



**Community Services Advisory Commission**  
**March 14, 2023**  
**Minutes**

**Commission Members: Present:** Elizabeth McClain, Vivek Arunachalam, Dee Kanonchoff, Rex Pryor, Hong Qiu, Vicki Von Sadovszky

**Absent:** Steve Dritz

**Staff Members Present:** Robert Ranc, Deputy City Manager/COO  
Emily Goliver, Management Analyst DCM/COO  
Mollie Steiner, Recreation Services Administrator

**Guests:** Dr. Karen Hines, Illuminology

**1. Call to Order**

Ms. McClain established a quorum was present and called the meeting to order at 6:32 p.m.

**2. Public Comments on Items Not on the Agenda**

There were no public comments.

**3. Approval of Meeting Minutes**

Minutes from the February 14, 2023 meeting were distributed for review via email. Ms. McClain asked if anyone had any changes to the meeting minutes. There were no changes to the meeting minutes. Ms. Kanonchoff made a motion to approve the minutes. Mr. Arunachalam seconded the motion. All in favor, the December meeting minutes were unanimously approved.

**4. Community Health Needs Assessment and Strategic Action Plan**

Ms. McClain introduced Mr. Ranc, who will be filling in for Mr. Earman on this topic, as Mr. Earman is out sick.

Mr. Ranc introduced the topic of the Community Health Needs Assessment and Strategic Action Plan. The City has started the process for this and has contracted with a firm call Illuminology. Tonight as a guest is Ms. Karen Hines, who is a part of the key project team from Illuminology. Dr. Ori Kristel is also helping lead the team, but is not with us this evening. Illuminology has been doing projects like this for over 20 years throughout the country and throughout the state. Most recently, they have worked with groups such as Franklin County Public Health, City of Columbus and United Way of Central Ohio. As well, they have worked with the Central Ohio Hospital Council. Tonight, we also have joining us is Mollie Steiner, who is a part of our Recreation Services Division

and she is out staff lead on this project. Mr. Ranc turned it over to Dr. Hines and Ms. Steiner for the presentation.

Dr. Hines thanked the commission for having her. She will be discussing the Community Health Needs Assessment and Strategic Action Plan this evening. She said the two part of the discussion would be the assessment, followed by the action plan. Dr. Hines started by providing some of the general pieces that are a part of this process will be:

- Collect useful information that will ultimately guide the creation and implementation of plan for improving the community's health
- Obtain and interpret both quantitative data (e.g., counts/rates for the prevalence of difference health issues, demographics) and qualitative data (e.g., opinions, values, feelings, stories)
- Obtain and interpret primary data (e.g., new, custom) and secondary data (e.g., pre-existing)
- Engage and collaborate with diverse members of the community.
- Be attentive to inequitable health outcomes (e.g., by age, by income, by race/ethnicity) and their drivers

Dr. Hines said as far as the plan, it will be multi-phase approached that stresses the collection of accurate, reliable information; have inclusive conversations; and have effective strategic planning/meeting facilitation. The elements of these phases will occur simultaneously.

Dr. Hines continued to say the key tasks associated with this community health assessment include:

- Kick-off/orientation meeting with the advisory committee (February 2023)
- Determination and collection of secondary data. Collection of primary data (bulk of the research) by way of stakeholder interviews (approximately 20 interviews to be conducted with social service organizations, health providers, schools, along with other vulnerable populations of the community) and focus groups (two with adult residents within the community, two with parents of children in the community and one with teenagers). Focus groups allow for very in depth conversations with community. Also collecting from adult surveys. One survey will be a longer representative survey with randomly selected households and the other will be a shorter survey that will be open for all residents to take. (early spring – mid-summer 2023)
- Synthesis and prioritization based on all of the data and research. Then finally working on the strategic action planning (Mid-summer – fall 2023)

Dr. Hines explained that for each of the prioritized health needs, there would be specific goals, objectives and measures that the community is going to use to address the health priorities and track progress.

Dr. Hines said members of the advisory committee include leaders from multiple organizations such as health systems, social service groups, schools and health departments. We want to make sure that they have an opportunity to provide input into the process.

Dr. Hines turned it over to Ms. Steiner to discuss the proposed vision of health.

Ms. Steiner said City Council adopted the Dublin Strategic Framework last July. That Framework consists of three different areas, which are being sustainable, connected and resilient. Being a sustainable, connected and resilient community involves the quality of life of our residents and being able to optimize the health and well-being of all who live here. Staff feels like this project ties in strongly with the Strategic Framework that the City has adopted. Ms. Steiner commented that under the area of being resilient includes physical, mental, safety and social aspects. When people ask why the City is doing a Community Health Needs Assessment & Strategic Action Plan, it is so the staff can also support the vision of City Council moving forward. The City really wants to look at the community and be able to answer the question “what is healthy Dublin?” Ms. Steiner continued to say that a lot of the data currently available is drawn from a county perspective, but the City really wants to drill down further and determine what are the true needs of the Dublin community are. Dublin may look completely different from other cities within Franklin County and Dublin may have a completely different set of needs, which is what staff is trying to assess through this project. Ms. Steiner said the City really wants to develop those strategic objectives based on what staff finds out from all of the research that Illuminolgy is doing. Then the City needs to move forward and really attack what the priorities of the community are.

Dr. Hines said in terms of “what is a vision of health” we looked at the Public Health Accreditation Board’s definition which is “A vision is a compelling and inspiring image of a desired and possible future that a community seeks to achieve. A vision statement expresses goals that are worth striving for and appeals to ideals and values that are shared among stakeholders.” So Dublin needs to answer the question “What do we want our community to be like in the future?” Dr. Hines said a facilitated session was completed with Dublin staff and with the Advisory Committee members focusing on this question. After multiple rounds of revisions, the following proposed vision of health was created...

*“A community whose residents are able to achieve optimal health, access the care and resources they need, and seek a balanced life.”*

Dr. Hines said a few key principles were added that Dublin want to keep in mind along with this vision.

- Inclusive of all community members
- Aware that social determinants of health must be considered
- High-quality community level data will be obtained and shared

Dr. Hines finished by stating the next steps:

- Illuminology – design research materials, conduct focus groups, stakeholder interviews and surveys and collect secondary data
- The City of Dublin – provide input and oversight
- Advisory Committee – meet in the next few months

Dr. Hines said the advisory group would like some feedback and has a few questions for the commission.

*What is the Commission's feedback on the proposed vision of health?*

Ms. Von Sadovszky asked how the City was getting to the diversity of the community. She said when she looks at the stakeholder group. It looks like there is only one faith tradition in the group. How is the sampling taking place? Is it really a random sample or are some groups being over sampled?

Dr. Hines said in terms of diversity of various types of groups; a lot of that will come from the stakeholder interviews making sure that we are targeting different people who can represent various members of the community. With the longer adult version of the survey, that is a representative sample of the City. We are not targeting a certain area or any specific groups. Participants just need to be adults to complete the survey.

Ms. Von Sadovszky asked if the City is stratifying the survey to get different regions of Dublin to get that population base and diversity.

Dr. Hines said they were not over sampling or stratifying but will be mailing out to all addresses within the City of Dublin. The number is approximately 2,000. Dr. Hines said they are pretty confident that there should be a good representation geographically from around the City and among different types of participants.

Mr. Ranc said the City is taking a similar approach as we did with the Parks and Recreation Master Plan. The City did a statistically valid sample that we expect to be representative of the true demographics of the community. This is very similar to what we achieved with the Parks and Recreation Master Plan. Mr. Ranc said he looked at the advisory committee and it is a great point bringing up that there is just one faith tradition. Just for some clarification, Saint Brigid of Kildare was approached from school perspective and not from a church perspective. Staff was trying to make sure there was a good representation of the school systems in the City, as opposed to faith-based organizations.

Ms. Steiner said when the residents are selected for the cross-representation for the survey, there will also be a cross-representation by Ward and so there is a representation of people from each Ward. We will also be conducting stakeholder interviews with the Community Inclusion Advisory Committee as well.

Ms. Kanonchoff asked if the addresses were a full range of addresses including residents that are in rental homes or even residents living in an assisted facility.

Dr. Hines said the addresses are from the United States Postal Service, so essentially it is any address that can receive mail, so whether they are homeowners, renters or living in an assisted living facility everyone should have an equal opportunity to be selected by the process.

Mr. Pryor also had some concerns that residents in nursing facilities or long-term care facilities may not be represented accordingly. He said what would be good as well as getting the survey out to these residents would also be to connect potentially with the long-term care ombudsman program in central Ohio. Mr. Pryor said he feels like this portion of the population does not seem like it is represented on the advisory board and is often left out despite random sampling.

Mr. Ranc said staff has reached out to several long-term care facilities, as a part of trying to put together the advisory committee. Unfortunately we did not receive responses, not that we would not add them if they wanted to later. The Dublin Retirement Village, as well as Source Point attended a meeting. Source Point is a one-stop shop senior organization out of Delaware County. Their executive director is on the advisory committee to be able to provide a very important perspective, on essentially, all things as it relates to senior services.

Mr. Pryor said he is not familiar with Source Point and not to discredit them, but the ombudsman program is essentially the advocate for residents that are in long-term care facilities or memory loss facilities. They serve as the voice for those that do not often have a voice for themselves. Staff may not have to reach out to the nursing homes themselves, but maybe reach out to the ombudsman program. Mr. Pryor said he could connect staff with that organization.

Ms. Steiner also added that the executive director from the Dublin Retirement Village is also on the advisory committee, but was not able to attend the first meeting.

Ms. Qiu asked what the sample size would be for collecting the primary data for the interviews, focus groups and the surveys.

Dr. Hines said for the interviews will include approximately 20 different interviews and there will be six focus groups with approximately 8-10 people in each group. The targeted goal for completion of the representative survey is approximately 400 completed responses, which is approximately a 5% margin of error.

Ms. Qiu commented that the Dublin population is approximately 50,000. She asked if receiving 400-500 completed surveys is statistically relevant based on the population.

Mr. Ranc said if the City receives between 400-500 responses that absolutely would be statistically relevant and a phenomenal sample size. The plan is to send out between 1,000-2,000 surveys and even though seems like a rather small sample, but if we get the right sample (which

is the 5% margin of error) then we are able to get powerful data. Also, one of the reasons the City selected Illuminology is because of their ability and focus on research methodology. Staff feels very confident that we will be able to get impactful data that we will be able to make decisions based on the data.

Ms. Qiu also asked what type of data would be requested as a part of the research topics.

Dr. Hines said there would be a wide array of topics, but primarily the focus will be on all aspects of physical health and some questions regarding mental health. This will also include the social determinants of health and environmental health.

Ms. Qiu asked what the existing secondary data is. Is the reason for collecting new primary data is because the secondary data does not cover the same area or because it is outdated.

Dr. Hines said within the geography of Dublin; it is difficult to find secondary data that is specific to the City. There will be information from Franklin County, but not Dublin specific.

Mr. Ranc asked if there is any feedback specific to the proposed vision of health statement. He said he has heard from this commission to be inclusive of all community members, which is in relation to the first point of the key principles. Staff can take that as approbation that this commission is pleased with that statement. Mr. Ranc said this commission has also touched on the third point of high-quality community level data. Mr. Ranc said the biggest part of the conversations was the importance of being aware of social determinants of health. He was curious if the commission has any feedback on that statement.

Ms. Von Sadovszky said that was her concern by not stratifying the sample. Is the City really going to get at the social determinants because the City may not get people at all ranges of the income spectrum or diversity if it is just a convenience sample?

Dr. Hines said Illuminology does like this in various geographies. Staff will look at the Census Bureau estimates for income, gender race and age. Staff will compare the survey responses to the actual demographic breakdown through the Census Bureau. Typically, we find that there are not very wide differences at all. We also statistically weight the data, so it presents data that is in line with the demographics of the City of Dublin. We will do mapping when we send the surveys out and mapping to see what areas we received surveys back. In terms of demographics, this mapping will help with that piece of it. We also will look at household incomes and do those comparisons. If there is an area majorly lacking there are strategies that we can take to try to increase the responses by that particular demographic group.

Mr. Ranc said the other inside he gained from the advisory group is that because Dublin is a city that typically has more means than some cities and that brings different issues because in terms of people's willingness to take advantage of help, there are a lot that will not. There is a lot of pride and reluctance in being seen as needing help. Another part of getting that accurate sample

is making sure we capture one of the biggest issue that health care professionals are seeing is depression. Mental health is one of the main concerns and that is blind to income level, along with race or any other demographic level. So in being aware of social determinants mental health is one of the main concerns of the health care providers, as well as social services providers that were in attendance.

Ms. Qiu said it seems as though the proposed vision of health, it seems like this is the goal for the survey rather than the vision of health for the City of Dublin because it does talk about inclusivity of all, being aware of social determinants and high-quality community level data. Ms. Qiu feels the vision of health should also include promoting a healthy life style.

Dr. Hines said a lot of this information would come from the survey, but what everyone needs to keep in mind is that the key principles are supporting factors in the vision of health. Long term these pieces needs to be a part of the vision of health. The social determinants of health are going to feed into the healthy lifestyle and some of those other pieces. Having access to care, achieving optimal health, considering social determinants, data sharing and being inclusive to all are going to be a part of achieving that healthy lifestyle.

Mr. Arunachalam asked Dr. Hines if she could find another word in place of optimal.

Dr. Hines said she would make note of that request.

*Are there any other health topics the commission feels are most important to be explored as a part of this process?*

Mr. Ranc asked if there are any other topics that need to be explored.

Ms. Von Sadovszky said balance is another topic that needs explored. Since Mr. Ranc already talked about depression and anxiety and those types of topics, but is the City looking at quality of life or how happy people are in the community.

Mr. Pryor said within the vision of health there is the statement of 'accessing the care and resources they need'. He was curious about topics such as abortion or medicinal THC, which are very controversial topics of discussion. He agrees with the word 'need' in vision of health, but is concerned that the survey will naturally collect data on what people 'want' and may therefore exclude necessary yet controversial topics such as abortion care and medicinal THC, among others.

Ms. Von Sadovszky asked, in piggybacking on Mr. Pryor's comment, would the survey be asking what type of health people are interested in, such as reproductive health or geriatrics or whatever type of services people may want to see.

Dr. Hines said it would depend on the survey, but we do not have a finalized draft of the survey ready yet, so it is possible that questions like that will be in the survey. Typically, the type of question we have been including is “do you or your family members prefer services in any type of the following of services such as drug and alcohol, elder care, etc.” Then we would list out different types of services or we would leave it an open ended question for the participant to write out their answers.

Mr. Pryor said another topic to explore that has been very controversial is the topic of trans-youth and that kind of care as it relates to that topic.

Ms. Qiu asked if the survey would be all multiple choice or if there will be any open ended questions, so the participants can suggest something not captured in the other survey questions.

Dr. Hines said yes, there typically is an open-ended question so there is an option to write whatever they want to include.

*Does CSAC have other questions or feedback regarding the CHNA project generally?*

There were no other questions or feedback.

#### **5. Other Items of Interest**

Ms. Goliver said the last Sustainable Central Ohio meeting with MORPC (Mid-Ohio Regional Planning Commission) was canceled, but has been rescheduled for March 22, 2023 from 6:00 – 7:15 pm at the MORPC office. If anyone is planning on attending, Ms. Goliver can forward the meeting information to the commission members.

Ms. McClain said this is the last meeting that Ms. Kanonchoff will be attending. Ms. McClain thanked Ms. Kanonchoff for your service on this commission along with many other committees she has served on for the City.

Ms. Goliver said the boards and commission reception would be on April 10 to celebrate outgoing members of all of the commission, along with welcoming new members as well. Everyone should be receiving information for the reception.

Ms. Kanonchoff said she was very thankful for the knowledge she has gained from serving, along with opportunity of meeting new people she may not have otherwise met. She is very thankful for the opportunity the City has provided.

#### **6. Next meeting: April 11, 2023**

The next meeting will be Tuesday, April 11, 2023 at 6:30 p.m.

#### **7. Adjournment**

Ms. McClain adjourned the meeting at 7:26 p.m.



Respectfully Submitted by:

A handwritten signature in cursive script that reads "Marja Keplar".

Marja Keplar, Administrative Support III

Attachments: None