

RACISM IS

Board Resolution on Racial Equity

A Year in Review and Looking Ahead

HEALTH CRISIS



2020

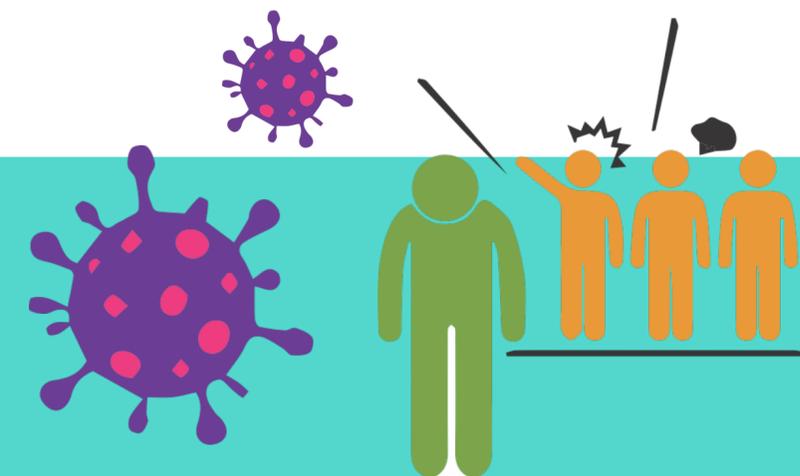
This report highlights our progression commitments outlined in our [Board Resolution](#) on Racial Equity. The resolution was adopted in June 2020, the year of the Double Pandemic – Racism and its impact on the health of communities of color and the COVID 19 pandemic -- which fully exposed the immense inequities that exists in our [society](#). The resolution re-affirmed our organizational commitment to our foundational duty as a community health center.

BOARD RESOLUTION

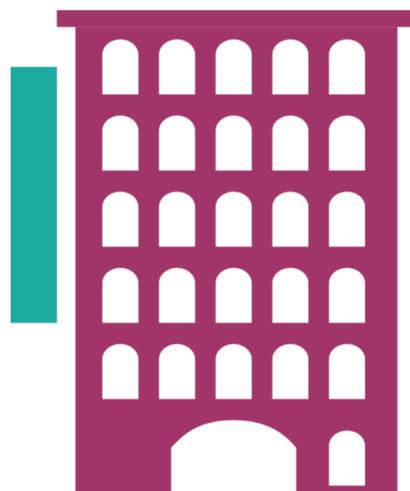
We, the Lowell Community Health Center Board of Directors, hereby recognize on this date, June 17, 2020, racism as a public health crisis here in our community of Greater Lowell.

It is hereby resolved that the Lowell Community Health Center is committed to combatting racism through:

- Data equity, transparency & accountability that expands our understanding of population health, inclusive of race, ethnicity and language.
- Cultural competency and anti-racism education and training.
- Equitable and inclusive funding, fundraising & purchasing decisions.
 - Diverse racial representation at all levels of Lowell CHC governance, leadership and workforce.
- Equitable organizational policies, procedures and practices.
 - Community and patient involvement in service and program design.
- Advocacy for policies that improve the health of racial and ethnic minorities.



DOUBLE PANDEMIC



Our work is rooted in the community [health center movement](#), begun over 50 years ago. Standing on that foundation, Lowell Community Health Center has been committed to assuring the equitable delivery of services since we were established in 1970. Early on, we adapted our practices to be [culturally and linguistically appropriate in pursuit of health equity for the Greater Lowell community](#). This work has long been embedded throughout the organization. Our work has been recognized by the federal Office of Minority Health as a best practice, [becoming a model](#) for the National Cultural Linguistic Services Standards in Health Care.

In 2016, youth in the community started calling on leaders and organizations to take actions towards Racial Justice. In 2018 at Lowell CHC's [Teen BLOCK](#) annual Dance 4 Peace event, youth responded with a public [Call to Action](#) for Racial Equity. This led to the creation of a new [RevoYOUTHtion](#) initiative focused on engaging our community in meaningful conversations on Racial Equity.

The combination of these efforts, combined with community momentum throughout the pandemic, brought the Health Center back to our Civil Rights roots, as we closely examined systems and organizational practices through a racial equity lens. We are redoubling our commitment to advancing racial equity while leveraging our extensive expertise in and commitment to cultural proficiency – a commitment reflected in our mission and our current Strategic Plan.

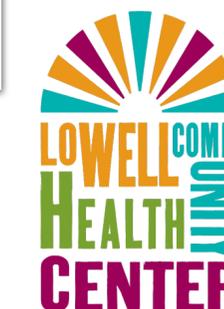
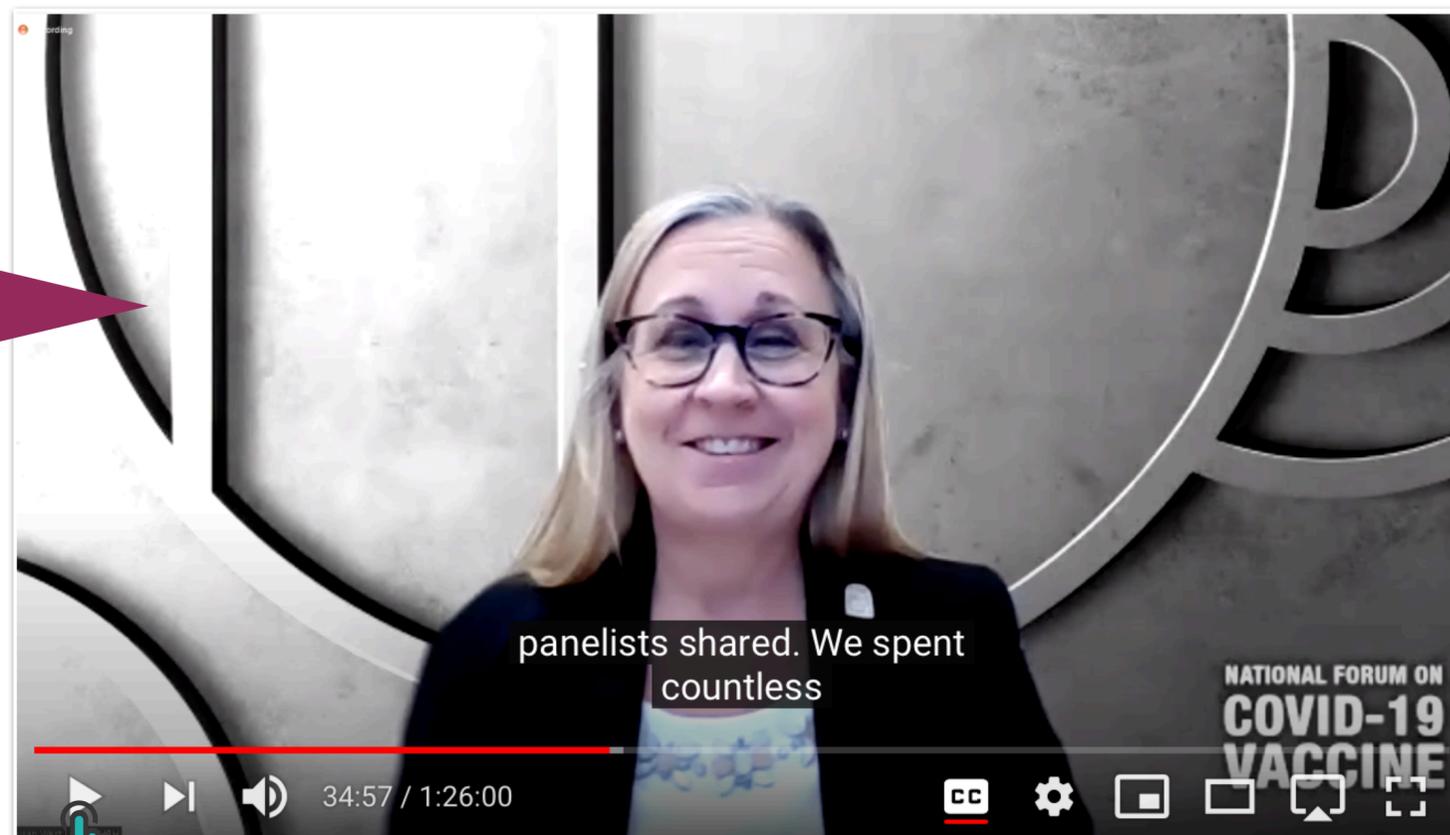


REMARKS BY SUSAN WEST LEVINE

Chief Executive Officer of Lowell Community Health Center

“Throughout this pandemic, we have found ourselves— time and time again — advocating for basic equitable access to testing, to vaccines, to care. We must seize this moment to advance racial equity and to permanently change systemic issues that arise.”

Sue Levine @ CDC COVID-19 Vaccine Forum 02/24/2021



Our Mission: Lowell Community Health Center’s mission is to provide caring, quality and *culturally competent health services* to the people of Greater Lowell, regardless of their financial status; to *reduce health disparities* and enhance the health of the Greater Lowell community; and to *empower each individual* to maximize their overall well being.



- Guiding Principles
- Culture of Health
- Equitable Opportunities
- Person Centered Care

Cultivating Health Strategic Plan



BOARD RESOLUTION

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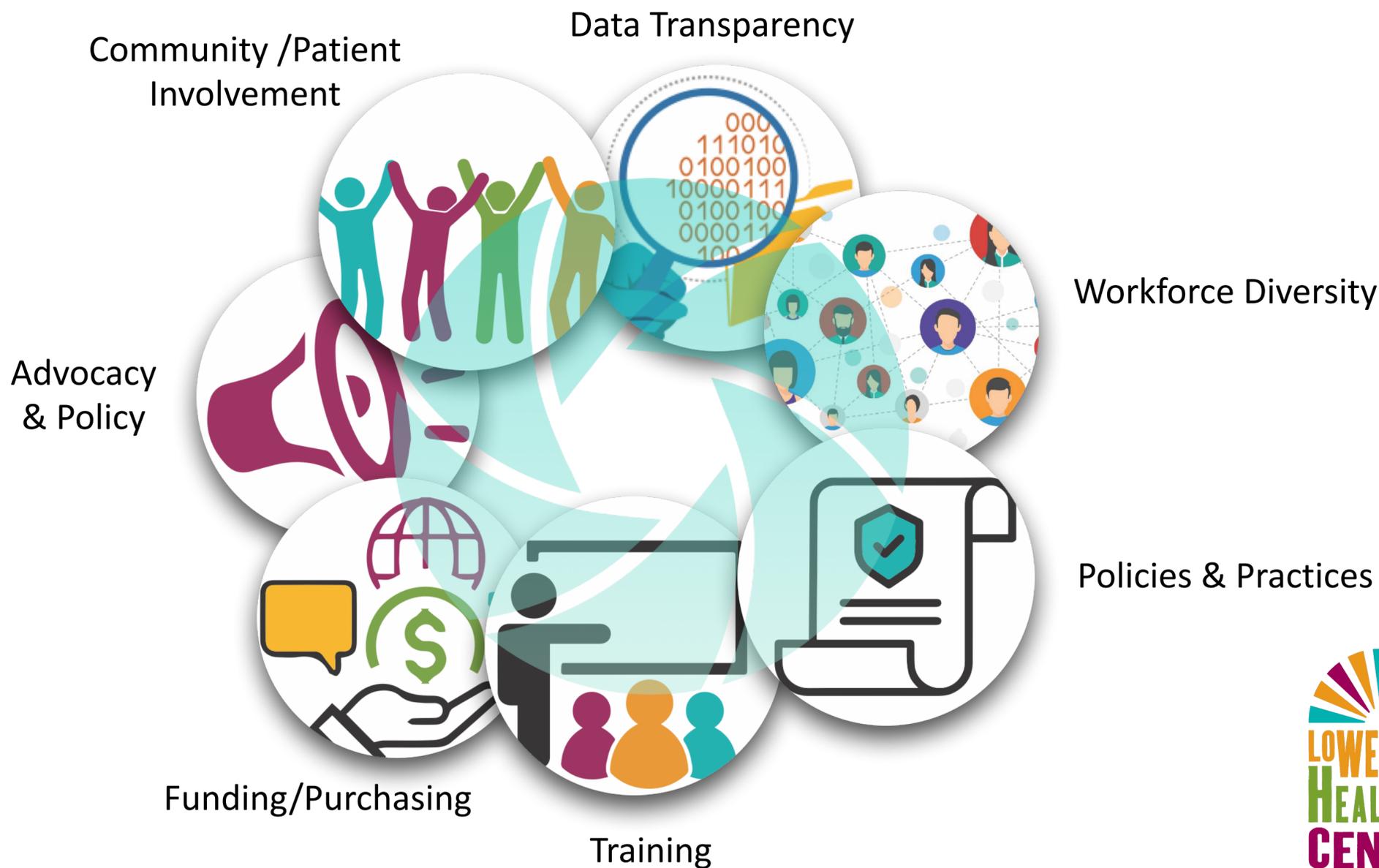
THE RESOLUTION'S 7 MAIN AREAS

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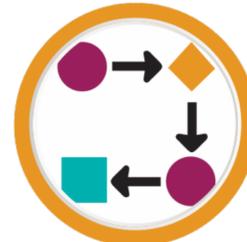
TIME LINE SINCE JUNE 2020

ADOPTATION OF BOARD RESOLUTION

INITIATION & IMPLEMENTATION OF SHORT-TERM STRATEGIES

IDENTIFICATION OF LONG-TERM INFRASTRUCTURE STRATEGIES

BUILDING INFRASTRUCTURE AND INCORPORATION INTO ORGANIZATIONAL STRATEGIC PLAN



2020

2020

2021

JUNE

JUNE/JULY

JULY

SEPTEMBER

OCTOBER & NOVEMBER

JANUARY

2020

2020

2020



STAFF AND LEADERSHIP FEEDBACK ON STRATEGIES

FORMATION OF EQUITY ADVISORY COMMITTEE

EQUITY ADVISORY COMMITTEE MEMBERSHIP LAUNCH



PROGRESS TO DATE

Community & Patient Involvement

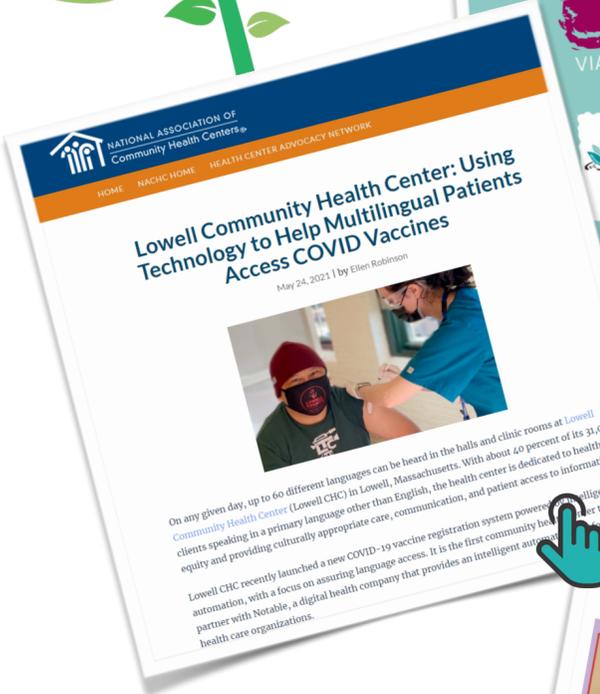
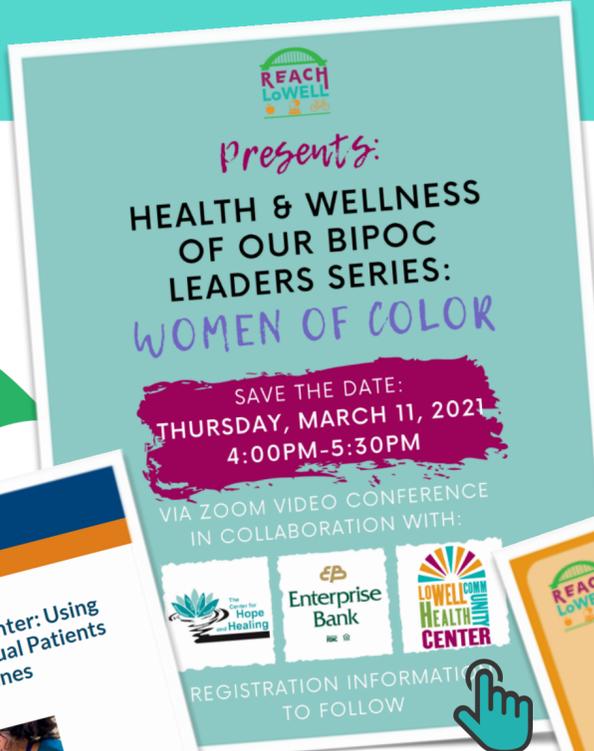
- Established Equitable COVID-19 Community Partners Vaccine Rollout initiative
- Instituted Lowell CHC Metta Health Center Community Advisory Council
- Launched Community-wide Health and Wellness of BIPOC Leaders Series
- Launched Health Connections Conversation Series
- Commitment to intentional recruitment of Board of Directors

Data Transparency

- Invested in and Implemented *Relevant information system* to provide ability to see organizational reports by race/ethnicity
- Published COVID-19 Vaccination Equity Report inclusive of race and ethnicity metrics
- Designed Organizational Dashboards featuring equity measures
- Launched *Notable* for innovative & equitable patient vaxdigital access

Policies & Practices

- Launched the employee Equity Advisory Committee
- Revised organizational *Policy on Policies* cementing Racial Equity Framework
- Created, published, and monitor Racial Equity Framework for policy revision
- Established Juneteenth as an observed organizational holiday
- Renamed Columbus Day holiday as Indigenous Peoples Day

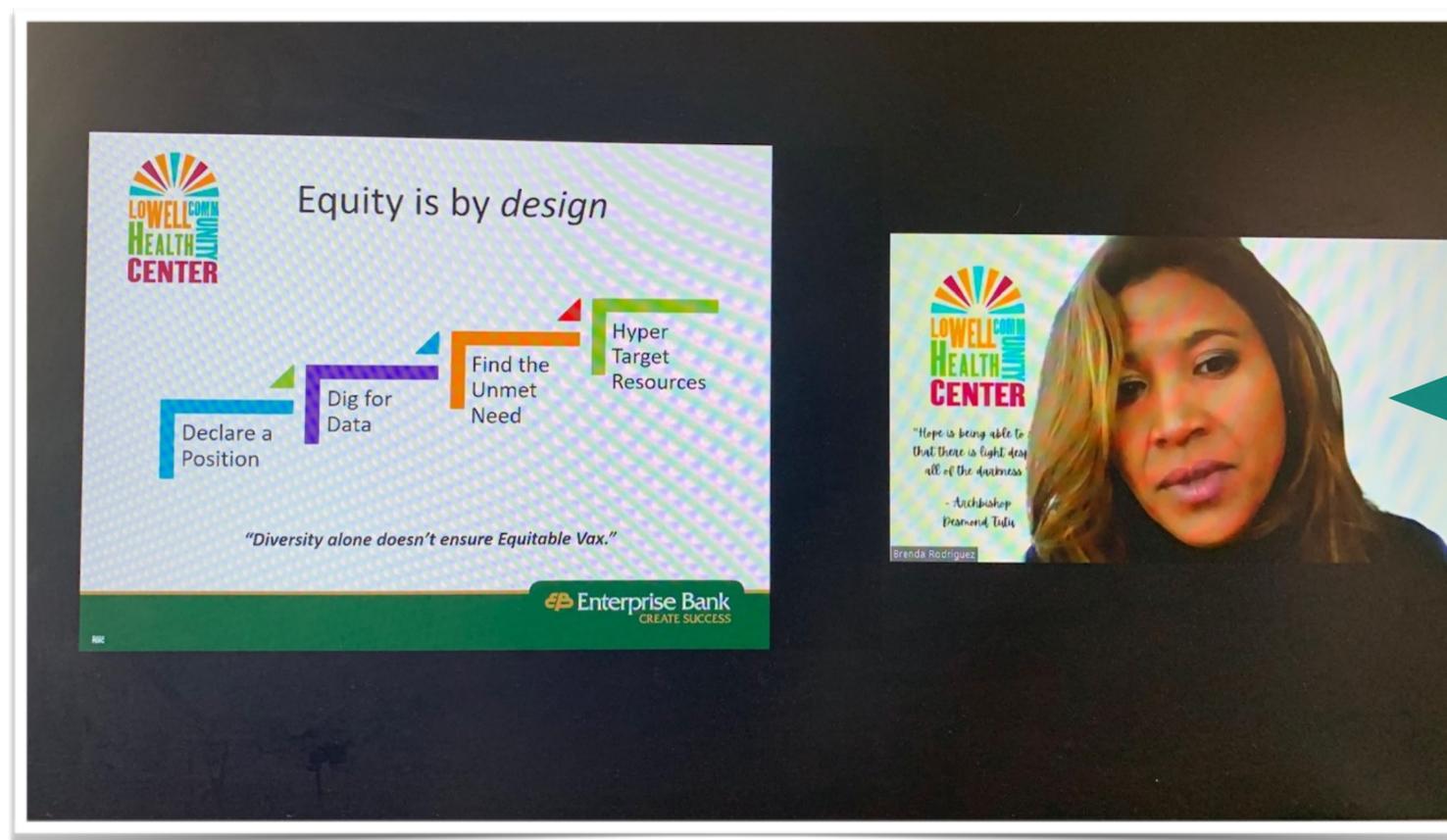


FOUNDATION SETTING



REMARKS BY BRENDA RODRIGUEZ

Chief Strategy and Financial Officer of Lowell CHC



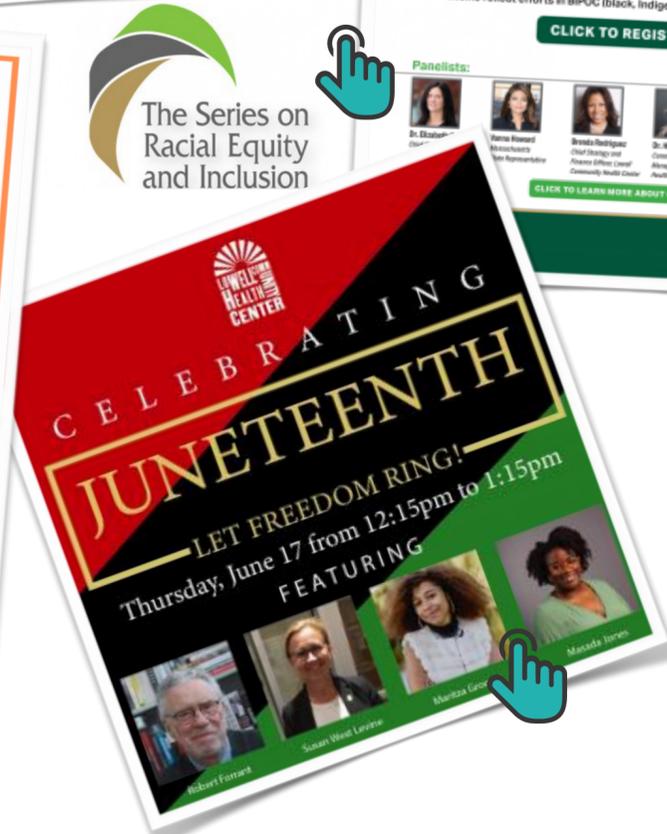
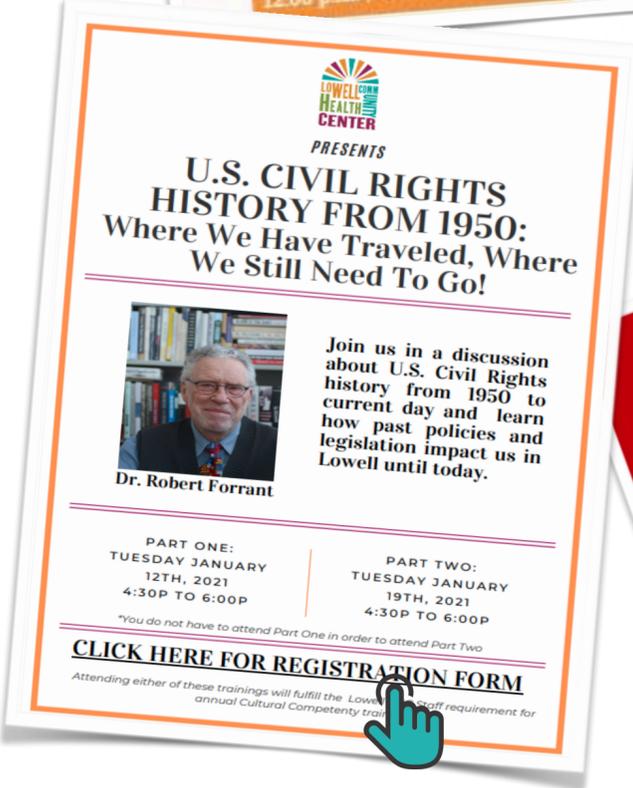
“Diversity alone doesn’t ensure equitable access to the vaccine.”

Brenda Rodriguez at Enterprise Bank’s Non-Profit Series, 05/05/2021

PROGRESS TO DATE

Funding & Purchasing	Training	Workforce Diversity	Advocacy & Policy
<ul style="list-style-type: none"> • Revised Procurement Policy to further promote supplier diversity practices and transparency • Focused fundraising on Language Access • American Rescue Plan Act of 2021 funds designated towards Diversity, Equity, and Inclusion efforts 	<ul style="list-style-type: none"> • Implementation of Racial Equity, Civil Rights History Training • Launch of mandatory on-line Annual Cultural Competency Trainings • Conducted Racial Equity Trainings • Engaged in multiple speaking engagements on the topic of Racial Equity & Public Health i.e. (CDC, Harvard University, Enterprise Bank, Greater Lowell Community Foundation) 	<ul style="list-style-type: none"> • Reported on racial breakdown of Lowell CHC board, leadership and staff • Further refined collection of race/ethnicity data in Human Resources systems • Engaged consulting firms for Pay Equity Audits 	<ul style="list-style-type: none"> • Declared Racism as a Public Health Crisis • Informed various non-profits and City of Lowell • Advocated for equitable access to COVID-19 information, testing, vaccination, treatment i.e. (state Joint Committee on COVID-19 & Emergency Preparedness) • Pursued funding for Center of Excellence via Congressional Directed Funding and State Legislation • Advocated for systemic changes and adoption of Racial Equity Frameworks in Policy Development i.e. (Joint Committee on Racial Equity, Civil Rights, and Inclusion.)

FOUNDATION SETTING



U.S. CIVIL RIGHTS HISTORY FROM 1950



PRESENTS

U.S. CIVIL RIGHTS HISTORY FROM 1950: Where We Have Traveled, Where We Still Need To Go!



Dr. Robert Farrant

Join us in a discussion about U.S. Civil Rights history from 1950 to current day and learn how past policies and legislation impact us in Lowell until today.

PART ONE: TUESDAY JANUARY 12TH, 2021 4:30P TO 6:00P	PART TWO: TUESDAY JANUARY 19TH, 2021 4:30P TO 6:00P
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*You do not have to attend Part One in order to attend Part Two

[CLICK HERE FOR REGISTRATION FORM](#)

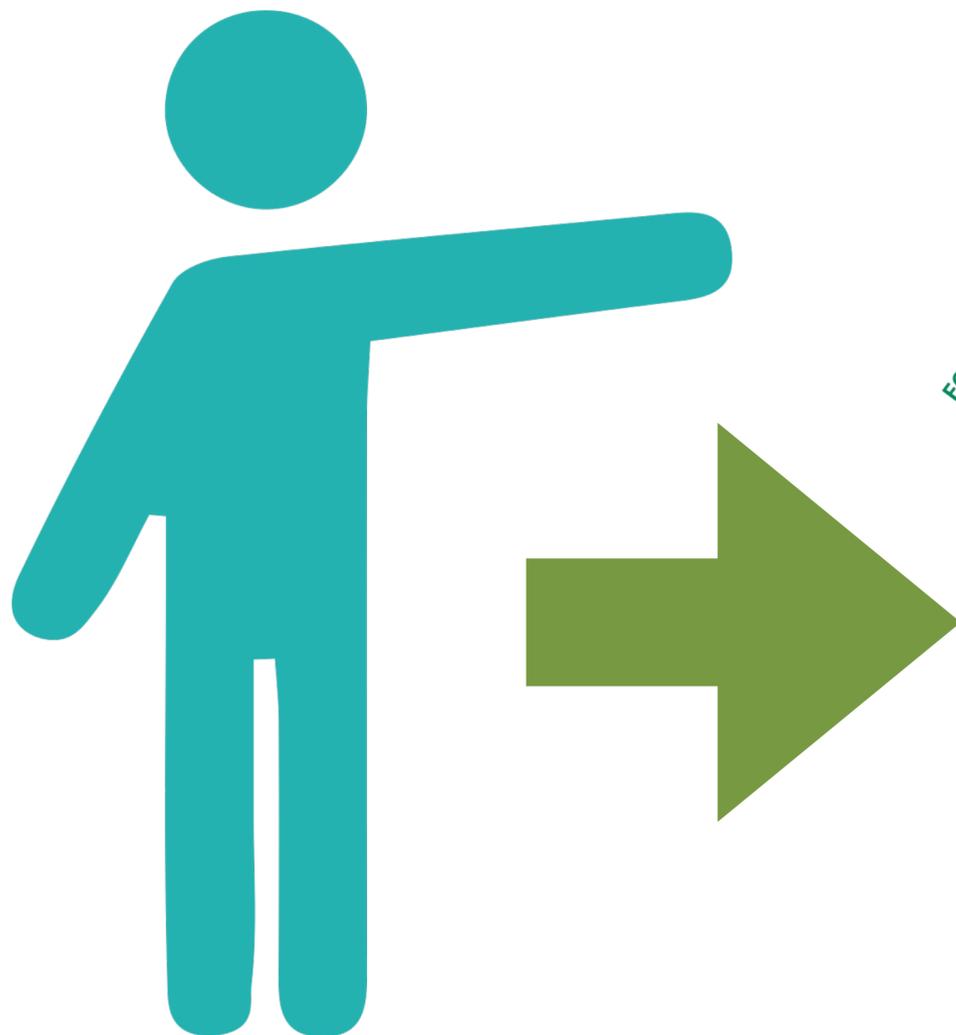
Attending either of these trainings will fulfill the Lowell CHC Staff requirement for annual Cultural Competency training

“After all the stress and anger of the events in the Capitol last week, listening to the history was sort of a release. You would think it would be more frustrating to hear that we are essentially repeating events and mistakes of the past, but instead it felt more validating and inspiring to keep pushing for change.

Knowledge is power!”
-Lowell CHC Employee



LOOKING AHEAD



Refine Care Delivery Model

- Codify care team ratios for telehealth and onsite care
- Launch provider-driven panel management practices
- Develop sustainable referral practice
- Launch community informed COVID-19 clinic(s)
- Redesign target services

Increase Joy & Satisfaction In The Workplace

- Establish key policies and initiatives that enhance remote work practices
- Launch and contemporize talent management practices
- Launch leader development program(s)
- Redesign Compensation & Benefits program

Expand Patient Access

- Stabilize Patient Access staffing
- Streamline patient touchpoints
- Double patient portal and utilization
- Add and enhance patient communication tools
- Develop... network

Advance Social Justice & Health Equity Practices

- Approve Board Resolution on Social Justice
- Launch Equity Advisory Committee
- Develop and Update policies that inform equity practices
- Establish equity-based reporting practices

Strategic Plan Growth and Intentional Focus



LOOKING AHEAD



Organizational Impact & Infrastructure

- Conduct Organizational (and focused) Assessments
Examples: Pay Equity, Leadership Development
- Launch Organizational Dashboards inclusive of Equity Reporting
- Establish robust Staff Annual Training and Diversity Equity Institute Enrichment Opportunities
- Implement Racial Equity Framework for policy review & development
- Innovative use of technologies for patients/employee
- Solidify and expand Equity Advisory Committee Membership and function

Community Impact & Infrastructure

- Formalize Center of Excellence to advance Racial (Health) Equity – workforce development, language access, innovation hub, & advocacy.
- Launch regular progress reports inclusive of racial equity metrics.



FOR MORE INFORMATION ON THIS REPORT

- American Journal of Public Health: Long-Term Development of a “Whole Community” Best Practice Model to Address Health Disparities in the Cambodian Refugee and Immigrant Community of Lowell, Massachusetts. Link: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2951967/>
- Associated Press Article – 23rd Annual Dance 4 Peace Set for Saturday - <https://apnews.com/article/ed75740da4ec44749d09746ab74e6ad3>
- Boston Globe Article: Is Racism is a Public Health Crisis? Lowell’s mostly white City Council says no - <https://www.bostonglobe.com/2020/07/20/metro/is-racism-public-health-crisis-lowells-mostly-white-city-council-says-no/>
- Continuum on Becoming an Anti-Racist Multicultural Organization: https://ncwwi.org/files/Cultural_Responsiveness_Disproportionality/Continuum_AntiRacist.pdf
- Lowell CHC Board Resolution on Racial Equity- <https://www.lowellchc.org/about-us/equity-inclusion>
- Lowell CHC using Technology to help multilingual... - <https://blog.nachc.org/lowell-community-health-center-using-technology-to-help-multilingual-patients-access-covid-vaccines/>
- Lowell CHC Cultivating Health Strategic Plan - https://www.lchealth.org/sites/default/files/StrategicPlan_CultivatingHealth_2021.pdf
- Lowell CHC’s COVID-19 Vaccine Equity Report - <https://www.lchealth.org/sites/default/files/LowellCHCCOVID-19VaccinationReport.pdf>
- Lowell CHC Teen BLOCK Overview - <https://www.lchealth.org/patients/our-services/adolescent-health-services/teen-block-youth-programs>
- Lowell Sun Article: Hey Kid! You’ve got the power! - <https://www.lowellsun.com/2019/02/04/hey-kid-youve-got-the-power/#ixzz5iombj47>
- National Association of Community Health Centers, About CHC’s - <https://www.nachc.org/about/about-our-health-centers/>
- Race Forward: The Center for Racial Justice Innovation, Racial Equity Impact Assessment https://www.raceforward.org/sites/default/files/RacialJusticeImpactAssessment_v5.pdf
- The Atlantic: Making our communities healthier – Community centered engagement and collaboration: <https://www.theatlantic.com/sponsored/athenahealth/population-healthier/598/>
- US Department of Health and Human Services, Office of Minority Health Report: Reflections on the CLAS Standards: Best Practices, Innovations and Horizons: <https://www.minorityhealth.hhs.gov/assets/pdf/checked/reflections.pdf>
- US Department of Health and Human Services, Office of Minority Health Report: Evaluation of the National CLAS Standards (Lowell CHC Case Study on Page 68): https://minorityhealth.hhs.gov/assets/PDF/Evaluation_of_the_Natn_CLAS_Standards_Toolkit_PR3599_final.508Compliant.pdf
- Video – Enterprise Bank: The Series on Racial Equity & Inclusion - <https://www.enterprisebanking.com/inclusion/racial-equity-series>
- Video – Greater Lowell Community Foundation’s Stronger Together | Sharing Stories of Community Strength- <https://www.youtube.com/watch?v=zE7KbQreuXQ>
- Video - Massachusetts Joint Committee on Racial Equity, Civil Rights hearing- <https://malegislature.gov/Events/Hearings/Detail/3778>
- Video – Lowell CHC’s Health and Wellness of our BIPOC Leaders Asian Community: <https://www.youtube.com/watch?v=8wekYe1P188>
- Video – Lowell CHC’s Health and Wellness of our BIPOC Leaders Women of Color: <https://www.youtube.com/watch?v=AivczV9Kju0>
- Video – Lowell CHC Celebrates Juneteenth: <https://www.youtube.com/watch?v=IZ2aPxDo4kc>

For More information about this report, please contact Sheila Och, Lowell Community Health Center, Chief Public Policy and Equity Officer at SheilaOch@lchealth.org.

