

# Culturally and Linguistically Appropriate Services Standards

In 2016, Siskiyou County adopted the Culturally and Linguistically Appropriate Services Standards (CLAS) of care and trained all staff to these Standards. The CLAS Standards are intended to advance health equity, improve quality of care, and eliminate health care disparities by establishing a blueprint for health and healthcare organizations.

## Principal Standard

### **CLAS Standard 1:**

*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.*

## Governance, Leadership, and Workforce

### **CLAS Standard 2:**

*Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.*

### **CLAS Standard 3:**

*Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.*

### **CLAS Standard 4:**

*Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.*

## Communication and Language Assistance

### **CLAS Standard 5:**

*Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.*

### **CLAS Standard 6:**

*Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally, and in writing.*

### **CLAS Standard 7:**

*Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.*

### **CLAS Standard 8:**

*Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.*

## **Engagement, Continuous Improvement, and Accountability**

### **CLAS Standard 9:**

*Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organizations' planning and operations.*

### **CLAS Standard 10:**

*Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into assessment measurement and continuous quality improvement activities.*

### **CLAS Standard 11:**

*Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.*

### **CLAS Standard 12:**

*Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the services area.*

### **CLAS Standard 13:**

*Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.*

### **CLAS Standard 14:**

*Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.*

### **CLAS Standard 15:**

*Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.*