have a certain cost that's up front but there's also a cost to maintain it overtime...”

Stakeholder Management and Engagement

Participants discussed challenges with learning about efficient communication strategies between PtC staff and their various stakeholders. Participants expressed that better communication between both parties could really improve the efficacy of the overall project.

“...what hasn't worked so well probably managing all the stakeholders- I wouldn't say not works so well but it's really challenging to manage the involvement of five different stakeholders...And then the idea of also adding new stakeholders. I had a stakeholder the other day tell me why do you need to do that, and I was like I don't know it is part of the agreement, right? And he's like why? And I was like I'm pretty sure this was a part of the agreement, you know what I mean? ... I would say also that- I think that's one of the main things and balancing those demands with the everyday project demands.”

“... just improvements in terms of communication I think that's always a really good thing whether that's between stakeholders or funders or whoever it may be. Just having really clear and open lines of communication, I think that could be a really good improvement.”

“I would say... the issue is not necessarily one of lack of communication. It's the kind and timing of communication can be a challenge. I think for me

with regards to my stakeholders—sometimes you're already knee deep inside of something and then you get a call or an email that makes you pivot or question what you're doing. So, that kind of stuff but I mean it has been helpful to just have open communication with the stakeholder to indicate where that works and where it doesn't work and also understanding that it's a learning process.”

Learning and Achievements

Working with internal partners and community collaborators

Participants discussed the importance of working with internal partners and community collaborators to achieve various project deliverables. Staff expressed that the collaborative nature of this project has allowed for stronger outcomes and has led to more reflection on how to constantly improve how the project functions.

“...convening of our advisory committees has gone pretty well because we're working with some dynamic groups that really aren't afraid to give us constructive feedback on all of our research activities that we're planning and all of the knowledge translation materials like the infographic we're coming out with and the scoping review and the SNA survey that we've been working on like they've all been super engaged throughout and been unafraid to give us some great feedback that we've definitely taken into account and we've made some changes that I think are [going to] be helpful in the long run in terms of making these more accessible materials...”

“I think one of the things that we're doing well is certainly leveraging resources and the specialties of our organizational partners. For instance, for the SNA survey we went to Wellesley Institute whose one of our project partners to meet with the scientist who do that kind of work to really understand what we can do better. They really help us to improve our survey and gave us tips and information of what the pitfalls would be of doing this kind of methodology. So, I thought that was really helpful in making sure there's no need to make the same mistake twice and I think really reaching out to their strengths will help us to kind of minimize the struggles that we have as we go forward into data collection... It wasn't like the first thing that we did, but it did come out of some project reflection. And one of the things that we're hoping to do is partner with- another partner of ours EMYS whose doing some GIS mapping, so we're hoping we can learn from them to do that stuff as well.”

Changing the mental health landscape in Canada

Participants discussed the importance of this project in its goal of dismantling barriers for mental health access for Black children, youth and their families across Ontario and Canada. PtC staff expressed the uniqueness and necessity of this project in creating and maintaining accessible and appropriate approaches to mental health care for Black communities across Canada.

“But I think that this project is one of the few system[s] change mental health projects that I think I've ever seen in Canada that focuses on Black youth and children's mental health but also makes a tangible effort to be as inclusive as possible. So, I think we're going to make a lot of strides in terms of not just awareness but also stigma.... also helping people understand intersectionality and understand that Black youth and their experiences and children's experiences of mental health are not a monolith so... we do need to talk about Black youth mental health but that looks a little bit different depending on how you identity in terms of your gender identity and sexual orientation. So, I think bringing people together is going to be interesting in terms of knowledge sharing because our partners are [going to] be able to see what other people are doing and maybe see where they can improve their programing in becoming more inclusive...”

“... we're never going to have full control of a system as nebulous and disjointed as this one but I really think just having this project exist and having it focused specifically on Black youth is really going to make a positive impact on the community... hopefully we're well beyond this but even if it's just awareness of the needs, I feel like we've already touched on that and we've already kind of done research to support what those needs are but beyond that, a lot of the deliverables we're doing are tangible ones.”

Conclusion

In this report, Pathways to Care staff provided feedback about their experiences with their website development process and the overall project and its impact thus far. This report serves as a strong documentation of what the project has achieved as well as challenges that can be built upon which can be used for comparisons over time.

Last year, staff reported that they experienced being in an enjoyable, collaborative and fulfilling work environment. Staff had also indicated learning around creating strategic partnerships and achieving major project milestones. There was also discussion on ideating and scaling their work to provide youth and other community members an inviting space to feel heard and welcomed. PtC staff aspired to continue building a stronger network, engaging with the community, and offering mentorship opportunities for young Black professionals.

This year, staff discussed areas of community engagement, accessibility and collaboration which are guiding principles in their approach to dismantling barriers to mental health access for Black children, youth and their families across Ontario and Canada. Staff expressed the importance of community voice in guiding the direction of the project. Staff also emphasized that having this input is valuable in revealing what barriers are faced, what access can look like and how these moving pieces can improve not only the website but also the project's deliverables.

Further, PtC staff reflected on the impact of the project. They discussed; building stronger relationships with community partners and stakeholders; challenges faced when choosing the most appropriate engagement tools for the website and project; and the importance and potentiality of this project to alter the landscape of mental health for Black people across the country.

Throughout the duration of the project, community member voices can be shared through interviews, focus groups, and/or open-ended modules. Qualitative data such as this lends itself to a deeper and richer understanding of the data that was collected from staff and will complement this report. This report continues to build on Year 1 findings and showcases that the PtC project is making strides and accomplishing project deliverables despite of challenges and other barriers in place.

Additional opportunities for staff to roll out their survey, engage different kinds of communities (i.e., academic, community stakeholders, Black children, youth, their families) and work towards the implementation stage of this project will offer a deeper examination of the ways this project has and will continue to challenge how Black people in Ontario gain access to mental health services and providers and how organizations can or must engage with vulnerable communities.

Overall, the feedback that the staff have shared suggests that Pathways to Care has been working towards increased and equitable access to resources and services and has continued to work towards removing barriers and improving access for families and youth from diverse Black communities to experience optimal health and well-being.