

CLAS

Culturally and Linguistically Appropriate Services



Oregon
Health
Authority

PUBLIC HEALTH DIVISION
Maternal and Child Health

What is CLAS?

- **CLAS:** Culturally and linguistically appropriate services
- **CLAS** is a way to improve the quality of services provided to all individuals, which will ultimately help **reduce health disparities** and achieve **health equity**.
 - Respect and responsiveness
 - Understanding the whole individual and respond to individual needs

Health Equity



- **Health equity** occurs when everyone has the ability to achieve the highest level of health possible, regardless of who you are, how much money you have, or where you live.

Title V and CLAS

Title V goal:

Improving culturally and linguistically services is an important way to address health disparities.

Race/ethnicity is a leading determinant of health outcomes, and improving CLAS among MCH populations will lead to better health for families.

State performance measure:

A. Percentage of children age 0 - 17 years who have a healthcare provider who is sensitive to their family's values and customs;

B. Percentage of new mothers who have ever experienced discrimination while getting any type of health or medical care

Strategies 2018

1. Provide effective, equitable, understandable and culturally responsive services
2. Develop and improve organizational policy, practices, and leadership to promote CLAS and health equity and infuse them throughout all planning and operations
3. Conduct ongoing assessments of the organizations' CLAS related activities and integrate CLAS related measures into CQI activities

Strategy 1

Provide effective, equitable, understandable and culturally responsive services

- **Sample Activities**

- Community health workers
- Traditional cultural practices
- Language assistance services

- **Sample Measures**

- Number of culturally responsive practices/policies implemented
- Number of clients served by culturally responsive services



Strategy 1

Examples

- **Examples:**
 - Multnomah county uses Title V funds to plan/implement a CHW program for immigrants/refugees
 - Warm Springs Tribe uses Title V funds for the traditional native practice of baby boards/cradle boards.



Strategy 2

Develop and improve organizational policy, practices, and leadership to promote CLAS and health equity and infuse them throughout all planning and operations

- **Sample Activities**

- Cultural responsiveness trainings
- Workforce diversity
- Continuing education credits

- **Sample Measures:**

- Number of culturally responsive practices/policies developed and promoted
- Number of providers or staff trained in cultural responsiveness

- **Example:**

- The State Title V program is currently working on developing hiring and training procedures to increase diversity and cultural responsiveness of our workforce.

Strategy 3

Conduct ongoing assessments of the organizations' CLAS related activities and integrate CLAS related measures into CQI activities

- **Sample Activities**

- Organizational assessment for equity
- Recruitment/hiring policies
- Conflict/grievance policies that are culturally and linguistically responsive

- **Sample Measures:**

- Number of assessments conducted
- Number of policy/practice changes implemented based on assessments

Strategy 3

Conduct ongoing assessments of the organizations' CLAS related activities and integrate CLAS related measures into CQI activities

- **Examples**

- Polk County is preparing staff for an organizational assessment for equity
- The State Title V program went through an assessment for racial equity, and is currently implementing and action plan based on the results



Discussion

- Why did you choose this breakout session?
- What CLAS related work is your agency currently doing?
- What ideas are you considering?
- What are some challenges you/your agency may face in doing this work?
- How can the state program help you implement CLAS strategies in your agency?