

# Community-Centered Outreach and Engagement

Contra Costa Health Services' Approach

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February 23, 2022  
12-1pm



[Recording Link](#)

# Agenda

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Time	Topic	Facilitator(s)
3 min	<b>Welcome and Housekeeping</b>	Zoe So <i>SNI</i>
30 min	<b>Member Presentation: CCHS' Historically Marginalized Community Engagement Unit</b>	Shannon Ladner-Beasley Miriam Orantes <i>Contra Costa Health Services</i>
25 min	<b>Q&amp;A</b>	<i>All</i>
2 min	<b>Next Steps and Wrap-up</b>	Zoe <i>SNI</i>

# Housekeeping

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Rename yourself to include your name and organization



Feel free to speak up during the discussion or chat in responses at any time



You're encouraged to turn on video for Q&A time



This meeting is being recorded and will be posted online



Materials will be available at [SNI Link/Coronavirus Resources](#)

# Community-Centered Outreach and Engagement: CCHS' Approach

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Shannon Ladner-Beasley

Miriam Orantes

*Contra Costa Health Services*

# Community-Centered Outreach & Engagement Approaches during COVID and Beyond

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CCHS' Equity Team:

Shannon Ladner-Beasley, MPH, Equity Manager

Miriam Orantes, Equity Administrator

February 23, 2022





# System Needs: Organization and Planning

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- COVID-19 Care for Undocumented People Taskforce (Taskforce 3)
- Established April 6, 2020 with 12 individuals representing CBO. Community Members and County Agencies. Assigned PIO from the District Attorney's Office
- Co-led by Health Services: Shannan Moulton (Finance) and Miriam Orantes (OOD)
- Met 2x week for the first 3 months, moved to biweekly

## RECURSOS DE COVID-19 PARA INMIGRANTES INDOCUMENTADOS EN CONTRA COSTA

### CONTRA COSTA COVID-19 RESOURCES FOR UNDOCUMENTED IMMIGRANTS

ACCESO A LA SALUD	
<p><b>Contra Costa CARES</b> Un programa de atención médica para aquellos que no son elegibles para seguro de salud. Consulte los siguientes lugares para inscribirse. <b>Brighter Beginnings (Comienzos Brillantes)</b> Antioch y Richmond (510) 213-6681 <b>Lifelong Medical Care</b> Richmond y San Pablo (510) 215-9092</p> <p><b>Emergency Medi-Cal</b> Provides medical care for people in need of sudden treatment in emergency situations. (800) 709-8348 <a href="http://mybenefitscalwin.org">mybenefitscalwin.org</a></p> <p><b>KNOW YOUR RIGHTS</b> <b>Census 2020</b> Website to complete the Census. (844) 467-2020 <a href="http://www.cococensus.org">www.cococensus.org</a> <b>Stand Together Contra Costa</b> Help with removal defense &amp; legal rights. (925) 900-5151 <b>Legal Aid At Work</b> Provides a worker's rights clinic. (866) 864-8208 <b>Public Charge</b> More information on public charge. <a href="http://www.keepyourbenefitsca.org">www.keepyourbenefitsca.org</a></p> <ul style="list-style-type: none"> <li>• Receiving testing, treatment, or preventive care (including vaccines) related to COVID-19 will NOT affect your ability to get a green card, because these services are not counted in a "public charge" test.</li> <li>• Using the programs below will NOT affect your ability to get a green card: <i>Emergency Medi-Cal, Medi-Cal for children under 21, Medi-Cal for undocumented or DACAmented youth ages 19-26, Medi-Cal for pregnant women, WIC, Contra Costa CARES, plus more.</i></li> </ul>	<p><b>Salud Mental</b> Línea de Acceso a la Salud Conductual Línea disponible 24/7 si tiene una crisis mental o emocional. (888) 678-7277 <b>Contra Costa Crisis Center</b> Provee consejería y apoyo 24/7. (800) 833-2900 Envíe un mensaje de texto con la palabra Hope a 20120 <b>Familias Unidas</b> Centro de información y consejería. (510) 412-5930 <b>NAMI</b> Apoyo para familias afectadas por enfermedad mental. (925) 942-0767</p> <p><b>COVID-19</b> que tiene una amenaza a la vida, inmediatamente. No buscar la ica que necesite inmediatamente inmigración. ido expuesto a arroja fiebre y rmedad respiratoria dificultad respiratoria comunicarse con: <b>Call Center</b> 9-8410 riamente 5:00 pm mación sobre eede visitar: <a href="http://as.cchealth.org">as.cchealth.org</a></p> <p><b>RED DE SEGURIDAD/RECURSOS</b> <b>211</b> Información local 24/7 de servicios sociales y de salud. <a href="http://www.211cc.org">www.211cc.org</a> <b>Contra Costa Food Bank</b> Ayuda con comida y inscripción a Cal Fresh (925) 676-7543 <b>Monument Crisis Center</b> Ayuda con comida y recursos comunitarios. (925) 825-7751 <b>Family Justice Center</b> Centro integral para víctimas de violencia interpersonal. (925) 521-6366 <b>WIC</b> Programa de Nutrición para Mujeres, Bebés y Niños. (800) 414-4942 <b>Season of Sharing</b> Asistencia con vivienda, alquiler y necesidades críticas de familias. (925) 521-5065 <b>St. Vincent de Paul</b> Provee comida, ropa, asistencia de alquiler y mas. (925) 439-5060 <b>Catholic Charities of the East Bay</b> Alquiler, deposito, asistencia de servicios públicos y servicios legales de inmigración. (510) 768-3100 <b>Monument Impact</b> Habilidades de la fuerza laboral, salud mental y física y defensa. (925) 682-8248</p>
<p><b>HEALTH ACCESS</b> <b>Contra Costa CARES</b> A health care program for those ineligible for health insurance. See locations below to enroll. <b>Brighter Beginnings</b> Antioch &amp; Richmond (510) 213-6681 <b>Lifelong Medical Care</b> Richmond and San Pablo (510) 215-9092 <b>La Clinica de La Raza</b> Concord, Pittsburg, Oakley Medical &amp; Emergency Dental: (925) 363-2000 Coverage and Resources: (855) 494-4658 <b>Emergency Medi-Cal</b> Provides medical care for people in need of sudden treatment in emergency situations. (800) 709-8348 <a href="http://mybenefitscalwin.org">mybenefitscalwin.org</a></p> <p><b>COVID-19 TESTING</b> If you think you are experiencing a life threatening emergency, call 911 immediately. Everyone, regardless of immigration status, should seek the medical care they need. If you think you have been exposed to COVID-19 or develop any of the following symptoms (fever, cough, difficulty breathing, weakness, sore throat, new loss of taste or smell) you should contact: <b>Coronavirus Call Center</b> (844) 729-8410 Open Daily 8:00 am - 5:00 pm For more information about COVID-19 you may visit: <a href="http://coronavirus.cchealth.org">coronavirus.cchealth.org</a></p> <p><b>KNOW YOUR RIGHTS</b> <b>Census 2020</b> Website to complete the Census. (844) 467-2020 <a href="http://www.cococensus.org">www.cococensus.org</a> <b>Stand Together Contra Costa</b> Help with removal defense &amp; legal rights. (925) 900-5151 <b>Legal Aid At Work</b> Provides a worker's rights clinic. (866) 864-8208 <b>Public Charge</b> More information on public charge. <a href="http://www.keepyourbenefitsca.org">www.keepyourbenefitsca.org</a></p> <ul style="list-style-type: none"> <li>• Receiving testing, treatment, or preventive care (including vaccines) related to COVID-19 will NOT affect your ability to get a green card, because these services are not counted in a "public charge" test.</li> <li>• Using the programs below will NOT affect your ability to get a green card: <i>Emergency Medi-Cal, Medi-Cal for children under 21, Medi-Cal for undocumented or DACAmented youth ages 19-26, Medi-Cal for pregnant women, WIC, Contra Costa CARES, plus more.</i></li> </ul>	<p><b>Mental Health</b> Behavioral Health Access Line 24/7 line if you are experiencing a mental or emotional crisis. (888) 678-7277 <b>Contra Costa Crisis Center</b> Provides 24/7 counseling &amp; support. (800) 833-2900 Text Hope to 20120 <b>Familias Unidas</b> Counseling &amp; information center. (510) 412-5930 <b>NAMI</b> Support to families affected by mental illness. (925) 942-0767</p> <p><b>SAFETY NET/RECURSOS</b> <b>211</b> 24/7 info of local health &amp; social services. <a href="http://www.211cc.org">www.211cc.org</a> <b>Contra Costa Food Bank</b> Help with food &amp; Cal Fresh enrollment. (925) 676-7543 <b>Monument Crisis Center</b> Help with food &amp; community resources. (925) 825-7751 <b>Family Justice Center</b> One-stop center for Interpersonal Violence Victims. (925) 521-6366 <b>WIC</b> Nutrition Program for Women, Infants, &amp; Children. (800) 414-4942 <b>Season of Sharing</b> Housing, rental &amp; critical family needs assistance. (925) 521-5065 <b>St. Vincent de Paul</b> Provide food, clothing, rental assistance, &amp; more. (925) 439-5060 <b>Catholic Charities of the East Bay</b> Rental, deposit, utility assistance &amp; immigration legal services. (510) 768-3100 <b>Monument Impact</b> Workforce skills, mental &amp; physical health, and advocacy. (925) 682-8248</p>

Contra Costa County is a welcoming community for ALL residents, including undocumented immigrants. We believe in inclusion and belonging and commit to providing access to resources.

COVID-19 Care for Undocumented People Task Force is a public-private partnership convened by Contra Costa Health Services. This information is subject to change. For the most recent version visit [coronavirus.cchealth.org/for-the-community](http://coronavirus.cchealth.org/for-the-community)

Revised 4-30-20

Para TODOS residentes, incluidos inmigrantes indocumentados, prometemos a proporcionar acceso a recursos.

Consorcio público-privado convocada por los Servicios de Salud de Contra Costa  
Edited on 4/22/2020, S.K. and A.R.

# What is the HMCE?

The COVID-19 Historically Marginalized Communities Engagement (HMCE) Unit is a public-private partnership convened by Contra Costa Health Services. Our original name as the COVID-19 Undocumented People's Taskforce identified the needs and challenges faced by undocumented immigrants in the wake of COVID-19. We created a 1-page document listing resources and information on testing, health access, safety net resources, and know-your-rights legal information.

During this process, the HMCE expanded its efforts to identify how we may assist our historically marginalized communities (African-American, Latino/Latinx, Asian-American Pacific Islander, Older Adults, LGBTQ, low-income families who have limited or no access to technology) that are adversely impacted by COVID-19.

We identify challenges and barriers to testing, collaborate on community-centered approaches to address disparities in testing, contact tracing, vaccination and other needs. We aim to create messaging that is culturally relevant, timely and utilizes all marketing tools (flyers, social media, videos). HMCE counts on the participating agencies' relationships and expertise in centering community voices, assistance identifying and inviting residents to join workgroups, and provide input on specific messaging and outreach strategies.



# Milestones + Community Findings

## Historically Marginalized Communities Outreach and Engagement

### MARCH/ APRIL

Undocumented Individuals  
Task Force initiated

HMCO Focused Workgroups  
starts with Latinx and AA

### MAY/ JUNE

Focus Group and  
Feedback Collected

### JULY/ AUGUST

Youth/Young Adults and  
API workgroup starts

### SEPTEMBER/ OCTOBER

Older Adults  
workgroup starts

Lack of urgency to  
address historic  
and systemic  
inequities for POC

System Mistrust

Shelter-in-  
Place  
Fatigue

Fatalism

Lack of empathy,  
community  
investment



**Prevention and Outreach Branch Aim**

**For the duration of a crisis, the Prevention and Outreach Branch will partner, align, and support community-informed outreach and prevention efforts to reach the unreached, prevent the preventable, and uplift the voices of the unheard.**

**DRIVERS**  
**Communication/  
Community  
Engagement**

**Listen and Understand Needs, particularly from Marginalized Communities**

**Messaging Campaigns**

**Align with Community Efforts/ Community Based Organizations (i.e. creating culturally responsive lists)**

**Partner with Community Efforts/ Community Based Organizations**

**Support Community Efforts/ Community Based Organizations**

**Community Response**

**Data and Continuous  
Improvement**

**Predictive Analytics/Modeling that Consider and Highlight effect on Marginalized Populations**

**Creating Data Narratives in Partnership with Community (i.e. Dashboards)**

**Process and Quality Improvement with Continuous Community Feedback Loops**

**Education and  
Learning**

**Technical Assistance/Community Education with Community Partners**

**Iterative Learning in Partnership with Community**

A large number of light blue umbrellas are open, creating a dense field of similar shapes. In the center of this field, one umbrella is a darker shade of blue, making it stand out. The text is overlaid on the image, centered horizontally and slightly above the middle vertically.

# Community Needs: Reject Business as Usual

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# COVID-19 COMMUNITY ENGAGEMENT AND OUTREACH UNIT

## COMMUNICATION / COMMUNITY ENGAGEMENT

DATA DRIVEN & HUMAN  
CENTERED

HISTORICALLY MARGINALIZED  
COMMUNITIES

RISK MITIGATION MESSAGING  
CAMPAIGNS

## COMMUNITY RESPONSE

ADDRESSING HEALTH AND  
SOCIAL NEEDS

COMMUNITY BASED  
PARTNERSHIPS

CREATING CULTURALLY  
RESPONSIVE INFO SOLUTIONS

POLICIES AND PRACTICES

## CONTINUOUS LEARNING

BI-DIRECTIONAL INFO  
EXCHANGE

COMMUNITY EDUCATION &  
PARTICIPATION

INTERNAL COORDINATION





# Messaging: Direct vs Risk Mitigation

~~"Wear a Mask"~~

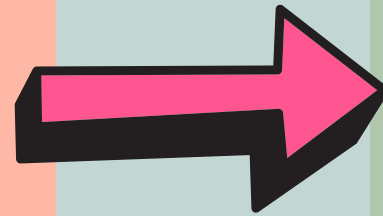
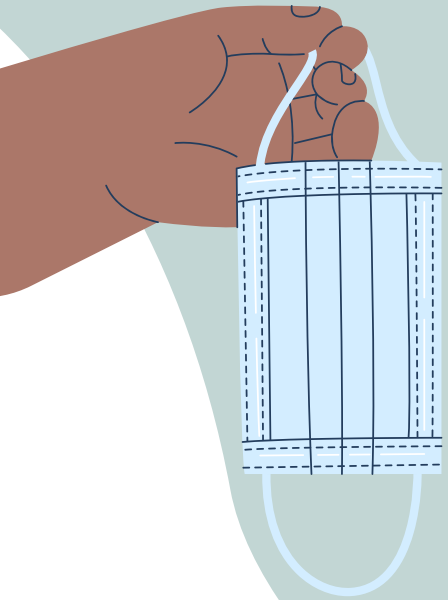
"Think-Plan-DO"

## DIRECT PREVENTION

"Do this!" and  
"Don't do this!"

## RISK MITIGATION

- Increase the critical thinking regarding risk
- Increase planning/assessment skills
- => Leads to healthier choices and behaviors



# KNOW YOUR RISK: BACKYARD BBQ



## Low Risk

Allowed

Outdoor gathering with 12 or less people, all wearing facial coverings, keeping 6 feet apart from each other

## Medium Risk

Not Allowed

Indoor gathering with 12 or less people, no eating and drinking, all wearing facial coverings, open windows



## High Risk

Not Allowed

Outdoor gathering with more than 12 people, no social distancing, eating and drinking occurs, hugging and kissing to greet each other

## Very High Risk

Not Allowed

Indoor gathering with more than 12 people, no facial coverings are worn, eating and drinking occurs



# VS

# KNOW YOUR RISK: SOCIAL GATHERING

(Family BBQ, Birthday's, Baby & Bridal showers, Memorial Service)



## \*Low Risk

Outdoor gathering with 12 or less people, all wearing facial coverings, keeping 6 feet apart from each other

## Medium Risk

Indoor gathering with 12 or less people, no eating and drinking, all wearing facial coverings, open windows



## High Risk

Outdoor gathering with more than 12 people, no social distancing, eating and drinking occurs, hugging and kissing to greet each other

## Very High Risk

Indoor gathering with more than 12 people, no facial coverings are worn, eating and drinking occurs



### Safety Checklist:

- ☐ Hand Sanitizer
- ☐ Facial Covering
- ☐ List of attendees for potential contact tracing
- ☐ Single-use hand towels
- ☐ Disposable tableware
- ☐ Socially distant games
- ☐ Encourage guests to bring their own food and drinks
- ☐ Properly dispose of single-use masks and gloves

\* As of 8/12/2020, only the low risk action complies with local and state health orders.

For More Information visit: [cchealth.org/coronavirus](https://cchealth.org/coronavirus)

**RESPONSE**  
Coronavirus (COVID-19)

CONTRA COSTA  
HEALTH SERVICES





## Vision

We envision a Contra Costa where all API and residents can move from surviving to authentically thriving.

## Mission

The Contra Costa API Advocacy Coalition strives to work in solidarity among Asian Pacific Islander Americans and allies. We maintain a strong coalition to build and strengthen community resources for the API and wider Contra Costa community.



**Contra Costa  
Asian Pacific Islander  
Advocacy Coalition**

From Surviving to Authentically Thriving

## Vision & Mission

## About

### Our Coalition

Sponsored by the Contra Costa Family Justice Center (and formally Healthy Richmond Initiative) as well as Contra Costa Health Services. We are a group of Asian Pacific Islanders (API) identifying individuals and allies who have come together to advance the needs of the API and fellow marginalized communities in Contra Costa. Our coalition is cross-sector and made up of community members, nonprofit leaders, and Contra Costa County staff. We work at grassroots and systems levels to accomplish our goals.

### Let's Connect

#### Phone

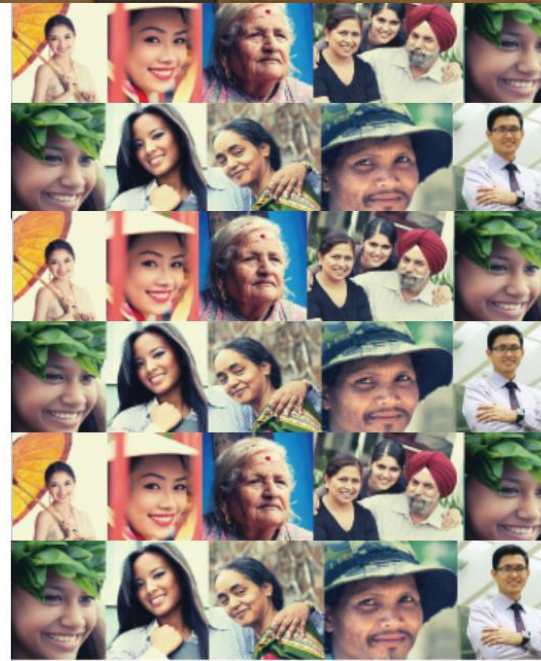
510-926-8991

#### Coalition Email

ccapicoalition@gmail.com

#### Lead Contact: Vy Vo

vy@cocofamilyjustice.org



## Contra Costa

## Asian Pacific Islander Advocacy Coalition

"From surviving to authentically thriving"

From workgroup to  
the 1<sup>st</sup> API Coalition in  
Contra Costa

A word cloud featuring various terms related to social justice, community engagement, and equity. The words are arranged in a non-uniform, overlapping manner. The colors used are primarily shades of orange, red, and brown, with some yellow. The font is a clean, sans-serif typeface. The words vary in size, with 'trust', 'transparency', 'equity', and 'racism' being the largest. Other prominent words include 'support', 'inequities', 'communication', 'inclusion', 'leadership', 'community involvement', 'address', 'leads to action', 'data on disparities', 'open communication', 'updates', 'listening', 'planning', 'implementation', 'consultation', 'compensation for community', 'cultural diversity in', and 'community involvement'.

trust

open communication

updates

racism

planning

listening

inclusion

implementation

support

data on disparities

suggestions

leadership

consultation

transparency

address inequities

compensation for community

communication

cultural diversity in

leads to action

leadership

equity

community involvement



## Takeaway #1: Embrace Co-Creation of relevant messages between HMCEU workgroups and the communities they serve

### Recommendations:

1. Establish standard resources for each workgroup.
2. Invite community member to co-facilitate workgroups.
3. Increase organizational capacity & cultural competency.



### EMBARAZO Y COVID-19

Si toma algunas precauciones adicionales, puede disfrutar un embarazo saludable y feliz mientras se protege a usted misma y a su bebé de COVID-19.

El embarazo puede provocar cambios en su sistema inmunológico haciéndola más vulnerable a enfermedades graves de COVID-19.

- Evite interactuar con personas que podrían haber sido expuestas o infectadas con COVID-19 tanto como sea posible, incluyendo las personas que vivan con usted.
- Si sale o interactúa con personas que no vivan con usted debería:
  - o Usar una máscara
  - o Mantener la distancia social
  - o Lavarse las manos con frecuencia
  - o Evita las multitudes
- Cumpla con todas sus citas médicas recomendadas durante y después de su embarazo, incluyendo sus citas de atención prenatal.
- Obtenga las vacunas recomendadas, incluyendo la vacuna contra la gripe y la vacuna contra la tos ferina (Tdap).

Ya sea que esté embarazada, amamantando o considerando quedar embarazada, debe consultar con su proveedor de atención médica para que le ayude a tomar una decisión informada acerca de recibir la vacuna contra el COVID-19.

Para obtener más información:  
llame al 1-833-829-2626 o visite [cchealth.org/coronavirus](https://cchealth.org/coronavirus)

RESPONSE  
CONTRA COSTA  
HEALTH SERVICES

# Staying Connected At a Distance

Protecting Yourself, Your Loved Ones  
and Your Entire Community!

Spread Joy



(Not Germs)



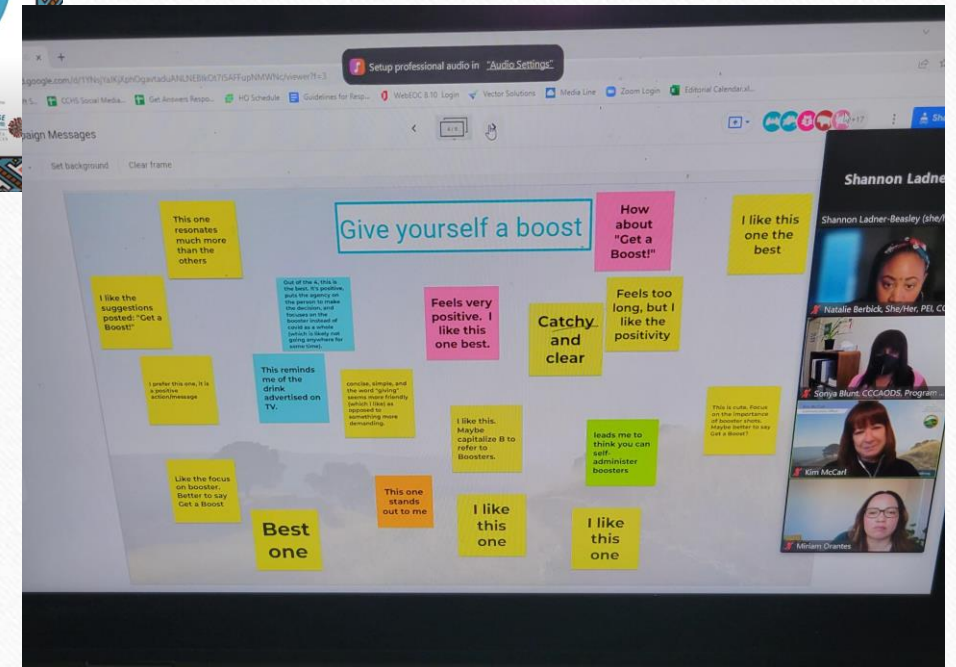
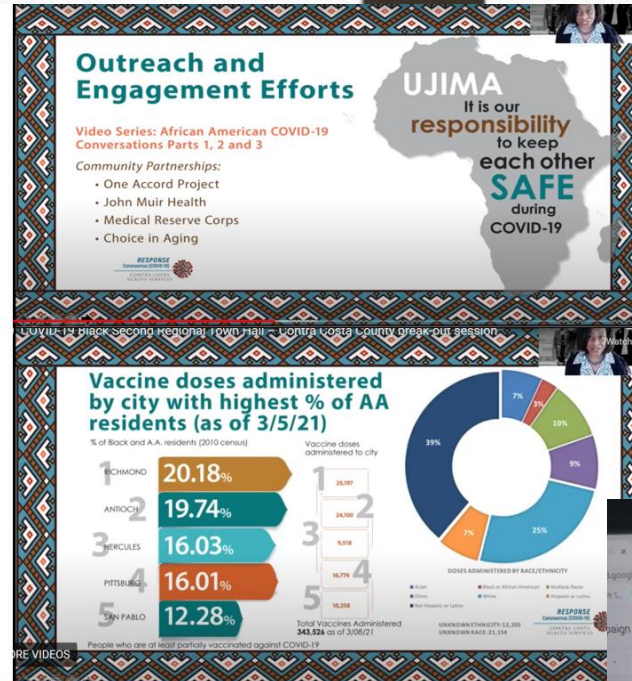
#StayHomeStayConnected #ContraCostaConnected




## Takeaway #4: Leverage public health data

### Recommendations:

1. Make public health data readily available.
2. Highlight topics important within that community.
3. Sponsor research opportunities with local university and colleges.





What is our calling?

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# Moving towards Antiracism: County and CCHS

## Declaration of Racism as Public Health Emergency



*The Board of Supervisors of  
Contra Costa County, California*

- Multiple partners involved in drafting declaration
- Unanimous approval by Board of Supervisors November 10, 2020

In the matter of:

**Resolution No. 2020/306**

**Declaring Racism as a Public Health Crisis.**

WHEREAS, it is the mission of Contra Costa County to provide public services which improve the quality of life of our residents and the economic viability of our businesses; and

WHEREAS, racism is a social system with multiple dimensions: individual racism that is internalized or interpersonal and systemic racism that is institutional or structural; racism is a system of structuring opportunity and assigning value based on the color of one's skin that privileges white people; and WHEREAS, throughout our nation's history, racism has had lasting negative effects on groups including Black/African-Americans, Latinx, indigenous, and people of color; and

WHEREAS, racism also intersects with other forms of prejudice and oppression to increase adverse outcomes including discrimination based on immigration status, gender and sexual orientation, and mental and physical abilities; and

WHEREAS, antiblack racism dehumanizes and marginalizes Black/African-American people and also affects other communities of color by privileging those with lighter skin; and

WHEREAS, these lasting negative consequences such as economic instability and poverty, barriers to educational attainment, and overrepresentation in the criminal justice system have a radical effect on the lives of Black/African-Americans and other people of color living within Contra Costa County leading to avoidable adverse health outcomes and unnecessary loss of life; and







Black mothers, are you interested in free doulas care during pregnancy, labor and delivery, and after you have your baby?

#### Local Support in Contra Costa

Contact us at 925-313-6254 for more information.

You are eligible if you are:

- A Black Contra Costa resident
- Pregnant under 36 weeks for doula care
- A dad or partner expecting a baby or have a newborn under one year of age



Black fathers, are you interested in free social support groups about parenting and resources for new dads?

#DeliverBirthJustice

END RACISM.  
BIRTH JUSTICE.

Visit our website  
[deliverbirthjustice.org](http://deliverbirthjustice.org)



Perinatal Equity Initiative  
Family, Maternal, & Child Health Program  
Contra Costa Health Services  
Public Health Division  
597 Center Ave., Suite 365  
Martinez, CA 94553

Office: 925-313-6254  
Fax: 925-313-6708



## It's Black Family Health Day in Contra Costa!

- Moving forward, November 3<sup>rd</sup>, 2021, has been acknowledged by the Board of Supervisors as Black Family Health Day!
- Health equity for Black families is a system-wide priority in hospitals, clinics, task forces, and in community.
- Contra Costa has declared racism as a public health crisis.
- "WHEREAS, ending unacceptable disparities in Black maternal and infant health requires both centering the voices and lived experience of Black birthing people, families, and stakeholders in the conversation and engaging broader health system partners and allies to listen and act."

Published: Nov 3, 2021 | Public Health | Contra Costa Health Services | <https://www.contracostacounty.gov>

#DeliverBirthJustice  
END RACISM.  
BIRTH JUSTICE.



## Welcome to Contra Costa Gateways for Growth!

Language Access Plan

Wellness Plan for Immigrant Population

Adult Learning Center

Health Fair 2021

Are you an immigrant? Take our survey!

Check your information

Get ready for your health services



### WE CAN HELP YOU WITH:

RECORD CLEARING/CLEAN SLATE

VOTER RIGHTS & REGISTRATION

COVID-19 VACCINATIONS

ASSISTANCE WITH PUBLIC BENEFITS (SUCH AS MEDI-CAL, CAL FRESH & SSI)

IMMIGRATION SUPPORT

& MUCH MORE!

FOR MORE INFORMATION, CALL OR EMAIL US:

Contra Costa Public Defender's Office, Clean Slate Unit  
(925) 321-8650  
[clean Slate@contracostacounty.gov](mailto:clean Slate@contracostacounty.gov)



Have you ever been convicted of a crime in Contra Costa County? We can help you with record clearing! Join the Contra Costa Public Defender's Office and the Reentry Success Center for our

## CLEAN SLATE DAY

Saturday, November 6th, 2021  
10:00am-3:00pm  
Reentry Success Center, 912 MacDonald Way, Richmond, California 94801

This event is open to:  
• People with juvenile records  
• People with adult criminal records  
• Felony convictions  
• Misdemeanor convictions  
We cannot expunge federal convictions.

**NO FEES TO APPLY**  
Staff from the Contra Costa County Public Defender's Office will be on site to help you start clearing your record.

This is a public event - no fees and no payment involved!

### Contra Costa Health Services



Stands United Against Hate



## COVID-19 COMMUNITY RESOURCES FOR ALL

Everyone, regardless of gender, age, sex, race, class, religion, ethnicity, language, ability, sexual orientation, gender identity or immigration status, should seek the care and services they need.

COVID-19 SERVICES	HEALTH ACCESS	KNOW YOUR RIGHTS	SAFETY NET/RESOURCES
<p>If you think you are experiencing a life-threatening emergency call 911 immediately.</p> <p>People can spend 120hrs to without knowing that they are sick. Protect your family, friends, and community by scheduling a test first. Make an appointment by calling:</p> <p><b>GET TESTED</b> 1-844-45-0864 Language interpretation services available at all locations. See <a href="https://www.contracostacounty.gov/health-services">www.contracostacounty.gov/health-services</a> for more information. We have the COVID-19 pandemic. It's a safe, effective and free.</p> <p>Make an appointment by calling: <b>GET VACCINATED</b> 1-800-455-3209 <a href="https://www.contracostacounty.gov/health-services">www.contracostacounty.gov/health-services</a> For more information, see privacy and protection.</p>	<p><b>Medical Services</b> <b>Medical Services</b> <b>Medical Services</b> A health care provider for those struggling to health care services. See <a href="https://www.contracostacounty.gov/health-services">www.contracostacounty.gov/health-services</a> for more information. We have the COVID-19 pandemic. It's a safe, effective and free.</p> <p><b>Language Interpretation Services</b> 1-800-455-3209 1-800-45</p>		





## WELCOME PACKET



TJC is thrilled to be your partners on your journey to becoming a more equitable and inclusive organization. This Welcome Packet is meant to give you useful information as we embark on our partnership. Please distribute this to relevant internal parties and take time to digest its contents. Let's get started.

### PROJECT OVERVIEW

WORKSTREAM	WORKSTREAM OUTCOMES
ROBUST ASSESSMENT and FACILITATED LISTENING SESSIONS	<ul style="list-style-type: none"><li>CCHS has clarity and specificity about equity, diversity, and inclusion challenges and opportunities in order to inform communications, strategy development, community engagement, training, and capacity building.</li><li>Establishes a baseline against which progress can be assessed over time.</li></ul>
LEARNING AND DEVELOPMENT	<ul style="list-style-type: none"><li>Employees are better equipped to embody racial equity, diversity and inclusion skills and proactively incorporate anti-racist interventions into their specific roles in the workplace, as well as develop a deeper understanding of the impact of its work with its external parties.</li></ul>
EQUITY ROADMAPING	<ul style="list-style-type: none"><li>CCHS has a relevant, clear, and widely-adopted strategy to achieve its unique vision for Racial Equity, Diversity and Inclusion.</li></ul>
EQUITY ADVISING	<ul style="list-style-type: none"><li>Real-time equity opportunities are leveraged. Urgent and emergent equity problems are addressed with strategic and empathetic solutions.</li><li>Organizational leadership has close guidance and thought partnership to anticipate and respond to ever-evolving company needs in a high-stakes context.</li></ul>

### WORKING WITH TJC



#### ABOUT THE JUSTICE COLLECTIVE

The Justice Collective is a social impact consultancy that centers racial and social equity. We call our approach Racial Equity, Diversity and Inclusion or r(EDI). Founded in Oakland, CA and led by Danielle DeRuiter-Williams, Ellie Tumbuan, and Lena Carew, TJC formed in response to the Movement for Black Lives and growing concerns of rising injustices. Since 2015, we have evolved into a company that seeks to empower and equip leaders and teams within organizations, companies, and movements. We help identify critical challenges and surface opportunities that empower you to achieve a bolder vision for our workplaces and our communities.



#### Mission

Transform organizations by unlocking and uplifting the abundance within.

#### Vision

Our vision is a liberated world in which we work together to dismantle systems of anti-blackness, white supremacy, and oppression. Power is equitably distributed, leadership is empathetic, and justice is a collective responsibility. A liberated world requires that the conditions exist for self-determination and prosperity irrespective of race, gender, class, sexual orientation, ability, or nationality.

#### Company Values

Abundance • Collaboration • Radical & Empathetic Leadership • Transformation

- Survey January 18 – February 18, 2022 with 1307 responses ~ 27% response rate
- Representation from most or all options offered within the following identity categories: race, sexual orientation, disability status, education level, salary range, age, and tenure in organization
- One of many tools in a year-long process to hear from staff perspective and lived experience
- Intentional and Strategic Approach

## **CCHS Organizational Equity Survey 2022 - FAQs**

**Jan. 18, 2022**

### ***What is The Justice Collective researching about my organization?***

[The Justice Collective](#) is trying to understand employee experience at your organization across identities, departments and roles. We are looking for what equity, diversity, and inclusion efforts are going well and where there is room for improvement. The Equity Survey is focused on two central questions:

- What is the employee experience at the organization, and how are these experiences different by identities?
- What are the opportunities for equity across and within the organization?

### ***How long will it take for me to take this survey?***

The survey should take about 20-30 minutes to complete the online survey depending on what you choose to share. You will notice there are open ended questions for you to explain your answers. If you want to share more, please take the time to do so in the space provided.

### ***Am I required to take this survey?***

No, taking the survey is voluntary, although highly encouraged. Survey responses will be incredibly valuable to learn various aspects of what it is like to work and grow as a professional here, and to weave equity and inclusion more fully and intentionally into the culture and operations of CCHS moving forward.

### ***Will I be able to save my progress if I can't finish the survey all at once?***

Unfortunately, you cannot save your progress. However, you do not have to fill out the entire survey in order to submit it.

### ***Will it be available in any other languages?***

We will be sharing the survey in both [English](#) and [Spanish](#).

### ***What if I don't have access to a computer? What devices can I take this survey on?***

Momentive (formerly known as SurveyMonkey) surveys are optimized for just about any mobile device (including iPhone, iPad, and iPod touch, as well as Android devices, Kindle, and Nook eReaders).

### ***Do you provide a paper copy of the survey?***

The Justice Collective's Equity survey is designed to be a virtual survey, however, reasonable accommodations can be made. Contact someone from CCHS' Equity office or the Justice Collective team if you need accommodations.

# Survival Tips and Fuel for the Work

- Anger as Moral Outrage
- Free yourself from the F's
  - Fear
  - Frustration
  - Failure
- Know what to take personal – Protect Your Energy
  - Privilege is personal – Own it and delegate power
  - Nothing about community without community!
  - Avoid tokenization in all aspects – internal and external
- Community Engagement for Shared Power
  - Reject the puzzle, Make a mosaic



THANK YOU!



# Questions?

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# Thank you!

don't forget to fill out the survey

<https://www.surveymonkey.com/r/vaccineequity0223>

