



# Black Service Users Needs Assessment



In **2023** LogicalOutcomes conducted an assessment to

1. Identify needs, hopes, and interests of Black service users
2. Understand benefits, challenges, and gaps in programs and services
3. Provide recommendations to guide DPNCHC's current and future efforts.

The mixed methods approach included:

- Document review and consultations with DPNCHC
- 5 focus groups (service users and staff)
- 18 interviews (service users, staff, and external stakeholders)
- 2 open community forums
- A rapid environmental scan of comparable Toronto based CHCs
- A gap analysis

## WHAT WE LEARNED:



- DPNCHC is a warm and welcoming space
- Service users and staff feel safe and connected
- Staff are helpful and committed to fostering an inclusive environment
- Seniors program and EarlyON are especially appreciated

## Needs



Black representation in primary care



Mental health support due to stress and social isolation



Increased awareness of programs and services

## Barriers



Limited resources to address complex client needs



Socioeconomic challenges create barriers to service access for clients



Limited program space at the center



## WHAT'S NEXT: OPPORTUNITIES FOR ACTION

1. Hiring strategy focused on **recruiting Black staff** at all levels of the organization
2. Implement a **Black-focused mental health strategy** by increasing partnerships and Black-focused resources
3. Offer greater access and **flexible hours** for primary healthcare services
4. Increase **community outreach and engagement** to improve awareness of programs and services, especially among harder-to-reach populations
5. Commit to expanding **culturally affirming and focused services**