



Equity Snapshot Report 2023



Welcome to Contra Costa Health



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Joint Statement from Anna Roth and Gilbert Salinas

Advancing equity is inextricably linked to our mission to improve health for all people in Contra Costa, especially for the most vulnerable populations. Since our inception, Contra Costa Health staff have been providing compassionate and equitable care so that everyone can attain and achieve their highest level of health. In 2022, CCH had the unique privilege of serving approximately 1 in 2 community members, many who are historically underserved and marginalized due to race, gender and gender identity, housing status, education, disability, language, and/or income.

This Equity Snapshot summary report is not all-inclusive of the long-standing efforts of Equity, this is only a first snapshot of some efforts that we are able to capture, compile, and spotlight through an equity lens. The timeline elevates some of the accomplishments over the last 20 years. We look forward to hearing back and engaging more closely with our staff and partners in the coming months to widen our vision and learn more about additional efforts and upcoming initiatives that collectively move the needle towards equity for ALL Contra Costans.



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OPERATIONALIZING, EMBEDDING, AND SUSTAINING EQUITY

Applying an equity lens requires CCH to revisit and reframe our strategies related to Population Health, Data and Measurement, Community Engagement, and Internal Infrastructure. This intentional recalibration helps us **identify** priority populations, places, and partnerships for community-centered work, **provide** customized care and support to those most impacted by inequities, and **embed and sustain** equity principles throughout CCH department operations.



Equity Milestones: 2003 - Present

The Early Years: 2003 - 2008

The Reducing Health Disparities (RHD) Unit was established in 2003 to implement a multi-year, multi-strategy plan to eliminate health disparities. Among its early accomplishments, the RHD Unit created a Health Disparity Measurement Strategy for Improvement Projects and launched two foundational Health Navigation Programs: Promotoras and African American Health Conductors.



June 2010

SPIRIT (Service Provider Individualized Recovery Intensive Training), a recovery-oriented peer-support provider training, became an accredited course at Contra Costa College with oversight by CCH Behavioral Health Office of Consumer Empowerment.



May 2015

Contra Costa Regional Medical Center (CCRMC) implemented a Welcoming Policy to make the hospital accessible 24 hours a day to family and loved-ones of those receiving care in the medical center. Recognizing that family and a loved-one presence supports safe and high quality care, CCH replaced the “visitor policy” with the Welcoming Policy.



November 2009

LGBTQ+ PRIDE initiative was launched as a voluntary employee advocacy group seeking to further equity and expand services for LGBTQ+, gender expansive/non-binary clients and staff through outreach and connection, training and support.



November 2014

Coordinated Outreach Referral, Engagement (C.O.R.E.) Program was launched as an entry point into Contra Costa’s coordinated entry system. C.O.R.E. Teams mobilize to engage homeless persons in community, encampments, on the streets and elsewhere to facilitate and/or deliver health and basic need services and housing.



December 2016

Gender Clinic for transgender and non-binary patients to receive gender affirming care opened at Pittsburg Health Center, Martinez Health Center, and West County Health Center.

Equity Milestones: 2003 - Present

June 2018

CCH is one of 11 CA counties awarded funding to develop a Perinatal Equity Initiative comprised of community-implemented interventions to improve the health of Black babies and reduce postpartum Black maternal complications.



April 2020

Project Roomkey launched to keep vulnerable homeless populations safe during COVID-19 by operating five hotels, one in Pittsburg, two in Concord, and two in Richmond.

November 2020
Contra Costa County Employment and Human Services Department and Contra Costa Health received the Gateways for Growth (G4G) Technical Assistance award to support racial equity and develop a Welcoming Plan for Immigrant Inclusion based upon the lived experiences of immigrants, refugees, and newcomers in the county.



November 2020

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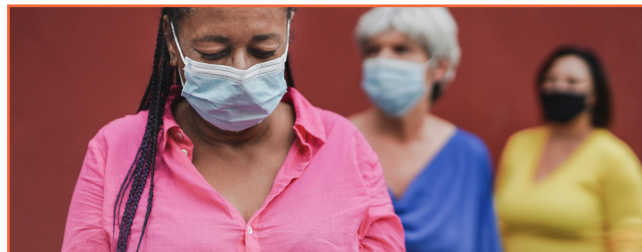
December 2020
COVID-19 Vaccine Ethical and Equitable Allocations Committee was established comprised of internal and external stakeholders to serve as a CCH advisory committee to give input on how to make fair and equitable allocation decisions.



Equity Milestones: 2003 - Present

January 2021

Equity mobile vaccination clinics are launched, leading to the designation of a CCH Equity Team, in the Office of the Director, charged with supporting community-facing and system-wide equity initiatives.



May 2021

Contra Costa Health adopts and launched the United Against Hate campaign.



September 2021

CCH awarded the California Equitable Recovery Initiative (CERI) Grant to address COVID-19 disparities and advance health equity through strategies, interventions, and services that consider systemic barriers that have put certain groups at higher risk, including disproportionately impacted racial and ethnic groups, rural populations, those experiencing socioeconomic disparities, and other underserved communities.



December 2021

Delta Landing opens, a 172-unit interim housing site in Pittsburg, formerly a COVID-19 Persons Under Investigation (PUI) hotel, to build and sustain housing for residents experiencing homelessness through state's Homekey program.



January 2022

CCH's Equity Team launches organizational assessment, focus groups, and listening sessions to identify Diversity, Equity & Inclusion (DEI) challenges and opportunities to build an Equity Roadmap focused on creating a more equitable and welcoming workplace.



June 2022

CCH organizational equity assessment findings report presented to staff as a Discovery Report with insights and recommendations to develop an Equity Strategic Roadmap Team and plan.

October 2022

CCH Secures \$1.5 Million Federal Violence Prevention Grant from the Department of Justice.

CCH Equity Roadmapping process launches with participation from 25 staff across divisions charged with developing a DEI strategic roadmap based on organizational assessment findings.



Equity Milestones: 2003 - Present

January 2023

In response to increased acts of violence and aggression towards Asian Americans and Pacific Islanders, CCH and the Contra Costa Asian American Pacific Islander Coalition co-hosted a listening session with participation from community members and CCH staff.



July 2023

Final CCH Roadmap completed along with final report recommendations to begin a Fall 2023 implementation process with actions and metrics spanning the next three years.

CCH recognized by the California Department of Public Health as an Equity Champion for Community Voice and Shared Power for its work with the Historically Marginalized Communities Engagement and Workgroups to co-create and develop culturally competent messaging, and efforts toward becoming a more equitable partner during COVID and beyond.



Centering Equity within COVID Response

COVID-19 Care for Undocumented People Taskforce

In April 2020, CCH established the COVID-19 Care for Undocumented People Taskforce with representation from community-based organizations to identify and address the needs and challenges faced by undocumented individuals in the wake of COVID-19. The Taskforce exchanged trustworthy and timely information and provided resources to partners and clients on topics including testing site access, health access, safety net resources, and know-your-rights legal information. In response to county data and trends, the taskforce expanded efforts to co-design culturally-relevant strategies to reach historically marginalized communities adversely impacted by COVID-19. This led to the formation of the African American, Latino/x, Asian Pacific Islander, Older Adult, and Youth/Young Adult Focused Workgroups. Members aimed to identify and address challenges, misinformation, barriers to testing, collaborate on community-centered approaches to address testing disparities, create empathetic and timely messaging that utilizing all communication channels, including ambassadors. At the height of the pandemic, the African American Workgroup created a series of video messages featuring local trusted medical and faith leaders dispelling COVID-19 myths. The Latinx workgroup designed flyers for safe social gatherings and partnered with Univision Media on a series of radio messages. The Asian American Pacific Islander Workgroup created care kits with personal protective equipment and distributed these and food items at community events. The Aging and Older Adults Workgroup partnered with local elementary school to create messaging for isolated individuals and launched a bilingual Spanish/English postcard campaign with vaccination booster reminders. The Youth and Young Adult Workgroup recruited and trained youth ambassadors on creating COVID messaging for use on personal social media platforms. The Taskforce would further expand its scope and rename itself as the Historically Marginalized Communities Engagement (HMCE) to continue collaboration, partnerships and leverage lessons learned during and beyond the pandemic.



Centering Equity within COVID Response

Health Services for Homeless - Project Roomkey

Project Roomkey was an initiative to keep the homeless population safe during the COVID-19 emergency response by placing them into hotels. Federal Emergency Management Agency (FEMA) provided funding for this effort. In Contra Costa County, Project Roomkey consisted of five hotels, one in Pittsburg, two in Concord, and two in Richmond. There was one Persons Under Investigation (PUI) hotel serving people who tested positive or were awaiting COVID-19 test results. The population included homeless individuals, justice involved individuals released from prison that have been exposed to COVID -19 with nowhere to safely quarantine, clients from Psychiatric Emergency Services (PES) and clients entering a residential treatment program. The additional four hotels were dedicated to people who fell into the high-risk category. Priority use for these hotels was limited to people over 70 with two or more qualifying health conditions. Project Roomkey COVID response hotels operated through June 2021. In December 2021, the newly renovated Pittsburg motel was reopened as a permanent service hub called Delta Landing to help county residents transition into stable living situations, thanks to a \$21.5 million state Homekey grant.

Eliminated Gap in Latinx Vaccination Rates

Contra Costa has one of the most impactful COVID-19 responses in the nation. During COVID-19, we recalibrated our response using the Healthy Places Index that mapped out medically and socially vulnerable communities and helped us better focus our resources, messaging, outreach, and design of mobile clinic operations. Two out of three people (700,000) or 66% of the population received services from Contra Costa Health in 2021.

IF OUR COUNTY HAD PERFORMED IN LINE WITH THE U.S. AVERAGE



We would have had 1,700 more deaths.



We would have had 71,000 more cases.



We would have performed 300,000 fewer tests.



We would have administered 390,000 fewer vaccine doses.

70% of people who live in the hardest hit communities were served by CCH in 2021. CCH eliminated the vaccination gap between White and Latinx communities in people 12 and older. The vaccination gap between White and African American communities was reduced by 75%.

Centering Equity Within COVID Response

Convened Ethical & Equitable Vaccine Allocation Committee

As Contra Costa County prepared to receive initial supplies of COVID-19 vaccines, Contra Costa Health convened an Ethical and Equitable Allocations Committee to ensure a fair, transparent, and evidence-based approach to access vaccines during the early stages of availability. Committee participants were chosen purposefully and intended to include stakeholders from across the county system with various backgrounds and interests. The Committee was tasked to critically evaluate federal and state guidelines for vaccine allocation and give recommendations to support prioritization during the phased allocation process. These recommendations were based on the best available and most up-to-date scientific information along with data trends specific for our unique community. The Committee understood the need for flexibility as evidence emerged and medical realities changed throughout the phased distribution of COVID-19 vaccine.

Ethical Framework: The Contra Costa Ethical and Equitable Allocations Committee endorsed the guidelines outlined by the Center for Disease Control and Prevention (CDC), Advisory Committee on Immunization practices (ACIP) and California Department of Public Health (CDPH). These guidelines were adapted for use within all of Contra Costa County. The ethical framework guiding recommendations was grounded in the fundamental commitment that the response to the current pandemic will pursue the good of all persons within Contra Costa County. To honor this commitment, the vaccine allocation response promoted the common good by balancing three main ethical objectives. Namely, to protect the population's health by maximizing benefit in the form of reducing mortality and serious morbidity, respect individuals and groups at highest risk of health disparities and protect against systemic inequality by promoting equity in access. Contra Costa County maintains that all persons are worthy of receiving the COVID-19 vaccine, regardless of a persons' payer status, socioeconomic status, age, race, gender, ethnicity, national origin, sexual orientation, religious affiliation, or disability. This framework, which is rooted in maximizing benefit through an equitable lens, helped guide decisions regarding allocation criteria and how to operationalize such decisions.

Co-Designed United Against Hate

In May 2021, CCH acknowledged and celebrated Asian American, Native Hawaiian, and Pacific Islander Heritage Month, by recognizing the history, contributions, and achievements of our Asian American, Native Hawaiian, and Pacific Islander (AANHPI) residents. AANHPI Heritage Month carried extra significance given the increased instances of anti-Asian harassment and violence experienced during the pandemic and throughout history. CCH partnered with the AAPI Workgroup lead to design United Against Hate messages and materials for CCH health centers and community settings. While it was a small step toward bigger change, we invited community to amplify this message to promote community hope and healing during a critical time.

CCH issued a press release and statement recognizing the injustices as attacks against us all. "Eliminating health and racial inequities is a priority. Contra Costa Health denounces and condemns any expression of hate in our community. We renew our commitment to care for and improve the health of all people in Contra Costa County. CCH stands for unity and inclusivity. We celebrate diversity and honor our differences. CCH remains committed to working in partnership with our community to advance health equity for all people." CCH added resources on our website, including partner organizations that have addressed community needs before, during, and beyond the pandemic. Interested partners were encouraged to download and display one of our United Against Hate posters as a sign of solidarity.

Patient-Centered Care, Support, and Clinical Services

Patient Navigators

Patient Navigators assist patients with applying for public benefits, health access, and connection to community resources that address social determinants of health. The Patient Navigators program includes the Promotoras and Health Conductors and focuses on assisting all populations, with a special focus on immigrant families, African Americans and those who are monolingual. Promotoras also provide educational trainings on immigrant health care, understanding Public Charge and understanding individual and local impacts of Immigration and Customs Enforcement efforts. Health Navigation has provided health coverage assistance for over 5000+ people annually that come into the county health centers.

Re-Entry Conductors

Re-Entry Conductors Program is a “Call to Action” to all county health care systems and social services to address the glaring health disparities facing the formerly incarcerated. The program provides health navigation and registration for formerly incarcerated individuals with chronic health conditions in a specialty health clinic called Transitions Clinic. Including returning community members in the co-development of programming that impacts them creates opportunity for co-learning, visibility, strategies for outreach, un-popularizing recidivism, and improved health outcomes. Re-Entry Conductors have lived experience with navigating justice systems and were key in recruiting returning community members to co-develop messaging during the COVID-19 pandemic and educating the re-entry community. Conductors have been a part of collaborative efforts to build community and lift the equity consciousness as part of the following programs and initiatives: Garden Project in East County Food Desert; Golden Start - an African American prenatal group to end infant mortality; co-development of “How Low Can You Go: High Blood Pressure education for African Americans; annual Black History Month cultural celebrations; and collaboration with the Promotoras’ Ambulatory Care Patient educational group.

Doulas

The Volunteer Doula Program, formerly Hearts & Hands Doula Program, at Contra Costa Regional Medical Center (CCRMC) is comprised of trained, qualified volunteers offering support during labor, birth, breastfeeding and / or recovery for pregnant patients and families that deliver at CCRMC. Services are offered at no cost. Doulas are not medical personnel and work closely with nurses, midwives, and doctors. Doulas care for patients regardless of gender identity, sexuality, race, ethnicity, language, or religious beliefs, and use translation services to communicate with expectant persons and families in any language. The Doula Program has observed the following outcomes: reduced the need for pain medication and cesarean section, improved rate of vaginal births; improved rate of breastfeeding; improved bonding between baby and family members; improved satisfaction with safe, healthy, and empowering birth. The Doulas assisted with CCRMC achieving the State’s Maternity Care Honor Roll, Baby-Friendly Hospital Initiative accreditation and Best Maternal Care Hospital in 2020.

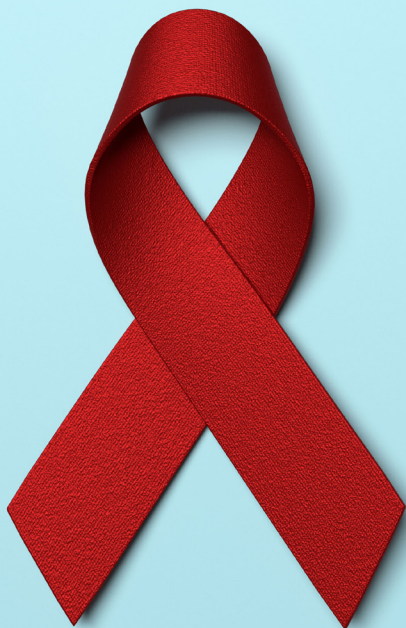
Patient-Centered Care, Support, and Clinical Services

The HIV/AIDS & STD Program

HIV/AIDS & STD Program is dedicated to fostering the development, implementation, and coordination of programs to:

- Reduce the transmission of HIV and STDs.
- Provide comprehensive services for people living with HIV/AIDS (PLWHA).
- Enhance community awareness of HIV/AIDS to increase understanding and compassionate response.

During the pandemic, the HIV Prevention Program launched the “Home Is Where the Swab Is” service offering confidential, free, no contact Sexually Transmitted Infections (STI) testing (HIV, gonorrhea, and chlamydia) for Contra Costa residents ages 17 years and older. The program aimed to help slow the spread of COVID-19 by enabling our community members to safely test for STIs in a private place of their choosing. A certified test counselor in personal protective equipment (PPE) would bring the test kits to a client and the client would collect the samples in their own private space. Test results for gonorrhea and chlamydia would be available within seven business days. HIV rapid tests would be immediately run by the testing team with results available in 20 minutes. Persons receiving any positive test results were assisted with links to treatment. While the program has sunset, the Condom Access Project continues offering free condoms through its expanded Home Mailer Program to address the high rates of STI among county youth ages 12-19 in Contra Costa County.



Patient-Centered Care, Support, and Clinical Services

Healthcare for the Homeless

The Health Care for the Homeless (HCH) program provides specialized health services to people experiencing homelessness throughout Contra Costa County (approximately 1,104 unhoused patients in non-traditional settings). HCH aims to reduce barriers to accessing health care by providing medical and mental health care as well as, care coordination services to support a continuum of care for this vulnerable population. Their approach is to meet people where they are, meaning physically, mentally and emotionally whether they are in shelters, encampments, cars and/or in the community. HCH actively advocates for individuals who are hospitalized and at risk for transfer to the streets because of language barriers, low health literacy, community discrimination, challenges with substance use and mental health disorders that disempower people from being effective self-advocates. The aim is to improve the health of the people experiencing homelessness in Contra Costa County by increasing access to health care with a team-oriented approach. HCH provides health care that focuses on harm reduction and integration of mental health and medical services with respect to self-determination. These services are in collaboration with internal and external partners. HCH was awarded Health Resources and Services Administration's (HRSA) Bureau of Primary Health Care 2021 Community Health Quality Recognition (CHQR) award, 2022 HIT and Quality Leader Gold award, and multiple recognitions in 2021 for Covid Testing and Vaccination. HCH builds trust, improves overall wellbeing and quality of life by partnering with individuals to increase self-sufficiency and connections to vital services and resources (AOD, Behavioral Health, Housing, Primary Care, Transportation, etc.) leading to improved health outcomes and enhanced social support.

Gender Clinic

Established in 2016, the Gender Clinic takes place at West County Health Center, Martinez Health Center, and Pittsburg Health Center and serves transgender, nonbinary, and gender expansive patients with gender-affirming transition related care. This monthly outpatient clinic provides a welcoming environment for transgender and non-binary people to receive culturally competent medical care including medication and hormone management, surgical referrals, connection to legal and mental health resources as well as other transition-related care. The clinic is staffed by providers trained in transgender health issues. Since 2022, the Gender Clinic has served over 80 individuals.



Patient-Centered Care, Support, and Clinical Services

Detention Health Services

Detention Health Services works to address the healthcare of our justice involved population. The mortality rate for justice involved populations is three and a half times that among other state residents in the 19 months after release. The leading causes of death among justice involved were drug overdose, cardiovascular disease, homicide, and suicide. As an integrated health system, CCH is in a unique position to address health care concerns for those who are incarcerated. Working through a unique partnership with law enforcement, inmates' physical, mental and specialty care needs are addressed during incarceration when Medi-Cal does not cover services.

Additionally, by enrolling inmates in Medi-Cal prior to their release, CCH is able to provide medical services and work towards reducing recidivism.

- Dedicated re-entry staffing in Detention Health Services to meet CalAIM mandates
- Adding oral surgery services
- Enrollment in Medi-Cal prior to release

Currently, CCH Detention Health is led by an all women of color leadership team, which is an unprecedented milestone in this unit's history.



Quality Incentive Pool Equity Task Force

In January 2020, as the PRIME Medi-Cal waiver program expired, the Quality Incentive Pool (QIP) managed care directed payment program launched with guidelines to align more closely with California's Department of Health Care Services' (DHCS) Comprehensive Quality Strategy while embedding incentives to improve health equity. As a public health care system, Contra Costa Regional Medical Center and Health Centers (CCRMC & HC) reports annually on measures and tracks all its metrics by race/ethnicity, sexual orientation and gender identity and area of service using data extracted from our electronic health record. Using this stratified data, CCRMC & HC was able to do targeted outreach to African American patients with high blood pressure. As result, the gap in hypertension control for Black patients was reduced from 7.7% to 4.5% over the past year. Leadership at CCRMC & HC has formed a multi-disciplinary Equity Task Force to address other persistent disparities.

Public Support Services, Initiatives, and Impact

Linguistic Access

The Linguistic Access Program provides health care interpretation, translation services, and offers health screenings and established care with primary care providers for new Refugees, Asylees and Parolees that settle in our county. Populations served are patients and clients who prefer a language other than English, the deaf or hearing impaired, and Contra Costa Health Plan members. The program's mission is to ensure that the experience of the patient/client who prefers a language other than English or is deaf or hard of hearing is equal to that of the patient who is English proficient. During October 2021 to September 2022, we welcomed 621 refugees, compared to 166 during 2018-2019. From October 2022 to July 2023, we received 376 individuals. All of whom were assisted with completing the refugee health screenings including all required labs and immunizations and to establish care with a primary care provider for all follow-up care. We offer interpretation as needed for community workshops, focus groups, presentations, trainings and other engagements. We offer 240 languages and interpretation services are provided to every patient/client at every health care encounter as requested. This is accomplished in part by our membership in the Health Care Interpreter Network, which enables sharing healthcare interpreters among 60 hospital/health systems across the US. Through the provision of quality healthcare interpretation, the encounter can be of equal quality to the encounter of an English proficient patient/client. In June 2023, 32,514 interpretation encounters were generated by CCH, an increase of almost 15,000 encounters from June, 2019.

The Linguistic Access Unit translates critical documents, medical records, letters and other communication and educational materials in over 200 languages. In 2022 we received 716 translation requests, up from 552 in 2019. We also administer language proficiency exams for CCH staff to ensure accurate and efficient communication. These certified bilingual tests now number 151 for 2022 compared to 90 tests in 2019.

Contra Costa CARES

Contra Costa CARES (CC CARES) offers primary and preventative care for uninsured, income-eligible residents of Contra Costa County who cannot enroll in full-scope Medi-Cal. Enrolled individuals receive care in one of three community clinics: Lifelong Medical Care, Brighter Beginning and La Clinica de la Raza. The program services uninsured, income-eligible Contra Costa residents 26-49 years regardless of legal status. Contra Costa Health Plan (CCHP) has been tracking the enrollment of CARES since inception of the program. In June of 2022, 3,011 Contra Costa County residents were enrolled in Contra Costa CARES. Fourteen Community Based Organizations (CBOs) and 3 Health Centers received funding to outreach, educate, pre-enroll, and enroll immigrants into CC CARES. CBOs canvassed, tabled, and outreached at locations and community events to meet community members where they gather: schools, faith-based institutions, food distributions, festivals and celebrations for immigrant communities. Residents with income at or below 138% of federal poverty guidelines will be eligible for Medi-Cal as of Jan 1, 2024.

Public Support Services, Initiatives, and Impact

Health Emergency Response Unit

Health Emergency Response Unit (HERU) Program's primary concern is the health and safety of all residents of Contra Costa County and that they are prepared before, during, and after any emergency. HERU focuses on preparedness and response activities related to the health impact of any emergency in the county. HERU works in partnership with all Contra Costa Health Divisions, all Contra Costa Departments, other local public health departments, schools, community-based organizations, professional associations, and a range of healthcare providers and facilities including hospitals, primary care clinics, long term care facilities, and emergency medical service providers to coordinate health emergency preparedness activities for public health incidents that may arise in the community. The HERU Team's activities and deliverables are aimed entirely towards preparing and protecting the entire population of Contra Costa County to be prepared for an emergency and is fully inclusive of all residents regardless of race, ethnicity, ability, identity, or socioeconomic status. HERU's biggest accomplishment is working closely with all internal CCH colleagues, but more importantly planning together with local and regional emergency planners to assure that CCH understands how to work together during a major and catastrophic emergency. HERU's mission is to build resilient communities in partnership through education, preparedness, response, and recovery from public health emergencies, including infectious disease outbreaks, natural disasters, and terrorism. All of HERU's emergency preparedness and response plans must address emergency preparedness and response for all people with procedures to assist those who need extra assistance.

Emergency Medical Services

Contra Costa County Emergency Medical Services Agency (CCCEMSA) provides statutory EMS system administration and Medical Control to ensure that quality emergency medical services are available for all people in Contra Costa County, and that emergency medical care is provided in a coordinated, professional, and timely manner.

CCCEMSA is administratively charged with oversight and regulation of all aspects of the local EMS system. CCCEMSA oversees and regulates the delivery of EMS (911 activation throughout the pre-hospital care continuum) for all persons within Contra Costa County without exception. EMS responds to all calls for service in an objective and standardized manner. CCCEMSA piloted a Leave Behind Narcan program and a buprenorphine program that treats narcotic overdoses in the field then connects those patients to wrap around support services. The pilot successfully reduced the rate of narcotic overdoses and of all the patients who were administered buprenorphine, more than a third (35%) were in substance use treatment at the 30-day mark. Narcotic overdoses are another public health emergency that disproportionately affect communities of color. Specifically, 20% of the pilot program patients receiving buprenorphine were African American, a higher rate than those who were dying from opioid overdose. This finding suggests that the pilot project could be a useful tool to successfully reach and treat African Americans for opioid use disorder. CCCEMSA has received American Heart Association's "Mission Lifeline" award for STEMI and Stroke specialty systems of care. Additionally, CCCEMSA received the 2023 National Association of Counties (NACo) achievement award for the Buprenorphine program ("Opioid Multiagency Response Initiative").

Public Support Services, Initiatives, and Impact

Office of Consumer Empowerment and SPIRIT

Office of Consumer Empowerment is a unit within Behavioral Health dedicated to lifting the community voice to transform the system of care into a wellness-based, recovery-focused, and resiliency-fostering network of support. The development of this unit has enabled the promotion of clients and individuals with lived experience to participate in public meetings and become part of the decision-making process. Our team strives to represent and promote lived experience in its many dimensions, including peers, parents and caregivers of children, and family members of adults who all navigate behavioral health resources. We are committed to encouraging a safe environment where people with lived experience are free to express themselves and identify resources that fit them best. The Service Provider Individualized Recovery Intensive Training (SPIRIT) Program provides people with lived experience navigating the behavioral health system vital skills and resources to work as peer support specialists in the field. In a collaborative certification program taught at Contra Costa College, SPIRIT graduated 173 students from 2019-2022, with 35 projected to graduate from the 2023 cohort. Between 2019-2022, there were 108 vocational placements of graduates into paid and volunteer positions.



A3 Crisis Response: Anyone, Anytime, Anywhere

A3 is Contra Costa County's innovative approach to provide timely and appropriate mental and behavioral health crisis services to anyone, anywhere at anytime in the county. The A3 Miles Hall Call Center is named in honor of Miles Hall and the hundreds of other Contra Costans who face the challenge of a mental health incident, as well as the added jeopardy of getting the wrong help or no help at all. Miles was a 23-year-old Black man who was tragically killed by law enforcement while suffering a severe mental health incident. Before the incident, Miles' mother Taun, found there were no places for him to go to get help unless he was a danger to himself or others, or gravely ill. After Miles' death, Taun advocated for system-wide change to prevent unnecessary suffering and loss of life. Recognizing the enormous need for a system to help people in need and prevent mental health incidents from becoming emergencies, A3 was created. The A3 Miles Hall Crisis Call Center currently operates 8 a.m. - 12:30 a.m. daily. Services are available to anyone experiencing a mental/behavioral health crisis in Contra Costa. When a mobile response team arrives on scene, they may determine the person they are helping needs a place to go to get more support and help them get there. As we build A3, it's a priority to broaden the in-person behavioral health care options so people have a place to go 24/7. In 2022 we helped 2,986 callers. Over 40% of calls are from family or law enforcement. 75% of callers' needs are resolved over the phone. 1 in 4 callers need an in-person response. Mobile Response Impact: 15 teams with an average talk and in-person response time of 1 - 2 hours. 534 teams were dispatched in 2022. We are currently building out the program by: Hiring and training call center team members; improving technology; refining the call triage process; and collaborating with our partners on training. If you or someone you know is experiencing a behavioral health crisis, call the A3 Miles Hall Crisis Call Center at 844-844-5544.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Youth and Young Adult Ambassadors

During COVID-19, Contra Costa Health disseminated critical, scientific-based information but struggled to effectively communicate it to the county's youth. This segment of the population wasn't reading the Contra Costa Health's media alerts or checking the COVID-19 website dashboards, they were scrolling social media. It became clear that no one could better reach this audience than a member of that very audience. And so the Youth-Young Adult Ambassador (YYA) Program was born. Equipped with vetted, information, 15-21-year-old ambassadors took to their social media feeds and launched a grassroots campaign to educate their peers. The familiar hashtag #cococrushingcovid encompassed all matters of positive and educational posts. Critical public health messages were disseminated from their personal profiles, reaching their high school classmates, sports teammates, and childhood friends. Never pedantic or parental, the ambassadors became reliable and crucially, approachable, resources in the community. In the three years since the program's inception, 60 ambassadors have stepped up to share essential health information. As the pandemic progressed, so did the program. Messages extended to address MPox, food insecurity, racial injustice, heart disease, LGBTQ+ discrimination, the tobacco epidemic and more. Ambassadors started moving their advocacy offline, hosting vaccine Q&A panels, Black history events and holiday cookie socials for mental health. Many YYAs have gone on to pursue health careers, bringing with them this commitment to centering community voices in health initiatives. These young leaders have shown their peers the variety of ways Contra Costa Health can serve them and their families and have likewise shown Contra Costa Health the vitality that youth offer.

Community Health Ambassadors

The Community Health Ambassadors (CHA) program is a community-driven partnership empowering ambassadors to address disparities, promote preventive measures, and improve access to healthcare resources. Established during COVID to amplify outreach efforts, increase trust, and equitable access to testing and vaccination through trusted messengers; CHAs empower individuals to make informed decisions about their health. CHAs work is guided by radical accessibility, fairness, inclusivity, respect for diverse perspectives, aims to eliminate health disparities, create a healthier, and more equitable communities in partnership with community leaders. The primary population served within our program is comprised of historically marginalized populations. These may include individuals from diverse ethnic backgrounds, low-income households, minority groups, immigrants, refugees, non-English speakers, the undocumented, and other vulnerable populations across Contra Costa County.

The CHA program has actively facilitated a range of equity activities to address healthcare disparities and promote health equity including 595 equity clinics conducted in 16 cities, collaborating with 114 partners, resulting in 41,222 COVID-19 vaccinations administered. Additionally, we have distributed 88,368 COVID-19 test kits, enabling early detection and timely intervention. Through more than 77,148 engagements, including health education sessions, and one-on-one conversations, we have empowered individuals to make informed decisions about their health, fostered trust in healthcare services, and strengthened community engagement.

The CHA program has since evolved and expanded to include two additional specialized Ambassador teams: **Workforce Health Ambassadors** and **Specialty Health Ambassadors**.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Ambassadors (Workforce)

The Workforce Health Ambassador (WHA) Program began in 2022 with a focus on introducing young people to careers in public health. Through this program, they will learn the value of community service, creativity, leadership, and teamwork. The WHAs are young adults (18-30) residing in Contra Costa County who may have the following experiences: justice-involved, receiving mental health services, receiving substance use services, receiving some form of public assistance, part of the foster care system, or unable to find or maintain work. They are a direct representation of their community as they represent a variety of cultural and educational backgrounds. Their unique lived experiences allow them to connect with community members on a personal basis, without worry of judgement. WHAs are trained to promote health resources, conduct health education, and provide access to health services.



Ambassadors (Specialty)

The Specialty Health Ambassadors (SHAs) began in 2022 and play a crucial role in community outreach by leveraging their unique perspectives and lived experiences of intellectual and developmental disabilities (IDDs). They serve as community educators for people with disabilities, raising awareness about various health services and bridging the gap between service providers and the community. Through informative presentations and targeted engagements, the SHAs provide valuable insights about the services, programs, and opportunities available through the Regional Center of the East Bay. Embracing lived experiences and empathy, we unite to create an inclusive community where access to essential services is equitable for all, including those with intellectual and developmental disabilities (IDDs). The primary population served consists of historically marginalized and low-income individuals who fall into one of the following categories: 1) Individuals who qualify for regional center services but have not yet begun the intake process; 2) Regional center clients who are not currently receiving any services; 3) Clients receiving services, but not for all areas of need.

Our program's primary focus is on connecting people to essential services and resources. Through 13 presentations and 67 community outreach and engagements, we have successfully reached and served over 2460 individuals, with a focus on our Black, Indigenous, and People of Color (BIPOC) and historically marginalized populations with intellectual and developmental disabilities. By providing information and support, we empower individuals to access the services they need, ensuring they receive comprehensive care and Regional Center resources. Our efforts resulted in a significant increase in awareness among the primary population about the various services and resources accessible to them through the regional center as well as a more inclusive community and reduced isolation for individuals with disabilities. As new members of the workforce, the SHAs also have reported enhanced self-confidence and empowerment leading to increased engagement in community activities and personal growth.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Women, Infants & Children

Women, Infants and Children (WIC) is a nutrition program with five sites in Contra Costa County (San Pablo, Concord, Pittsburg, Brentwood) serving pregnant women, women who have recently been pregnant, infants, and children up to their fifth birthday. WIC's mission is to provide all women, infants and children healthy food, and the knowledge and opportunity to make healthy choices in an atmosphere of dignity and respect, thus enhancing the potential for all Californians to enjoy a higher quality of life. WIC provides supplemental benefits for a variety of nutritious foods, nutrition education, support for breastfeeding, and referrals to other services in the community. Moms, dads, grandparents, foster parents, and other guardians may apply for benefits if they meet income guidelines (185% Federal Poverty Level). Working families, military families and migrant families are also encouraged to apply. The WIC Mobile website (m.wic.ca.gov) is accessible at any time of day to retrieve information on WIC sites, authorized grocers, appointment scheduling, and the authorized foods list.

Contra Costa WIC offers a variety of ways to support participating families including nutrition education, breastfeeding support, referrals, individual and group classes offered online and in-person. Staff make referrals to partner and programs such as Cal-Fresh, immunization clinics, food banks, preschools, health care, community clinics, Public Health nursing, treatment programs for drug, alcohol, tobacco use and family violence prevention resources. Contra Costa WIC also convenes a Breastfeeding Task Force to serve as a multidisciplinary breastfeeding team from hospitals, clinics, community, and organizations throughout Contra Costa County to collaborate on resource sharing and systems development to improve breastfeeding initiation and duration rates, as well as health equity.

Community Wellness & Prevention Program

The Community Wellness & Prevention Program aims to improve the environmental, social and economic conditions that contribute to poor health, and support a quality of life that promotes the health and well-being of all county residents, with special attention to those under served. We frame our work around the National Prevention Strategy for Health and the California Wellness Plan. In addition, we use the Spectrum of Prevention as a general guide to our work. The Spectrum helps coordinate the efforts of different groups working on the same issue by providing a framework and common language for people from diverse backgrounds to come together, share information, highlight gaps in service, and develop joint plans to achieve public health outcomes. CWPP engages community members, schools, businesses, and partner agencies to participate in and help foster healthy communities for all people to live, work, learn, and play. CWPP Programs include the following:

- Tobacco Prevention Program
- Nutrition and Physical Activity Promotion
- Violence Prevention Program
- Building Healthy Communities Program

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Historically Marginalized Communities Engagement

The Historically Marginalized Communities Engagement (HMCE), formerly the COVID-19 Care for Undocumented People Taskforce, is a public-private partnership formed in 2020. HMCE aims to improve and co-design effective prevention strategies to reach underserved communities. This shared table of over 40 partners focuses on co-creating, listening, learning, collaborates on aligned goals, disseminates timely updates, and resource announcements via an email distribution list reaching over 200+ recipients. As the pandemic emergency has ended, the group has broadened to focus on CCH Chief Equity Officer updates, best practices, partner spotlights and local initiatives that leverage community partnerships to identify and eliminate health and social inequities for marginalized populations. The group meets monthly and is open to all interested County staff, community members and partner agencies. Spanish interpretation is offered at monthly virtual meetings. In 2022, the HMCE hosted two community listening sessions to improve connections with the communities served in Contra Costa County and to inform the CCH Organizational Equity Assessment. In June 2023, HMCE was recognized as a Champion for Community Voice and Shared Power, 2023 Champions for Equity by California Department of Public Health and Center for Healthy Communities.



Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Health Career Pathways

Cultivating opportunities to develop the next generation of health professionals through education and on-the-job training is the aim of the Health Careers Pathway (HCP) program. HCP aims to build a diverse health career pipeline from the communities most impacted by health inequities. The program provides primarily high school students from underprivileged schools with an equity-focused career exploration curriculum and connects them with mentorship, professionalism and identity development through paid, local community health-focused internships. The program not only exposes aspiring healthcare professionals to the health field, but also helps them find pride in their lived experiences and invites them to design solutions to health disparities in their own communities. Since 2013, more than 200 students from high schools across the county have participated in the program as paid summer interns, and over 1500 students have received classroom instruction. The program opens with a robust in-class curriculum covering topics like “How -‘Isms’ Affect Health,” and “What is Health Equity.” Motivated students are then encouraged to apply to participate in an eight-week paid summer internship that pairs them with a qualified mentor—a Contra Costa Health employee or partner agency representative. More than just shadowing a doctor or nurse, interns learn about the county’s prevention work through experiencing examples of health equity-in-action such as community engagement, grassroots organizing, program planning, and caring for the uninsured. In 2020, HCP summer internships and classroom instruction switched to a virtual format to ensure that young people would still be able to experience valuable connection and work-based learning as they navigated new health guidance, social isolation and uncertainty over their future goals. The program has since returned to in-person experiences but maintained some virtual internships to support those interns with transportation barriers. During summer 2023, of the 32 total interns participating, over 80% identified as people of color; 53.1% of interns reported a household income of 79K or less; and 100% reported an increased interest in pursuing public health/prevention careers. In addition, 100% of participating adult mentors reported that after this internship they saw an increased value for youth mentorship and work-based learning opportunities within their organization



LGBTQ+ PRIDE Initiative

The LGBTQ+ PRIDE Initiative is a voluntary employee advocacy group that seeks to further equity and expand services for LGBTQ+, gender expansive/non-binary clients and staff through outreach and connection, to provide training and support. The mission of the CCH Pride Initiative is to integrate practices and policies that foster a safe and inclusive environment, equal access and quality health care as well as awareness, acceptance, and respect for our lesbian, gay, bisexual, transgender, queer, and nonbinary employees and people we serve. Since 2019, PRIDE Initiative has expanded outreach both within the county with staff and in the community. PRIDE attended and sponsored Pride Month events and hosted open houses both in person and virtually to share resources with community based organizations. PRIDE created and facilitated training on Sexual Orientation and Gender Identity for more than 500 CCH staff. A new logo was created with collective, multi-generational and multi-disciplinary staff input and a new brochure English/Spanish bilingual brochure was developed to distribute internally and to partner organizations.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Contra Costa Family Medicine Residency Program

The Contra Costa Family Medicine Residency Program (CCFMRP) is Contra Costa Health's residency training program with over 40 years of excellence in Family Medicine education and an affiliate of the UCSF Department of Family & Community Medicine. We serve a diverse and multicultural patient population, including urban, rural, and suburban populations and are committed to caring for the underserved. Our program's mission statement includes, "We train diverse, full-spectrum physician leaders who champion health equity in under-resourced communities," and our program's values are to demonstrate compassion, foster resourcefulness, embrace diversity, encourage innovation, and educate comprehensively. We are vigorously committed to full spectrum care, teaching, care of the underserved, and the promise of family medicine. Our goal is to produce leaders in clinical Family Medicine skilled in the full breadth and depth of our discipline.

CCFMRP has a longstanding legacy of prioritizing diversity in recruitment for over 20 years and expanded its equity infrastructure, practices, and programming in 2018. From that critical moment, the residency prioritized diversity, equity, inclusion, and antiracism (DEIA) by embedding a DEIA framework into multiple areas of the program and modified its mission statement to reflect the importance of this work. Much of this was due to the leadership, commitment and efforts of resident and faculty champions, especially with the founding of the Resident Diversity Council (RDC) and the creation of the inaugural Core Faculty role focused on DEIA. The RDC, a resident-driven leadership council dedicated to improving and sustaining diversity, recognizes that diversity is important to patient care, health outcomes and professional development. In collaboration with the RDC and faculty and resident champions, our program's Core Faculty DEIA Lead directs the coordination of the following five priorities of the program's DEIA Framework:

1. Commitment, Culture, and Climate

2. Recruitment and Retention of Underrepresented Minority (URM) / BIPOC Residents & Faculty

3. Curriculum and Faculty Development

4. Evaluation and Assessment

5. Community Engagement and Health Career Pathways

In collaboration with CCH Health Career Pathways, CCFMR facilitated over 250 young people's participation in clinical shadowing opportunities to promote mentorship and underrepresented minority (URM) students' pursuit of CCH health professions. During the pandemic, RDC leaders and faculty champions supported the Deputy Health Officer in providing bilingual COVID-19 prevention education during community engagement events and at pop-up clinics. In 2021, CCFMRP secured grant funding to plan critical DEIA initiatives focused on community and capacity building, foundational trainings on racial literacy, and creating inclusive learning spaces and workplace environments toward building a welcoming culture among staff and for patients during their frontline experiences battling two pandemics: COVID-19 and structural racism.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Unity of Black Health Professionals in Excellence, Advocacy, and Mentorship (UBEAM)

Unity of Black Health Professionals in Excellence, Advocacy, and Mentorship (UBEAM) of Contra Costa County is a community of health professionals of African descent in Contra Costa County whose goal is to serve the Black community by addressing disparities, recruiting health care workers who reflect the Black diaspora, and bridging the gap between the health system and the Black community. UBEAM was developed at Contra Costa Health by two emergency department physicians at the height of the COVID-19 pandemic as a support forum and advocacy imperative in response to employees acknowledgement of the need to improve both Black staff connections and Black community health outcomes.



UBEAM objectives are:

- **Health disparities:** We must coordinate with departments who share common goals. This group would allow us to better address issues such as access to care, homelessness, Black infant mortality, and policing. Many of us come into contact with these issues in our individual departments, but do not have the tools to address them as a unified health system.
- **Mentorship/recruitment of Black health care professionals:** We need a supportive group of Black health care professionals who are able to provide a high level of patient care from a place of empathy. Research has shown that this representation is essential for meeting the unique healthcare needs of Black patients. This creates a stronger department and a stronger relationship with our patient community. We will work with the Resident Diversity Council (RDC) in our system as well as entities outside our system to mentor and recruit professionals of African descent.
- **Community engagement:** This group would allow us to better coordinate efforts with community partners. Many health care organizations are moving towards this model of community engagement.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Developmental Disability Council

Serving as an advisory body, the Developmental Disabilities Council takes pride in its leadership role through actively informing, educating, and connecting the intellectual and developmental community to crucial resources. The Council reflects the diversity of our community and includes self-advocates, family members, and service providers. The mission of the Developmental Disabilities Council of Contra Costa County is to promote the coordination, improvement, and growth of services and supports to individuals with developmental disabilities and their families, and to advocate for their needs. The Council began use of simultaneous Spanish interpretation at all Board of Directors' meetings in Sept 2020 to enhance access to information for monolingual self-advocates and their family members. The Council was awarded the 2020 Charles F. McGlashan Advocacy Award by MCE (MCE Clean Energy) in recognition of their partnership efforts with Independent Living Resources Center for Solano and Contra Costa to distribute backup batteries to residents who use power-dependent medical devices and are left medically-vulnerable during power outages and public safety power shut-off events. In 2021, Open House Center was presented with the Excellence in Service recognition at the Annual Joint County Developmental Disabilities Council Award Event.



The following programs are derived from Developmental Disability Council

- **TAP** - TAP (<https://tapautism.org/>) training was provided to the Equity Team and management representatives in early 2023. This training was developed with input from young adults on the autism spectrum to educate California employers on how to hire, train and retain people with autism—and in turn help them become the valuable employees they have the potential to be. In addition to the Specialty Health Ambassador Program, we hope to expand the diversity of the employees of Contra Costa Health to include more neurodiversity.
- **Bridge to Success Program** - This initiative aims to employ staff with intellectual and developmental disabilities.
- **Open House Center** - This program is an adult day program for people with disabilities and complex medical needs. During the pandemic in-person services were suspended, residents were unable to access vaccines through community clinics due to sensory issues, transportation limitations, behavioral health needs, and anxiety in unfamiliar places. The DD Council, partnered with Health Services and Open House Center to help high-risk residents gain 1st priority access to vaccine clinics with the appropriate sensory and behavioral support the recipients needed.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Los Medanos Health Care District / Advisory Committee

The Los Medanos Health Advisory Committee was established by the Board of Supervisors in July 2018 as part of a plan to dissolve the Los Medanos Community Healthcare District by increasing funding availability for healthcare programming in the Pittsburg/Bay Point areas. The Los Medanos Health Area includes the city of Pittsburg, the community of Bay Point, the community of Clyde and other unincorporated areas to the south of Bay Point and Pittsburg. The Committee includes representatives from the local community and medical practitioners, making this a unique opportunity for collaboration. The Los Medanos Community Health Advisory Committee was created by the Board of Supervisors to advise on the development and implementation of the Los Medanos Area Health Plan Grant Program. The committee is tasked with: Developing an area health plan that identifies the major health disparities that impacts residents of the Los Medanos Health service area and identifies priorities for improving health outcomes; Soliciting grant proposals from service providers to address the health priorities and seeking Board of Supervisors' approval on funding plan; and Reporting progress and results to the Board of Supervisors.



The goals are to:

- Improve the availability of and access to direct health services for all residents of the Los Medanos Health Area.
- Support preventative and public health efforts that promote and protect individual, community and environmental well-being and health of Los Medanos Health area residents.
- Engage in population specific efforts to address the health needs of historically marginalized or underserved residents of the Los Medanos Health Area.

The interim grant program provided 24 grants. These grants went to local community-based organizations. The advisory committee is currently developing the final Los Medanos Health Grant Program which will distribute grants annually specifically for the residents of the Los Medanos Health Area. Equitable funding allocation and grant distribution will address health disparities and sponsor robust community health assessments, stakeholder engagement, and data-informed programming and initiatives to achieve health equity in the Pittsburg/Bay Point areas.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Elder Wellness and Advocacy Coalition

Elder Wellness and Advocacy Coalition (EWAC) partnered with Contra Costa Health to develop effective and engaging messaging for older adults related to staying safe during the COVID-19 pandemic and reducing social isolation. Our goal was to create messaging that would have a positive impact on the diverse older adult population in Contra Costa County. Prior to COVID-19 and more recently, the group focused on providing presentations and information to the community to help raise awareness around the needs of the older adult population and the resources in our community. We work to raise the voices of the diverse older adult population in Contra Costa County, broaden awareness of resources available and the need for additional resources, and advocate for improvements in the services available to older adults through CCH and our community. Flyers and postcards (in English and Spanish) have been developed and distributed to multiple community partners. Pre-paid postcards encouraged older adults to connect with a friend or family member and share the important wellness tips info on the postcard. The Stay Connected Contra Costa TV commercials were released during December 2020 - January 2021 and reached a broad audience (in English, Spanish, and Chinese subtitles for a COVID-19 vaccine scams ad) and provided important information and referrals. A mask campaign was also launched to provide information in English, Spanish, Tagalog and Nepali. EWAC agency partnerships include CCH Behavioral Health, Meals on Wheels, Adult Protective Services, Lifelong Medical, Well Connected, Center for Elders' Independence and several others.



Contra Costa Tobacco Prevention Coalition

The Contra Costa Tobacco Prevention Coalition (TPC) works in partnership with Contra Costa Health's Tobacco Prevention Project (TPP) where they actively advise and support the design, implementation, and evaluation of tobacco prevention activities throughout Contra Costa. The overarching goals of TPC are to: 1) reduce the negative health impacts associated with tobacco use in Contra Costa County; 2) eliminate youth access to tobacco products; 3) promote tobacco prevention education; and 4) eliminate exposure to environmental tobacco smoke. The efforts of TPP and TPC are rooted and grounded in both a health equity and social justice framework. TPC members are not appointed by Contra Costa Health or by any city or county official. They are self-selected or recruited based on their commitment to the Coalition's mission and goals.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Alcohol and Other Drugs Advisory Board

The mission of the Contra Costa County Alcohol and Other Drugs Advisory Board is to assess family and community needs regarding prevention and treatment of alcohol and drug use problems. The Board is comprised of 14 residents who are appointed by the Board of Supervisors and represent the broad diversity of Contra Costa County. The Board reports findings and recommendations to the Contra Costa Health, the Board of Supervisors, and the community at large. The Alcohol and Other Drugs Advisory Board works in collaboration with Alcohol and Other Drugs Services and Behavioral Health program teams to provide input and advocate for recommendations as they pertain to alcohol and other drugs prevention, intervention, and treatment services. The Board tracks and monitors data trends, policy and issues that could impact the community regarding substance use.



Health, Housing, and Homeless Services Council on Homelessness Equity Committee (H3)

The Health, Housing and Homeless Services Division (H3) of Contra Costa health integrates housing and homeless services across our health system and coordinates housing and homeless services across County government and in the community. In 2019, an Equity Assessment of the homeless system of care led to creation of the Council on Homelessness' Equity Committee. The Equity Committee is focused on creating accessible information, outreach, and educational materials aimed at underserved and/or previously unreached communities to support equitable access to housing resources and housing outcomes. Participation in the 2020-2021 Racial Equity Action Lab hosted by BARHII resulted in new opportunities, policies, and resources to strengthen/amplify/elevate the voices of people with a lived experience of homelessness in system improvement work. H3 hosted multiple equity-focused trainings for homeless service providers and partners including a series of four equity trainings in 2020 and a Racial Equity and Homelessness training in 2023. A commitment to providing stipends and other technical support offer people with lived experience additional resources to equitably participate in leadership roles as well as on multiple committees, system-level working groups, and focus groups compared to in previous years. H3 is committed to making homelessness short-lived and non-recurring by ensuring an integrated system of housing and support services for persons experiencing homelessness in Contra Costa County.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Deliver Birth Justice

Statewide the mortality rate for Black infants continues to be two to four times higher than rates for other groups. Due to these disparities, the state created the California Perinatal Equity Initiative (PEI) within the Department of Public Health in 2018. PEI aims to address the causes of persistent inequality and promote specific interventions designed to improve outcomes for Black mothers and their families. The primary population is pregnant and parenting Black women and their partners, through the first year of their child's life. CDPH required that each PEI county select and prioritize at least 2 types of interventions.



The Contra Costa PEI Team identified:

- Fatherhood Initiatives
- Community-Based Doula Program
- CCH released Request for Proposals (RFP) for Community-Based Organizations to compete for the contracts to provide doula and fatherhood support services to community members. Contracts were awarded and have been executed as of October 2020

These services are targeted to Black families to address stressors driven by structural racism and improve upon the social determinants of health. These supports are intended to decrease stress, improve protective factors, empower with health education and options for care, and increase access to healthcare and social services. The goal over time is to improve infant and maternal health indicators and outcomes such as normalizing full term babies born at healthy weights and fewer maternal complications in the postpartum period for Black families.

Our collaborative and systems interventions are a community advisory board and a public awareness campaign called **Deliver Birth Justice**. The PEI complements programs and services offered through the Black Infant Health (BIH) Group Model, which provides services, information, and social support to Black mothers to buffer the negative effects of racism and its consequences on women.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Violence Prevention Coalition

The Violence Prevention Coalition is dedicated to preventing gun violence and promoting community safety in Contra Costa County. Through a multi-sectoral approach, we work collaboratively with community partners, law enforcement agencies, healthcare providers, and other stakeholders to develop and implement evidence-based strategies. By addressing the root causes and risk factors of gun violence, we aim to create a safer and more resilient community for all residents. The primary population served are marginalized communities facing socioeconomic challenges, youth at risk of involvement in violence, victims of domestic violence, individuals impacted by the justice system, and those living in neighborhoods with higher rates of community-based violence. The program is in the early implementation stages and is actively working on establishing partnerships with community organizations, government agencies, and stakeholders to collaboratively address violence prevention.

The program is committed to achieving equity and social justice in all aspects by addressing systemic disparities and inequities that contribute to gun violence, ensuring that strategies and interventions are accessible, inclusive, and culturally responsive. The goal is to prioritize the voices and experiences of marginalized communities most impacted by this public health emergency. The U.S. Department of Justice (DOJ) has [awarded us a \\$1.5 million grant](#) to aid our countywide effort in developing evidence-based, public health strategies for reducing community violence. This recognition and funding from the DOJ validates the importance of our work and enable us to further our mission in promoting equity and safety within our communities.



Violence Prevention Coalition

The U.S. Department of Justice (DOJ) has [awarded us a \\$1.5 million grant](#) to aid our countywide effort in developing evidence-based, public health strategies for reducing community violence.

Environmental Health Sidewalk Vendor Education

The Environmental Health Sidewalk Vendor Project assists the mobile food facility program to be inclusive and remove barriers for working families hoping to earn income through legal food vending. The project uses an education-based approach and focuses on the needs of primarily low-income immigrants of Hispanic/Latino origin and limited English proficiency. Outreach efforts included offering resource kits (thermometer, flyers, COVID tests, etc.) and providing access to a Spanish-speaking program lead that seeks to understand their business and provide guidance on the type of permits they need for operation. Strategies included ensuring mobile food vendor permitting applications were simplified and translated into Spanish and Kiche/Mam (Mayan language). Field surveys were conducted with 35 unpermitted vendors throughout the county to identify barriers in obtaining a permit. 71% stated lack of knowledge on the permitting requirements, 46% noted language barriers and 43% noted financial barriers. The program provided permitting workshops in various areas of the county to educate potential vendors on permitting and cart options. 29 people attended permitting workshops offered around the County. Consultations and new permit applications have increased by 32% since 2021.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Hazardous Materials Program and Projects

The Hazardous Materials Program collaborates interdepartmentally to provide answers and information for Contra Costa residents with concerns about pollution of natural resources and climate change, with a focus on the areas most impacted by environmental pollution or climate change (low-income, communities of color along the County's shoreline). It helps the residents of the County to be good and effective advocates for themselves. The program enables the staffing of the County's Hazardous Materials Commission, representing the Health Department in collaborations, supporting the Community Wellness and Prevention Program on initiatives (ie asthma) and supporting the Climate Change work of the Health Department. Through the program, resources are being deployed to provide in-home asthma trigger education, assessment and mitigations to Contra Costa Health Plan (CCHP) Medical members with poorly controlled asthma. Through the program, feedback and assistance have been provided to residents that are concerned about the clean-up of hazardous waste incidents. On a weekly basis program staff provide assistance to residents impacted by indoor air pollution problems (i.e. mold); provide free portable air purifiers to low-income families, school districts, and others to protect against the impacts of wildfire smoke and other air pollutants.



Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Hazardous Materials Program and Projects (cont.)

Building partnerships with business, community agencies, and underserved communities most impacted by environmental health issues are a key focus of CCH's Hazardous Materials Program. To date, Hazardous Materials has certified 190 facilities as Green Businesses, resulting in:



2,088,775 pounds of GHG greenhouse gas emissions that were not produced, compared to expected outcomes at non-certified businesses!



2,642,893 kilowatt hours of energy was not used, which is the equivalent of 26,428 100-watt lightbulbs burning for 10 hours!



20,985 pounds of solid waste was recycled or/reused and diverted from landfills, enough to fill approx. four small dumpsters!



5,861,192 gallons of water were saved, which is about 293 swimming pools!



4,174 gallons of fuel (gasoline and diesel) saved, enough to fill roughly 278 small car gas tanks!



1,162 gallons of hazardous waste was not produced!



74,134 therms of natural gas were not used, the equivalent of 1,853 households not using heat in the winter!

In early 2022, Contra Costa Health (CCH) assumed the lead role in managing the AB 836 Wildfire grant program that has resulted in roughly \$1.1 million in funding for Contra Costa County, local jurisdictions, and schools. The grant, from the California Air Resources Board and administered by the Bay Area Air Quality Management District, will provide over 300 industrial sized portable air filter units for 5 municipalities and 4 school districts across the county as well as the Health-Housing and Homeless Division of CCH. The grant will enable those partners to provide clean air environments and centers to help protect vulnerable persons from exposure to poor air quality events. The grant is intended to recognize persons and communities at greater risk - per CalEnviroScreen 4.0. In Contra Costa County that includes several communities along the northern shoreline from west to east. This grant helps the development of resilience centers or facilities that communities can utilize as places of protection and resilience.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Reducing Health Disparities Workgroup – Behavioral Health

The Contra Costa Behavioral Health Services (CCBHS) Reducing Health Disparities (RHD) Workgroup is a collaborative group comprised of County and community partners. The CCBHS RHD Workgroup focuses on uplifting equity within the behavioral health care system and the ongoing improvement of services to be culturally and linguistically responsive. Through ongoing collaborative efforts between County and community partners; the group aims to reduce health disparities relating to the behavioral health system and overall health. There is a focus to elevate the needs of historically marginalized communities such as Black, Indigenous, and People of Color (BIPOC) and the LGBTQIA+ communities, as well as peers/clients/ consumers. The group has informed the “Supporting Equity through Community-Defined Practices Project” and the Behavioral Health Services Loan Repayment Program. A total of 76 applicants identified for CCBHS Loan Program educational loan repayment award upon completion of the 12-month service obligation. Twenty of the awardees have language capacity to serve clients in other languages. There is regular email distribution of timely information to over 800 stakeholders including community partners, County staff, Board of Supervisors, and clients.

Behavioral Health Care Partnership

The Behavioral Health Care Partnership was established at Contra Costa Regional Medical Center and Health Centers in 2009. The Office of Consumer Empowerment (OCE) Coordinator has co-facilitated the Behavioral Health Care Partnership (BHCP) since 2019. BHCP is dedicated to partnering with individuals and families in transforming healthcare into a welcoming, accessible experience for all. It provides a venue for community members to ask questions, receive information, and to give input into the county’s behavioral health crisis continuum of care. Programs and projects that receive focus include A3 (Anyone, Anywhere, Anytime) Crisis Response, Psychiatric Emergency Services Remodel, and the new Children’s Crisis Services Unit. Peers and family members have been given the opportunity to share their lived experience and speak directly to executive leadership during BHCP meetings. BHCP has hosted informational presentations by programs such as A3, Alcohol and Other Drugs Services, Seneca Mobile Response Team, Behavioral Health Court, and Contra Costa Crisis Center.

Committee for Social Inclusion

Over the last four years, the Committee for Social Inclusion has advanced in its mission to overcome mental health stigma and discrimination and promote wellness, recovery, and resiliency for peers and family members. The Committee for Social Inclusion has convened 52 monthly full committee meetings and multiple public planning sessions since 2019. Peers and family members have been able to participate in developing stigma reduction campaigns and sharing the message of inclusion with community members at resource fairs and other venues. Social Inclusion meetings have included educational and interactive presentations on observances such as Black History Month, Mental Health Awareness Month, Juneteenth, Pride Month, Recovery Month, and Latino Heritage Month.

PhotoVoice Empowerment Project

Grounded in the necessity to uplift the peer community as a marginalized population, the PhotoVoice Empowerment Project equipped peers to speak openly about mental health stigma and discrimination through the advocacy tools of photography and narrative.

Community-Centered Education, Engagement & Partnerships / Initiatives and Impact

Contra Costa Health Plan Community Advisory Committee

Contra Costa Health Plan (CCHP) has a Community Advisory Committee (CAC) to ensure that its members have meaningful impact into CCHP's policies and decision making and are engaged as partners in the delivery of MediCal Covered Services. CCHP utilizes the CAC to promote community participation within the areas of cultural and linguistic services, health education, and health inequities. CCHP has a process to discuss improvement opportunities with an emphasis on Health Equity and Social Drivers of Health. CAC members will identify and be advocates for health disparities that exist in the member population and discuss preventive care practices that will be utilized by CCHP. CCHP has developed an integration strategy to improve the quality of services provided to all individuals through our culturally and linguistic appropriate services. CAC members will work directly with the leadership of the operational departments within CCHP to receive oversight and direction. The CAC makes recommendations to the Board of Supervisors, County Health Services Director, and Chief Executive Office of CCHP. The Chief Medical Officer and the Quality Director provide updates to the CAC and seek their input on quality improvement activities.

CCRMC Patient Safety and Performance Improvement Committee

CCRMC Patient Safety and Performance Improvement Committee (PSPIC) is a CCH medical staff committee overseeing the quality and safety of care delivery. PSPIC is chaired by the associate medical director of quality and its membership includes the Medical Staff President, Chief Executive Officer, Chief Medical Officer, Chief Nursing Officer, Chief Quality Officer, Ambulatory Care Medical Director, Hospital Medical Director, past Medical Staff President among other medical staff and quality positions. This committee also engages a patient advisor as a member of the committee. It meets monthly to monitor performance against quality planning and management standards.

THE PATH FORWARD: DEEPENING OUR COMMITMENT

Contra Costa Health is the largest department within the county government, employing nearly 4,600 individuals. Nearly 70% of CCH staff identify as people of color, as well as 71% of persons we serve or who are enrolled in our health system. As the county's primary safety-net organization, equity and the elimination of health disparities are the foundational principles that guide our work. Contra Costa Health is committed to equity, not only in its work in the community but also in the workplace.



4,600 CCH
Employees



70% of Employees
Identify as People
of Color



71% of Persons we
Serve Identify as
People of Color

THE PATH FORWARD: Deepening our Commitment

Equity Roadmapping

In 2022, the Equity Team began an extensive process to evaluate the department's internal equity practices, which included a staff survey and more than a dozen listening sessions and focus groups. This process, done with the assistance of The Justice Collective, has produced an in-depth equity assessment report and the department's equity roadmap for 2023 and beyond. The Roadmap plan centered the following three priority Focus Areas and identified one or two desired outcomes for each Focus Area:

DEI INVESTMENT:

- Sustained and committed funding and resources for DEI-centered leadership and culture.

TALENT SOURCING, PERFORMANCE, & SUPPORT:

- Transparent + clear recruitment and hiring at all levels of the organization.
- Professional, equitable and sustainable retention, promotion, supervisory practices, and professional development that ensures equal employment opportunities are afforded to all.

WELCOMENESS & INCLUSION:

- Culture of safety (physical and psychological) is created and upheld.
- Equitable and fair access to participate in training opportunities.

The aim is to foster and uphold an equitable and welcoming workplace for CCH staff from all backgrounds, experiences, and identities to thrive. The next steps for Fall 2023 will be to formalize succinct Roadmap implementation plans for each objective and identify key stakeholders, subject matter experts, and metrics to share and track internal progress over the next three years. There is already work underway to improve and design more inclusive training and hiring opportunities.

- **Recruitment and Hiring**

In 2023, the California Department of Public Health awarded CCH the California Strengthening Public Health Initiative (CASPHI) funding for local health jurisdictions to develop and maintain staff capacity with roles and responsibilities dedicated to advancing health equity and/or eliminating health disparities. CCH plans to hire a Quality Management Program Coordinator within the Public Health Division to coordinate the implementation of a comprehensive improvement plan to embed equity principles within CCH department-wide recruitment, hiring and retention practices. Implementation will include developing and launching a data monitoring system to capture insights on recruitment and hiring process duration, delays, inconsistencies, and other barriers to equitable outcomes. The findings and recommendations will be presented to CCH leadership to formulate equitable policies and prioritize ongoing projects to improve the efficiency of Personnel recruitment and hiring practices and increase accountability to the Equity Roadmap outcomes.

THE PATH FORWARD: Deepening our Commitment

CCH Website Redesign

The Website Redesign Project centers on three principles:

- Transform Contra Costa Health's public-facing website and digital communications strategy;
- Plan, align and collaborate across all CCH divisions to create an output that aligns to everyone's needs and goals; and
- Develop, implement and optimize a content strategy to support a user-centered website and digital communications plan.

While the Website Redesign Project is still in progress, its anticipated impact will be significant in both how community members, partners, and staff can more easily locate and direct others to critical CCH information, services, and resources. Equity has been a key consideration during the redesign process in areas such as ensuring ADA compliance, language access for all users to read translated pages in their primary language, and rewriting pages to be simpler and easier to understand for lower literacy levels.



THE PATH FORWARD: Deepening our Commitment

Office of Racial Equity and Social Justice

In November 2020, the Contra Costa County Board of Supervisors approved the development of an Office of Racial Equity and Social Justice (ORESJ) to be planned and co-designed by an unprecedented community engagement process. As stated in the ORESJ Core Committee's Recommendations Report, "The goal of the ORESJ is to enact and sustain principles, policies, practices, and investments that are racially just and equitable across all of its departments and divisions." In February 2021, CCH joined the ORESJ Host Table comprised of BIPOC residents, the Board of Supervisors, and other systems partners to support the planning of a Community Listening Campaign to shape ORESJ goals, staffing, and functions. Two ORESJ Co-Directors have been hired as of Fall 2023 and they will be charged with internal County departmental coordination, facilitating hiring plans, and continuing to center community voice at every step. With CCH's Equity Roadmap already underway, the launch of ORESJ presents the opportunity for interdepartmental alignment on developing equity goals, metrics, countywide language access plans and inclusive community advisory boards. The ORESJ proposed Racial Equity Zone satellite offices will also provide CCH additional opportunities to form new grassroots partnerships and tailor health and racial equity initiatives to meet unique needs in each county region.



Office of Racial Equity and Social Justice

"The goal of the ORESJ is to enact and sustain principles, policies, practices, and investments that are racially just and equitable across all of its departments and divisions."

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