THE CIRCLE OF CHANGE: BUILDING A COMMUNITY

The Hands & Voices/FL3 Center CIRCLE of Change with the goal to equitably serve families including underrepresented populations, H&V/FL3 commits to:

• Increasing knowledge and understanding of differences
• Shifting culture towards a shared community
• Sharing personal stories of diverse lived experiences
• Finding commonalities in our narratives
• Celebrating how likeness creates interdependence
• Empowering our village to elicit systemic transformation
H&V CIRCLE OF CHANGE

H&V CIRCLE of Change™ model and our commitment to

**CARING** - To show kindness and compassion by leading with care and learning from others – to treat others with courtesy, sensitivity, and dignity

**INTEGRITY** - To model honesty, ethics, and dependability because trust is critical when working with families, team members, partners, and communities

**RESPECT** - To treat people with dignity and value their ideas and contributions

**CONVICTION** - To work passionately and diligently and never settle for the status quo, knowing everyone deserves to be treated with dignity and respect

**LEADERSHIP** - To set a positive example in service to others

**EXCELLENCE** – To pursue a legacy to leave for the future of the organization and community
NATIONAL CLAS STANDARDS

THE CLAS ARE STANDARDS THAT HEALTH CARE ORGANIZATIONS MUST ABIDE BY TO ENSURE THE DELIVERY OF CULTURALLY COMPETENT SERVICES.

- DEPARTMENT OF HEALTH & HUMAN SERVICES
- US DEPARTMENT OF HEALTH AND HUMAN SERVICES OFFICE OF MINORITY HEALTH
WHAT ARE NATIONAL CLAS STANDARDS?

• Respective and Responsive to each person’s culture and communication needs

• Takes into account
  • Cultural Health Beliefs
  • Preferred languages
  • Health Literacy Levels
  • Communication Needs

• Ensures services are:
  • Respectful
  • Understandable
  • Effective
  • Equitable
WHY DO HEALTH ORGANIZATIONS IMPLEMENT THE NATIONAL CLAS STANDARDS?

They seek to improve... and thereby increase...

**STAFF:**
- Cultural competency
- Language services use
- Quality of services

**CLIENT:**
- Satisfaction
- Engagement
- Experience
CLAS AND PARENT TO PARENT SUPPORT

For the purposes of providing parent-to-parent support, outreach, and leadership opportunities we can serve as a model to develop strategies and activities that will be culturally and linguistically accessible.
• Evaluate where we are on the implementation process
  • Currently Implementing
  • Planning to Implement
  • Not Planning to implement at this time
  
https://thinkculturalhealth.hhs.gov/assets/pdfs/AnImplementationChecklistfortheNationalCLASStandards.pdf
HANDS & VOICES FL3 ACTION PLAN FOR CLAS

APPENDIX B

SAMPLE: HVY FL3 ACTION PLAN FOR CLAS
(Page 8, An Implementation Checklist for the National CLAS Standards)

Note: After attending a workshop on the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (The National CLAS Standards), HVY created the checklist and created the Action Plan.

Your CLAS Action Worksheet
Review the practices you checked as “planning to implement.” We suggest choosing three practices that your organization or department will focus on implementing next. Write these three practices down, along with timelines for their implementation.

Note: see note here for this exercise.

1. 1. A & B: Create and disseminate new resources about CLAS within the organization using widely accessible platforms.
   a. Timeframe: Include CLAS standard reflections in activities in year three of the FL3 Communications Action Plan.

2. B: Frommate practices for translating materials into languages other than English and for evaluating the quality of these translations. This may include testing materials with target audiences.
   a. Timeframe: July 2021 – June 2022 in both HVY overall and FL3 activities.

How will you help your organization implement these National CLAS Standards? Write down a few concrete action steps. Consider your objectives, challenges, and staff and resources that can support you.

1. 1. A & B: Implementation:
   a. Include CLAS standards in ECHO Presentation (March 2022)
   b. Include CLAS standard in FL3 D5 Plan (Feb. 2022)
   c. Include CLAS standards in D7 website Page of HVY (Mar. 2022)

2. 2. B: Implementation:
   a. PROMACE resources to be translated into Spanish via the HVY WC Language Council (Fall 2021)
   b. Include process for Spanish translation of all captured videos when capturing for English (Fall 2022)
   c. Promote resources and allocate funds for translation of materials into ASL (Spring 2023)

Congratulations! You now have a CLAS implementation action plan!

- 34 -
NEXT STEPS

• Review CLAS Standards on Page 8

• Complete the Checklist of National CLAS Standards
  • https://thinkculturalhealth.hhs.gov/assets/pdfs/AnImplementationChecklistfortheNationalCLASStandards.pdf

• Create an Action Plan for CLAS (See example on Page 34 of HV/FL3 Guidelines)

• Find out if your state has a DEI Plan
  • Be a part of the conversation and collaborate on ways to outreach and provide culturally and linguistic services.
FOR MORE INFORMATION

Rosabel Agbayani, MPH
Consultant for Underrepresented Populations
Rosabel@handsandvoices.org