National Standards for Culturally and Linguistically Appropriate Services (CLAS)

There are health inequities which result in gaps that affect the quality of life for all. Health inequities affect our:

- Neighborhoods
- Communities
- The public as a whole

People in the United States from many cultures will not reach their top level of health because of:

- where they are Born
- where they are Raised
- where they Live
- where they Work
- their Age
- their Income

By practicing CLAS in healthcare this will improve:

- Quality
- Remove health care gaps
- Advance health equity

Following of these will help advance health and health care in the United States.

An Oregon Benefit Company

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The CLAS standards are:

1. Commit to high quality language support.

2. Promote CLAS with policy, practices, and resources.

3. Recruit leaders and staff carefully.

4. Train leaders and staff on CLAS.

5. Offer language support to users.

6. Tell those you serve that language aid is offered.

7. Make sure staff have skills in providing language support.

8. Provide materials for those that you serve in the language they use.

9. Form goals in your work around the needs of those you serve.

10. Assess progress of the goals you have set.

11. Collect data about who you are serving.

12. Find out community needs.

13. Bring in the people that you serve to help you serve them.

14. Solve barriers to the community's needs.

15. Share growth with the community.

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