

# National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care

*Culturally and Linguistically Appropriate Services (CLAS) are health services that respect and respond to the cultural beliefs, practices, and language needs of diverse people. The Community Health Advocacy Mobilization Group (CHAMG) and the Delaware State Health Improvement Plan (SHIP) share 15 modified CLAS principles to help community organizations improve programs and services for all Delaware residents.*

## Principal Standard

Provide respectful, effective, and clear care that respects cultural health, languages, health literacy and contact needs.



## Governance, Leadership and Workforce

- Promote and maintain governance and leadership that support CLAS through policies, practices, and resources.
- Recruit, promote, equip, and support a workforce that can meet the digital, cultural, and language needs.
- Teach and train governance, leadership, and workforce on CLAS practices and resources.

## Communication and Language Assistance

- Offer language assistance at no cost to individuals with limited English proficiency and other communication needs to ensure timely access to all health care services.
- Inform all people, in writing and orally, of the availability of language services in English and other languages are there to meet their needs.
- Ensure that trained and certified individuals provide language assistance whenever possible, and avoid using untrained people or minors as interpreters.
- Provide clear digital and print materials in the languages used by the people in the service area.

## Engagement, Continuous Improvement, and Accountability

- Set clear cultural and language goals, policies, and duties that everyone in the group can grasp and relate to, and ensure they are included in all planning and daily activities.
- Evaluate how the group is including CLAS-related activities into quality improvement efforts.
- Collect and maintain up-to-date demographic data to assess how CLAS affects health results and to help plan services.
- Evaluate the community's strengths and needs, and use this information to design and deliver services that match the cultural and language preferences of the area.
- Work with the community to create, run, and assess ways that respect their culture and language.
- Create culturally and linguistically appropriate processes to identify, prevent, and resolve conflicts.
- Provide regular updates to stakeholders, members and the public on progress toward implementing and sustaining CLAS.



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