



Project Update: Implementing National CLAS Standards in Washington State May 13, 2015

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Implementing National CLAS Standards in Washington State

A two-year grant awarded by the Office of
Minority Health to:

- ▶ Increase development, adoption, and implementation of CLAS policies among government agencies and other organizations.
- ▶ Provide education and technical assistance.

Final Project Update

- Partnership Development
- Community Relations and Engagement
- Data Collection
- Training, Information, and Technical Assistance

CLAS in Washington State Agencies

- All agencies with representatives on the Council received and shared CLAS information.
- Agencies working on CLAS/Language access policy development include:
 - Department of Early Learning
 - Department of Health
 - Department of Social and Health Services
 - Department of Agriculture
 - Department of Ecology
 - Health Care Authority

Other Health and Health Care Quality Organizations

- WA Association of Community and Migrant Health Centers
- Northwest Primary Care Association
- Washington State Nurses Association
- Washington State Medical Association
- Molina
- Health Plan of Washington
- Premera
- Qualis

Interagency LEP Workgroup

Forum for sharing best practices in providing language assistance services across agencies.

- ▶ 6 meetings (2 additional planned):
 - Translation best practices
 - Using dual-language staff and interpreters
 - Policy development (ESD, L&I, ECY, OIC, ATG)
 - LEP population data
 - SharePoint site
- ▶ Assistance with agency language access survey

WASCLA Tools for Health Toolkit

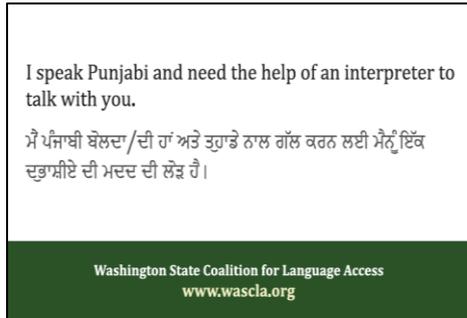
- ▶ The Tools for Health Toolkit offers materials about consumer rights and language services.

2014– Toolkit included

- ▶ Know Your Rights Flyers
- ▶ ISpeak Cards
- ▶ Request Form for Cards or Flyers

2015– Toolkit will also include

- ▶ A fact sheet – Practitioners’ responsibilities to provide language access and culturally appropriate services



CLAS Standards On-site Training

Five 1.5 hour modules

Module One: Introduction to the CLAS Standards



Module Two: Governance, Leadership, and Workforce Strategy

Planning systematically an
a plan of action
Cluster of decision
what actions to take,

Module Three: Communication and



Module Four: Community Engagement, Continuous Improvement, and Accountability



Module Five: Integrating CLAS into Policy and Practice

**SE HABLA
ESPAÑOL**



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Session One
introduction to the
CLAS
Standards

HEALTH EQUITY
Governor's Interagency Council
on Health Disparities

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Cultural Differences

- Age
- Country of Origin
- Education
- Employment
- Family
- Household
- Gender
- Geographic Location
- Immigration Status
- Income
- Literacy
- Military Experience
- Parental Status
- Physical and Cognitive Abilities
- Race
- Ethnicity
- Religion
- Sexual Orientation



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CLAS and Cultural Competency Presentations and Trainings

- State agencies
- Health related organizations
- Conferences and symposiums
- Local Health Jurisdictions

Resources

Enhanced CLAS Standards and the Blueprint for Advancing and Sustaining CLAS Policy and Practice

Think Cultural Health

<https://www.thinkculturalhealth.hhs.gov>

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