

# Enhanced Culturally and Linguistically Appropriate Services (CLAS) Standards

## Principal 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:

2. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices and allocated resources.
3. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

## Communication and Language Assistance:

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.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance services, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-read print and multimedia materials and signage in the languages commonly used by the populations in the service area.

## Engagement, Continuous Improvement, and Accountability:

9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.
10. Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
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.
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 service area.
13. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
14. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent and resolve conflicts or complaints.
15. Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

*For an overview of 2013 enhancements to the CLAS Standards, see: "What's New in the National CLAS Standards?"*

**<http://www.youtube.com/watch?v=FzGwNUyBEgQ>**

## 2013 and 2000 CLAS Standards: A Side-by-Side Comparison

Topic	2013 Enhanced CLAS Standards	2000 CLAS Standards
Culturally competent care and services	<ul style="list-style-type: none"> <li>■ Effective, <b>equitable</b>, understandable, respectful</li> <li>■ Responsive to cultural health beliefs and practices</li> <li>■ In preferred languages, <b>health literacy levels; other communication needs</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Effective, understandable, respectful</li> <li>■ Responsive to cultural health beliefs and practices</li> <li>■ In preferred languages</li> </ul>
Governance, leadership and workforce	<ul style="list-style-type: none"> <li>■ Recruit, promote and <b>support</b></li> <li>■ Diverse <b>governance, leadership</b> and workforce reflect the service area</li> <li>■ <b>Governance and leadership</b> promotes health equity through <b>policy, practices and resources</b></li> <li>■ <b>Educate and train</b> governance, leadership and workforce</li> </ul>	<ul style="list-style-type: none"> <li>■ Recruit, retain and promote at all levels</li> <li>■ Staff and leadership reflect demographic characteristics of population served</li> <li>■ Ongoing education and training on CLAS delivery</li> </ul>
Language assistance services (LAS) and communication	<ul style="list-style-type: none"> <li>■ Timely, no cost to client</li> <li>■ Inform of available LAS <b>clearly and in preferred language</b></li> <li>■ Individuals with limited English proficiency and <b>other communication needs</b></li> <li>■ Ensure LAS provider competence</li> <li>■ <b>Avoid</b> use of untrained individuals/<b>minors</b></li> <li>■ Easy-to-understand print and <b>multimedia</b> materials and signage in languages commonly used</li> </ul>	<ul style="list-style-type: none"> <li>■ Timely, no cost to client</li> <li>■ Notices of available LAS</li> <li>■ Patient/consumer with limited English proficiency (LEP)</li> <li>■ Train bilingual staff/interpreters</li> <li>■ Don't use family/friends to interpret (unless patient requests)</li> <li>■ Signs informing of LAS in key languages of service area</li> <li>■ Easily understood printed materials and signage in primary languages</li> </ul>
Planning, assessment, accountability	<ul style="list-style-type: none"> <li>■ <b>Establish</b> CLAS goals, policies, and management accountability and <b>infuse</b> in planning and operations</li> <li>■ Ongoing assessments</li> <li>■ Integrate CLAS measures into measurement and quality improvement</li> </ul>	<ul style="list-style-type: none"> <li>■ Implement and promote CLAS plans (goals, policies, operational plans, management accountability)</li> <li>■ Ongoing assessments</li> <li>■ Integrate CLAS measures into audits, performance improvement, surveys, evaluations</li> </ul>
Data Collection	<ul style="list-style-type: none"> <li>■ <b>Accurate, reliable demographic data</b></li> <li>■ Use data to monitor and <b>evaluate impact of CLAS on health equity and outcomes</b></li> <li>■ Regular assessments of community health assets to plan and implement services that respond to cultural and linguistic diversity of area</li> </ul>	<ul style="list-style-type: none"> <li>■ Race, ethnicity and language (REL) data</li> <li>■ Current demographic, cultural and epidemiological community profile and community needs assessments to plan and implement services that respond to cultural and linguistic characteristics of service area</li> </ul>
Community Partnerships	<ul style="list-style-type: none"> <li>■ Partner to <b>design, implement and evaluate policies, practices &amp; services</b></li> <li>■ Communicate progress to <b>stakeholders, constituents, public</b></li> </ul>	<ul style="list-style-type: none"> <li>■ Participatory, collaborative partnerships</li> <li>■ Facilitate community and patient involvement in designing CLAS activities</li> <li>■ Public notices of progress</li> </ul>