

Placer READI Committee

Race, Equity, Access, Diversity, and Inclusion

July 11, 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: Brianna Alvord, supervisor with Wayfinder Family Services; Janine Hughes, the new Coordinator of Community Schools with PCOE; Jason Brown with Beautiful Minds Wellness; Cheri Hummel with Beautiful Minds Wellness is the Coordinator for the Senior Peer Counseling Program for Placer County; Austin Edwards with YES Program and partners with Placer County's Mobile Crisis team; Ulysses Palencia manager for the 211 Call Center; and Erica DeCima, a Cal Voices Family Advocate embedded with the Crisis Mobile Team.

Approved 05-09-23 READI meeting minutes.

Committee Member & Provider Announcements and Successes:

- **Wayfinder Family Services** are changing their Client Satisfaction Surveys on how they capture a person's identity, not only including their race and ethnicity but also their personal identity. Sue added that based on her conversation with Wayfinder, the Perception of Care Survey used for the MHSa Prevention and Early Intervention Services, will modify the question "staff are sensitive to my cultural backgrounds and needs" to include "and respectful to my personal identity".
- **Cal Voices** – Indira spoke about the Family Advocate team which is co-located in the Children's System of Care CSOC, working alongside many county partners, acknowledged the outreach ASOC and CSOC clinicians have been doing by accessing the bilingual bicultural team members for assistance to help their bilingual bicultural families.
- **Mental Health Services Act MHSa 3-year plan** passed the Board of Supervisors approval, along with the associated contracts. Sue highlighted one of the purposes of the READI committee is to inform the Cultural and Linguistic Competency Plan for Placer County, a required report counties submit to the state annually. Some of the benchmarks identified in READI for the committee's goals are outlined in the report, the requirements for the CLC Plan report have been under review by the state for the last decade, and lately they have been honing on what they are looking for in that particular report and have been asking for feedback on what kind of information they are going to be collecting. Sue will send the latest version of the draft CLC plan template to HHS Assistant Director, Raul Martinez, so he can see the data Behavioral Health will most likely need to report on; the updated report shows where the state is narrowing down what kind of information they are requiring from counties.

- **READI meeting schedule** – Sue suggested possibly moving the meetings to another day/time because the current meeting schedule conflicts with the BOS meetings; therefore, most of the SOC leadership cannot attend. The BOS meetings are held on the 2nd and 4th Tuesdays of the month with the occasional special meetings scheduled, suggested moving to the first or third Tuesday of the month. Sue will narrow down the options and will send it out via a Survey Monkey, would like to keep it on a Tuesday to avoid impacting the positive attendance, if it looks to be a problem the meeting schedule will stay the same.

- **Health and Human Services –**
 Raul discussed Health Promotion and Equity, one of the four priorities of the HHS department. While the READI Committee is focused on the SOC and in particular behavioral health, the HHS department covers everything from restaurant inspections to environmental health clean up. HHS has been engaged with its managements teams, looking at how equity can guide the work of the department. The teams discussed what was their own understanding and increasing their own proficiency of health equity and promotion to help address the needs of the diverse communities within Placer County. Raul discussed how the county looks at services, by creating, implementing, administering, and maintaining services to advance Health Equity and Promotion in the county, and to develop strategies and tools to assist in the workforce, through recruitment, training, and supporting a diverse workforce that aligns with the backgrounds and experiences of those seeking services. HHS will be holding an All-staff July 13th via Zoom and will be updating staff on the progress with Health Equity and Promotion priority.
 - Raul highlighted the work being done by the Sacramento Area Council on Government, which has a Racial Equity and Inclusion working group, and serves as a model for governments in the region on how to address the issue by looking at programs, governance, and community engagement.

AI: Sue to send Raul the latest draft of the state’s CLC Plan.

Responsible Persons:

Sue

Completion Date: 7/11/23

AI: Sue to send out a Survey Monkey about changing the days of the READI meeting.

Responsible Persons:

Sue

Completion Date:

Goal 1: Expanded Collaboration

Prior Action Items:

- Outreach to PCOE – Janine Hughes, a new PCOE member to READI, is the Coordinator of Community Schools. PCOE has received funding from the state for community schools, districts for supporting and partnering with community partners to remove barriers and increase supports for students and families with their health and mental health needs. Stephanie Kaiser, who oversees PCOE training programs will be the backup person when Janine is unable to participate. Outreach to Beautiful Minds Wellness – Jason Brown and Cheri Hummel are now READI members.

- Sue discussed the need for a new co-chair, a one-year engagement, the co-chair role is a community position, not open to county staff, can be an embedded contract provider, family advocate, or community member. Bertha shared her co-chair experience, offered for other READI members who may be interested in the position to reach out her for more information, described the experience is a great opportunity to collaborate outside of READI, only requires meeting one extra time to plan the agenda, and didn't impact her schedule too much. Sue asked READI members to email her if they are interested or have questions about being the co-chair.
- READI Participation Data for FY22-23 - the identified goals set by committee members was to try and maintain an 80% attendance, based on teams and agencies. Sue asked those attending if they have a scheduling conflict if they could possibly assign someone as a backup, in an effort to keep agencies engaged. Participation data for FY22/23 was 71% attendance, short of the 80% benchmark despite the increase in those participating.
 - Purpose of the Demographics survey to identify who everyone is representing to ensure the committee has broad representation, for different racial, cultural, and ethnic groups, and lived experience.
- During the MHSA Planning process, the data for the AAPI population identified a potential gap in services when looking at the overall population ratio compared to the ratio being served within SOC. Sue has been meeting with AAPI Placer County, discussing several different opportunities within the AAPI community. AAPI Placer is putting together a survey to better understand the overall basic needs, Sue was able to provide input around mental health and also reached out to Public Health to see if they would like to add any Public Health questions.
 - AAPI Placer County is partnering with Sierra College for a Stop Hate Film Festival in the Fall and are looking to have a breakout session related to trauma, Sue asked READI members about a possible trainer who may be available. Also asked if there are any local staff or providers who want to join in to help with the training to talk about resources within Placer County, AAPI Placer is trying to find opportunities to link individuals to the services within the community.
 - AAPI Placer County is participating in the Sacramento Aloha Festival September 16th at the Auburn Community Fairgrounds, if interested in having a booth contact Sue Compton, the festival is for the Sacramento Region.
- **Benchmark(s):** 80% attendance by committee members/agencies over the Fiscal year. Administer Demographics survey semi-annually to READI committee members.

AI: Sue to share Sacramento Aloha Festival information.

Responsible Persons:

Sue

Completion Date: 7/11/23

Goal 2: Identification of Disparities

Prior Action Items:

- READI presentation to the Mental Health Alcohol Drug Advisory Board MHADAB on August 28th about what the committee does, will be providing examples of improvements the committee has informed for SOC. Sue has also reached out to the Older Adult Advisory Board Commission about giving a READI presentation.
- Placer Empowering People event – Sue to follow up with the Adult System of Care Director to see if the event is coming back. In the past Whole Person Care and the Seven Day Adventist church collaborated with the event being held at the church.
- The State of Pride Report June 2023, a new report by the state of California’s Department of Justice was sent out to committee members and the National LGBT Health Education Center handouts by the Fenway Institute were sent out to the READI committee.
- The Campaign for Community Wellness, the county’s MHSa stakeholder committee, has a Stay Informed blog post on their website at placercw.org for Pride month, providing LGBTQ+ resources, and links to trainings. The blog post also highlighted Do Ask, Do Tell; PFLAG; and the Placer Pride Center. Also included, the Equity Walk lobby assessment tool, a Provider Resources packet, and the informing material from the Fenway institute, which includes short educational training videos, and informational trifold brochures.
 - The Fenway institute brochures have been placed in the Adult System of Care lobbies and interview rooms, and shared with the FSP, clerical, and clinical teams. The Children’s System of Care will be reviewing them at the Org Leadership meeting in August.

211 Update:

- Ulysses discussed how 211 is exploring a Quick Link button to help individuals search for cultural and gender specific resources and would have pre-filtered resources as a search result. Examples of 211 Quick Links are Children and Youth, Housing, Community and Connection, and Disability Services. 211’s database has a long list of taxonomy codes, each are assigned to a resource, which is then categorized, such as LGBTQ or Transitional Age Youth. 211 has been working on finding community resources and categorizing them with the right taxonomy so they are easy to find with filters and Quik Links. Ulysses asked the group for feedback on the naming of the Quick Link button and the consensus was Cultural Connections which was proposed by Erica.
- Sue asked if 211 has included AAPI of Placer County into their taxonomy, or other culturally specific organizations, Ulysses stated PFLAG is in the resource database and 211 is always open to having new organizations such as the AAPI Placer County. 211 has an inclusion exclusion policy every resource needs to fill out to make sure they fit the criteria for the resource criteria they want to be listed under.

- READI members also suggested having a possible icon or symbol next to services indicating culturally appropriate services, such as services are provided in Spanish. Indira suggested reaching out to Sierra Native Alliance SNA and the Latino Leadership Council LLC for feedback on how to help identify culturally appropriate services.

Equity Walk Lobby Assessment:

- Sue shared there has been limited walk-in engagement for the lobby assessment using the QR code linking to the survey. Volunteers and peers have taken the survey for both the ASOC DeWitt and Cirby Hills lobbies, still looking for more consumer or community participation in taking the survey. In the lobbies there are large posters with a QR code to access the online survey, Sue asked for more ideas on how to increase engagement.
 - Lindsay suggested when families come in for meetings and appointments, the facilitator could hand out or have the flyers in the meeting rooms. Discussed creating postcard size flyers with the QR codes.
 - Discussed holding a raffle for those who have completed the survey, would need to keep each survey anonymous, and be able to identify those who have participated. Suggestions included having participants take a screenshot of the last screen of the Survey Monkey. Bertha suggested participants write their name and number on a raffle ticket, therefore it wouldn't be attached to any of the surveys, and they wouldn't have to be present to win.
 - Todd suggested having a goodie table below posters in the lobby with a small flyer with the QR code. The county has a lot of materials from Each Mind Matters, items used at county booths, could put together little kits for individuals who have taken the survey. Todd also suggested providing a written version as a way to increase engagement would remove a barrier.
 - Other ideas - paid geofenced ads, social media, a contest to design the next flyer, win a pizza party, share your story, partner with a movie theater for a discounted tickets, or discounts for shopping if they fill out the survey.
 - Indira suggested having a set date, such as an open house or ice cream social, with some READI members attending to answer questions. Planning would require advertising for the event and possibly piggyback an already planned event at the Wellness Center at Cirby Hills, Indira offered to participate.
- **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: Outreach to Kids First and Lighthouse Counseling & Family Resource Center.

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 participated in an in-person Culturally Linguistic Appropriate Services CLAS Standards training, and discussed SOC's policies and procedures about CLAS, and how all SOC services need to meet CLAS standards, not only the services but the overall system and staff development. CLAS standards are a foundational piece of behavioral health services throughout the state of California and are what the Cultural and Linguistic Competency report is written to.
 - Committee has discussed implementing a CLAS training as part of the onboarding process for new providers and staff. Sue has identified a training put on by the state agency responsible for CLAS standards, looking for volunteers to take the trainings and provide feedback. Sue will send out the link for the CLAS training, looking for agencies to identify possible volunteers to take the training, training provides CEU's. The training is four courses and takes between 4 to 5 1/2 hours to complete.
- The possible interpreter training has been discussed in both the READI and the Workforce and Education Committee meetings, consensus is to have a panel of local bilingual/bicultural providers with a facilitator. Sue suggested possibly finding a facilitator who provides similar trainings and is willing to organize and arrange the training, WET funds are available.
 - Training is to help staff understand Best Practices, the challenges and concerns with delivery and services when using an interpreter present or without, and how to handle various situations. Sue asked READI members if anyone was willing to be on a panel or are interested in meeting to plan what the training might include, those interested to please contact Sue.
- Sue discussed the 3-part Race and Equity training Jazmin Breaux, the Program Manager in the Tahoe/Truckee for Placer and Nevada county Behavioral Health services, participated in with the community collaborative of Tahoe/Truckee Foundation. Spanish interpretation was provided for two of the meetings, slides were available in Spanish, and the recording was in English only.
 - Raul discussed simultaneous interpretation in meetings from someone who is professionally certified in interpretation that lives in the community, this work is primarily for promotoras who work with Sierra Community House. LLC and Sierra Community House have shared best practices on promotoras and relevant models..
- Annual LLC Forum will be held September 13th, from 8-12 at the Blue Goose, the Latino Leadership Council is providing this leadership training, and Raul is participating in one of the sessions, the training was shared via CCW.

<ul style="list-style-type: none"> ▪ Benchmark(s): At least one member per meeting sharing information on training curriculums, upcoming conferences, or webinars. 	
AI: Sue to send out link for CLAS training to READI members for possible volunteers.	Responsible Persons: Sue Completion Date: 7/11/23
AI: Sue to send out a link for the 3-part Race and Equity training.	Responsible Persons: Sue Completion Date: 7/11/23

Prior Action Items		Responsible Person & Status
AI # 1	Reach out to PCOE to re-engage in Placer READI and see if representatives from the wellness centers can participate.	Sue Completed.
AI # 2	Outreach to Beautiful Minds, the program running Senior Peer Counseling, about participation in the READI Committee.	Sue Completed.
AI # 3	Need to further discuss the topic of having Placer READI present at both the MHADAB and Older Adult Advisory Board commission meetings.	Sue Completed.
AI # 4	Sue to find out if the Placer Empowering People event will be coming back.	Sue
AI # 5	Send out the National LGBT Health Education Center handouts with READI committee members.	Sue Completed.
AI # 6	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.	Sue Completed.
AI # 7	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.	Sue Completed.
AI # 8	Send out link to the National LGBTQIA+ Health Education Center training clips.	Sue Completed.

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