



**SAN MATEO  
COUNTY HEALTH**

All together better.

# Building Racial Equity in County Health Forum #3

December 17, 2020 | 1:30-3:30pm Web Forum

\*Being Recorded\*

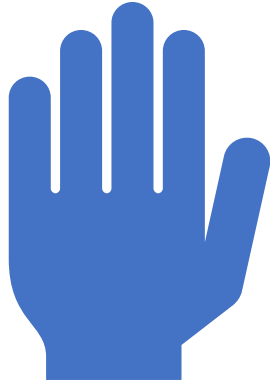
**Opening Poll:** Who is in the web forum today?

**Gladys Balmas (she/her)**

Healthy Services Manager

Aging and Adult Services Division

[GBalmas@smcgov.org](mailto:GBalmas@smcgov.org)



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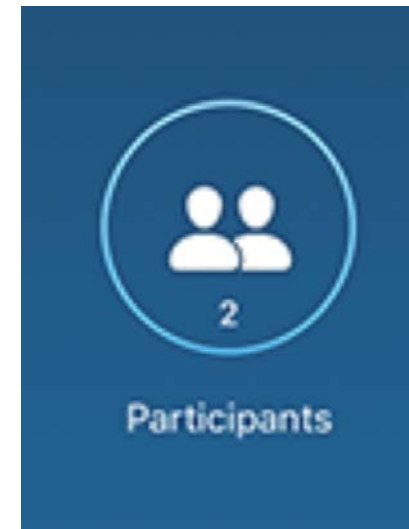
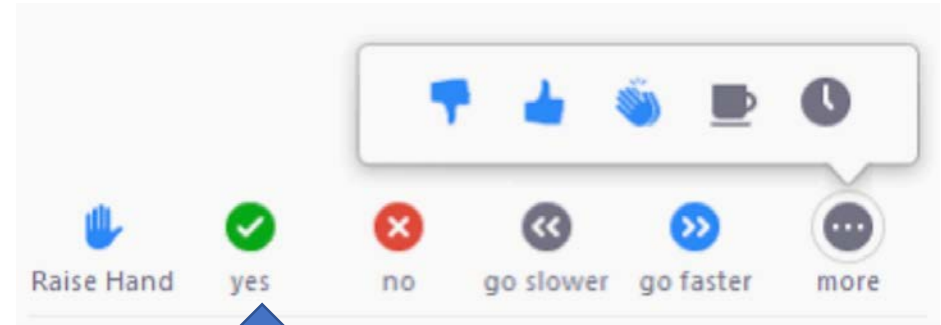
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Thank you.

# Zoom Housekeeping:

- Participants will be muted
- Polls are anonymous & results shared immediately
- To be unmuted during Q/A:
  - Use “Raise Hand” button
  - Use “Thumbs up” button (phone)
  - Use \*6 to unmute (for phone only)
- Can chat questions into chat box
- There will be specific times held for those joining by phone to ask questions\*
- The recording will be made available
- **Can't change pronouns due to webinar format (apologies)**
- **Closed captioning included**





Angie Cavazos



Rosa Torpis



Bethtina Woodridge



Justin Watkins



Kathy Harnack

**Thank you to the Web Forum  
Dream Team Behind the Scenes**



# Land Acknowledgement – Ohlone Land



# Agenda

- **Welcome – Overview of our Journey Together** – Gladys Balmas ( 15 mins)
- **Opening Remarks** - Louise Rogers – (5 min)
- **Findings of Staff Priorities for Racial Equity** – Erika Rincón - (15 mins)
- **Review of Action Planning Process** – Maria Lorente-Foresti (15 mins)
- **Q/A on Priorities and Planning** (15 min)
- *Break (5 min.)*
- **Q/A with Health leadership** – Louis, Srija, Scott, Lizelle, Lisa (35 mins)
- **Next Steps & Closing** – Shireen Malekafzali ( 5 min.)
- **Wellness Component** - Cindy Donis, Mental Health Program Specialist, NMT Program (5 mins)
- **Closing** – Shireen Malekafzali ( 5 min.)

Gladys Balmas

# Our Journey Together so Far



- GARE work 2017-2020
  - 2017
    - 6 Divisions engaged
    - GARE team developed ambitions plan
  - 2018
    - Racial equity survey to all SMC Health
    - Development of curriculum for supervisors and managers
  - 2019
    - Second Introductory cohort went through the GARE training
    - 76% of supervisors and managers were trained in Racial Equity 101
    - Started development of capacity building conducting lunch and learn sessions lead by PHPP, AAS, FHS and Continues work of BHRS
  - 2020
    - Racial Equity Forums #1
      - Overview of SMC racial equity work to date
      - Marin County efforts to learn from
      - Small group conversations, Poll, Follow up survey
    - Racial Equity Forum #2
      - Shared what we learned
      - Small group conversations
      - Two polls and follow up survey

# Group Agreements from Cultural Humility

- Listen as if the speaker is wise; Listen to understand
- Practice “I” statements when speaking
- Okay to respectfully disagree
- Take risks
- No pressure to speak
- Be disciplined about not making assumptions
- No blaming, no shaming
- Confidentiality, if stories are shared
- Courage to interrupt if something is going amiss or being left unsaid: Make the invisible visible
- Voices, thoughts, ideas, experiences welcome
- Pay attention to what moves you: use oops and ouch



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**





WELCOME



Louise F. Rogers, Chief  
San Mateo County Health



# Key Themes from Staff and Partner Feedback on Racial Equity

Erika Rincón, Community Health  
Planner, Health, Policy and Planning  
Program



# Input Strategies: Feedback Received via Multiple Methods

<p>July 15, 2020 – Racial Equity Forum #1</p> <p>281 attendees</p>	<p>Zoom Poll</p>	<p>Survey sent to staff and partners - 211 respondents.</p>
<p>September 10, 2020 – Racial Equity Forum #2</p> <p>228 attendees</p>	<p>Two Zoom Polls</p>	<p>Survey sent to staff and partners- 220 respondents.</p>

*For more information, please visit: <http://www.gethealthysmc.org/racial-equity-forums>*

- Reviewed facilitator notes from small group break discussions.
- Conducted qualitative and quantitative survey and poll analyses.
- Data reviewed for themes within questions and across questions.

**Limitations:**

- Qualitative data requires interpretation of data into themes.

## Methodology for Reviewing Data and Surfacing Key Themes





# Key Themes from Staff and Partner Feedback

1. County Health Leadership's commitment on racial equity is critical.
  2. Improving safety for staff and normalizing the conversation on racial equity are major challenges.
  3. Implementing racial equity requires intentionality, action, resources, and accountability.
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## Key Themes from Staff and Partner Feedback cont.

4. Staff lack time, capacity, and resources needed to engage in racial equity work.
  5. A) We must engage a broader segment of County Health staff and partners.  
B) As staff of County Health, we all contribute an important role in furthering racial equity.
  6. County Health racial equity efforts should be informed by the experiences of our clients of color and strengthen service delivery in communities of color in San Mateo County.
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# Racial Equity Action Plan Process





# Vision

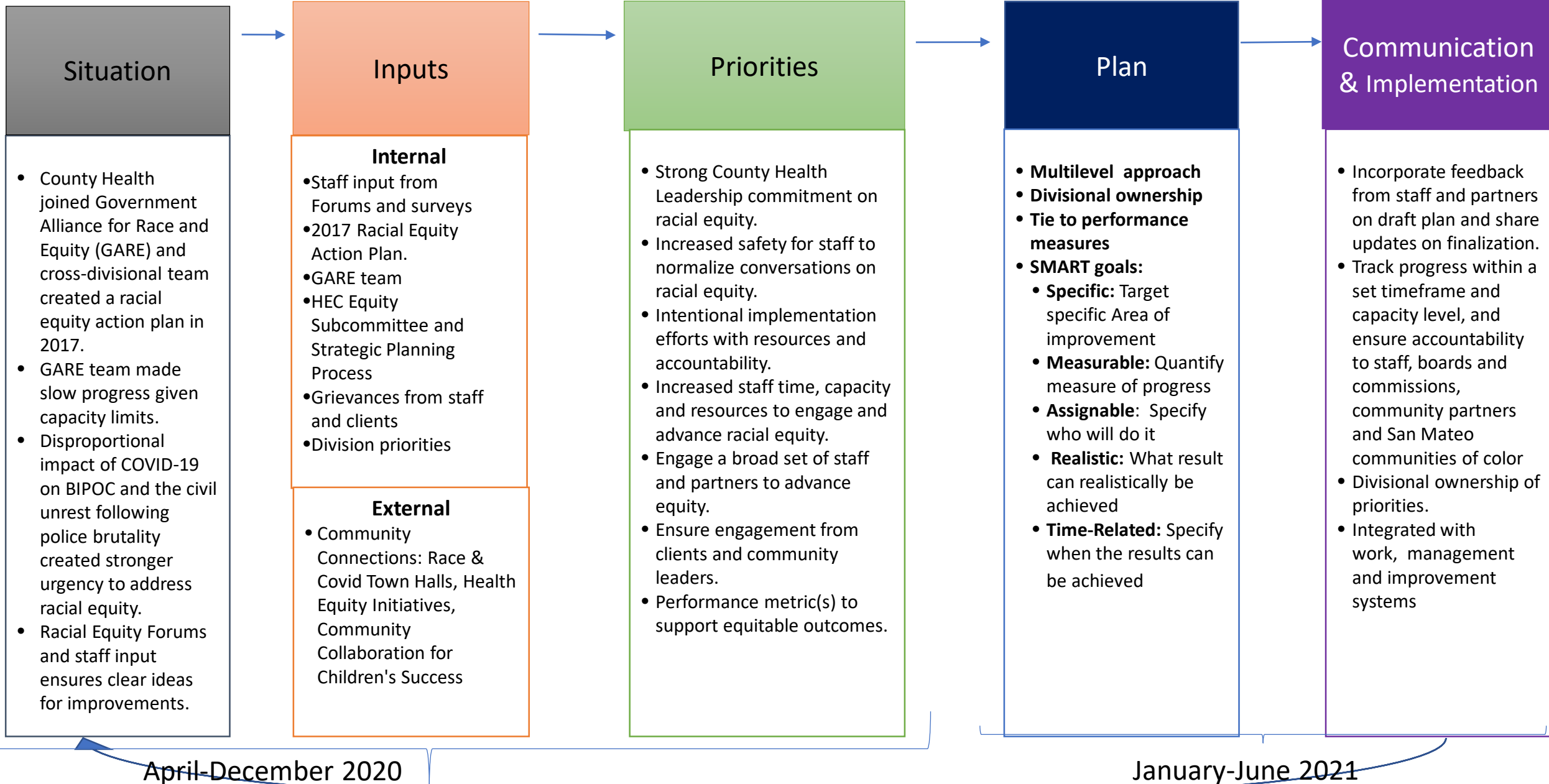
San Mateo County Health has a clear roadmap for steps towards implementing racial equity into all aspects of its structure and function to support progress and accountability.



# Inputs into the Racial Equity Action Plan



# Racial Equity Action Planning Process



# Examples of inputs and actions

## HEC Equity Subcommittee & SPP

- Incorporate HEC Equity Subcommittee priorities
- Incorporate HEC Strategic planning priority areas

## Racial Equity Forums

- Pull out key issues/themes from a review of all data collected from staff and partners
- Review with leadership, stakeholders, including a forum discussion

## GARE Team

- Review previous REAP actions that remain incomplete and align with key themes identified by staff
- Incorporate GARE retreat priority areas

# Examples of inputs and actions cont.

## Division Priorities

- Incorporate Division strategies being developed from HEC strategic planning process that align with staff priorities
- Work with Divisions to identify additional information needed for the REAP

## COVID-19 Response

- Review COVID-19 health equity plan for specific metrics that align with the priorities for REAP
- Review feedback from Race and COVID-19 Townhalls and incorporate feedback where appropriate

## Community Connections

- Share, plan where appropriate for receiving feedback from HEIs, CCCS Racial Equity Subcommittee, and others.
- Get feedback at forum and from division directors on other community forums to receive feedback on draft plan

## Input and grievances from staff and clients

- Consult leadership, LEAP staff, of existing themes, data related to staff and client grievances
- Incorporate actions identified through Cultural Sensitivity Planning effort led by Louise.



## Q/A on Findings & Action Plan

**Voice questions:** Use raise hand feature

**Phone:** \*6 to unmute yourself when prompted

**Written:** Use Q/A function





*See you in 5  
minutes*

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# Q/A with Health Leadership on Advancing Racial Equity in County Health

- Louise Rogers, Chief of County Health
- Srija Srinivasan, Deputy Chief of County Health
- Scott Gilman, Director of Behavioral Health and Recovery Services
- Lizelle Lirio de Luna, Director of Family Health Services
- Sandra Santa-Mora, LEAP Institute Deputy Director

**Voice questions:** Use raise hand feature

**Phone:** \*6 to unmute yourself when prompted

**Written:** Use Q/A function



# Next Steps & Closing

Shireen Malekafzali, Senior Manager for Policy,  
Planning, and Equity, Health, Policy and  
Planning Program







# Next Steps/Follow up from Forum

- Share the recording, PowerPoint and materials
  - Developing the Action Plan as GARE Subcommittee & GARE Team
  - Setting up 2021 Calendar for Racial Equity Web Forums – Quarterly
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# Getting Involved

Collective Capacity  
Building

Racial Equity 101 Trainings for All County Health Staff

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Collective Capacity  
Building

Offer Racial Equity 101 Trainings for Health  
Boards/Commissions & Advisory Groups (email:  
[smalekafzali@smcgov.org](mailto:smalekafzali@smcgov.org))

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Individual Capacity  
Building

Review resource list of videos, clips, readings and more

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Collective  
Engagement in  
Action

Join a GARE Team Committee (share chair emails)

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Individual  
Engagement in  
Action

Identify racial equity actions within your work/program and  
work within your supervisory structure to advance

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Race Forward Lead:  
Maria Lorente-Foresti, Ph.D.

# SMC GARE Structure



## Capacity Building

Darryl Lampkin:  
Dlampkin@smcgov.org

Members: Gladys, Maria, Sara, Akram, Don, Erica, Jim

Trainings  
Capacity building opportunities



## Policy & Operations

Gladys Balmas:  
Gbalmas@smcgov.org

Members: Sujatha, Tania, Katia, Shireen, Lalitha

Language Access Policy Updates  
Anchor Institution



## Data

Don Orr:  
Dorr@smcgov.org

Members: Sara, Lalitha, Don, Erica

Standard Work to request  
Data Files  
Analysis



## Communication & Recruitments

Tania Perez:  
TSPerez@smcgov.org

Members: Sujatha, Gladys, Sara, Darryl, Maria

Resources (GARE & Other)



## Action Planning

Erika Rincon:  
Ewhitcomb@smcgov.org

Members: Shireen, Gladys, Maria, Darryl

REAP updates



# Wellness

Cindy Donis, Mental Health  
Program Specialist, NMT Program



For questions, comments or feedback: [HPP@smcgov.org](mailto:HPP@smcgov.org)

**THANK YOU**  
**Stay Safe – Stay Hopeful**