

# ABLE Change

## SYSTEM SCAN QUESTION MENU

A **system scan** is a process of asking questions with diverse groups of people to understand community conditions influencing targeted problems and possible solutions. This information is then used to:

- **Identify Change Targets for Strategy Design:** Identify system root causes that are “getting in the way” of your goals or vision. These issues can be used to guide strategy design.
- **Promote Collective Impact:** Identify shared issues to collectively address with local efforts. This information can guide agenda development for local collaborative and coalition meetings.
- **Identify & Leverage Assets:** Discover and leverage system conditions that are aligned with addressing the targeted problem, as well as underutilized strengths and resources across the community.

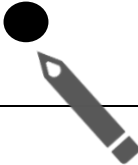



### Contents:

- ❖ Menu Overview p. 2
- ❖ General Questions p. 3
- ❖ Social Determinants of Health p. 4
- ❖ Mindsets p. 8
- ❖ Components p. 9
- ❖ Connections p. 11
- ❖ Regulations p. 13
- ❖ Resources p. 14
- ❖ Power p. 15



## Menu Overview

### How to use the System Scan Question Menu:

Your Priorities	GENERAL QUESTIONS	Resident	Partner	Option for Equity Focus
	<p><b>1) Dreams and Needs:</b> What are your dreams for yourself, your children, and your family? What is helping you reach these dreams? What else do you need to reach these dreams?</p>			

**Step 1:** Read the question.

**Step 2:** Use the icons to identify best use for question.

**Step 3:** Fill in the circle to note the questions you want to use.

### Key Terms:

**Targeted Problem:** refers to a population-level problem you are targeting in your efforts such as low-birth weight, obesity, homelessness, high school graduation, substance use disorders, etc.

**Inequities:** refers to inequities related to who is experiencing this targeted problem(s).

**Resident:** children, youth, adults, or families directly experiencing your targeted problem or inequity.













**Partner:** could include leaders or staff from local organizations, community leaders, individuals providing informal supports, business owners, elected officials, etc.

Your Priorities	GENERAL QUESTIONS	Resident	Partner	Option for Equity Focus
<input type="radio"/>	1) <b>Dreams and Needs:</b> What are your dreams for yourself, your children, and your family? What is helping you reach these dreams? What else do you need to reach these dreams?			
<input type="radio"/>	2) <b>Viewpoint:</b> From your perspective, what does it mean to be/have/do ___?			
<input type="radio"/>	3) <b>Health Experiences:</b> What have been your experiences with trying to be healthy in this community? What has helped? What has gotten in the way?			
<input type="radio"/>	4) <b>Getting Needs Met:</b> To what extent are you able to get your needs met by the local community? If not, why not?			
<input type="radio"/>	5) <b>Current Services:</b> In what ways is the current service system meeting your needs? In what ways is it <u>not</u> meeting your needs?			
<input type="radio"/>	6) <b>Root Causes:</b> Why do you think [ <i>problem, inequity, or social determinant</i> ] is happening? What in the community is helping to address these issues?  <i>Follow-up on this question by asking relevant questions from across the sections below</i>			
<input type="radio"/>	7) <b>Addressing Root Causes:</b> What is it like to try to address [ <i>problem, inequity, or social determinant</i> ] in this community? What gets in the way? Why is this happening?			

\* If asked with residents experiencing inequities

Your Priorities	<b>SOCIAL DETERMINANTS OF HEALTH</b>	Resident	Partner	Option for Equity Focus
-----------------	--------------------------------------	----------	---------	-------------------------

<b>Neighborhood Environment</b>				
---------------------------------	--	--	--	--



- |   |  |   |   |   |
|---|--|---|---|---|
| ○ | <p>1) <b>Affordable Housing:</b> To what extent is affordable housing available and accessible in the community? What is helping? What gets in the way? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to get into affordable housing than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for <i>[groups experiencing local inequities]</i> to get into affordable housing than others?</li> </ul>          |    |    |    |
| ○ | <p>2) <b>Food Access:</b> To what extent is healthy food available and accessible in the community? What is helping? What is getting in the way? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to get healthy food than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for <i>[groups experiencing local inequities]</i> to get healthy food than others?</li> </ul>                                       |    |    |    |
| ○ | <p>3) <b>Opportunities for Active Living:</b> What is it like trying to be physically active in your community? What helps? What gets in the way? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to be physically active than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for <i>[groups experiencing local inequities]</i> to be physically active than others?</li> </ul>                              |   |   |   |
| ○ | <p>4) <b>Transportation:</b> To what extent is transportation available and accessible to all residents in the community? What is helping? What gets in the way? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to get transportation when they need it than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for <i>[groups experiencing local inequities]</i> to get transportation than others?</li> </ul> |  |  |  |




Your Priorities	SOCIAL DETERMINANTS OF HEALTH	Resident	Partner	Option for Equity Focus
○	<p>5) <b>Safety:</b> What is the perception of safety in the community?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to feel safe where they live, work, and play than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for [groups experiencing local inequities] to feel safe than others?</li> </ul>			
<b>Economic Stability</b>				
○	<p>6) <b>Employment Opportunities:</b> To what extent are living-wage jobs available and accessible to all residents in the community? What is helping? What gets in the way? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to get employed in living-wage jobs than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for [groups experiencing local inequities] to be employed in living-wage jobs than others?</li> </ul>			
<b>Education</b>				
○	<p>7) <b>High Quality Early Childhood Education:</b> What is it like trying to access high quality childcare in your community? What helps? What gets in the way? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to access high quality childcare than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for [groups experiencing local inequities] to high quality childcare than others?</li> </ul>			
○	<p>8) <b>High School Graduation:</b> To what extent are youth graduating from high school on-time and ready for what comes next? What is helping? What gets in the way? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some youth in the community to graduate from high school than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for [groups experiencing local inequities] to graduate from high school than others?</li> </ul>			

Your Priorities	SOCIAL DETERMINANTS OF HEALTH	Resident	Partner	Option for Equity Focus
<p>○ 9) <b>Community Literacy:</b> To what extent are literacy and learning supports available and accessible to all residents in the community? What is helping? What gets in the way? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to access literacy and learning supports than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for [<i>groups experiencing inequities</i>] to access literacy and learning supports than others?</li> </ul>				
<p>○ 10) <b>Vocational Training:</b> To what extent is high quality vocational training available and accessible to all residents in the community? What is helping? What gets in the way? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to access high quality vocational training than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for [<i>groups experiencing inequities</i>] to accessible high quality vocational training than others?</li> </ul>				
<p>○ 11) <b>Higher Education:</b> To what extent is higher education available and accessible to all residents in the community? What is helping? What gets in the way? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to access higher education than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for [<i>groups experiencing local inequities</i>] to access higher education than others?</li> </ul>				




Your Priorities	<b>SOCIAL DETERMINANTS OF HEALTH</b>	Resident	Partner	Option for Equity Focus
-----------------	--------------------------------------	----------	---------	-------------------------

<b>Community and Social Context</b>				
-------------------------------------	--	--	--	--

- |   |  |   |  |   |
|---|--|---|--|---|
| ○ | 12) <b>Social Cohesion and Support:</b> To what extent are residents in your neighborhood connected to each other? What is helping? What gets in the way of these relationships? Why is this happening?  |   |  |   |
|   | <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to get socially connected than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for [<i>groups experiencing local inequities</i>] to get socially connected than others?</li> </ul> |  |  |  |

- |   |   |   |   |   |
|---|---|---|---|---|
| ○ | 13) <b>Community Engagement:</b> How engaged are local residents in local change efforts? What is helping? What gets in the way? Why is this happening?   |   |   |   |
|   | <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to get engaged in local change efforts than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for [<i>groups experiencing local inequities</i>] to get involved in local change efforts than others?</li> </ul> |  |  |  |

<b>Health Care System</b>				
---------------------------	--	--	--	--

- |   |  |   |   |   |
|---|--|---|---|---|
| ○ | 14) <b>Quality Healthcare Access:</b> What's it like trying to access health, dental, and behavioral health services in your community? What helps? What gets in the way? Why is this happening?   |   |   |   |
|   | <ul style="list-style-type: none"> <li>○ <u>Resident Equity Follow-up:</u> Is it easier for some residents in the community to access healthcare than others? Why is this happening?</li> <li>○ <u>Community Partner Equity Follow-up:</u> Why is it more difficult for [<i>groups experiencing local inequities</i>] to access health, dental, and behavioral health services than others?</li> </ul> |  |  |  |

Your Priorities	MINDSETS	Resident	Partner	Option for Equity Focus
○	<p>1) <b>Local Beliefs:</b> What local attitudes, values, or beliefs are contributing to [<i>problem, inequity, or social determinant</i>]? How are they contributing? Who holds these attitudes or beliefs?</p> <p><i>Consider class, race, and gender-based beliefs, attitudes about individual responsibility, attitudes about local organizations, stories people are telling about people experiencing inequities and why those inequities exist, resistance around addressing current inequities.</i></p>			
○	<p>2) <b>Attitudes towards Residents:</b> What are local people’s attitudes towards or assumptions about residents experiencing [<i>problem, inequity, or social determinant</i>]? Who holds these attitudes or assumptions? How is this impacting our ability to make change?</p>			
○	<p>3) <b>Beliefs about Solutions:</b> To what extent do people in the community have different ideas about what it looks like for [<i>problem, inequity, or social determinant</i>] to be resolved? How is this impacting our ability to make change?</p>			
○	<p>4) <b>Beliefs about Root Causes:</b> To what extent do people in the community have different ideas or assumptions about why [<i>problem, inequity, or social determinant</i>] is happening? How is this impacting our ability to make change?</p>			
○	<p>5) <b>Resident Motivation:</b> To what extent are local residents motivated to address [<i>problem, inequity, or social determinant</i>]? How is this impacting our ability to make change?</p>			
○	<p>6) <b>Organization Motivation:</b> To what extent are local organizational leaders motivated to address [<i>problem, inequity, or social determinant</i>]? How is this impacting our ability to make change?</p>			
○	<p>7) <b>Organization Risk Taking:</b> To what extent is there a culture mindset within local organizations and efforts that supports taking risks to address [<i>problem, inequity, or social determinant</i>]? Learning and continuous improvement? How is this impacting our ability to make change?</p>			
○	<p>8) <b>Community Resistance:</b> To what extent might there be resistance to changing the current status quo in our community? What might cause this resistance?</p>			



Your Priorities	COMPONENTS	Resident	Partner	Option for Equity Focus
○	<p>1) <b>Access Barriers:</b> What types of local programs and supports are hard for residents to get to help meet their <i>[problem or social determinant]</i> needs? Why are they hard to get? Ask about the following barriers: service locations, times, cost, etc.</p> <ul style="list-style-type: none"> <li>○ <u>Equity Follow-up:</u> Is it more difficult for some local residents to get these programs and supports than others? Why?</li> </ul>			
○	<p>2) <b>Missing Services:</b> What types of services and supports do we still need in this community to help meet people's <i>[problem or social determinant]</i> needs?</p>			
○	<p>3) <b>Service Quality:</b> How would you rate the quality of local programs or supports focused on <i>[problem or social determinant]</i> – and why? What types of local programs or supports stand out as being really good – and in what ways? What types of local programs or supports are <u>not</u> of as high quality – and in what ways? How could this quality be improved?</p> <ul style="list-style-type: none"> <li>○ <u>Partner Follow-up:</u> Why are some programs of higher quality than others?</li> </ul>			
○	<p>4) <b>Services Meeting Needs:</b> Which local programs or supports have been particularly helpful in getting your <i>[problem or social determinant]</i> needs met? In what ways? Which local programs or supports have not been particularly helpful in getting your <i>[problem or social determinant]</i> needs met? In what ways?</p>			
○	<p>5) <b>Avoided Services:</b> Are there any programs or supports you're choosing <u>not</u> to use related to <i>[problem or social determinant]</i> – even though you think they could help you reach your goals? Why?</p>			
○	<p>6) <b>Culturally Relevant Services:</b> How well do local programs or supports related to <i>[problem or social determinant]</i> fit with your cultural traditions or preferences? In what ways do they not fit?</p>			
○	<p>7) <b>Welcoming Staff:</b> To what degree do staff in local organizations take the time to listen to your needs and preferences? Interact with you in ways that make you feel welcome and valued? What types of organizations could improve these interactions? In what ways?</p>			

○	<p>8) <b>Organization Forms and Letters:</b> How easy is it to understand the forms and letters local organizations send out to you and your neighbors? What types of organizations could improve the way these forms and letters are written?</p>		
○	<p>9) <b>Workforce Representation:</b> How well do staff within local organizations represent the race/ethnicity as the residents they serve? Share similar experiences? Which types of local organizations could improve this?</p> <ul style="list-style-type: none"> <li>○ <u>Partner follow up:</u> Why is this happening?</li> </ul>		
○	<p>10) <b>Equitable Service Design:</b> To what extent are local programs and supports related to [<i>problem or social determinant</i>] designed to benefit all residents, regardless of their circumstances? Where are you seeing the biggest inequities in terms of who is benefiting and who is not? Why is this happening?</p>		
○	<p>11) <b>Services to Expand:</b> Which local services and supports seem important to continue or expand given our community goals and needs related to [<i>problem or social determinant</i>]?</p>		
○	<p>12) <b>Services to Discontinue:</b> Which local services and supports should no longer be continued because they are not effectively meeting local [<i>problem or social determinant</i>] needs?</p>		

\* If asked with residents experiencing inequities

Your Priorities	CONNECTIONS	Resident	Partner	Option for Equity Focus
○	<p>1) <b>Community Collaboration:</b> To what extent are local organizations and service providers collaborating and working well with each other to address [<i>problem or social determinant</i>]?</p> <ul style="list-style-type: none"> <li>○ <u>Partner follow up:</u> What is helping or hindering this?</li> <li>○ <u>Partner Equity follow up:</u> Which residents are most advantaged and disadvantaged by current collaborative practices? In what ways?</li> </ul>			
○	<p>2) <b>Information Sharing:</b> To what extent are local organizations and service providers exchanging information with each other?</p> <ul style="list-style-type: none"> <li>○ <u>Partner follow up:</u> What is helping or hindering this?</li> <li>○ <u>Partner Equity follow up:</u> Which residents are most advantaged and disadvantaged by current information sharing practices? In what ways?</li> </ul>			
○	<p>3) <b>Service Coordination:</b> To what extent are local organizations and service providers coordinating their services with the same clients?</p> <ul style="list-style-type: none"> <li>○ <u>Partner follow up:</u> What is helping or hindering this?</li> <li>○ <u>Partner Equity follow up:</u> Which residents are most advantaged and disadvantaged by current service coordination practices? In what ways?</li> </ul>			
○	<p>4) <b>Referrals:</b> To what extent are local organizations and service providers referring people to the resources they need related to [<i>problem or social determinant</i>]?</p> <ul style="list-style-type: none"> <li>○ <u>Partner follow up:</u> What is helping or hindering this?</li> <li>○ <u>Partner Equity follow up:</u> Which residents are most advantaged and disadvantaged by current referral practices? In what ways?</li> </ul>			
○	<p>5) <b>Service Transitions:</b> To what extent are local organizations and service providers making it easy for people to transition from one local program to another?</p> <ul style="list-style-type: none"> <li>○ <u>Partner follow up:</u> What is helping or hindering this?</li> <li>○ <u>Partner Equity follow up:</u> Which residents are most advantaged and disadvantaged by current transition practices? In what ways?</li> </ul>			

- 
- 6) **Resource Sharing:** To what extent are local organizations and service providers sharing resources with one another (*e.g., staff, space, technology, funds*)? What is helping or hindering this?
- Partner Equity follow up: Which residents are most advantaged and disadvantaged by current resource sharing practices? In what ways?
- 
- 7) **Data Sharing:** To what extent are local organizations and service providers sharing data relevant to addressing [*problem or social determinant*]? To what extent is this data broken out by different demographic groups to promote collective learning about local inequities? What is helping or hindering this?
- Partner Equity follow up: Which residents are most advantaged and disadvantaged by current data sharing practices? In what ways?
- 



Your Priorities	REGULATIONS	Resident	Partner	Option for Equity Focus
○	<p>1) <b>General policy barriers:</b> Which formal or informal policies or procedures are contributing to [problem, inequity, or social determinant]? For each policy mentioned ask...How is it getting in the way? Where is it in place? Who creates these types of policies?</p> <ul style="list-style-type: none"> <li>○ <b>Optional Equity Follow-up:</b> How are some residents more negatively impacted by these policies than other residents? <i>Consider asking about local, state, and federal policies influencing who is advantaged and disadvantaged across a variety of social determinant of health conditions. Ex: incarceration/discipline practices, housing development zoning, hiring policies, licensing requirements, resource/information flows, banking/lending, referral practices, eligibility, rules, etc.</i></li> </ul>			
○	<p>2) <b>Needed Policies:</b> Which formal or informal policies or procedures are still needed to more effectively address [problem, inequity, or social determinant]? For each policy mentioned ask... How could it help with addressing [problem, inequity, or social determinant]? Where is it needed? Who creates these types of policies?</p>			
○	<p>3) <b>Access Policy Barriers:</b> Are there any policies or procedures that make it difficult to get services or supports related to [problem or social determinant]? Where have you experienced this?</p>			
○	<p>4) <b>Clarity of Policies:</b> How easy is it to understand the rules and policies that get in the way of meeting your needs related to [problem or social determinant]? What would make it easier to understand these rules or policies? What types of organizations could improve the way these rules and policies are written?</p>			
○	<p>5) <b>Inequitable Implementation:</b> To what extent does the current <i>implementation</i> (e.g., effectiveness, consistency, etc.) of policies contribute to [problem, inequity, or social determinant]? Which types of settings or organizations are not always effectively or consistently implementing current policies? Why is this happening?</p> <ul style="list-style-type: none"> <li>○ <b>Optional Equity Follow-up:</b> How are some residents more negatively impacted by these policies than other residents?</li> </ul>			
○	<p>6) <b>Data Practices:</b> To what extent do local organizations have practices or procedures to consistently gather data related to [problem, inequity, or social determinant] broken out/diaggregated by different demographic groups to learn about local inequities?</p>			

\* If asked with residents experiencing inequities

Your Priorities	RESOURCES	Resident	Partner	Option for Equity Focus
○	1) <b>Service Provider Skills:</b> What knowledge and skills do local providers and organization staff need to better meet your needs related to <i>[problem or social determinant]</i> ? Engage you as a partner? What types of local organizations in particular need to build these skills?			*
○	2) <b>Health Skills:</b> What knowledge and skills do you want to continue building related to being healthy? What’s the best way to build these knowledge and skills?			*
○	3) <b>Change Agent Skills:</b> What skills or knowledge do you want to build to more effectively address <i>[problem, inequity, or social determinant]</i> in the community? What’s the best way to build these knowledge and skills? <ul style="list-style-type: none"> <li data-bbox="407 686 1499 748">○ <b>Partner follow up:</b> What knowledge and skills do local service providers need to build in this area? Leaders? Elected officials? Funders?</li> </ul>			
○	4) <b>Data Skills:</b> To what extent do stakeholders know how to use and interpret data on <i>[problem, inequity, or social determinant]</i> , and then take action accordingly? How is this affecting our ability to create change? What’s the best way to build these knowledge and skills – and for whom?			
○	5) <b>Resource Distribution:</b> Are resources and opportunities related to <i>[problem or social determinant]</i> available to all residents in a fair and equitable way in your community? If not, why not? Whose needs are being ignored?			
○	6) <b>Community Assets:</b> Are we using all of the assets in our community to address <i>[problem, inequity, or social determinant]</i> for example, residents with skills, building space, technology, etc.? What assets are currently being ignored? Why is this happening?			
○	7) <b>Budget Allocations:</b> In what ways do current budget allocations contribute to <i>[problem, inequity, or social determinant]</i> ? Who makes these decisions? Why is this happening?			

\* If asked with residents experiencing inequities

Your Priorities	POWER	Resident	Partner	Option for Equity Focus
<input type="radio"/>	1) <b>Resident Leadership:</b> Are you involved in any leadership roles within the community? Can you describe what these roles look like? What [additional] leadership roles would you like to be involved with in the community? In other words - what [other] types of things would you want to do as a community leader? What supports could help you pursue these leadership roles?			
<input type="radio"/>	2) <b>Resident Engagement:</b> Do organizations or service providers ever engage you in helping them actually make decisions about their services or efforts related to [ <i>problem, inequity, or social determinant</i> ]? If yes: Which organizations have engaged you? Can you give me some examples of how and when they engaged you?			
<input type="radio"/>	3) <b>Decision Making Processes:</b> In what ways are local decision-making processes - who participates, whose voice matters - contributing to this [ <i>problem, inequity, or social determinant</i> ]? Why is this happening? What new decision-making processes are needed?			
<input type="radio"/>	4) <b>Engagement of Diverse Perspectives:</b> To what extent are diverse perspectives (including residents directly experiencing [ <i>problem, inequity, or social determinant</i> ]) engaged in decision-making about how to address [ <i>problem, inequity, or social determinant</i> ]? What's in place that's helping to engage these diverse perspectives? What's getting in the way?			

\* If asked with residents experiencing inequities