

## **CLAS Standards #2 Exercise Activity**

### **What are ways that we advance and sustain organizational governance and leadership?**

- Program representatives review CCESJC topics with their respective programs. Training provided include cultural competence aspect. Senior Leaders are culturally diverse.
- CCESJC
- Hiring Bilingual / Multicultural staff
- Training on Cultural Competence
- Communication, training, sharing understanding who we represent and serve, common language, common knowledge, guiding principles.
- All staff are well informed on monthly meetings

### **How do we promote CLAS and health equity through the following areas:**

#### **Policy?**

- Services to consumers are provided in their language of preference.
- Cultural Competency Plan – Currently reviewing & revising
- Core Competency / Policy - Currently reviewing & revising
- Interpreter / Bilingual staff policy - Currently reviewing & revising
- Awareness, respect, understanding
- Acknowledge client preference and acculturation level – being open to this feedback
- Protecting people who seek services
  - \* Information gathered –how will it be used
  - \* Assuring safety & confidentiality regarding ICE
- Continued discussion and awareness about:
  - \* CLAS standards, Laws, Protective classes, State/Federal driven regulation
- Making sure in place to be able to enforce them
- Integrate CLAS Standards in policy
- More training for staff and peers on CLAS Standards

### **Practices?**

- PEI provides handouts in multiple languages. Stanislaus County web site is translated in multiple languages (Cambodian, Chinese, Persian, Spanish & Vietnamese) QIC-Review practices in relation to providing cultural competence services.
- Community collaboration
- Interagency collaboration
- Training on Cultural Competency
- Bring back the snapshot of culturally relevant events in the newsletter
- Bring back event at Scenic that highlights diversity
- Partnership with International Festival (MJC, Gallo)
- Trainings to highlight education on working with specific culture
- Recognize the different audience, different focus common goal be culturally proficiency services in their language, including materials. True understanding of cultural competence (understand, communicate with and effectively interact with people across cultures)
- Be aware of one's own world view
- Empowering consumers/family
- Develop positive attitude toward cultural differences
- Gain knowledge of different cultural practices and world views
- Develop skills for communication and interaction across cultures

### **Allocated Resources?**

- SAMHSA, MHSA (PEI) to reach out to cultural competency
- Positions dedicated to cultural competency
- MHSA funding
- WET (Workforce Education & Training)
- Support of community events & organizations
- Utilizing federal funding to the max
- Integrating more departments
- Be able to communicate more with other agencies
- Having bilingual staff
- Partnering with diverse organizations