

Oregon MCH Title V Priority Area: Culturally and Linguistically Appropriate Services (CLAS)

Inputs	Strategies	Sample Activities	Outputs (Process Measures)	Short term outcomes	Intermediate Outcomes
<p>Staffing & expertise</p> <ul style="list-style-type: none"> • Programs • Health Equity Workgroup • Community Health Workers <p>Funding / resources</p> <ul style="list-style-type: none"> • Title V • Other <p>Partnerships within agency</p> <ul style="list-style-type: none"> • Office of Equity and Inclusion • AGRH Health Equity Group • PHD Health Equity Workgroup <p>Community partnerships</p> <ul style="list-style-type: none"> • Regional Health Equity Coalitions • Coalition of Communities of Color 	<p>1. Provide effective, equitable, understandable, and culturally responsive services</p> <p>2. Develop and improve organizational policy, practices, and leadership to promote CLAS and health equity and infuse them throughout all planning and operations</p>	<ul style="list-style-type: none"> - Develop and implement community health worker model to provide culturally responsive services to diverse communities - Include traditional cultural practices in community engagement, program development and service provision. - Inform all individuals of availability of language assistance services clearly and in their preferred language - Require mandatory cultural competence trainings (annual) - Adopt recruitment and hiring policies that promote staff diversity - Require/support continuing education and language training for staff - Require diversity training as part of new employee orientation - Continuing education credits for cultural competency training - Diversity training as part of new employee orientation - Continuing education credits for cultural competency training - Hiring staff who represent the diversity of the community. - Designate funds for diverse hiring policies. - Assign a staff member to oversee diverse recruiting - Training staff to develop cultural agility. - Flexibility around cultural holidays or important community events - Offer incentives and advancement opportunities to diverse staff 	<p>1.1 Number of culturally responsive practices or policies implemented</p> <p>1.2 Number of clients served by culturally responsive services</p> <p>2.1 Number of culturally responsive practices or policies developed and promoted</p> <p>2.2 Number of providers or staff trained in cultural responsiveness</p>	<ul style="list-style-type: none"> - Increased availability of culturally and linguistically responsive services and programs for individuals and communities to access - Increase in traditional cultural practices being included in maternal and child health programs - Increased comprehensive understanding of cultural responsiveness by maternal and child health staff and providers - Increased understanding of community and agency needs related to culturally and linguistically responsive services 	<p>Intermediate Outcomes</p> <ul style="list-style-type: none"> - State Performance Measure 3A: Percent of children age 0 - 17 years who have a healthcare provider who is sensitive to their family's values and customs - State Performance Measure 3B: Percent of new mothers who have ever experienced discrimination while getting any type of health or medical care - Improved experience of maternal and child health and other health systems by historically underserved/unserved communities <p>Long term outcomes</p> <ul style="list-style-type: none"> - Elimination of maternal and child health disparities - Improved health of women, children and families in Oregon

<p>Data</p> <ul style="list-style-type: none"> • State and national performance measures • Organization assessment data <p>Evidence base / best practice</p> <ul style="list-style-type: none"> • Think Cultural Health (HHS) • National CLAS standards 	<p>3. Conduct ongoing assessments of the organizations' CLAS related activities and integrate CLAS related measures into CQI activities</p>	<ul style="list-style-type: none"> - Conduct initial organizational assessment for equity to identify agency strengths and barriers to equity - Recruitment and hiring policies that promote staff diversity - Non-discrimination policies that prohibit discrimination based on race, ethnicity, language spoken and personal characteristics - Create conflict- and grievance-resolution processes that are culturally and linguistically appropriate to identify, prevent and resolve conflicts or complaints. 	<p>3.1 Number of assessments conducted to examine CLAS related activities</p> <p>3.2 Number of policy or practice changes implemented based on assessments of CLAS activities</p>	
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