

# Strategic Plan to Achieve Health and Wellness Equity

Progress Report to Board of Supervisors

January 26, 2021

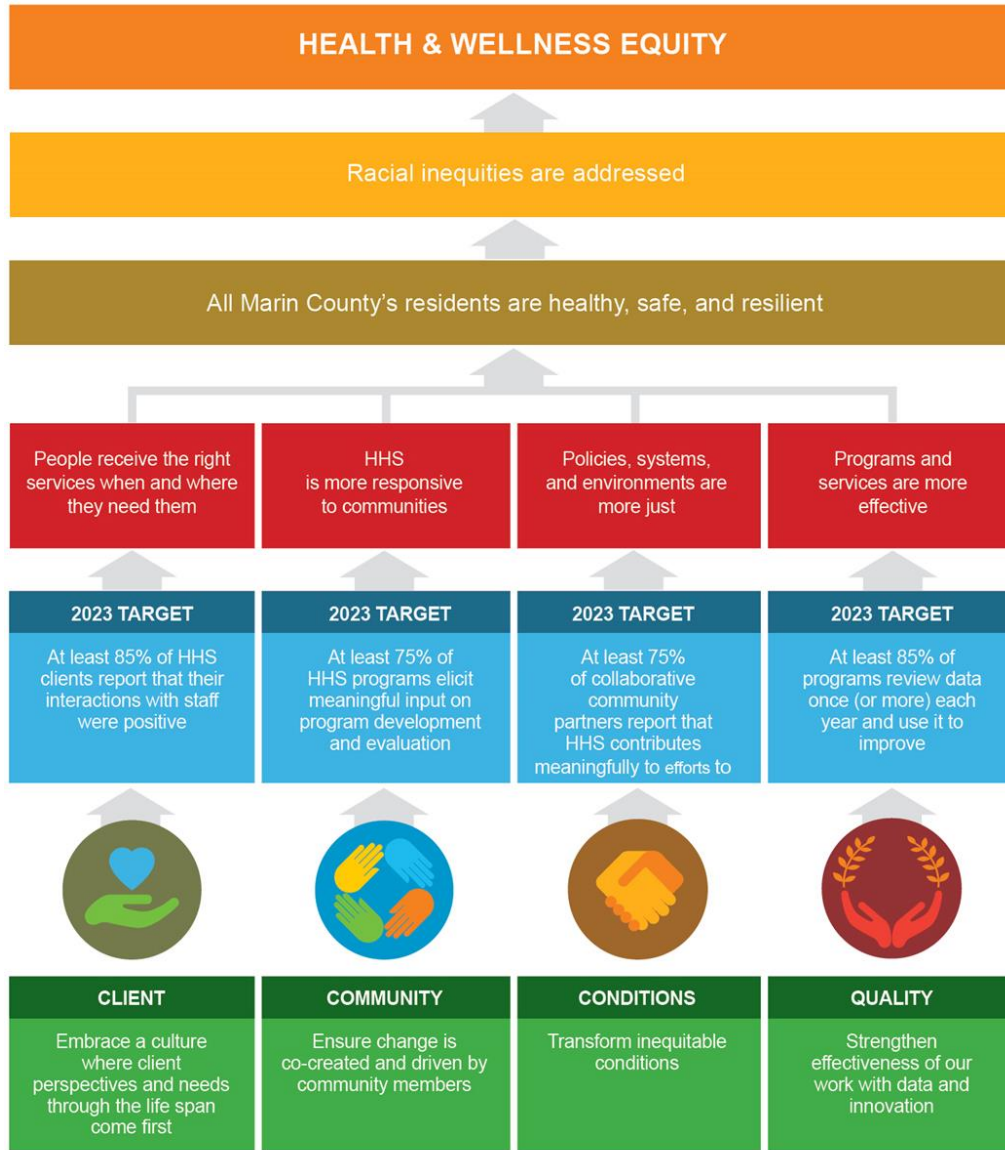


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# Presentation Overview

- Background
- Equity Strategic Plan Action Teams Progress
- Additional Departmental Equity Progress
- Measuring and Communicating our Results
- Next Steps



## Racial Equity is at the Center of HHS Strategic Plan

Racism is a root cause of unjust inequities in all facets of life—jobs, income, housing, education, etc.

These inequities lead to disparities across multiple health and well-being outcomes.

A racial equity lens is being applied to the implementation of the strategies and actions articulated in the plan.

# Equity Capacity Building Progress

Cross-Cutting – Supports all outcomes

- Building awareness, knowledge and skills of HHS employees
  - HHS Leadership monthly World Trust Learning Labs to expand capacity to create and lead an anti-racist organization
  - HHS participation in Safe Space, Brave Space learning sessions
  - Behavioral Health and Recovery Services trainings
    - Talking about Race and Racism with Clients
    - Role and Responsibility of Health and Behavioral Health Leaders in Addressing Systemic Racism to Eliminate Behavioral Health Disparities
    - Introduction to a framework for confronting racism in behavioral health
  - Social Services Child and Family Services trainings
    - All staff 3-day training on “racial sobriety”, focusing on identifying and addressing bias
    - Biweekly “cultural consciousness” staff-facilitated groups to increase awareness and understanding of our differences and ways that race and culture impact team and work with clients.

# Equity Capacity Building Progress

Cross-Cutting – Supports all outcomes

- Real-time Practice Using Racial Equity Tools
  - Action Teams Using GARE racial equity toolkit for planning and implementation
  - Racial equity data approaches being applied to systems and services across the department (Examples: Exit interview data, COVID data, expanding racial and ethnic data fields in program data systems)
  - FY21 HHS Budget Planning utilized a racial equity tool
- Upcoming:
  - Hire and support HHS Equity Manager
  - Coordinate with and participate in County-wide racial equity initiatives and training opportunities
  - Division-specific equity training and support

# Client Focus Progress

2023 Outcome: More people receive the right services when and where they need them

- **Client Experience Action Team** – assessing and improving the service experience
  - Universal client experience survey tool with input from clients
  - Assessment of client/customer service models
  - Upcoming:
    - Implementation of an HHS-wide client experience model
    - Staff trainings on client experience model, implicit bias, and cultural humility

# Client Focus Progress



2023 Outcome: More people receive the right services when and where they need them

- **West Marin Services Action Team** – integrating services to eliminate barriers, improve access and advance equity
  - Social Services, BHRS, and Public Health collaboration to ensure integrated, streamlined, and non-duplicative services for WM residents.
  - Designing expanded roles and opportunities for promotoras, including creating a formal network with avenues for training, paid work, and career advancement
  - **Upcoming**
    - Incremental implementation of service model
    - Promotora engagement
    - Collaboration with community-based organizations to align resources and strategies

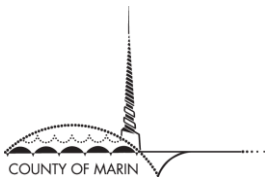


# Client Focus Progress



2023 Outcome: More people receive the right services when and where they need them

- **Data Sharing and Governance for Service Coordination Action Team -** building capacity to identify shared clients across systems with the goal of equitable service delivery and effective service coordination
  - Inventory of all client data systems in HHS
  - Pilot underway to test capacity to identify shared clients across two or more systems
  - Upcoming:
    - Data governance policy for sharing data for service coordination while protecting privacy and confidentiality requirements





# Examples of Additional Client Equity Progress in 2020

- BHRS removed barriers to services by increasing access to bi-lingual Spanish language services
  - Increased bi-lingual staffing in several program areas (Outreach and engagement, Access Team, Children's and Adult Services).
  - Established Spanish language warm line and family groups
- BHRS LGBTQ+ workgroup building the capacity of BHRS and its partners to effectively serve LGBTQ+ clients through trainings, policies and messaging
- HHS Community Conversation in English and Spanish provided overview of services and how to access them
- Removed barriers to accessing multiple benefits for General Assistance clients by expanding the role of the General Assistance staff to include enrollment in Medi-Cal and CalFresh.
- Planning for an HHS Marin City Service Hub to improve access to HHS services

# Community Focus Progress

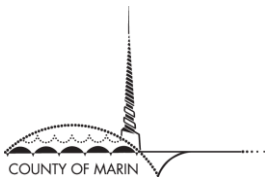
2023 Outcome: HHS is more responsive to communities

- **Community Engagement and Empowerment Action Team** - facilitate trusting relationships with community members and align resources with identified community needs
  - Preliminary focus on Marin City community
  - Designing staff training on best practice community engagement
  - Compiling past community needs assessments and analyzing it against past accomplishments and current effort
  
  - Upcoming:
    - Community outreach to foster inclusion and diverse community voices in HHS programs and decision making
    - Alignment with County-wide Marin City focused efforts

# Examples of Additional Community Equity Progress in 2020



- Behavioral Health and Recovery Services Community Engagement
  - Bilingual outreach and engagement coordinator focused on reducing ethnic and racial disparities by working with promotoras, providing prevention groups in community, and participating in a Spanish language radio show
  - Prevention support for middle and high school students who are newcomers to US and Marin County
- Public Health COVID 19 Community Outreach Response Teams
  - Community and County co-led geographic outbreak response teams in areas with concentrated populations of low income and vulnerable populations;
  - Tailored outreach, education and support specific to the needs of each area



# Conditions Focus Progress



2023 Outcome: Policies, systems, and environments are more equitable

- **Educational Equity Action Team** – partnering with Marin Promise to promote kindergarten readiness and academic equity through:
  - Home visiting program supporting parenting and promoting healthy child development
  - Participation in Success Networks at high schools
  - Upcoming
    - Ensuring educational partners and students' families have information about and access to HHS services
    - Collaboration with Digital Marin to ensure internet access and competency for vulnerable populations, e.g., students and their families



# Examples of Additional Conditions Equity Progress in 2020



- HHS participation in County Racial Equity Action Lab sponsored by Bay Area Regional Health Inequities Initiative (BARHII) and Homebase to **identify causes of racial inequity in homeless systems of care** and develop plans to address it in partnership with people with lived experience of homelessness
- Mental Health Services Act funds allocated to support families in maintaining stable housing, minimizing food scarcity, and supporting skill development
- Social Services Veterans Office participating in the newly launched Marin Veterans Treatment Court, a systems change effort that provides mental health services, addiction treatment, and social support options for Veterans with lower-level crimes where mental illness or substance use is a factor
- HHS Community Conversation in English and Spanish provided information on County employment opportunities for community residents
- HHS staff donated and distributed 386 back-to-school remote learning kits and bulk supplies for 9 elementary schools

# Quality Focus Progress

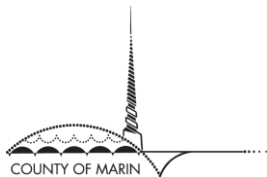
2023 Outcome: Strengthen effectiveness of our work with data and innovation

- **Equity in Contracting Action Team** – HHS contracts advance racial equity
  - Developing an improved RFP process to expand opportunity and inclusion for potential contractors
  - Developing an RFP structure and tool that incorporates racial equity outcome requirements in contracts
  - Upcoming:
    - Stakeholder review of draft RFP process
    - Stakeholder review of RFP structure and tools
    - Pilot to test the proposed RFP process and RFP tools

# Preliminary Outcome Metrics



Focus	Indicator	2023 Target
<b>Client</b>	HHS clients report that their interactions with staff were positive	≥85%
<b>Community</b>	HHS programs elicit meaningful input on program development and evaluation	≥75%
<b>Conditions</b>	Collaborative community partners report that HHS contributes meaningfully to efforts to change conditions	≥75%
<b>Quality</b>	Programs review data once (or more) each year and use it to improve	≥85%



# Preliminary Action Team Metrics (under development)



Focus	Indicator	2023 Target
<b>Client</b>	HHS West Marin Service Center clients report they received the services they needed when they needed them	≥85%
<b>Quality</b>	Contractors with Marin County report at least 1 improvement in racial equity outcomes	≥85%
<b>Cross-Cutting</b>	HHS staff increase equity awareness, knowledge and skills to advance racial equity	≥90%



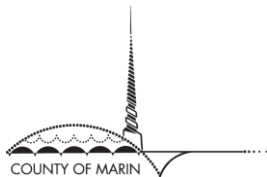


# Next Steps – 2021 and beyond

- Continue implementation of the Equity Strategic Plan
- Continue equity-related work in HHS and with County equity initiatives
- Finalize outcome metrics and collect baseline data
- Expand community engagement in HHS efforts to advance equity, AND support community driven efforts to advance equity
- Communicate internally and externally about HHS equity journey and progress

# Conclusion of Presentation

## Thank You



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