Culturally and Linguistically Appropriate Services (CLAS) Implementation Planning Template

Organization Name:	Date:

After completing the Organizational Self-Assessment, use this template to document the specific strategies being addressed for each Standard and brainstorm some ideas to help you meet the Standards not being met. When completed, this document will provide a snapshot highlighting the work you are currently doing and areas for growth. Celebrate the work you've done and plan for next steps.

Standard 1

An organizations main goal is to achieve the Principal Standard, also referred to as Standard 1. Provide effective, equitable, understandable, respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs. Addressing Standards 2 to 15 is the path to reaching this Standard.

Theme 1: Governance, Leadership, and Workforce

Standard 2
Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.

Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole	Not Met	Ideas to Consider for Implementation

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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.			
Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole		**Not Met**	**Ideas to Consider for Implementation**

Standard 4			
Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.			
Currently Being Met *Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole*		**Not Met**	**Ideas to Consider for Implementation**

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<table>
<tr><td colspan="4">**Theme 2: Communication and Language Assistance**</td></tr>
<tr><td colspan="4">**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.</td></tr>
<tr><td colspan="2">**Currently Being Met**
Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole</td><td>**Not Met**</td><td>**Ideas to Consider for Implementation**</td></tr>
<tr><td colspan="2"></td><td></td><td></td></tr>
<tr><td colspan="4">**Standard 6**
Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.</td></tr>
<tr><td colspan="2">**Currently Being Met**
Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole</td><td>**Not Met**</td><td>**Ideas to Consider for Implementation**</td></tr>
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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.		
Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole	**Not Met**	**Ideas to Consider for Implementation**

Standard 8		
Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.		
Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole	**Not Met**	**Ideas to Consider for Implementation**

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Theme 3: Engagement, Continuous Improvement, and Accountability

Standard 9

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

Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole	Not Met	Ideas to Consider for Implementation

Standard 10

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

Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole	Not Met	Ideas to Consider for Implementation

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Standard 11			
Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes & to inform service delivery.			
Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole	**Not Met**	**Ideas to Consider for Implementation**	

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 service area.			
Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole	**Not Met**	**Ideas to Consider for Implementation**	

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Standard 13			
Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.			
Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole		**Not Met**	**Ideas to Consider for Implementation**

Standard 14			
Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.			
Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole		**Not Met**	**Ideas to Consider for Implementation**

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Standard 15		
Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.		
Currently Being Met Describe how the Standard is being met. For example: Providing face-to- face medical interpretation services at all sites; providing health information in Spanish & Creole	**Not Met**	**Ideas to Consider for Implementation**

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While the goal is to address all the CLAS Standards, we recommend you identify three priority areas to focus on. Reflecting on the questions you answered in the Organizational Self-Assessment which correlate to a specific Standard, select the Standard/s that you would like to work on and briefly underline describe what you will do to improve. This information will help you in later developing an Action Plan with specific steps and details.

Identify Priority #1, then fill out the information below.
_____

Identify a current challenge your organization is experiencing in achievement of CLAS:

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Which Standard relates to the challenge or goal? *[Example: Standard #7 and #12]*

_____

What is the goal/outcome you would like to achieve?

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Identify Priority #2, then fill out the information below.
_____
Identify a current challenge your organization is experiencing in achievement of CLAS:

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Which standard number(s) from above relate(s) to that challenge or goal: **[***(Example: 7, 8, 12 and 13)*

_____

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What is the goal/outcome you would like to achieve?

Identify Priority #3, then fill out the information below.

_____

Identify a current challenge your organization is experiencing in achievement of CLAS:

Which standard number(s) from above relate(s) to that challenge or goal: [*(Example: 7, 8, 12 and 13)*]

_____

What is the goal/outcome you would like to achieve?