



RAMSEY COUNTY

STANDARDS FOR CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES (CLAS)

The final revised CLAS Standards for Health Care Organizations were issued by the United States Department of Health & Human Services, Office of Minority Health, on December 22, 2000. Federal Register: (Volume 65, Number 247) [Page 80865-80879].

The standards listed below have been modified replacing the term “Health care” organizations to read “Human Service” organizations to be used by the Ramsey County Human Services Department.

1. Human service organizations should ensure that individuals served receive from all staff members, effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.
2. Human service organizations should implement strategies to recruit, retain, and promote at all levels of the organization a diverse staff and leadership that are representative of the demographic characteristics of the service area.
3. Human service organizations should ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery.
4. Human service organizations must offer and provide language assistance services, including bilingual staff and interpreter services, at no cost to each individual with limited English proficiency at all points of contact, in a timely manner during all hours of operation.
5. Human service organizations must provide to individuals in their preferred language both verbal offers and written notices informing them of their right to receive language assistance services.
6. Human service organizations must assure the competence of language assistance provided to limited English proficient individuals by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services (except on request by the individual).
7. Human service organizations must make available easily understood patient-related materials and post signage in the languages of the commonly encountered groups and/or groups represented in the service area.
8. Human service organizations should develop, implement, and promote a written strategic plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms to provide culturally and linguistically appropriate services.
9. Human service organizations should conduct initial and ongoing organizational self-assessments of CLAS-related activities and are encouraged to integrate cultural and linguistic competence-

related measures into their internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based evaluations.

10. Human service organizations should ensure that data on the individual's race, ethnicity, and spoken and written language are collected in health records, integrated into the organization's management information systems, and periodically updated.
11. Human service organizations should maintain a current demographic, cultural, and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.
12. Human service organizations should develop participatory, collaborative partnerships with communities and utilize a variety of formal and informal mechanisms to facilitate community and individual involvement in designing and implementing CLAS-related activities.
13. Human service organizations should ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by individuals.
14. Human service organizations are encouraged to regularly make available to the public information about their progress and successful innovations in implementing the CLAS standards and to provide public notice in their communities about the availability of this information.

**Ramsey County Human Service Providers Cultural Responsiveness Assessment
(updated 04/14)**

CLAS Based Questions to Assess Cultural Responsiveness	Current Strengths in This Area	Actions Needed to Improve Cultural Responsiveness Relevant to the Questions	Person(s) Responsible	Time Frame
1. Has your organization ensured that individuals receive from all staff members, effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language?				
2. Has your organization implemented any strategies to recruit, retain, and promote diversity within your staff?				
3. Which strategies has your organization used?				
4. Does your organization provide to staff on-going education and training in culturally and linguistically appropriate service delivery?				

5. Does your organization offer language assistance to individuals at no cost?				
6. Does your organization offer language assistance to individuals in a timely manner and at all hours of operation?				
7. Does your organization provide individuals with verbal and written information in their preferred language about their right to receive language assistance services?				
8. How does your organization assure the competence of the language assistance services provided to your clients?				
9. In what situations does your organization rely on family or friends of the individual for language assistance?				
10. Does your organization make easily understood materials and post signage in the languages of your clients?				

11. What languages are used by your organization in materials and signs?				
12. Does your organization have a strategic plan that addresses cultural responsiveness?				
13. Does this plan outline clear goals, operational plans, and management accountability/oversight mechanisms assuring CLAS are developed, implemented, promoted and provided?				