An Implementation Checklist for the National CLAS Standards

with a CLAS Action Worksheet and CLAS Testimonials
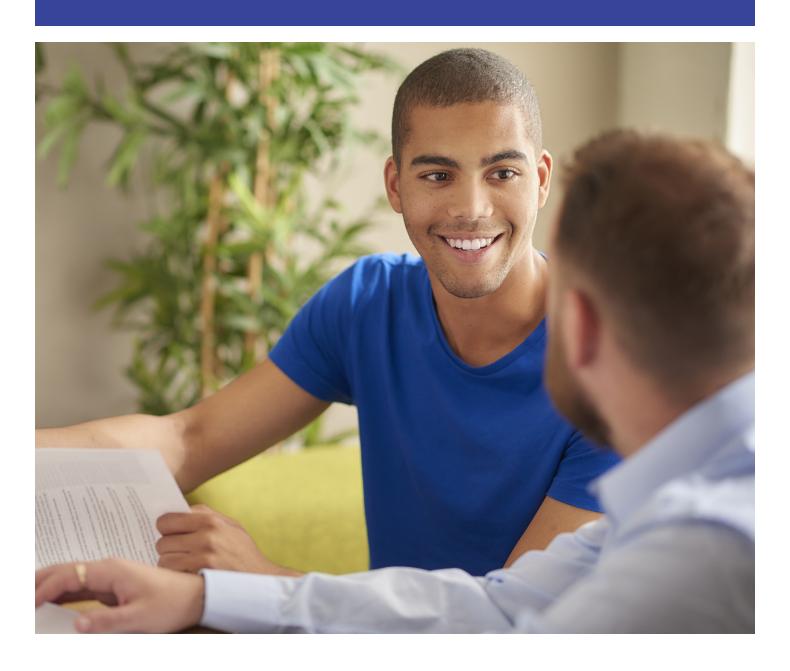
OMH

U.S. Department of Health and Human Services Office of Minority Health

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Introduction

Culturally and linguistically appropriate services (CLAS) are increasingly recognized as effective in improving quality of care because they help organizations address the cultural and communication barriers that many individuals face when seeking services. In 2015, the Office of Minority Health at the U.S. Department of Health and Human Services (HHS) conducted a study to better understand how organizations use the National Standards for Culturally and Linguistically Services in Health and Health Care (the National CLAS Standards).

In this document, you will learn what we learned. The checklist of implementation practices lists successful CLAS-related organizational activities we observed across the organizations we studied. We provide a CLAS action worksheet for you to plan CLAS activities at your office or organization or other type of health care services. At the end of this document, testimonials from those who participated in our 2015 study are included, to give you a snapshot at how and why to implement the National CLAS Standards.

Background

What is CLAS?

CLAS stands for culturally and linguistically appropriate services. CLAS is **services that are respectful of and responsive to each person's culture and communication needs**.

CLAS helps your organization take into account cultural health beliefs, preferred languages, health literacy levels, and communication needs.

What are the National CLAS Standards?

The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (the National CLAS Standards) gives health organizations **15 action steps for providing CLAS**. The National CLAS Standards and information to help you put them into practice may be found at www.ThinkCulturalHealth.hhs.gov.

The Principal Standard (No. 1) calls on organizations to "provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs."

The remaining standards are divided into three themes:

1. Governance, Leadership, and Workforce (Standards 2-4);

2. Communication and Language Assistance (Standards 5-8); and

3. Engagement, Continuous Improvement, and Accountability (Standards 9-15).

The National CLAS Standards can be applied to a wide array of professions and sectors, including medical care, behavioral health, public health, social work, community health, emergency health, and more.

The HHS Office of Minority Health developed the Standards to advance health equity, improve quality of services, and help eliminate disparities. The Standards were first published in 2000 and updated in 2013.

The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care: A Blueprint for Advancing and Sustaining CLAS Policy and Practice, commonly referred to as The Blueprint, provides an in-depth explanation of, and implementation strategies for, each of the National CLAS Standards. There is no single correct way to implement the National CLAS Standards. Your organization may decide to implement some but not all of them, or your organization may wish to implement some sooner than others. After deciding which standards to implement, you can refer to The Blueprint for ideas to get started.

Getting Started

Who is filling this out?

Name

Role or Title

Department or Division

Organization

How to use the implementation checklist

The checklist is divided into practices that relate to each Theme and Standard of the National CLAS Standards. We suggest that you review the checklist and, for each practice, select whether your organization is currently implementing it, planning to implement it, or not planning to implement it at this time.

Each practice is numbered according to the Theme and Standard it corresponds to. For example, 1.2 corresponds to Theme 1, Standard 2. You may find that some practices are not feasible for or relevant to your organization right now, or you may be unsure whether your organization is implementing a certain practice. That's okay. This checklist is simply meant to guide your and your organization's efforts to better provide CLAS.

As you go through the checklist, you may find it helpful to refer to The Blueprint, although it is not necessary to do so to fill out the checklist.

Select your organization's stage of implementation for each practice		Currently implementing	Planning to implement	Not planning to implement at this time
1.2a	**Identify and designate a CLAS champion or champions**, who are supported by the organization's leadership, and whose specific responsibilities include (at a minimum) continuous learning about, promoting, and identifying and sharing educational resources about CLAS and the National CLAS Standards throughout the organization.	✔	☐	☐
1.2b	**Create and implement a formal CLAS implementation plan** that is (at a minimum) endorsed and supported by the organization's leadership, that describes how each Standard is understood, how each Standard will be implemented and assessed, and who in the organization is responsible for overseeing implementation.	☐	☐	☐

Theme 1: Governance, Leadership, and Workforce

Select your organization's stage of implemention for each practice	Currently implementing	Planning to implement	Not planning to implement at this time
1.2a **Identify and designate a CLAS champion or champions**, who are supported by the organization's leadership, and whose specific responsibilities include (at a minimum) continuous learning about, promoting, and identifying and sharing educational resources about CLAS and the National CLAS Standards throughout the organization.	☐	☐	☐
1.2b **Create and implement a formal CLAS implementation plan** that is (at a minimum) endorsed and supported by the organization's leadership, that describes how each Standard is understood, how each Standard will be implemented and assessed, and who in the organization is responsible for overseeing implementation.	☐	☐	☐
1.3a **Target recruitment efforts to the populations served to increase the recruitment of culturally and linguistically diverse individuals**, through actions such as: posting job descriptions in multiple languages in local community media, holding job fairs in the community(ies) served, and/or working with leaders of local community institutions to create mentorship and training programs targeting populations served.	☐	☐	☐
1.3b **Create internal organizational mentorship programs**, specifically targeting culturally and linguistically diverse individuals, that provide information about and support for additional training opportunities, and that links individuals in junior positions with individuals in senior positions to receive career guidance and advice.	☐	☐	☐
1.4a **Deliver or make freely available continuous CLAS-related training and technical assistance** to leadership and all staff.	☐	☐	☐
1.4b **Create and disseminate new resources about CLAS within the organization using widely accessible platforms** (e.g., employee-dedicated webpages, employee Intranet, employee break room).	☐	☐	☐
1.4c **Incorporate assessment of CLAS competencies** (e.g., bilingual communication, cross-cultural communication, cultural and linguistic knowledge) on an ongoing basis into staff performance ratings.	☐	☐	☐

Checklist of National CLAS Standards Implementation Practices
Theme 2: Communication and Language Assistance

Select your organization's stage of implemention for each practice	Currently implementing	Planning to implement	Not planning to implement at this time
2.5a **Complete an organizational assessment specific to language assistance services** to describe existing language assistance services and to determine how they can be more effective and efficient.	☐	☐	☐
2.5b **Standardize procedures for staff members and train staff in those procedures.** It may be appropriate to provide staff with a script to ensure that they inform individuals of the availability of language assistance and to inquire whether they will need to utilize any of the available services.	☐	☐	☐
2.6 **Provide individuals with notification that describes what communication and language assistance is available, in what languages the assistance is available, and to whom they are available.** Notification should clearly state that communication and language assistance is provided by the organization free of charge to individuals.	☐	☐	☐
2.7a **Require that all individuals serving as interpreters complete certification** or other formal assessments of linguistic and health care terminology skills to demonstrate competency.	☐	☐	☐
2.7b **Provide financial and/or human resource (e.g., time off) incentives to staff who complete interpreter training and meet assessment criteria**, to build organizational capacity to provide competent language assistance.	☐	☐	☐
2.8 **Formalize processes for translating materials into languages other than English and for evaluating the quality of these translations.** This may include testing materials with target audiences.	☐	☐	☐

Theme 3: Engagement, Continuous Improvement, and Accountability

Select your organization's stage of implemention for each practice	Currently implementing	Planning to implement	Not planning to implement at this time
3.9 **Incorporate CLAS into mission, vision, and/or strategic plans** by determining how organization acknowledges and addresses concepts such as diversity, equity, inclusion, and practices such as asking individuals about preferences for care/services.	☐	☐	☐
3.10a **Tailor existing evaluation efforts to include measures of CLAS implementation** (e.g., patient/client satisfaction measures can include questions about CLAS; outcome data can be stratified by REAL data to determine demographic differences).	☐	☐	☐
3.10b **Complete a CLAS-related organizational assessment** of the cultural and linguistic needs of populations served and of organizational resources to address these needs.	☐	☐	☐
3.11a **Collect race, ethnicity, and language (REAL) data (at a minimum) from all individuals receiving services**, either by tailoring existing data collection approaches or creating a new data collection process.	☐	☐	☐
3.11b **Use REAL data** to identify needs, describe current care and service provision trends, and improve care and service provision.	☐	☐	☐
3.12 **Collaborate with stakeholders and community members in community health needs assessment data collection, analysis, and reporting efforts** to increase data reliability and validity.	☐	☐	☐
3.13 **Include community members in the process of planning programs and developing policies to ensure cultural and linguistic appropriateness** by convening town hall meetings, conducting focus groups, and/or creating community advisory groups.	☐	☐	☐
3.14 **Consider using staff as cultural brokers** to help improve feedback mechanisms, conflict resolution process, and communication with culturally and linguistically diverse individuals.	☐	☐	☐
3.15 **Partner with community organizations** to lead discussions about the services provided and progress made and to create advisory boards on issues affecting diverse populations and how best to serve and reach them.	☐	☐	☐

Your CLAS Action Worksheet

Review the practices you checked as "planning to implement." We suggest choosing three practices that your organization or department will focus on implementing next. Write these three practices down, along with timeframes for their implementation.

How will you help your organization implement these National CLAS Standards? Write down a few concrete action steps. Consider your objectives, challenges, and staff and resources that can support you.

Congratulations! You now have a CLAS implementation action plan!