

Statewide Children’s Wraparound Project Cultural Competency subcommittee

APPENDIX 1

- **Standard 1**
Organizations/agencies will ensure that children, youth and families, receive from all staff member’s effective, understandable, and respectful care that is provided in a manner compatible with their cultural beliefs, practices, and preferred language
- **Standard 2**
Organizations/agencies will implement strategies to recruit, retain, develop and promote at all levels of the organization a diverse staff and leadership that are representative of the demographic characteristics of the service area and population
- **Standard 3**
Organizations/agencies will ensure that staffs at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery
- **Standard 4**
Organizations/agencies will offer and provide language assistance services, including bilingual staff and interpreter services, and alternative formats at no cost to each individual and family with limited English proficiency, including hearing impairment at all points of contact, in a timely manner during all hours of operation. Family and friends should not be used to provide interpretation services ”except on request by patient or consumer”
- **Standard 5**
Organizations/agencies must post and provide individuals and families in their preferred language both verbal offers and written notices informing them of their right to receive language assistance service
- **Standard 6**
Organizations/agencies will make available easily understood individual and family related materials and post signage in the languages (including Braille) of the commonly served groups and/or groups represented in the service area

- **Standard 7**
Organizations/agencies will utilize a needs assessment and integrate the practice of cultural competence in the agencies written strategic plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms reflecting culturally and linguistically appropriate services
- **Standard 8**
Organizations/agencies will provide human and financial resources and supports to achieve culturally effective practices as identified in the strategic plan.
- **Standard 9**
Organizations/agencies will conduct initial and ongoing organizational self-assessments of CLAS-related activities and integrate cultural and linguistic competence-related measures into their internal audits, performance improvement programs, individual and family satisfaction assessments, and outcomes-based evaluations
- **Standard 10**
Organizations/agencies will ensure that data on the individual and families' gender specific, race, ethnicity, and primary language are collected in records, integrated into the organization's management information systems, and periodically updated
- **Standard 11**
Organizations/agencies will maintain a current demographic, cultural, and gender specific epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area
- **Standard 12**
Organizations/agencies will develop participatory, collaborative partnerships with communities and utilize a variety of formal and informal mechanisms to facilitate community and patient/consumer involvement in designing and implementing CLAS-related activities
- **Standard 13**
Organizations/agencies will ensure that conflict and grievance resolution processes are culturally and linguistically sensitive to the individuals and families and capable of identifying, preventing, and resolving conflicts or complaints by individuals and families with out fear of reprisal. This includes accepting anonymous grievances.

- **Standard 14**
Organizations/agencies will regularly make available public information about their progress and successful innovations in implementing the standards and will inform staff and the public about the availability of this information.