

What is **CLAS**

CLAS are services that are respectful of and responsive to each person's culture and communication needs.

CLAS helps you take into account:

- Cultural health beliefs
- Preferred languages
- Health literacy levels
- Communication needs

CLAS helps make your services:

- Respectful
- Understandable
- Effective
- Equitable



What are the **National CLAS Standards**

The National CLAS Standards gives your health organization action steps for providing CLAS. They offer guidance in the areas of:

Governance, Leadership, and Workforce

Communication and Language Assistance

Engagement, Continuous Improvement, and Accountability



What are the National CLAS Standards | cont.

The Office of Minority Health developed the Standards in 2013 to

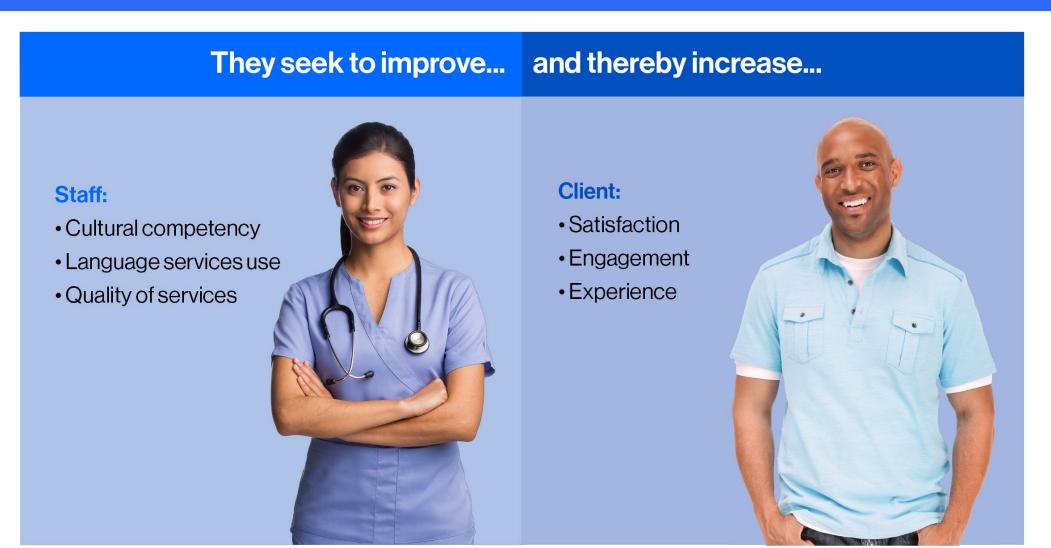
Advance Health Equity

Improve Quality

Help Eliminate Disparities



Why do health organization implement CLAS







How can you implement CLAS

Our team is here to provide information, share available resources, and help you develop an action plan to implement CLAS within your organization.

References

Think Cultural Health | https://thinkculturalhealth.hhs.gov/

Office of Minority Health | https://www.minorityhealth.hhs.gov/







