



## Culturally & Linguistically Appropriate Services (CLAS) Organization Health Center Self-Assessment Tool

CLAS is defined as services that are respectful of and responsive to individual cultural health beliefs, and practices, preferred languages, health literacy levels and communication needs. The CLAS standards provide a guideline with actions steps and strategies to address and eliminate health care disparities. Adopting these standards will help advance better health and health care in the U.S.

The purpose of this assessment is to help your organization evaluate its current status as it relates to CLAS. The following questions are designed to help your organization recognize specific challenges, identify detailed strategies, and to set goals in meeting CLAS through the development of an implementation work plan with concrete tasks. CLAS work is considered to be an ongoing improvement project. The National Center for Farmworker Health will help support your efforts to implement CLAS and will monitor continuous improvement based on your program's self assessment and proposed work plan. Thank you for your participation!

### About the Organization

**Organization Name:** [            ]  
**CEO/ Executive Director:** [            ]  
**Address:**  
 [            ]  
 [            ]  
**City:** [            ], **State:** [    ] **Zip:** [            ]  
**Telephone:** [            ] **E-Mail:** [            ]  
  
**Number of Organization/Service Delivery Sites:** [            ]  
  
**Number of Staff:** [            ]  
  
**Contact Person for CLAS efforts and implementation:**  
  
**First Name:** [            ] **Last Name:** [            ]  
**Title:** [            ]  
**Telephone:** (    )    -            **E-Mail:** [            ]  
  
**Number of Patients/Clients Served in 2019:**[            ]

### Demographic Information

**Patients by Race or Latino Ethnicity (as reported in the UDS):**

Patients By Race	Hispanic/Latino	Non-Hispanic/Latino	Unreported/Refused to Report Ethnicity
Asian			
Native Hawaiian			
Other Pacific Islander			
Black/African American			
American Indian/Alaska Native			
White			
More than one race			
Unreported/Refused to report race			

**Patient Breakdown by Age and Gender:**



Age Groups	Male Patients	Female Patients
Under age 1		
Age 1 - 9		
Age 10 - 19		
Age 20 - 29		
Age 30 - 39		
Age 40 - 49		
Age 50 - 59		
Age 60 - 69		
Age 70 - 84		
Age 85 and over		

Patients by Gender Identity:	Number:
Male	
Female	
Transgender Male/Female-to-Male	
Transgender Female/Male-to-Female	
Other	
Chose not to disclose	

Special Populations:	Number:
Migratory (330g grantees only)	
Seasonal (330g grantees only)	
Homeless Shelter (330h grantees only)	
Transitional (330h grantees only)	
Doubling Up (330h grantees only)	
Street (330h grantees only)	
Other (330h grantees only)	
Unknown (330h grantees only)	

**CLAS Standards:**

The CLAS Standards consist of 15 Standards. Standard 1 is the Principal Standard because, conceptually, the ultimate aim in adopting the remaining Standards is to achieve Standard 1. The remaining 14 Standards are divided into three main CLAS Standard Areas referred to as themes. The information to formulate the questions for this Self-Assessment were extracted from the National CLAS Standards at: [www.thinkculturalhealth.hhs.gov/clas](http://www.thinkculturalhealth.hhs.gov/clas).

**Theme 1: Governance, Leadership and Workforce**

- Does your organization have **written policies and procedures** that support recruitment, retention, training and promotion practices that support CLAS? (*CLAS Standard 2*) **Check one.**
  - Yes; and all our staff are aware of these policies and procedures / universally trained on them.
  - Yes; however not all our staff are aware of these policies and procedures / universally trained on them.
  - Our program **does not** currently have written policies and procedures that support these diversity practices.
  - I'm not sure.
  
- Does your organization **recruit, retain, and promote** board and staff that reflect the cultural diversity of the community? (*CLAS Standard 3*) **Check one.**
  - Our board and staff reflect the cultural diversity of our community by approximately 75-100%.
  - Our board and staff reflect the cultural diversity of our community by approximately 50%.
  - Our board and staff currently reflect the cultural diversity of our community by less than 25%.
  - I'm not sure.



3. Do staff members at all levels and disciplines receive **training** in culturally- and linguistically-appropriate service delivery? (*CLAS Standard 4*) **Check ALL that apply.**
- Training is provided as a standard part of orientation for new hires at all levels and disciplines.
  - Training is provided at least once a year to staff at all levels and disciplines.
  - Training is provided, but not in a standardized / routine manner.
  - Our program does not currently provide this training.
  - I'm not sure.
4. Does the organization's board of directors receive **training** in culturally-and linguistically-appropriate service delivery? (*CLAS Standard 4*) **Check ALL that apply.**
- Training is provided as a standard part of orientation to new board members.
  - Training is provided at least once a year to all board members.
  - Training is provided, but not in a standardized / routine manner.
  - Our board does not currently receive this type of training.
  - I'm not sure.

### Theme 2: Communication and Language/Assistance

5. Does your organization provide **interpretation** services, at no cost, to all patients to include those with Limited English Proficiency (LEP) and who are deaf/hard of hearing? (*CLAS Standard 5*) **Check one.**
- Always
  - Most of the time
  - Sometimes
  - Our organization does not currently provide timely professional interpretation services.
  - I'm not sure.
6. Do all LEP and Deaf / Hard of Hearing patients receive **verbal and written notices** about their right to language assistance services? (*CLAS Standard 6*) **Check ALL that apply.**
- Verbal notices are provided.
  - Written notices are provided.
  - Our organization does not currently provide either verbal or written notice about this right.
  - I'm not sure.
7. Does your organization ensure the competence of the staff providing language assistance services? (*CLAS Standard 7*) **Check one.**
- Always
  - Most of the time
  - Sometimes
  - Our organization does not currently assess the competency of staff providing language assistance services.
  - I'm not sure.
8. How do you assess the competence of staff providing language assistance services? **Check One.**
- Staff providing language assistance services are trained medical interpreters
  - We use an interpreter/ translator assessment tool
  - We do not assess the competence of staff providing language assistance services.
  - Other: Please describe. \_\_\_\_\_
  - I'm not sure.



9. Does your organization offer **written materials** in languages that target the diverse cultural groups in your service area/population and are they written in a way that are **easy to read and understand**? (CLAS Standard 8) **Check one.**
- Written materials are offered in the languages and appropriate literacy level of all cultural groups in our service area/population.
  - Written materials are offered in the languages and appropriate literacy level of some cultural groups in our service area/population.
  - Our organization does not currently offer written materials in the languages and literacy levels of the cultural groups in our service area/population.
  - I'm not sure.
10. How do you determine the literacy level of the materials you are using? **Check one.**
- We use software that assesses the literacy level of materials.
  - We test all of our materials with patients being served to make sure they are written in the right literacy level.
  - We order materials that are already written at a low literacy level.
  - Other: Please describe. \_\_\_\_\_
  - I'm not sure.
11. Does your organization clearly **display images / post signage visibly** in the health center that shows inclusivity for the diverse cultural groups, including LGBTQ and people with disabilities in your service area/population? (CLAS Standard 8) **Check one.**
- Images / signage visibly posted in the languages of all cultural groups in our service area.
  - Images / signage visibly posted in the languages of most cultural groups in our service area.
  - Images / signage visibly posted in the languages of some cultural groups in our service area.
  - Our organization does not currently post images / signage visibly in the languages of the cultural groups in our service area.
  - I'm not sure.

### Theme 3: Engagement, Continuous Improvement, and Accountability

12. Does your organization **have a plan** to identify and address CLAS needs for the communities you serve to include underserved populations? (CLAS Standard 9) **Check one.**
- A plan is fully developed and being implemented.
  - A plan is currently in draft form or only partially implemented.
  - Our organization does not currently have a written plan.
  - I'm not sure.
13. Does your organization **review** your written CLAS plan at least once a year to assess CLAS progress and needs? (CLAS Standard 10) **Check one.**
- Written CLAS plan is reviewed by program about once a year.
  - Our organization does not currently review our written CLAS plan once a year.
  - Not applicable: our organization does not currently have a written CLAS plan.
  - I'm not sure.



14. Does your organization **use Race, Ethnicity Language (REL) patient data, LGBTQ data and community/service area**, to help design and deliver health care services? (*CLAS Standard 11 & 12*) **Check one.**
- REL, LGBTQ client, and community data is used in all applicable situations to design/deliver program services.
  - REL, LGBTQ client and community data is used most of the time to design/deliver program services.
  - REL, LGBTQ client and community data is sometimes used to design/deliver program services.
  - REL, LGBTQ client and community data is never used to design/deliver program services.
  - I'm not sure.
15. Does your organization partner with other agencies to design, implement, and evaluate services that target the diverse cultural groups in your service area/population? (*CLAS Standard 13*) **Check one.**
- Our organization participates in partnerships with other agencies that target all of the diverse cultural groups in our service area/population.
  - Our organization participates in partnerships with other agencies that target some of the diverse cultural groups in our service area/population.
  - Our organization does not currently participate in partnerships with other agencies that target the diverse cultural groups in our service area/population.
  - I'm not sure.
16. Does your organization have a conflict and grievance resolution process that is culturally and linguistically appropriate? (*CLAS Standard 14*) **Check one.**
- Yes
  - No
  - I'm not sure
17. Does your organization provide communication regarding CLAS activities to all stakeholders, constituents, and the general public via organization website, newsletter or other forms of communication? (*CLAS Standard 15*) **Check one.**
- Yes
  - No
  - I'm not sure

**Important Note:** As you complete this assessment, we recommend that you review the following types of documents that will demonstrate how you are achieving each standard.

- **Vision, Mission and Values Statements**
- **Current Strategic Plan**
- **Hiring Practices and Job Descriptions**
- **Language Access Policies and Procedures**
- **New Hire Training and Orientation Plan**
- **Other documentation or policies and procedures that address Cultural Competency, Health Literacy, Language Assistance, etc.**

Developed by NCFH 2018 © Adapted from the Massachusetts Department of Public Health, Office of Health Equity, CLAS Self-Assessment Tool <https://www.mass.gov/files/documents/2016/07/wu/clas-self-assessment-fy15.pdf>

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