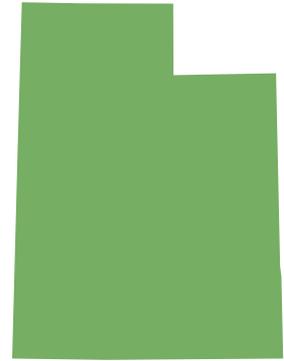


# Utah



## National CLAS Standards Planning, Policies, and Collaboration

The Utah Department of Health's Office of Health Disparities Reduction has made the improvement of cultural and linguistic competency and diversity of the health-related workforce a primary goal in its strategic plans. National CLAS Standards implementation activities are identified as key strategies for achieving this goal. In its 2011–2013<sup>1</sup> plan, the Office of Health Disparities Reduction described plans to help public health clinics and other clinics with assessment and implementation of the National CLAS Standards. In its 2013–2015<sup>2</sup> plan, the office expanded its CLAS implementation activities to include production of an educational video and toolkit promoting the National CLAS Standards to health care providers and public health professionals.

The National CLAS Standards were incorporated in the Department of Health's Center for Multicultural Health's [Action Plan to Eliminate Racial/Ethnic Health Disparities in the State of Utah](#).<sup>3</sup> In the document, the center outlines plans to offer local health department clinics the opportunity to assess compliance with the National CLAS Standards. Center for Multicultural Health staff will do assessments of the National CLAS Standards implementation to help local health department clinics improve their services to the racial and ethnic minority community, and to help the clinics to improve their compliance. In an effort to increase collaboration among statewide stakeholders, the Center for Multicultural Health will facilitate working groups that meet at least quarterly to focus on the National CLAS Standards, research, policy, and other topics in conjunction with the action plan.

The Center for Multicultural Health also developed a CLAS committee.<sup>4</sup> The committee's goals and activities include providing CLAS training to help organizations implement the National CLAS Standards, promoting free trainings for interpreters through the Department of Health

and other public services, and promoting CLAS trainings to facilities serving non-English-speaking or limited English proficiency individuals.

## National CLAS Standards Training and Technical Assistance

The Utah Office of Health Disparities Reduction created a 15-minute video titled [A Class about CLAS](#).<sup>5</sup> The video provides an introduction to the National CLAS Standards and tips on how organizations can personalize their practices to provide the best services possible to the community. An accompanying [discussion guide](#)<sup>6</sup> is provided to promote conversation about the video and how to implement the National CLAS Standards.

## National CLAS Standards Dissemination

The Utah Office of Health Disparities Reduction created [Promoting Culturally and Linguistically Appropriate Services: A Toolkit for Utah Public Health Organizations](#).<sup>7</sup> The Office of Health Disparities Reduction conducted an online survey and in-person interviews to assess the knowledge of state and local health departments regarding the National CLAS Standards. Based on the findings, the office provided recommendations that state and local health departments can use to implement the National CLAS Standards. The toolkit includes a summary of the survey and interview findings; tips for implementing CLAS-related training, assessing policies and service populations, and addressing CLAS in the workplace; and examples of CLAS policies and procedures that state and local health departments can use in their programs. The toolkit and additional National CLAS Standards resources are available on the [Cultural Competence](#)<sup>8</sup> webpage of the Office of Health Disparities Reduction.

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## Endnotes

- 1 Utah Department of Health, Office of Health Disparities. (n.d.). *Strategic Plan 2011-2013*. Retrieved January 14, 2015, from Utah Department of Health: <http://health.utah.gov/disparities/AboutCMH/OHDSTRATEGICPLAN2011-13.pdf>.
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- 3 Utah Department of Health, Center for Multicultural Health. (2008, April). *Action Plan to Eliminate Racial/Ethnic Health Disparities in the State of Utah*. Retrieved March 8, 2016, from Utah Department of Health: [https://health.utah.gov/cmh/udoh/CMH%20Action%20Plan%20April%202008%20website\\_.pdf](https://health.utah.gov/cmh/udoh/CMH%20Action%20Plan%20April%202008%20website_.pdf).
- 4 Utah Department of Health, Center for Multicultural Health. (2008, March 27). *Steering Committee Minutes*. Retrieved January 14, 2015, from Utah Department of Health: <http://health.utah.gov/disparities/community/MHN/SteeringMinutesMarch27,2008.pdf>.
- 5 Utah Department of Health, Office of Health Disparities. (n.d.). *Culturally and Linguistically Appropriate Services*. Retrieved March 8, 2016, from Utah Department of Health: <http://www.health.utah.gov/disparities/class-standards.html>.
- 6 Utah Department of Health, Office of Health Disparities. (n.d.). *A Class about C.L.A.S Discussion Guide*. Retrieved March 8, 2016, from Utah Department of Health: <http://www.health.utah.gov/disparities/data/languageculturepdf/DiscussionGuide.pdf>.
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- 8 Utah Department of Health, Office of Health Disparities. (n.d.). *Cultural Competence*. Retrieved March 8, 2016, from Utah Department of Health: <http://www.health.utah.gov/disparities/class-standards.html>.