

# Welcome!

- This session is being recorded.
- All lines are muted, so please ask your questions in the chat.
- Please complete the pre-test survey prior to the start of our session.

Visit [https://www.surveymonkey.com/r/PreTestCLAS\\_2023](https://www.surveymonkey.com/r/PreTestCLAS_2023)

or scan the QR code:



## We will get started shortly!



CENTER OF  
**EXCELLENCE**  
FOR BEHAVIORAL HEALTH  
IN NURSING FACILITIES



## Culturally and Linguistically Appropriate Services (CLAS)



CENTER OF  
**EXCELLENCE**  
FOR BEHAVIORAL HEALTH  
IN NURSING FACILITIES



# Today's Event Host

## Nikki Harris, MA, CBHC-BS

### COE-NF TRAINING AND EDUCATION LEAD

- For the past 20 years, Nikki has provided program implementation, development, management, external and internal trainings, policy development, quality assurance, and managed training coordination and technical support throughout the southeast region.
- Previously, she served as the project manager for the Division of Behavioral Health and Substance Use Services within the South Carolina Department of Corrections.
- She has a B.A. in psychology from the University of South Carolina, a M.A. in counseling from Webster University and is a certified behavioral specialist.



# Today's Presenter

## Iris Feinberg, PhD, CHES

**ASSOCIATE DIRECTOR OF ADULT LITERACY RESEARCH CENTER AND RESEARCH ASSISTANT PROFESSOR**

Dr. Iris Feinberg is the associate director of the Adult Literacy Research Center and a research assistant professor at the College of Education & Human Development, Georgia State University. Her primary area of interest is health literacy; current studies include working to improve language assistance in the emergency department of a large public safety-net hospital for people with limited English proficiency, training health professionals and health professions students, understanding barriers to care for refugees, decoding scientific literacy that affects health outcomes and helping organizations develop a culture of health literacy. Iris is also a founding member of the Georgia Alliance for Health Literacy.



# What is equity and why is it important?



# What are Culturally and Linguistically Appropriate Services (CLAS) Standards?

---

A blueprint for health and healthcare organizations to advance health equity, improve quality, and help eliminate health disparities for people of all cultures, classes, races, ethnic backgrounds, sexual orientations, and faiths.

Equity advances when anyone and everyone receives communication and healthcare in a way that they can understand and use it to make informed health decisions.

# What are the 15 CLAS national standards?

---



# Principal Standard

---

Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.



## 2-4: GOVERNANCE, LEADERSHIP & WORKFORCE

---

Enables your governance, leadership and workforce to promote CLAS and health equity.

- Designate a CLAS champion or CLAS committee
- Do assessments and create a formal CLAS implementation plan.
- Create/disseminate resources about CLAS to your workforce.

## 5-8: COMMUNICATION & LANGUAGE ASSISTANCE

---

Allows your clients/patients to access and understand health-related information that is culturally and linguistically responsive.

- Create a patient/family communications committee that represents the populations you serve.
- Review and enhance your language assistance services.
- Improve written materials so they use plain language and health literacy principles and are culturally and linguistically responsive.

## 9-15: Engagement, Continuous Improvement, Accountability

---

Creates an ongoing environment and commitment to organizational CLAS implementation.

- Include CLAS in staff evaluations.
- Provide annual CLAS training to your leadership, governance, and workforce.
- Complete an annual CLAS assessment.

# CLAS Resources

- Center for Medicare and Medicaid Services
  - ✓ A Practical Guide to Implementing the National CLAS Standards
  - ✓ Building an Organizational Response to Health Disparities: Five Pioneers from the Field
- Agency for Healthcare Research and Quality
  - ✓ TeamSTEPPS® Enhancing Safety for Patients with Limited English Proficiency Training Module
  - ✓ Health Literacy Universal Precautions Toolkit
- Department of Health and Human Services
  - ✓ Implementation Checklist for the National CLAS Standards (HHS)
- Office of Minority Health
  - ✓ Think Cultural Health





# Questions?

For more information, contact:

Iris Feinberg, PhD CHES  
[ifeinberg2@gsu.edu](mailto:ifeinberg2@gsu.edu)

# Stay Up-to-date and Register for our Next Event!



**JOIN OUR UPCOMING VIRTUAL EDUCATION EVENTS**

**An Overview of Schizophrenia and Psychosis**  
Wednesday, July 19 • 2 - 2:30 p.m. EST  
[REGISTER HERE: https://bit.ly/COEOverviewSandP\\_7-19-23](https://bit.ly/COEOverviewSandP_7-19-23)

**An Introduction to Creating a Trauma-Informed Culture in the Post-Acute and Long-Term Care Facility - Part 3: Trauma Screening and Trauma Assessment - Why the Difference Matters**  
Wednesday, July 26 • 2 - 3 p.m. EST  
[REGISTER HERE: https://bit.ly/COETraumaInformedCulture\\_7-26-23](https://bit.ly/COETraumaInformedCulture_7-26-23)

**A Facility Assessment Approach to Behavioral Health**  
Wednesday, July 5 • 2:30 - 3 p.m. EST  
[REGISTER HERE: https://bit.ly/COEFacilityAssessment\\_7-5-23](https://bit.ly/COEFacilityAssessment_7-5-23)

**Question, Persuade, Refer (QPR)**  
Registration is limited to 60 participants. A minimum of five (5) participants are required for the session to occur.  
Friday, July 7 • 2 - 3:30 p.m. EST  
[REGISTER HERE: https://bit.ly/COEQPR\\_7-7-23](https://bit.ly/COEQPR_7-7-23)

**Mental Health First Aid (MHFA)**  
Registration is limited to 15 participants. A minimum of five (5) participants are required for the session to occur.  
Friday, July 28 • 11 a.m. - 4:30 p.m. EST  
This session provides a MHFA certification for three years.  
**TO REGISTER:**  
To register for Mental Health First Aid, please send your name, email address, agency, and training date to [coeinfo@allianthealth.org](mailto:coeinfo@allianthealth.org) by July 14, 2023.

**An Introduction to Culturally and Linguistically Appropriate Services (CLAS) Standards**  
Tuesday, July 18 • 2 - 2:30 p.m. EST  
[REGISTER HERE: https://bit.ly/COECLAS\\_7-18-23](https://bit.ly/COECLAS_7-18-23)

**AUDIENCE:**  
All nursing facility staff

This event is hosted by the Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF).

COE-NF is a joint effort of the Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF) and the Center of Excellence for Behavioral Health in Long-Term Care Facilities (COE-LTCF). COE-NF is a joint effort of the Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF) and the Center of Excellence for Behavioral Health in Long-Term Care Facilities (COE-LTCF).

**SAMHSA** **CMS**

## Next event:

**An Overview of Schizophrenia and Psychosis**  
**Wednesday, July 19, 2023**  
**2 – 2:30 p.m. EST**

[https://bit.ly/COEOverviewSandP\\_7-19-23](https://bit.ly/COEOverviewSandP_7-19-23)

- **Subscribe to the COE Monthly Newsletter -**  
[https://bit.ly/COENF\\_Newsletter](https://bit.ly/COENF_Newsletter)
- **Join our text message list! -** <https://bit.ly/COETextList>
- **Connect with us on social media:**
  - LinkedIn: [www.linkedin.com/company/nursinghomebh/](http://www.linkedin.com/company/nursinghomebh/)
  - Twitter: [twitter.com/NursingHomeBH](https://twitter.com/NursingHomeBH)
  - Facebook: [www.facebook.com/NursingHomeBH](https://www.facebook.com/NursingHomeBH)
  - YouTube: [www.youtube.com/channel/UCgnRi9EFB9rXApnIUwS09sw](https://www.youtube.com/channel/UCgnRi9EFB9rXApnIUwS09sw)

## Contact us:

For more information or to request assistance, we can be reached by phone at **1-844-314-1433** or by email at [coeinfo@allianthealth.org](mailto:coeinfo@allianthealth.org).

## Visit the website:

[nursinghomebehavioralhealth.org](http://nursinghomebehavioralhealth.org)

# Please complete the post-test and evaluation survey.

Visit [https://www.surveymonkey.com/r/PostTestCLAS\\_2023](https://www.surveymonkey.com/r/PostTestCLAS_2023)

or scan the QR code:



# Thank You!

