

CLAS Training

Facilitator's Guide

Session Two

Time: 90 minutes

Ideal Audience size: 12-30 participants

Materials:

- ▶ PowerPoint presentation
- ▶ Flip charts and markers or white boards
- ▶ National Standards for Culturally and Linguistically Appropriate Services, hand-out of 15 standards (1 per participant)
- ▶ Paper and pens
- ▶ Case Studies

Learning objectives:

- ▶ Explain the importance of engaging leadership in CLAS adoption and implementation
- ▶ Describe three strategies to build a diverse workforce
- ▶ List two benefits to a diverse workforce

Example commentary for select slides – Adapt to audience

[INTRODUCTION]

About this training: This training is brought to you by the Governor's Interagency Council on Health Disparities. The council was established by the Washington State Legislature in 2006. They are charged with creating a state policy action plan to eliminate health disparities by race/ethnicity and gender

[SLIDE 3]

Large group discussion: Write up participant responses on flip charts or white boards.

[SLIDE 4]

Leadership establishes the culture of the organization through its priorities, expectations, and the behavior it models.

[SLIDE 5]

Activity: [Can be swapped out with another organization's mission, vision and values] Take a moment to read John Hopkins' Mission, Vision, and Core Value.

How do they relate to CLAS?

Highlight:

- Patient centered approach → Responds to patient's needs
- Respect diversity of staff and population served
- Some other steps John Hopkins has taken, that you can't see in these statements, are:
 - Adopted a multiyear strategic plan called Diversity and Inclusion 2020
 - Established goals for patient care, community engagement and involvement, and workforce development
 - Created an Office of Diversity and Cultural Competence
 - Appointed an Associate Dean of Diversity and a Diversity Specialist (ensure diversity is promoted; demonstrates commitment)
 - Developed e-learning courses on diversity and cultural competency
 - Fostered relationships between the John Hopkins hospital and community

In summary, they made a sustainable commitment to uphold their mission, vision, and values.

[SLIDE 8]

Activity: Divide into groups [groups of co-workers who work in the same program or department is best]. Discuss the guiding questions as a group and then each group will report back.

Example benefits of a diverse workforce:

- Higher-quality care and services
- Greater customer satisfaction
- Improved communication with customers
- Insight into customer attitudes and beliefs

[SLIDE 10]

The purpose of Standard 4 is to:

- Prepare and support a workforce that serves diverse populations effectively and assess their progress continually.
- Foster an individual's right to nondiscrimination and respect.

[SLIDE 11]

Cultural and linguistic competency concepts should be incorporated into all new and existing staff training.

This ensures staff at all levels are equipped with the knowledge, tools, and skills they need to appropriately manage cross-cultural communications.

[SLIDE 12]

Imagine an agency implements a language access policy that includes a contract with a telephone-based interpretation service.

They allocate the funding, sign a contract with the telephonic interpretation company, but they neglect to train all staff members who answer the phone lines on how to use the service. The limited English proficiency population would still not be able to access services even though the language access policy was adopted.

We set employees up to fail if we create a new policy and don't provide staff with correct training to implement it properly.

[SLIDE 14]

Activity: Pass case studies out to small groups. [Adapt as needed to your organization].