

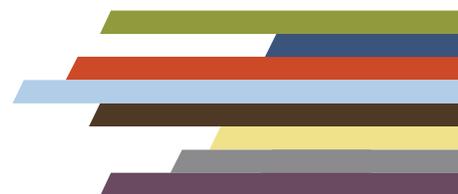


New England (HHS Region 1)

ATTC

Addiction Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

# **Culturally and Linguistically Appropriate Services (CLAS) Needs Assessment Tool**



## **EXTERNAL - CLAS Standards Needs Assessment**

1. Does your program have written policies and procedures that support recruitment, retention, training and promotion practices? (*CLAS Standard 2*)
  - a. All our staff are aware of / universally trained on them
  - b. Not all our staff are aware of / universally trained on them
  - c. Our program does not currently have written policies and procedures that support these diversity practices
  
2. Does your program recruit, retain, and promote staff that reflects the cultural diversity of the community you serve? (*CLAS Standard 3*)
  - a. Our staff fully reflects the cultural diversity of our community
  - b. Our staff partially reflects the cultural diversity of our community
  - c. Our program staff does not currently reflect the cultural diversity of our community
  
3. Do program staff members at all levels and disciplines receive training in culturally-and linguistically-appropriate service delivery? (*CLAS Standard 4*)
  - a. Training is provided to staff as standard part of orientation for new hires at all levels and disciplines
  - b. Training is provided at least once a year to staff at all levels and disciplines
  - c. Training is provided, but not in a standardized / routine manner
  - d. Our program does not currently provide this training
  
4. Does your program provide timely professional interpreter services, at no cost, to all Limited English Proficiency (LEP) clients, including those clients who use American Sign Language? (*CLAS Standard 5, Federal mandate*)
  - a. Always
  - b. Most of the time
  - c. Sometimes
  - d. Our program does not currently provide timely professional interpreter services
  
5. Do all LEP or Deaf/Hard of Hearing clients receive verbal and written notices about their right to language assistance services? (*CLAS Standard 6, Federal mandate*) **Check all that apply**
  - a. Verbal notices are provided
  - b. Written notices are provided
  - c. Our program does not currently provide either verbal or written notice about this right

6. Are Deaf / Hard of Hearing clients and clients with disabilities made aware of your program's Disability Access policy or notice? (*CLAS Standard 6, Federal mandate*)
  - a. Always
  - b. Most of the time
  - c. Sometimes
  - d. Our program does not currently provide Disability Access notice to clients
  
7. Does your program offer written materials in languages that target the diverse cultural groups in your service area/population? (*CLAS Standard 8, Federal mandate*)
  - a. Written materials are offered in the languages of all cultural groups in our service area/population
  - b. Written materials are offered in the languages of some cultural groups in our service area/population
  - c. Our program does not currently offer written materials in the languages of the cultural groups in our service area/population
  
8. Does your program clearly display image / post signage visibly that shows inclusivity for the diverse cultural groups including LGBTQ and people with disabilities in your service area/population (*CLAS Standard 8, Federal mandate*)
  - a. Images / signage visibly posted in the languages of all cultural groups in your service area
  - b. Images / signage visibly posted in the languages of most cultural groups in your service area
  - c. Images / signage visibly posted in the languages of some cultural groups in your service area
  - d. Our program does not currently post images / signage visibly in the languages of all cultural groups in your service area
  
9. Does your program have a plan to identify and address CLAS needs for underserved populations? (*CLAS Standard 9*)
  - a. A plan is fully developed and being implemented
  - b. A plan is currently in draft form or only partially implemented
  - c. Our program does not currently have a written plan
  
10. Does your program review your written CLAS plan at least once a year to assess CLAS progress and needs? (*CLAS Standard 10*)
  - a. Written CLAS plan is reviewed by program about once a year
  - b. Our program does not currently review our written CLAS plan once a year
  - c. Not applicable: our program does not currently have a written CLAS plan

11. Does your program use Race, Ethnicity Language (REL) community/service area data to help design and deliver program services? (*CLAS Standard 11*)
- REL community data used in all applicable situations to design/deliver program services
  - REL community data used most of the time to design/deliver program services
  - REL community data sometimes used to design/deliver program services
  - REL community data never used to design/deliver program services
12. Does your program use REL client data to help design, deliver, and evaluate program services? (*CLAS Standard 11*)
- REL client data always used to design/deliver program services
  - REL client data used most of the time to design/deliver program services
  - REL client data sometimes used to design/deliver program services
  - REL client data never used to design/deliver program services
13. Does your program participate in partnerships with other agencies that target the diverse cultural groups in your service area/population? (*CLAS Standard 13*)
- Our program participates in partnerships with other agencies that target all of the diverse cultural groups in our service area/population
  - Our program participates in partnerships with other agencies that target some of the diverse cultural groups in our service area/population
  - Our program does not currently participates in partnerships with other agencies that target the diverse cultural groups in our service area/population

**CLAS Agency Self-Assessment** (*from MA*)

Scale: 1 Partial → 2 Partial and actively working to improve → 3 Complete and effective → 4 Promising practice, successfully documented → 5 Documented and ready to train others

Agency rating	Program rating	Component of CLAS Standards The agency/program
		Collects data on race, ethnicity, and language for all participants/clients
		Has a demographic profile that describes its service area/population accurately, including stable and changing race, ethnic and language groups
		Ongoing, assesses its capacity, (strengths and gaps in providing services to diverse racial and ethnic populations), and has a written plan to address identified gaps

		Assures that limited English proficient individuals in the service area have language access, supported by written policies and procedures and high quality interpretation services
		Ensures that agency/program participants are provided services respectfully and in manner consistent with their beliefs and culture, supported by written policies/procedures
		Implements recruitment, retention and promotion procedures with the result that current staff reflect the race, ethnic and linguistic diversity of the service population
		Provides ongoing training in culturally and linguistically appropriate service delivery for staff at all levels and disciplines, with most staff reached
		Has effective partnerships with agencies that target the diverse cultural groups in the service area/population

## INTERNAL – CLAS Internal Assessment

### What is the CLAS Internal Assessment (IA)?

The IA is a performance management tool intended to help programs set goals and measure progress concerning the implementation of the Federally Culturally and Linguistically Appropriate Services.

### Program Information

1-1 Department/Division: \_\_\_\_\_

1-2 Specific program/unit covered in this checklist:  
\_\_\_\_\_

1-3 Person completing this form: \_\_\_\_\_ Title:  
\_\_\_\_\_

1-5 Does this program manage any of the following contracts? (*check all that apply*)

- Block Grant contracts
- Discretionary contracts
- Program does not manage any contracts
- Other contracts

1. Does your program collect, or obtain from vendors, individual-level data? (i.e., data that describes program participants or individuals in a population by race, ethnicity, language (REL) or other demographics)	Yes	No
2. Does your program routinely collect, or obtain from vendors, the following individual-level client data? (check all that apply)		
Race	Yes	No
Ethnicity	Yes	No
Preferred Language	Yes	No
Disability status	Yes	No
Sexual orientation (lesbian, gay, bisexual, etc.)	Yes	No
Gender identity (including transgender)	Yes	No
3. Does your program use BHDDH REL data collection guidelines to collect individual-level data?	Yes	No

4. Does your program routinely (at least once per year) analyze individual-level data it collects or obtains by the following groupings?		
Race	Yes	No
Ethnicity	Yes	No
Preferred Language	Yes	No
Disability status	Yes	No
Sexual orientation (lesbian, gay, bisexual, etc.)	Yes	No
Gender identity (including transgender)	Yes	No
5. Does your program use the data collected or obtained to evaluate the effectiveness of the program in reducing disparities	Yes	No
6. Does your program do any of the following to <u>recruit</u> a diverse behavioral healthcare workforce?		
Promote job openings on ethnic media and minority networks	Yes	No
Specify in posting that fluency in languages other than English is desired	Yes	No
Specify in posting that cultural competence is desired	Yes	No
Promote job openings among programs and networks that work with people with disabilities	Yes	No
Other Specify		
7. Do 100% of program staff receive ongoing training on policies and practices for cultural competence and language access?	Yes	No
8. Below is a list of ways DBH programs interact with the public. For each of the options below, please check whether the public's interaction is with DBH workforce, Vendor staff or check neither if not applicable. Check all that apply	DBH	Vendor staff
In-Person ( <i>face-to-face interaction, including at meetings, on Boards, at conferences</i> )		
Telephonically ( <i>e.g. hotline, information support</i> )		

Written materials (e.g. health promotion materials, brochures, consent forms)		
Vital documents (e.g. consent forms, privacy notices, grievance policies, intake/discharge forms)		
Electronically (e.g. email or website)		
Via postal mail		
other _____ Specify		

**Work Plan**

Based on how you rated activities in terms of impact and feasibility, choose one thing you will prioritize as a goal for the next 6 months and write it here.

Please list small steps you will take to reach that goal and specify how you will measure whether or not you have completed them.

**CLAS Standards Needs Assessment**

1. We have materials available that indicate what patients can expect and identify as effective, understandable, and respectful care. (CLAS Standard 1)
  - a. Yes
  - b. No
  - c. Not sure
  
2. What particular strategies are in place to hire staff who reflect the diversity of the community being served (in terms of gender, race, ethnicity and linguistic capabilities)?
 

**Check all that apply (CLAS Standard 3)**

  - a. Tracking racial and ethnic data on the population residing in the service area
  - b. Tracking data on the languages spoken by the population in the service area
  - c. Collaborations with local schools and community organizations to identify diverse candidates for vacancies
  - d. Advertisement of employment opportunities at community health fairs and in job boards, publications, and other media that target minority audiences
  - e. We do not currently have strategies in place to hire staff who reflect the diversity of the community
  - f. Other (please describe)

3. What strategies are in place to help ensure that all staff members (both clinical and non-clinical) have the appropriate knowledge and skills to deliver services in a culturally competent manner? **Check all that apply** (CLAS Standard 3)
- a. Staff are required to complete cultural competency training
  - b. Staff are required to complete linguistic competency training
  - c. We have incentives for staff to complete cultural and linguistic competency training
  - d. Cultural and linguistic competence is a factor in staff evaluations
  - e. We budget money to train staff in cultural competency or to serve as medical interpreters
  - f. We do not currently have strategies in place to help ensure that all staff members have the appropriate knowledge and skills to deliver services in a culturally competent manner.
  - g. Other (Please describe)
4. Which of the following methods are used to inform clients of the availability of translated documents and materials? **Mark all that apply** (CLAS Standard 5)
- a. Translated inserts in general documents (e.g. brochures, manuals)
  - b. Translated recorded messages on telephone lines
  - c. Interpreters in reception area
  - d. Translated signage and notices at key points of contact throughout the agency
  - e. Other, please specify \_\_\_\_\_
  - f. Don't know
  - g. None of the above
5. Which of the following types of written materials are available to your clients in one or more languages other than English? **Mark all that apply** (CLAS Standard 6)

	One non-English Language	Two non-English Languages	Three or more non-English Languages
In-take forms			
Materials regarding services available to clients			
Materials on how to access and appropriately use services			
Health education materials			

Patient care instructions and forms			
Medication instructions and forms			
Grievance/complaint procedures and forms			
Client satisfaction questionnaires/surveys			
Notification of language assistance			

- Other, please specify \_\_\_\_\_
- None of the above

6. Which of the following interpretation services are available to your clients? (CLAS Standard 6)

	One non-English Language	Two non-English Languages	Three or more non-English Languages
Telephone interpreter language line			
Bilingual and/or bicultural non-clinical staff			
Bilingual and/or bicultural clinical staff			
Full-time staff interpreters			
Contracted interpreters			
Volunteer interpreters			
Simultaneous interpretation			

- Other, please specify \_\_\_\_\_
- No formal services available; utilize assistance from members of families and friends
- Don't know
- None of the above

7. Which of the following characteristics apply to the language interpreters used by your agency? **Mark all that apply** (CLAS Standard 6)
- a. Certified in medical interpretation
  - b. Demonstrated proficiency in English and the other language(s)
  - c. Trained in ethics of interpreting
  - d. Trained in sequential or consecutive interpreting
  - e. Trained in simultaneous interpreting
  - f. Knowledge (in both languages) of specialized terms or concepts
  - g. Trained in interpreting for individuals with limited English proficiency
  - h. Don't know
  - i. None of the above
8. What methods are used to inform patients of their right to receive language assistance services at no cost to the patient or family? (CLAS Standard 6)
- a. Information is provided verbally at the first contact with the patient
  - b. Information is provided verbally at every meeting with the patient
  - c. Information is provided in writing in the respective language of the patient
  - d. Information is posted at the facility o Information is disseminated via cultural brokers or community health workers
  - e. We do not currently inform patients of this right.
  - f. Other (Please describe)
9. Which of the following characteristics pertain to written materials available to your clients? **Mark all that apply** (CLAS Standard 8)
- a. Graphics and depictions reflect the racial and ethnic diversity of the populations served
  - b. Graphics and depictions reflect other forms of diversity reflected in the populations served (e.g., religious, gender, functional ability, age)
  - c. Graphics and depictions are free of generalizations and stereotypes based on race, ethnicity, gender, age, religion, sexual orientation, income, and disability
  - d. Content is geared to persons of varying reading levels
  - e. Readability testing is performed on written materials to ensure that content is geared to average reading level of the audience
  - f. Don't know
  - g. None of the above

10. We use patient satisfaction surveys and comments to make appropriate changes (CLAS Standard 9)

- a. Yes
- b. No
- c. Not sure

11. Patients are periodically asked to update information that will help keep staff knowledgeable about their current preferences and beliefs (CLAS Standard 10)

- a. Yes
- b. No
- c. Not sure

12. Which of the following activities are used to collect information on the quality of culturally and linguistically appropriate services? **Mark all that apply** (CLAS Standard 10)

- a. Collection, review, and analysis of quality outcomes data
- b. Client satisfaction surveys
- c. Grievance and complaint tracking
- d. Chart reviews and audits
- e. Client focus groups
- f. Other, please specify \_\_\_\_\_
- g. Don't know
- h. None of the above

13. We are aware of the beliefs of key leaders of community and faith-based organizations and businesses regarding their perspectives about health care (CLAS Standard 12)

- a. Yes
- b. No
- c. Not sure

14. Does your agency conduct periodic assessments of community and/or clients' needs? (CLAS Standard 12)

- a. Yes
- b. No
- c. Don't know

