

2025-2027

Riverside Community Care

Leading the Way in Behavioral Healthcare & Human Services

Diversity and Inclusion (D&I) Strategic Plan

D&I GOALS 2025-2027

D&I STRATEGIC PLAN

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Introduction

At Riverside Community Care, diversity and inclusion (D&I) are fundamental to our mission of delivering compassionate and community-based behavioral healthcare and human services. Our D&I Strategic Plan aligns with the Riverside Strategic Plan FY'25-FY'27 and focuses on fostering an inclusive, equitable, and culturally competent organization.

This plan is designed to be concise, actionable, and aligned with our organizational priorities, emphasizing measurable goals and sustainable change.

D&I Strategic Goals

1. Leadership & Workforce Diversity

Alignment: Riverside Goal - Workplace Culture Goal: Support Riverside's efforts by working in partnership with the human resources team to build and sustain a diverse, equitable, and skilled applicant pool that reflects the communities we serve.

Key Actions:

- Strengthen inclusive hiring, retention, and leadership development practices.
- Implement training to enhance structured interview criteria and to prevent and mitigate bias.
- Ensure leadership accountability for D&I progress through demonstrated commitment and action.
- Establish and expand mentorship, sponsorship, and succession planning opportunities to support all talent development across the organization.

2. Inclusive & Equitable Workplace Culture

Alignment: Riverside Goal - Workplace Culture Goal: Partner with Riverside leadership to foster an environment where all employees feel valued, respected, and empowered.

Key Actions:

- Develop and deliver voluntary D&I training programs focused on but not limited to cultural competence, unconscious bias, and inclusive leadership.
- Ensure equitable access to professional development opportunities for all staff.
- Enhance meaningful engagement opportunities across the organization with a focus on fostering inclusion.

- Support and reinforce the "Hate Has No Home Here" (HHNHH) initiative to create a more respectful and inclusive workplace and effectively support employees who have been subjected to hateful behavior by individuals served, family members or other Riverside staff.

3. Collaboration for Culturally & Linguistically Appropriate Services (CLAS) in Client Care

Alignment: Riverside Goal - Service Delivery Goal: Partner with Riverside's division leaders to integrate CLAS standards and cultural responsiveness into client care.

Key Actions:

- Support leaders in embedding CLAS-aligned practices that improve service inclusivity.
- Continue to collaborate with Riverside teams to expand outreach efforts to underserved and marginalized communities.
- Assist in identifying and addressing language and cultural barriers in care delivery.
- Work with division leaders to strengthen partnerships with diverse community organizations to enhance culturally competent care.

4. Data-Informed Insights and Organizational Change

Alignment: Riverside Goal - Integration, Technology Goal: Use data to measure and support Riverside's D&I progress across the organization.

Key Actions:

- Develop D&I dashboards to track workforce diversity, engagement, and service impact.
- Conduct annual D&I assessments to measure progress and guide strategy refinement.
- Align D&I data collection with Riverside's broader strategic objectives.
- Ensure transparent reporting on D&I initiatives to foster leadership accountability.

5. Influencing Advocacy for Equitable Representation in Behavioral Health and Human Services

Alignment: Riverside Goal - Advocacy Goal: Support Riverside's advocacy efforts by ensuring diverse populations and marginalized communities are considered in policy and funding discussions.

Key Actions:

- Collaborate with Riverside’s advocates to integrate D&I considerations into policy initiatives internally and behavioral health and human services legislative considerations externally.
- Provide insights on the unique needs of diverse populations in behavioral health and human services.
- Ensure Riverside’s advocacy efforts reflect the perspectives and challenges of marginalized communities within health and human services.
- Promote equity in behavioral health and human services public policy by offering resources, research, and consultation to Riverside leadership on D&I impact areas.

6. Partnership for Supplier Diversity & Inclusive Economic Impact

Alignment: Riverside Goal - Fiscal Sustainability Goal: Partner with Riverside’s procurement and finance teams to ensure Riverside is complying with all payer required supplier diversity mandates.

Key Actions:

- Support Riverside leadership in developing a supplier diversity strategy in accordance with payer requirements.
- Assist in strengthening partnerships with minority-owned and women-owned businesses.
- Collaborate to implement measures for tracking compliance with supplier diversity requirements.

Conclusion

Riverside Community Care is committed to making diversity, equity, and inclusion an integral part of every aspect of our organization. This plan ensures that D&I is not only a stated value but a lived practice, reflected in our workforce, workplace culture, client services, and accountability structures.

Through intentional actions and measurable outcomes, we will continue to create a stronger, more inclusive Riverside Community Care—one where every member of our community feels seen, heard, and valued.