

Gwinnett County Human Services Advisory Board
Thursday, September 19, 2024 at 5:30pm

One Justice Square – Conference Room 106
446 West Crogan Street, Lawrenceville, GA 30046

Present: Shameka Allen, Aisha DeBerry, Matt Elder, Paul Epperson, Tina Fleming, Dr. Jeffree Fauntleroy, Marlene Fosque, Barry Henson, Victoria Huynh, Janice Jackson, Tracy Joseph, Monica Martinez, Maria Najlis, Brianna Paredes, Kim Phillips, Randy Redner, Michelle Vereen

Absent: Melanie Conner, Andy Harrell, Regina Miller, Babak Mostaghimi

Via Teleconference: Justin Wilson

1. Call to Order
2. Welcome/Announcements
3. Approval of Agenda
{Action: Approved; Motion: Joseph; Second: Henson; Vote: 16-0: Allen-Yes; DeBerry-Yes; Elder-Yes; Epperson-Yes; Fauntleroy-Yes; Fosque-Yes; Henson-Yes; Huynh-Yes; Jackson-Yes; Joseph-Yes; Martinez-Yes; Najlis-Yes; Paredes-Yes; Phillips-Yes; Redner-Yes; Vereen-Yes}
4. Approval of Minutes: August 15, 2024
{Action: Approved; Motion: Fauntleroy; Second: Fosque; Vote: 16-0: Allen-Yes; DeBerry-Yes; Elder-Yes; Epperson-Yes; Fauntleroy-Yes; Fosque-Yes; Henson-Yes; Huynh-Yes; Jackson-Yes; Joseph-Yes; Martinez-Yes; Najlis-Yes; Paredes-Yes; Phillips-Yes; Redner-Yes; Vereen-Yes}
5. Presentation by **Gwinnett County Transportation** – “Transit Plan and Services” – China Thomas and Natasha Tyler
6. Presentation by **Culturally Responsive Care Team** – Aisha DeBerry & Victoria Huynh
7. Comments from Audience
8. Adjournment
9. {Action: Approved; Motion: Allen; Second: Huynh Vote: 14-0: Allen-Yes; DeBerry-Yes; Elder-Yes; Epperson-Yes; Fauntleroy-Yes; Fosque-Yes; Henson-Yes; Huynh-Yes; Jackson-Yes; Joseph-Yes; Martinez-Yes; Najlis-Yes; Paredes-Yes;; Redner-Yes;}



Gwinnett Department of Transportation

Natasha Tyler and China Thomas





Gwinnett Transit Plan

Plan Goals

- Mobility for all
- Leverage technology
- Improve trip reliability



CITY OF SNELLVILLE



Microtransit

- The community's ride
- Quick trips
- Curb to curb
- Limited zones
- Smaller vehicles
- Algorithm for efficiency



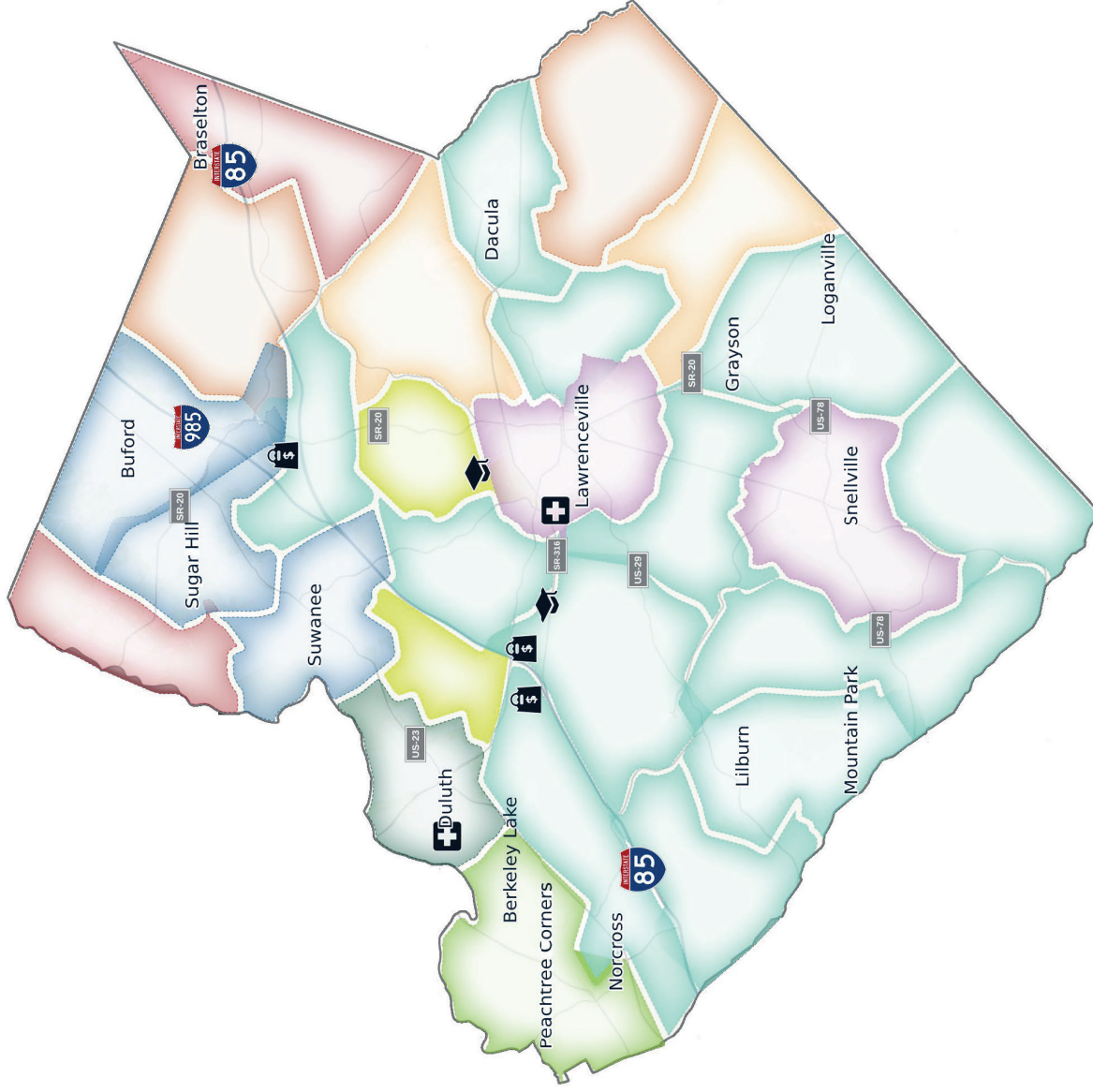
Gwinnett



Shared Ride

Zone Implementation

Shared Ride is an on-demand service — a flexible option for the entire County (a.k.a. microtransit). Riders can use an application to request their trip and pay for their fare. Shared Ride zones will serve the entire County by 2033.



County Ride Service

- Local fixed bus routes
 - Extended distance
- Enhanced through technology
 - Transit signal priority
- Increased frequency
- Bus stop amenities

Quick Ride Service

- Fixed bus routes
 - High-capacity
- Transit signal priority
- Queue jump lanes



Rapid Ride Service

- AKA Bus Rapid Transit (BRT)
- Articulated vehicles
- Dedicated lanes
- Transit signal priority



Airport Ride

- Gwinnett Park and Rides to Atlanta Hartsfield-Jackson International Airport
- Secure parking
- Access via Local, Quick, and Rapid Ride Services

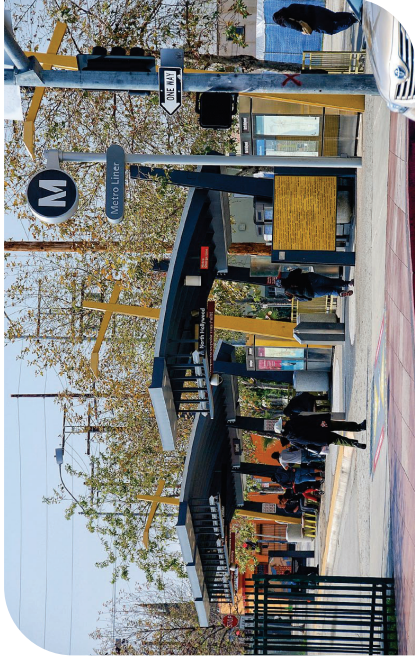


**Proposed
Service
Diagram**



Diagram not to scale.

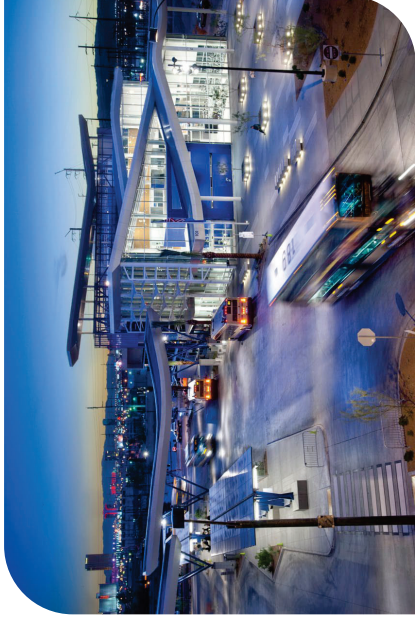
Transit Transfer Facilities



Example of a Small TTF



Example of a Medium TTF



Example of a Large TTF

Access to Health Care

- Hospitals
- Medical facilities
- Physician offices



Connections to Education

- Georgia Gwinnett College
- Gwinnett Technical College
- 28 public high schools



Pathways to Entertainment

- 50 public parks
- Downtown areas
- Local arts centers





Questions?



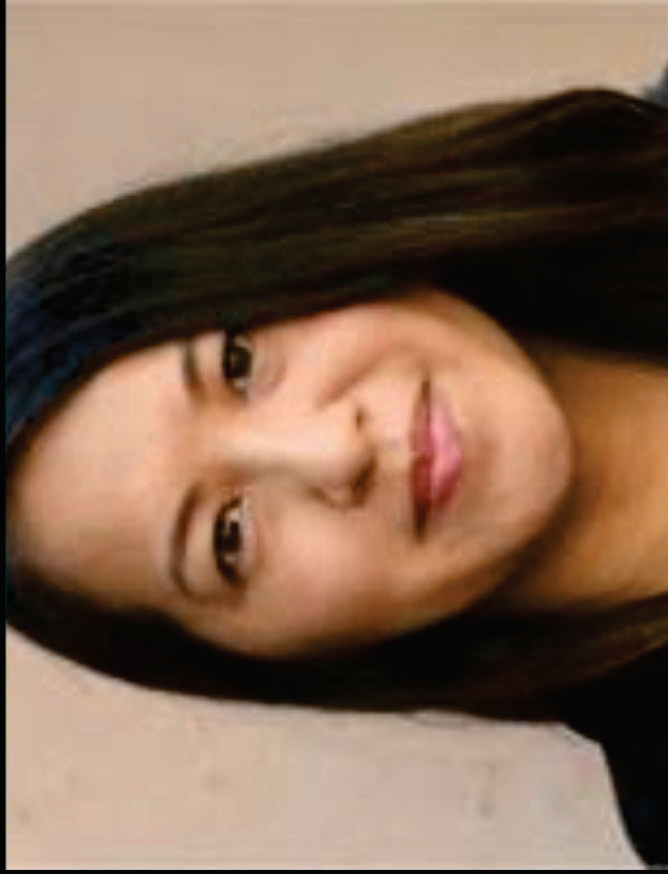
Visit [GwinnettCounty.com/YourRide](https://www.GwinnettCounty.com/YourRide)
or scan the QR code to learn more.



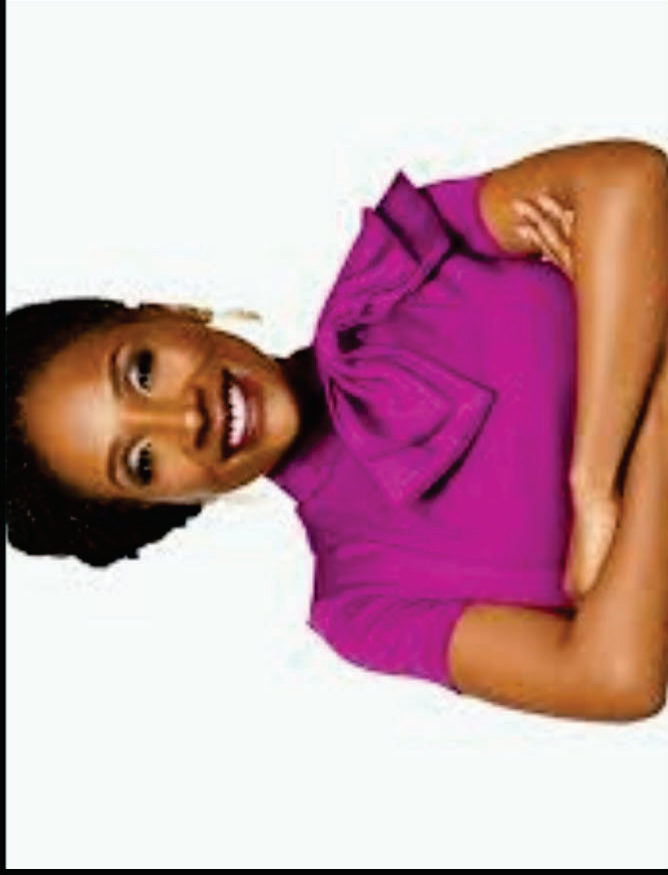
Embracing Cultural Responsiveness in Human Services

The Culturally Responsive Care Workgroup

Co-Chairs



Victoria Huynh
Georgia AAPI Hub



Aisha DeBerry
Gwinnett County Government

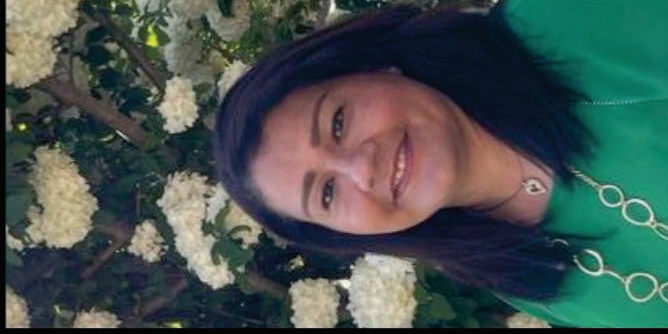
Team Members



Candy Isabel
Khamai Strategies



Katha Blackwell
PADV



Carmita Rivera
Gwinnett Clean & Beautiful



Larry Campbell
Corners Outreach



Amira Abdulhafid
GUIDE Inc.

Definition of Culturally Responsive Care



Recognize cultural diversity

Acknowledge and appreciate the diverse cultural backgrounds within the community that the services are provided to.



Integrate cultural understanding

Incorporate the unique cultural needs, preferences, and practices of the community into the design and delivery of services.



Improve service outcomes

Culturally responsive practices lead to better engagement, satisfaction, and overall outcomes for the individuals and communities receiving the services.



Enhance overall fulfillment

Culturally responsive care empowers individuals and communities, fostering a sense of belonging and positively impacting their overall well-being and fulfillment.

Culturally responsive care is essential for providing inclusive, effective, and meaningful services that cater to the diverse needs and cultural landscapes of the communities we serve.

Objectives for the Culturally Responsive Care Workgroup

- **Implement Comprehensive Cultural Humility Training**
Provide in-depth training to all staff on cultural humility, including understanding their own biases, recognizing power dynamics, and building skills to engage respectfully with diverse communities.
- **Improve Accessibility and Equity of Services (i.e. language accessibility)**
Conduct a comprehensive assessment of barriers to access and equity, and implement strategies to make services more inclusive, language-accessible, and tailored to the unique needs of underserved populations.
- **Integrate Cultural Responsiveness into Policy and Program Development**
Embed principles of cultural responsiveness into all organizational policies, procedures, and program design to ensure equitable and culturally-appropriate service delivery.
- **Establish Strong Community Partnerships**
Cultivate authentic, reciprocal partnerships with local community organizations, leaders, and members to build trust, gain insights, and collaborate on initiatives that address community-identified needs.
- **Ensure Equitable Data Disaggregation**
Collect, analyze, and utilize disaggregated data to identify disparities, monitor progress, and inform decision-making to advance equity and inclusion.

Narrowing Our Focus



Decision Sprint

We conducted a focused decision-making exercise to narrow down our priorities and areas of focus.



Prioritization

We evaluated and ranked different options to identify the most critical areas to address.



Alignment

The team came to a consensus on the key focus areas to drive our strategy forward.

The decision sprint helped us align on our priorities and set a clear direction for our next steps.

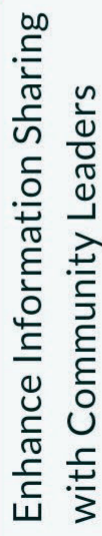
Objective 1: Establish Strong Partnerships




Increase Collaboration with Local Nonprofits



Expand Outreach to Culturally Diverse Organizations



Enhance Information Sharing
with Community Leaders



Develop Joint Programming for Underserved Populations

Objective 2: Improve Accessibility and Equity of Services

Reduce Language Barriers

Enhance Physical Accessibility

Address Cultural Sensitivity

Streamline Service Processes

ESTABLISH STRONG COMMUNITY PARTNERSHIPS

Monthly

Develop a communication strategy to regularly share updates and solicit feedback from community partners.

Bi-Annually

Growing the community advisory board to provide input on culturally responsive program design and implementation.

As Needed

Conduct needs assessments and focus groups with community members to better understand their unique cultural needs and preferences.

Quarterly

Host regular meetings with community organizations to discuss service delivery and identify areas for collaboration.

Annually

Collaborate with joint initiatives, such as cultural festivals or outreach events, to engage the community and promote mutual understanding.

