

# 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
- 

**Culturally and Linguistically  
Appropriate Services (CLAS)  
What, Why and How**



[thinkculturalhealth.hhs.gov/clas](http://thinkculturalhealth.hhs.gov/clas)



# 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...
<p data-bbox="478 743 562 768"><b>STAFF:</b></p> <ul data-bbox="478 797 722 886" style="list-style-type: none"><li data-bbox="478 797 695 821">• Cultural competency</li><li data-bbox="478 829 722 854">• Language services use</li><li data-bbox="478 862 678 886">• Quality of services</li></ul> 	<p data-bbox="1014 743 1098 768"><b>CLIENT:</b></p> <ul data-bbox="1014 797 1152 886" style="list-style-type: none"><li data-bbox="1014 797 1152 821">• Satisfaction</li><li data-bbox="1014 829 1152 854">• Engagement</li><li data-bbox="1014 862 1142 886">• Experience</li></ul> 



# 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.

# CHECKLIST OF NATIONAL CLAS STANDARDS IMPLEMENTATION PRACTICES

Checklist of National CLAS Standards Implementation Practices  
**Theme 1: Governance, Leadership, and Workforce**

Select your organization's stage of implementation for each practice	Currently implementing	Planning to implement	Not planning to implement at this time
<b>1.2a</b> Identify and designate a CLAS champion or champions, who are supported by the organization's leadership, and whose specific responsibilities include (at a minimum) continuous learning about, promoting, and identifying and sharing educational resources about CLAS and the National CLAS Standards throughout the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>1.2b</b> Create and implement a formal CLAS implementation plan that is (at a minimum) endorsed and supported by the organization's leadership, that describes how each Standard is understood, how each Standard will be implemented and assessed, and who in the organization is responsible for overseeing implementation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>1.3a</b> Target recruitment efforts to the populations served to increase the recruitment of culturally and linguistically diverse individuals, through actions such as: posting job descriptions in multiple languages in local community media, holding job fairs in the community(ies) served, and/or working with leaders of local community institutions to create mentorship and training programs targeting populations served.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>1.3b</b> Create internal organizational mentorship programs, specifically targeting culturally and linguistically diverse individuals, that provide information about and support for additional training opportunities, and that links individuals in junior positions with individuals in senior positions to receive career guidance and advice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>1.4a</b> Deliver or make freely available continuous CLAS-related training and technical assistance to leadership and all staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>1.4b</b> Create and disseminate new resources about CLAS within the organization using widely accessible platforms (e.g., employee dedicated webpages, employee intranet, employee break room).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>1.4c</b> Incorporate assessment of CLAS competencies (e.g., bilingual communication, cross-cultural communication, cultural and linguistic knowledge) on an ongoing basis into staff performance ratings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 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

**HANDS & VOICES**  
FAMILY LEADERSHIP IN  
LANGUAGE & LEARNING (FL3)

**ADVANCING DIVERSITY,  
EQUITY, INCLUSION  
& ACCESSIBILITY  
GUIDELINES**

Transforming a Community for all  
Families with Children who are  
Deaf/Hard of Hearing



 **HANDS & VOICES™**

Hands & Voices Headquarters  
PO Box 3093  
Boulder CO 80307  
303-492-6283

[hv@handsandvoices.org](mailto:hv@handsandvoices.org) | [303-492-6283](tel:303-492-6283) | [www.handsandvoices.org](http://www.handsandvoices.org)

## APPENDIX B

### SAMPLE: H&V 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), H&V reviewed the Checklist and created this 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 timeframes for their implementation.

*Note: we chose two for this exercise*

1. 1.4.b Create and disseminate new resources about CLAS within the organization using widely accessible platforms.
    - a. Timeframes: Including CLAS standard reflections in activities in year three of the FL3 Communication and Dissemination Plan.
  2. 2.8 Formalize processes 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 H&V 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. 1.4b Implementation:
  - a. Include CLAS standards in EHDI Presentation (March 2022)
  - b. Include CLAS standards in FL3 DEI Plan (Feb. 2022)
  - c. Include CLAS standards link in DEI website Page at H&V (Apr. 2022)
2. 2.8 Implementation:
  - a. Prioritize resources to be translated into Spanish via the H&V HQ Latino Council (Fall 2021)
  - b. Include process for Spanish translation of all captioned videos when captioning for DHH (English) (Fall 2021)
  - c. Prioritize resources and allocate funds for translation of materials into ASL (Spring 2022)

**Congratulations! You now have a CLAS Implementation action plan!**



# NEXT STEPS

---

- Review CLAS Standards on Page 8
  - HV/FL3 Advancing Diversity, Equity, Inclusion, and Accessibility Guidelines:  
<https://www.handsandvoices.org/diversity/DEI-final.pdf>
- 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](mailto:Rosabel@handsandvoices.org)