

CECLC plan of action and implementation strategy for 2014-2015

Action Plan: Present a collection of specific objectives, action steps, potential partners, and measures to address health and human services disparities and achieve equity in the state.

The Action Plan's main objectives include:

Objective 1: AWARENESS

- Increase awareness and promote the significance of health and human services disparities, and their impact on the state and local communities, and the actions necessary to improve health outcomes for Minnesota's cultural and ethnic populations.
- Increase public understanding of health disparities by developing partnerships, communication strategies, and new approaches to putting the issues prominently in the agency's organization agendas.

Objective 2: LEADERSHIP

- Diversify and broaden leadership for addressing health disparities and achieving equity at all levels.
- Use partnerships. This is critical to multiple and complex problems.
- Build the capacity to create community solutions, improve the coordination of funding, and set priorities.
- Identify best practices and work with the Minnesota Department of Human Services and the legislature to effectively invest in youth, preparing them to be future leaders.

Objective 3: COMMUNITY HEALTH AND HEALTH SYSTEM EXPERIENCE

- Improve access to quality care, including: children's services for mental health, oral health, vision, hearing, nutrition and physical activities and services to older adults.
- Address social determinants of health through work on issues and policies intended to create social, emotional, physical, and economic environments in which children can succeed.
- Improve health, health care and human services outcomes for cultural and ethnic communities and underserved populations and communities.

Objective 4: CULTURAL AND LINGUISTIC COMPETENCY

- Improve cultural and linguistic competency by integrating foreign-trained health care professionals into the health care system.
- Adopt the enhanced CLAS standards, Non-Discrimination: mandated by federal civil rights, moral imperative and practical necessity to achieve health equity.
- Identify best practices and work with the Minnesota Department of Human Services and the Legislature to improve diversity in the work force, increasing opportunities to recruit minorities into the health professions.
- Improve cultural competency by supporting competent interpreting and translation services and training more community health workers to serve as liaisons between patients and clinicians/health providers.

Objective 5: RESEARCH AND EVALUATION

- Improve coordination and use of research and evaluation outcomes.
- Educate the public about the collection of race, ethnicity and language data.
- Educate state agencies and DHS on the import of community-based participatory research methods in order to insert education as a mutual process and responsibility.
- Embrace mixed methods.
- Acquire and analyze data to enhance decisions through better research coordination, and promote translation of evidence-based research into practice.
- Review participants' complaints reported directly to DHS – have they been resolved? Is there a trend/pattern? Is there a need to address policies, procedures or clarify communication? etc.

(National Stakeholder Strategy for Achieving Health Equity; National Partnership for Action)

Cultural and Ethnic Communities Leadership Council (CECLC)

Core Agreements:

- **Everyone is heard:** practice active listening, build connections to others before and after meetings, and include opportunities for stakeholder input
- **All voices are honored:** practice compassion and withhold judgment
- **Have integrity:** practice honesty, put aside personal gain, prioritize attending meetings
- **Be transparent:** practice sharing information, describe your own experiences to give context, explain expectations for participation, share our work with others
- **Empower people:** practice speaking up courageously; reach out to other communities for input
- **Embrace tension:** practice addressing issues where there isn't clear agreement, spend time ensuring everyone feels safe to discuss their point of view

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Core Values

- **BE** consistent, proactive, and represent diverse communities
- **KNOW** that within communities there is a lot of diversity; that there is a big task ahead because we are talking about ambitious changes; all the facts that inform our work; and that there are good practices we can draw on
- **DO** reach out to a broader community to make sure they are represented and dig deep into the root issues and possible solutions