

Placer READI Committee

Race, Equity, Access, Diversity, and Inclusion

May 9, 2023 – Minutes

Zoom Meeting 10:30AM - 12:00PM

Zoom Link: <https://placer-ca-gov.zoom.us/j/92566276929?pwd=amFHbzcwNjgxUTIKMzVjVmJSWnNaUT09>

Introductions & Announcements

Introductions –

New members: Perla Casares - bilingual Independent Living Advocate with PIRS; Shanti Heindl with Cal Voices; and Michaela Garza – runs the PEI Program with Unity Care.

Approved 03-14-23 READI meeting minutes.

Committee Member & Provider Announcements and Successes:

- **PIRS** – Michele shared it was her last READI meeting, she has accepted another job and will no longer be with PIRS. Michele will also no longer be on the Campaign for Community Wellness Leadership team or chair the Workforce, Education, and Training Committee (WET).
- **Whole Person Learning** is hosting their annual Youth Development Institute Training in July.
- May is **Mental Health Awareness** month, **Asian American Pacific Islander AAPI Heritage** month, and **Older Adult Awareness** month. On May 23rd at the Board of Supervisors meeting, a proclamation will be read for Mental Health Awareness.
- **Placer4MentalHealth Be the Change** campaign is working towards helping end mental health stigma and discrimination in the Placer County community. The campaign consists of social media, billboards, client and provider testimonials, and individuals making a pledge to 'be the change.' For those interested in taking the pledge, the Be the Change campaign can be found at placer4mentalhealth.org which is embedded in the CCW website. The Sierra Native Alliance, the Latino Leadership Council, AMIH, and ASOC peers contributed to the promotional videos for this campaign. A Spanish video was created, and all of the campaign materials have been translated into Spanish. The Be the Change campaign is not only for May but will be an ongoing campaign.
- **Placer County Substance Use Delivery Services (SUDS)** – Dan discussed the recent overhaul of Placer County's System of Care SOC documentation for programs, such as Substance Use services and Mental Health programs to be more inclusive in its language. The new documentation has been implemented for around two months, discussed how clients are feeling more represented and has opened the door to more conversations between clients and practitioners.

Goal 1: Expanded Collaboration

Prior Action Items:

- Demographic survey – Sue shared the results of the Demographics survey of Placer READI members given on March 14th. One of the committee’s goals is to conduct the survey twice a year to help identify opportunities to address gaps in representation, whether that is consumers, specific race or ethnicity, or gender groups. Survey results were sent out to the committee with the meeting minutes. Survey result highlights:
 - Positive growth examples: mental health community and county providers, social services, child welfare and CPS; homeless service providers, veterans, and family-lived experience. Improvement needs examples: primary and secondary school personnel, youth representation, self-lived experience, LGBTQ+ advocates, and race/ethnicity.
 - Discussed having listening sessions with youth for more outreach. Claire shared the Mental Health Drug and Alcohol Advisory Board, which she is part of, and visited a few schools within Placer County. In Placer County, there are approximately 17 schools that have wellness centers for students. At some of the wellness centers the MHADAB visited, Claire asked questions about diversity and noticed some did not understand the concept around wellness activities and the diverse communities they serve. Discussed reaching out to some of the PCOE employees responsible for running the wellness centers to see if they could participate in the READI committee and ensuring staff are participating in DEI and cultural competence trainings. Sue recognized recent challenges and conflict in Placer County, which have affected the wellness centers and schools.
- Outreach suggestions for expanding READI representation: Michele suggested reaching out to the Senior Peer Counseling Program. In the MHSA 3-year community needs assessment, Older adults were identified as a potential gap, and the Senior Peers Counseling program is one of the keyways this population demographic access services.
 - Claire shared her previous experience of reaching out to the Senior Peer Counseling group before Beautiful Minds began running the program. Claire was giving a presentation to the group about SOGI, when around 50 percent of the volunteers got up and left. The Beautiful Minds program is MHSA funded and is required to participate in Cultural Competency trainings, and there are new opportunities for training specifically around SOGIE.
 - Michele discussed how PIRS initially experienced push back from Older Adults when implementing the new demographics question around SOGIE data.
 - At the last CCW meeting, attendees discussed looking at more faith-based outreach. Sue added this a good opportunity for outreach to Senior Peer counseling and faith-based organizations for both CCW and Placer READI committees.

- Sue discussed the progress SOC has made as related to SOGIE in terms of collecting data and the trainings being provided to staff; will ensure trainings are also being offered to all SOC providers.

- **Benchmark(s):** 80% attendance by committee members/agencies over the Fiscal year. Administer Demographics survey semi-annually to READI committee members.

AI: Reach out to PCOE to re-engage in Placer READI and see if representatives from the wellness centers can participate.

Responsible Persons:

Sue

Completion Date:

AI: Outreach to Beautiful Minds, the program running Senior Peer Counseling, about participation in the READI Committee.

Responsible Persons:

Sue

Completion Date:

Goal 2: Identification of Disparities

Prior Action Items:

- Equity Walk Lobby Assessment Tool: questions in the assessment are to help identify if there is room for improvement on the types of materials or visual cues found in the lobbies/public spaces, such as showing diversity and offering various language opportunities with the translation of informing materials. The entire toolkit is available in Spanish. The Equity Walk tool has been posted on the Stay Informed page on the CCW website, was sent out to the county providers for access and use and has been placed in ASOC lobbies. Individuals can come into the lobby and scan a QR code which takes them to the survey. Some peers and volunteers have gone through and conducted the Equity Walk survey.

READI Ambassador Updates:

- Claudette and Lauren presented at their team meeting using the Conversations Tool, and it went well despite the struggle to get participation. Feedback from team members was about being uncomfortable speaking in a group setting, and some have asked if there is a way to give feedback in a confidential way. Claudette shared her appreciation about the setup for Ambassadors to team up when attending team meetings, it has helped make is less awkward when teams are slow to participate or provide feedback. Blanca was unable to present at her the team meeting because time ran out, will be presenting at the next one.
- Sue and Todd met with the Enhanced Care Management ECM team, Todd is the new Ambassador for the group, and Sue helped facilitate using the Conversations tool. Feedback from the ECM team: the need to address underrepresentation of communities, stakeholders, consumers, and staff in the decision-making committees and strategy development. The need for staff to feel comfortable and safe when coming forward with concerns over behaviors or comments they might witness or experience and having opportunities for individual supervision with their leadership and a way to submit anonymous concerns. Holding an annual training related to Cultural Competency to ensure reinforcement, the county does offer multiple trainings around this topic but does not have one specific training. Currently, Sue shared how

WET is looking into a training on Culturally and Linguistically Appropriate Services CLAS standards (which are national standards). Sue shared a link to a CLAS training being put on by Yolo County and asked members to attend to provide feedback on the training.

Outreach Opportunities:

- In previous conversations on Identification of Disparities, the group discussed the possible disparity in the ratio of the Asian population of Placer county compared to ratio of those being engaging in SOC services. Leadership has agreed there is need for more outreach with the community; the AAPI community is a large community with many different cultures. Sue has connected with Donna Trumbo, who is on the Board of AAPI of Placer County, and they have been discussing outreach opportunities. AAPI of Placer County is working on a countywide survey with questions to help identify gaps in needs, not only around mental health. Sue provided some potential questions around stigma, access issues, and what people do currently for their mental health needs. Donna and Sue have also discussed collaborating for listening sessions and may reach out to faith-based communities to expand outreach.
- Sue discussed how the Youth Leadership Institute has been working with the MHSOAC to develop an interactive toolkit to support youth and/or adult allies in increasing youth voice, engagement and decision making in the planning and implantation of innovative ideas in their county of community. They held a community feedback session on April 25th. This might be an effective tool to utilize if this committee or others host a listening session with Placer County youth.
- Todd brought up the Placer Empowering People PEP event the county used hold, it disappeared during covid, but thought it was a good event and was held at Seven Day Adventist with many different agencies attending.
- Claire discussed the idea of having the READI Committee present at both the Mental Health Alcohol and Drug Advisory Board and the Older Adult Advisory Commission, the members of both commissions have shown interest in a presentation on Placer READI.

SOGIE Data Collection Results and Resources:

- Sue discussed the Process Improvement Plan (PIP) for DHCS on SOGIE. The System of Care revamped its demographic data collection form, known as the CARE15a form, to include sexual orientation, gender identity, pronouns, and preferred name. The new changes have also been included in the electronic health record system and both ASOC and CSOC have implemented the changes. With the county's PIP, it is measuring ASOC clinic services as far as how is the data being collected, how its doing on collecting the data, and what types of additional training opportunities does staff need in order to successfully have conversations around SOGIE (includes both clinical and administrative staff).
 - Sue shared a document with READI members highlighting SOGIE improvements, was previously shown to leadership and some SOC teams to plan for the next improvement

stages, was also shared with the Quality Management committee to help identify quality improvement opportunities.

- A survey was conducted to get ASOC clinic services, FSP and admin staff feedback on the new SOGIE implementation to see what might be helpful for additional training, if any, and to identify potential barriers, such as are consumers getting the opportunity to update their demographic information when they receive services. When staff was asked how they were feeling about collecting SOGIE data, or having conversations around SOGIE, or using preferred names or pronouns, there was a fairly positive overall confidence rate. However, there were some requests for additional information for both staff and consumers, such as informing materials in the lobby explaining why SOGIE questions are being asked.
- Sue shared handouts created by the National LGBT Health Education Center, a program of the Fenway Institute. The SOC teams are reviewing the material to see if it would be helpful for consumers and staff, but these materials are available for any provider for free online The three-fold handout contains information for “patients” and gives examples of commonly asked questions. The group discussed placing the handouts in the lobbies and interview rooms.
- Sue shared the Collecting Sexual Orientation (SO) and Gender Identity (GI) Data – SOGI Staff Informational Packet, an informational packet created for staff, discusses how SOC is supporting consumers, specific considerations with youth, LGBTQIA+ and their meanings, facts from the American Psychiatric Association: Mental Health Disparities: LGBTQ+, a glossary of terms that are used in the CARE15a form; and includes Avatar screenshots showing staff where they enter the SOGIE data.
- **Benchmark(s) / Measurement Tools:** Review ASOC outpatient clinic SOGI data and beneficiary survey results at least semi-annually to monitor utilization of new fields and changes in beneficiary experience; Review feedback gathered from Placer READI Ambassadors at least quarterly and provide summary of results and any recommended follow-up to quality improvement and SOC leadership committees.

AI: Need to further discuss the topic of having Placer READI present at both the MHADAB and Older Adult Advisory Board commission meetings.	Responsible Persons: Claire and Sue
	Completion Date:
AI: Sue to find out if the Placer Empowering People event will be coming back.	Responsible Persons: Sue
	Completion Date:
AI: Send out the National LGBT Health Education Center handouts with READI committee members.	Responsible Persons: Sue
	Completion Date:

Goal 3: Training Inform WET Committee/ SOC Development

SOC / WET Training Calendars: (located on Box site)

- Prior Action Items: Sue asked for feedback from those who participated in the recent Migrant and Refugee training offered to providers, Sue had previously asked for suggestions to give to the trainer prior to the training that might help enrich the conversation for Placer County specifically.

Discussion:

- In the last READI meeting the group had an in-depth conversation about the need to help staff with Best Practices when delivering mental health services and working with interpreters. Best Practices such as: how to make sure the individual receiving the information from the interpreter understands what is being said, what are the best practices when family members are involved in translation; and not using youth family members for translation.
- Sue has discussed with various groups, including the Workforce and Education Training Committee about a potential training of Best Practices when using interpreters. Sue found the trainer who provided the training Indira participated in around 8 years ago with CSOC, on the practice of using interpreters. However, the training is costly, around \$12,000 - \$13,000, which is considerably more than is usually spent on trainings. Sue is currently looking to see what comparable trainings may be available and asked for suggestions from READI members.
 - Sue put a quick survey for the bilingual interpreter staff, within ASOC and CSOC, to get feedback on having a training for Best Practices when utilizing interpreters, received positive feedback and some asked for a training for interpreters themselves to enhance their capacity and abilities.
- Bertha suggested a roundtable-style of discussion with the company providing interpreter services for SOC, where SOC staff who are bilingual can share some of their Best Practices. Bertha suggested creating a team of those who are experienced in providing translation services in a mental health setting to help put together a training, with the foundation of the training being a Q&A format of questions those attending may have to help them more effectively use interpreters, including what kind of questions the provider can ask to help support the family in asking the interpreter the right questions.
 - Sue in favor of Bertha's suggestion but concerned with getting enough people to volunteer to participate in the roundtable and having someone to facilitate/organize it. Sue discussed reaching out to community partners, as well as internal to SOC staff, to see who may be available to participate. Suggested using SOC's interpreter services as well, such as Hanna to see if they can participate.
- Shanti shared when working with families, providers are also having to interpret the language used in the SOC system, such as acronyms. When holding the Child Welfare orientation, Shanti makes sure the language she is using and presenting are understandable to those attending, tries not to use much system language and acronyms.

- READI Member Feedback for the Migrant and Refugee training: Dan - enjoyed the training, was one of those trainings where your focus is kept the whole time because of the engaging content found the material applicable, and the presenter was very skilled in her field. Questions came up about what role different parts of the county's systems play in supporting migrants and refugees, such as what role Human Services plays vs. whether ASOC or CSOC should be involved. For Placer County specifically, it was not clear on what resources are available in the community, including how to connect individuals to legal services.
- Sue shared a training resource from the National LGBTQIA+ Health Education Center, a program of the Fenway Institute. The trainings consist of short training clips for registration/admin staff and ones for clinical staff, the course content covers areas such as: "Helping a patient who does not understand why he is being asked about his sexual orientation"; "Talking with a parent and child about gender identity"; and "Helping a patient whose first language is not English".
- Raul Martinez – thanked the READI group for their work, which is an HHS Department priority, "Health Promotion and Equity". Discussed how the work being done at the HHS level and with the READI committee may even spread further across the system, including community partners. Shared how there is not only interest across the department but also regional, such as with the efforts being made at the Sacramento Area Council on Government, which has a Racial Equity and Inclusion workgroup. In the upcoming Quarterly Managers meeting on May 30th, HHS is planning on dedicating the 90 minutes to its Health Promotion and Equity priority.
- **Benchmark(s):** At least one member per meeting sharing information on training curriculums, upcoming conferences, or webinars.

AI: Sue to reach out to the SOC interpreter provider to see if they are aware of a training on best practices when using an interpreter.	Responsible Persons: Sue
	Completion Date:
AI: Sue will bring the idea of a roundtable type of training for Best Practices when using interpreter services to WET and then to possibly Staff Development to pull various resources together.	Responsible Persons: Sue
	Completion Date:
AI: Send out link to the National LGBTQIA+ Health Education Center training clips.	Responsible Persons: Sue
	Completion Date:

Prior Action Items		Responsible Person & Status
AI # 1	Ambassador to schedule quarterly meeting with their team(s) if they haven't already.	Sue Completed.
AI # 2	Post Equity Walk tools on CCW website and email CCW to advertise.	Sue Completed.

AI#3	Include LLC and SNA involvement in Placer 4 Mental Health campaign video.	Sue Completed.
AI#4	Locate past training Indira participated in, Indira will look through her documents and Sue will reach out to Jennifer Cook. Identify trainer for best practices in working with interpreters for mental health.	Sue and Indira

Next Placer READI Meeting: July 11, 2023; 10:30 to 12:00; via Zoom.

May 9th, 2023 – Attendance

- Annesha Land - California Health and Wellness
- Bertha Ramirez Magana - Clinician with Pacific Clinics Family Services
- Blanca Hurtado Matthews – Client Services Practitioner I with CSOC
- Brian Passenheim – Assistant Chief Probation officer for Placer County Probation
- Claire Buckley - MHADAB Mental Health Alcohol and Drug Advisory Board for Placer, the Older Adult Advisory Commission, the Agency on Aging Area 4
- Claudette Keene - SOC CalWORKs/ Linkages Team
- Connie Falconer - Adult System of Care (ASOC) Clerk with Quality Management
- Cyndie Perkins – Peer Coordinator with ASOC
- Dan Apgar - Placer Substance Use Services Program Supervisor
- Dominique Juarez - Adult System of Care (ASOC) Clerk with SUDs Team
- Elizabeth Rahm - Sierra College’s Cares team MSW I
- Emily Simi - MSW II intern with Sierra College Cares team
- Katie Combs-Prichard – Public Information with HHS
- Lauren Evans – Client Services Practitioner
- LeeAnn Halleib – Health & Human Services Executive Assistant
- Lindsay Alderette - Youth Empowerment Support Program with Whole Person Learning
- Matt Dixon – Client Service Practitioner II with Children’s Mental Health Support Program (CSOC)
- Michaela Garza - PEI Program with Unity Care
- Michele Irwin - Placer Independent Resource Services PIRS in Auburn
- Nai Saelee – Clinical Director with Turning Point Community Programs
- Patty Garcia Espinoza – Bilingual Family Advocate with Cal Voices
- Perla Cazares – Bilingual Independent Family Advocate with PIRS
- Raul Martinez – Assistant Director of Health & Humans Services
- Scott Genschmer – ASOC Program Manger
- Shanti Heindl – Family Advocate Program Supervisor with Cal Voices
- Sue Compton – Committee Co-chair, Mental Health Services Act (MHSA) Coordinator, Ethnic Services Manager, and WET Coordinator with Placer County Systems of Care
- Todd Perbetsky – Client Services Counselor with ASOC