



PLACER READI

RACE EQUITY ACCESS
DIVERSITY INCLUSION

Frequently Asked Questions

1. What is Placer READI?

Placer READI is a group of Placer County behavioral health staff and community partners who represent the different and diverse groups in our community. It was formerly known as the Cultural and Linguistic Competency (CLC) Committee.

Placer READI works to improve behavioral health services by being culturally responsive. We encourage community member participation to help reduce barriers to services. We also inform and make recommendations to other committees and influence the training needs for the Placer County Systems of Care (SOC).

2. What is Placer READI's website and what does it include?

www.placer.ca.gov/6931/Placer-READI

The website includes committee contact information, meeting agendas and past meeting minutes, Annual Reports, Cultural and Linguistic Competence Plan (including Committee Charter), Committee Flyer, and links to mental health services.

3. Who are the members of the Placer READI Committee?

The membership is intended to reflect the communities served by Placer County Systems of Care, including county management level and line staff, clients and family members from diverse cultural groups, providers, and community partners.

Currently the committee members include ASOC and CSOC management and line staff, as well as provider staff and community members who represent consumers, youth, families, older adults, LBGTQ+, Native, Latino, Asian, faith-based communities, victims of domestic violence/sexual assault, veterans, and individuals with disabilities.

4. Who chairs the Placer READI Committee?

The committee is co-chaired by a Systems of Care staff person (typically the designated Ethnic Services Manager) and a community representative, with agenda preparation and meeting facilitation responsibilities being shared between county staff and community representatives. The SOC Co-Chair is appointed by SOC leadership. The Community Co-Chair is elected by the community representatives of the committee annually. You can visit the [website](#) for the current co-chairs.

5. When and where does the Placer READI committee meet?

Typically, meetings occur the 2nd Tuesday of every other month, 10:30 am to 12:00 pm. You can visit the [website](#) for the current schedule. Meetings are currently held remotely on Zoom.

6. How does someone become a member?

Individuals can be added to the distribution list by emailing the Committee administrator. Visit the [website](#) for the current contact information. Community members and providers can simply attend and be asked to be added to the distribution list. ASOC and CSOC staff should request permission from their supervisor to participate.

7. In what areas does Placer READI inform the Systems of Care?

Placer READI has identified their commitment to providing input in the following areas:

RACE: Programs and services responsive to all people, of diverse ethnicity, inherited physical, behavioral and cultural differences, language, and country of origin. *Placer READI is committed to continuous improvements in behavioral health service and opportunities for all people, regardless of diverse backgrounds, origins and language.*

EQUITY: Policies and practices that are fair and equitable; processes and systems designed to ensure that we distribute resources without bias. *Placer READI is committed to a level playing field for consumers to access the resources in our control and the systems we can influence.*

ACCESS: Pathways that invite participation and removal of barriers to service that provide improved access opportunities for all consumers, employers, and employees. *Placer READI is committed to cultivating channels for engagement on all levels for all people.*

DIVERSITY: Hiring, developing, training, and retaining a mosaic of individuals who offer unique perspectives and experiences influenced by their ethnic, cultural, social, economic and ability backgrounds. *Placer READI is committed to enhancing opportunity through diversity.*

INCLUSION: Explicit outreach to all cultures, groups, and abilities, to improve services and active participation by constituents who represent and reflect the entire community. *Placer READI is committed to building a community that is respectful and responsive to all people.*

8. How do the goals of Placer READI align with Health and Human Services (HHS) Systems of Care?

Placer READI exists to help the HHS Systems of Care fully achieve its vision, mission, and goals. HHS' vision is a safe, healthy and connected community in which all members flourish. Placer County HHS believes that every resident deserves the opportunity to be healthy, regardless of financial status, geographic region, race/ethnicity or any other characteristics. HHS has a unique role in promoting a healthy community for all residents by clearly describing and educating our community about our collective health and well-being, ensuring that the services that HHS delivers are effective and responsive to everyone in the diverse geographic and demographic communities we serve, and playing a lead role in describing and reducing the health disparities in our community. HHS' System of Care vision is to keep all children, adults, and families: healthy, safe, at home, in school or work, out of trouble, self-sufficient, and culturally supported. SOC Guiding

Principles include, among many others, inviting staff, consumers, youth, and families to participate or have voice in organizational problem solving and being an organization that is appreciative of cultural differences. The SOC is committed to treating consumers, youth, and families in a manner appropriate to their background, culture, religion, and heritage. No person shall be denied care or service by SOC on the basis of race, gender, religion, creed, color, economic status, sexual orientation, age, source of payment, or any other discriminatory characteristic.

The SOC has developed Policies & Procedures to support these goals including RE 840, which recommends that all SOC programs and contract providers follow the 15 National Standards for Culturally and Linguistically Appropriate Services (CLAS). The purpose is to 1) better service Placer County’s increasingly diverse cultural, linguistic, and other underserved minority groups by developing systematic approaches including ongoing staff training, system development and service delivery; and 2) implement a service delivery system that is culturally and linguistically competent and responsive and contributes to the elimination of racial and ethnic health disparities. This will not only ensure adequate access to services for traditionally underserved groups, but also ensure that these groups have the best chance for attaining a positive outcome once accessing public services.

A SOC Cultural Linguistic Competency Plan was issued in 2010 when the last state guidelines were released. Since then, the CLC Plan is updated annually to address goals and progress in the areas shown in the table below. Placer READI (as the CLC Committee) is a critical piece informing the cultural responsiveness of the Systems of Care.

Commitment to Cultural Competence	Updated Assessment of Service Needs	Strategies for Reducing Disparities	Cultural Competence Committee
Training Activities	Workforce Diversity	Language Capacity	Adaptation of Services

9. What are examples of system changes that have come from the work in Placer READI?

Some examples include policies, procedures and practices developed to:

- Ensure staff annual participation in Culturally Responsive trainings (such as Cultural Humility, Implicit Bias, Indigenous Psychology, Cultural Broker Dialogue Series, Stigma Busters, Client Sensitivity, SOGIE 101).
- Create opportunities for consumer advocates, family advocates, Peer Advocates to attend and feel welcomed at SOC meetings, including Quality Improvement Committee (QIC), Campaign for Community Wellness (CCW), Placer READI, leadership meetings, wraparound etc. Quarterly meetings of the ASOC Consumer Council and monthly CSOC Community Leadership Meetings create opportunities for consumers to give direct feedback to SOC leadership teams on areas of system operation and improvements.
- Ensure Access to Services telephone lines provide linguistically appropriate services to callers.
- Incorporate a section regarding the provision of culturally and linguistically competent services in every contract.

- Monitor use of Interpreters to ensure that beneficiaries receive services in their preferred language.
- Develop and implement back translation processes with forms and fliers reviewed by multiple bilingual staff to ensure accuracy of translations.
- Integrate Native and Latino Teams into CSOC via regular meeting with Sierra Native Alliance and Latino Leadership Council in order to coordinate consumer cultural and linguistic needs and ensure appropriate multicultural/multilinguistic referrals.

10. What is the Placer READI Ambassador Program?

The goal of the Placer READI Ambassador program is to bring the diversity, equity and inclusion work of Placer READI to the forefront of Systems of Care services; empower each other and our community by sharing and identifying opportunities for linking resources, education, training, system improvements and relationship building.

Ambassadors are members from the Placer READI committee who volunteer to be an ambassador with their respective team/agency or with a separate SOC team/agency. Ambassadors request to be on the agenda for team/agency meetings at least quarterly.

Ambassadors:

- Share who Placer READI is, what we do and examples of work we have done.
- Share how READI efforts link with the Mission/Vision of the HHS Systems of Care as a whole.
- Share upcoming culturally relevant trainings and other regional/community opportunities for professional growth and personal development.
- Share/exchange culturally specific community resources. Identify opportunities for introductions to cultural brokers or other culturally specific service providers for new staff.
- Identify what resources staff are currently using to help deliver culturally appropriate services. Where are they seeing a need for more information, more resources? How well are teams utilizing these services in remote environment? What challenges are there?
- Gather feedback/questions for system improvements that can come back to Placer READI Committee and/or be applied directly within the agency/team.

11. How does SOC staff provide suggestions related to system improvements?

SOC staff can provide verbal or written ideas, questions, or feedback to their team/agencies' designated Placer READI Ambassador or via email to the Placer READI chair. Visit the [website](#) for the current chair contact. *Personnel concerns, whether related to service delivery or workplace behavior, should be communicated via designated channels, with the applicable team/agency supervisor, manager and/or human resource department, so they can be effectively addressed.*