Learning Community on

Implementation of the National CLAS Standards in

Behavioral Health Systems

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Project Background

• GEORGETOWN
  – NASMHPD
    • STATE CLC NETWORK

• SRA INTERNATIONAL, INC
  – Office of Minority Health
    • Think Cultural Health
    • National CLAS Standards
The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care
Intention

Advance Health Equity

Improve Quality

Help Eliminate Health Care Disparities
Enhancements

Health

Culture

Audience

Structure
The National CLAS Standards

Culture

Geography

Religion or Spirituality

Language

Race & Ethnicity

Biology

Sociology
The National CLAS Standards

Health

- Physical
- Mental
- Social
- Spiritual
The National CLAS Standards

Health and Health Care Organizations
<table>
<thead>
<tr>
<th>Principal Standard</th>
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<td>Standard 1</td>
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<th>Governance, Leadership, and Workforce</th>
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<td>Standards 2-4</td>
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<th>Communication and Language Assistance</th>
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<td>Standards 5-8</td>
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<th>Engagement, Continuous Improvement, and Accountability</th>
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<td>Standards 9-15</td>
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Theme 2

Communication & Language Assistance

multimedia | spoken | signed | written
Theme 3

engagement  continuous improvement  accountability
Resources

AdvancingCLAS@thinkculturalhealth.hhs.gov
www.ThinkCulturalHealth.hhs.gov
Learning Community Membership

- 15 States
- 0 Territories
- 0 Tribal Nations
- 9 HHS Regions Represented
- 16 State Government or Collaborative
  - 5 Local
- 17 SAMHSA Grantees
  - 1 Addictions,
  - 1 Developmental Disabilities,
  - 2 Deaf Services,
  - 1 State Office of Minority Health,
  - 1 Consumer Services
- Sex - 16 Females
  - 6 Males
- Ethnicity - 2 Hispanic
  - 16 Non-Hispanic, 4 NR
- Race - 5 AA/B,
  - 2 B-racial W&B,
  - 1 AI/NA, 10 W, 4 NR
- Disability Status –
  - 1 yes - hearing
  - 16 no
  - 5 NR
SNAP SHOT

• What types of organizations were the focus of implementation efforts?
• What was their assessment of the current breadth and depth of implementation of the National CLAS Standards?
• Was their assessment based on data?
• If so, what was the source of data?
THEORIES FOR CHANGE

Diffusion of Innovation


Transtheoretical Stages of Change


Implementation Science


Slide Source: 2015 - National Center for Cultural Competence
THEMES FOR EXPLORATION

• What is the system doing relevant to the Standard?
• What are the facilitating factors that support the implementation of the Standard?
• What are the barriers that impede the implementation of the Standard?
• What elements from organizational change theory or implementation science inform the process?
What’s In Place....for some

- Training
- Committees
- Contracts
- Policies
- Networks of Providers
- Committed Leaders
- Community Champions
- Dedicated funds

Slide Source: 2015 - National Center for Cultural Competence
Examples of Facilitating Factors

- Leadership support – Governor, Agency Director, Department Director
- Standardized Data Collection
- Lawsuits
- SAMHSA Disparities Impact Statement Requirements
- Medicaid partnership
- Contractual requirements
Examples of Barriers

• Hostile community environment – English only orientation
• Law suit – settlement focus on deaf services and eliminated the focus on CLC
• Absence of buy in from senior leadership (lack of information to opposition to the goals)
• The National CLAS Standards are not enforceable (except via Title VI)
• Legislative limitations on the authority of the state agency
Sample of Implementation Activities

• Expansion or initiation of training on the National CLAS Standards
• New positions established
• New conversations and engagement of new partners – State Medicaid Office, state administrative offices – quality improvement, policy, standards, tribal services, information officer - local champions, local university, managed care organizations, health equity groups outside of behavioral health
• Construction of policies with more enforcement ability and preparation of the “monitors” for that role
Welcome to:
Florida Children’s Mental Health
System of Care
Statewide Expansion Project
How has the CLAS Learning Community helped?

- CLAS as a Framework for expansion
- National Practice Network
- Varying Implementation Strategies

Readings
Discussions
Team Teaching
Field Testing
Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.

### Purpose
- Inform individuals with limited English proficiency, in their preferred language, of available services at no cost.
- Facilitate access to language services.
- Help organizations comply with requirements such as Title VI of the Civil Rights Act of 1964; the Americans with Disabilities Act of 1990; and other federal, state, and local requirements.

### Relevance in Behavioral Health Setting
- Language assistance services is critical to ensuring quality, safety, satisfaction.
- Person to person communication is the primary instrument of behavioral health interventions.
- Effective communication relevant to very personal content is critical to successful outcomes.
Implementation Strategies

The content and language of notices

How to communicate or provide notice

Where to provide notice about the availability of assistance
Florida Implementation Strategies

Office of Civil Rights
Materials for Service Delivery (3 posters Interpreter services for the hearing impaired, DCF non-discrimination, and Limited English Proficiency)

Staff & Providers of services
The Auxiliary Aids Service Plan

Providers are mandated to provide the services
Lack of availability or lack of knowledge of service and resource contacts

Staff not using the service

Thinking that the plan is only for those persons with disabilities

Promote Statewide Auxiliary Aids and Service for Persons with Limited English Proficiency Plan

Providers are mandated to provide the services

Engagement of a new partner, the Office of Civil Rights
YOUR TURN

• What are you doing in your setting?
• What are the factors that facilitate progress?
• What are the barriers?
• What solutions have you developed?
• Which Standards seem easy to implement? Why?
• Which Standards seem harder to implement? Why?
CONTACT INFORMATION

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