Culturally and Linguistically Appropriate Services (CLAS) Program for Health Equity

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Tale of Two Zip Codes
## Social Determinants of Health

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<th>Neighborhood and Physical Environment</th>
<th>Education</th>
<th>Food</th>
<th>Community and Social Context</th>
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<td>Hunger</td>
<td>Social integration</td>
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<td>Zip code / geography</td>
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### Health Outcomes
Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations
Defining Health Equity

Health equity means when everyone has the opportunity to reach their full health potential, and no one is limited by unfair systems, historical precedence or other factors beyond their control.
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.

THEMES:
• Governance, Leadership and Workforce;
• Communication and Language Assistance;
• Engagement, Continuous Improvement and Accountability
Health Equity Team: Overview

• Funded by the North Carolina Office of Minority Health and Health Disparities (OMHHD)

• “The NC OMHHD is working throughout the state to bridge the health status gap between racial/ethnic minorities and the general population, and advocates for policies and programs that improve access to public health services for under-served populations.”

• Funding period: Dec. 2018 - May 2019 ($18,000)
  June 2019 - June 2020 ($20,000)
Health Equity Team
Health Equity Team Goal:

To assess and ensure the delivery of Culturally and Linguistically Appropriate Services at Gaston County Department of Health and Human Services in order to reduce health disparities and achieve health equity within our community.
How to implement CLAS standards?

Methods and Activities
Objective 1:

Gather CLAS-related data and complete health equity assessment tools and surveys to summarize our health department’s status regarding CLAS standards, and create an action plan to improve two programs, policies or processes to align with CLAS standards by May 31, 2020. (#10-12)
Overall, how competent do you feel working with people who are from cultures different than your own?

86 responses

- Very competent: 51.2%
- Somewhat competent: 40.7%
- Neither competent nor incompetent
- Somewhat Incompetent
- Very Incompetent
I think that knowing about different cultural groups helps direct my work with individuals, families, groups, and organizations.

86 responses
Does your place of employment adhere to any recommended CLAS national standards?

86 responses

- Yes: 53.5%
- No: 41.9%
- Not Sure: 3.6%
Objective 1- pending:

• Health Equity Impact Assessment
• Identification of two programs/policies/procedures to bring into CLAS standards/health equity alignment
Objective 1 - pending:

- Health Equity Impact Assessment
- Identification of two programs/policies/procedures to bring into CLAS standards/health equity alignment
  - Creating an organization-wide health materials review team (#8)
  - Adopting an organization-wide definition of health equity and including it in strategic planning, job descriptions, hiring processes and integrating competencies into performance reviews. (#2-4, 9)
Objective 2:

Provide training on Culturally and Linguistically Appropriate Services for at least 30% of DHHS Public Health staff and organize two educational community events.

(#1, 4, 13)
Understanding Racism Workshop Participant Quotes

“I think all employees working for the county should sit through this workshop or something very similar, empathy is something very important for success when working in public health.”

“I appreciated the opportunity to attend this workshop. While the subject matter is intense and uncomfortable for some to talk openly about, I think it is important to have workshops such as this so we can grow as individuals, which will make us more empathetic to the clients we work with daily.”
Planned trainings:

• Understanding Racism Workshop
• Principles for Designing Materials for Health Literacy
• Different World experience
• Webinar: Everything You’ve Wanted to Know About Trans Inclusion but Were Too Afraid to Ask
• LGBTQ+ Inclusiveness and Culturally Competent Care
### Community Event

**DID YOU KNOW?**

**HEALTH EQUITY**
means that everyone has a fair opportunity to be healthy.

**EVERYTHING ABOUT YOU AFFECTS YOUR HEALTH:**
race, ethnicity, socio-economic status, gender, sex, sexual orientation, national origin, first language, ability (physical, emotional or developmental), age, and religious or spiritual affiliation.

**THE HEALTH DEPARTMENT**
created a Health Equity team of 20 staff and community partners to make sure you will receive culturally appropriate care.

**OUR GOAL:**
to change policies and practices within our health department so everyone in our community can be healthy.

**DO YOU WANT TO KNOW MORE?**
www.gastongov.com/healthequity

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**¿SABÍAS QUE?**

**EQUIDAD EN SALUD**
significa que todos tienen una oportunidad justa para ser saludable.

**TODO SOBRE USTED AFECTA SU SALUD:**
raza, origen étnico, estatus socioeconómico, género, sexo, orientación sexual, origen nacional, primera lengua, habilidad (física, emocional, o de desarrollo), edad, y afiliación religiosa o espiritual.

**EL DEPARTAMENTO DE SALUD**
ha creado un equipo de equidad de salud de 20 miembros del personal y de la comunidad para asegurarse de que recibirá el cuidado cultural adecuado.

**NUESTRO OBJETIVO:**
cambiar las políticas y prácticas en el departamento de salud para que todos en nuestra comunidad puedan ser saludables.

**¿QUIERES SABER MÁS?**
www.gastongov.com/healthequity
Thank you!
Questions?

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HEALTH & HUMAN SERVICES