



Culturally and Linguistically Appropriate Services (CLAS) Framework in CT

Grant funded partners include:



Connecting to Care Grant and a Focus on CLAS

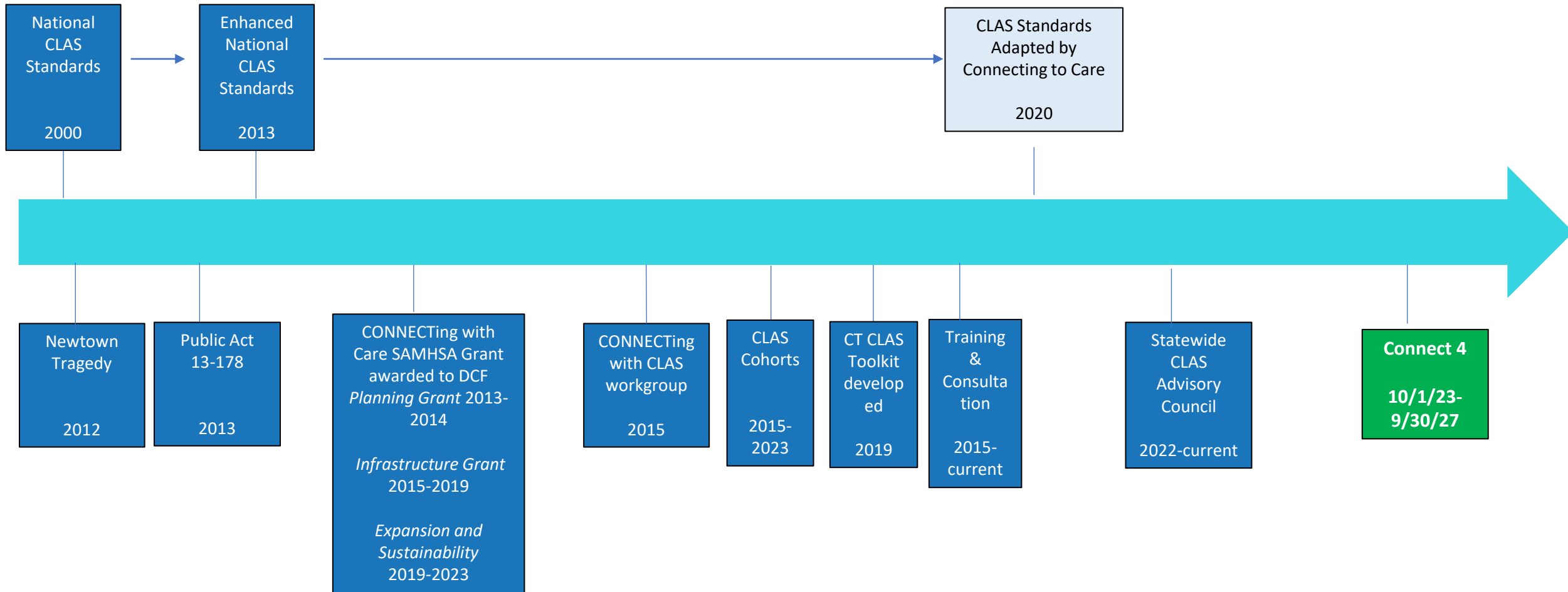
Connecting to Care

Connecting to Care is a SAMHSA* grant awarded to DCF that is focused on improving the state's behavioral health system of care for children. In order to best serve all children with behavioral health needs in our state, the services that children and families might benefit from must be **racially just, culturally responsive, and linguistically appropriate.**

*SAMHSA- Substance Abuse and Mental Health Services Administration

Grant funded partners include:





National CLAS Standards
2000

Enhanced National CLAS Standards
2013

CLAS Standards Adapted by Connecting to Care
2020

Newtown Tragedy
2012

Public Act 13-178
2013

CONNECTing with Care SAMHSA Grant awarded to DCF
Planning Grant 2013-2014
Infrastructure Grant 2015-2019
Expansion and Sustainability 2019-2023

CONNECTing with CLAS workgroup
2015

CLAS Cohorts
2015-2023

CT CLAS Toolkit developed
2019

Training & Consultation
2015-current

Statewide CLAS Advisory Council
2022-current

Connect 4
10/1/23-9/30/27

Connecting to CLAS

Building off the **National CLAS Standards** and in alignment with the Connecticut **DCF racial justice framework**,

Connecting to Care offers a **blueprint** for child- and family-serving organizations to

implement **racially just** and **culturally and linguistically appropriate services**

that will advance health equity, improve the quality of services, and help eliminate racial and ethnic disparities.

CLAS Workgroup VISION

To develop, plan and implement a statewide process for incorporating the enhanced Culturally and Linguistically Appropriate Services (CLAS) Standards within the children's Network of Care of Connecticut.

CLAS Workgroup GOAL

To partner with families and network of care leaders to promote health equity, racial justice and cultural and linguistic competence across all behavioral health services at the local, regional and state levels.

Helping systems, providers, and communities through CLAS

CLAS

CLAS is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities

CLAS is about respect and responsiveness

CLAS Standards

Provide a blueprint for individuals and organizations to implement culturally and linguistically appropriate services



<https://thinkculturalhealth.hhs.gov/clas>

Support & Assistance

Trainings

- CLAS Standards training
- Implicit Bias and Cultural Humility
- Best Practices in Language Interpretation
- CLAS/Health Equity Toolkit Training
- Introduction to Health Equity Planning (overview of the 6 month cohort process)

Health Equity Plan Development & Evaluation

- Health Equity Planning: 6-month cohort process using the Four-Phase Model of Change
- Building Capacity to Evaluate Health Equity Plan Strategies Training
- Strategic Planning of Health Equity Outcome Measures
- Self Exploration of the Toolkit

Individualized Agency Consultation and Support

- Organizational Consultation on meeting Linguistic Needs and Requirements
- Organizational Assistance on Utilizing Data to Inform Health Equity Planning
- Additional Consultation and Assistance (Board of Director or other trainings and/or support/consultation)

Ongoing Support & Sustainability

- Regional CLAS/Health Equity Learning Communities
- How to Facilitate Courageous Conversations Trainings

Four Phase Change Model to Develop Health Equity Plans & Address Racial Justice and Health Disparities



CLAS Cohorts

65 organizations trained in the 6 month cohort process and have developed Health Equity plans and formed internal CLAS/DEI workgroups.

94%
of Organizations that graduated from the CLAS cohort still have a Health Equity Plan

85%
of Organizations that graduated from the CLAS cohort still have an internal DEI or CLAS workgroup

85%
of Organizations that graduated from the CLAS cohort report still being able to prioritize CLAS work

What are the benefits you have seen after implementing CLAS standards?

- ✓ Improved engagement and communication with clients (translated materials, cultural and other questions on intake forms)
- ✓ Increase in diverse and bi-lingual staff
- ✓ Staff feel like work environment is more inclusive and morale has improved (Affinity groups, DEI councils, commitment to becoming anti-racist organization)
- ✓ Improved client outcomes (Fewer no shows and increase in clients reporting feeling like they are heard)
- ✓ Added DEI to new employee orientation and increased DEI related trainings
- ✓ Diversity, Equity, Inclusion, Racial Justice is woven into practice and policy and alignment with mission and vision

- The Child and Family Guidance Center
- Children's Center of Hamden
- Family Centered Services of CT, Inc.
- Child and Family Agency of SE CT
- Catholic Charities Archdiocese of Hartford
- Wheeler Clinic
- Family and Children's Aid
- Wellmore Behavioral Health
- Community Mental Health Affiliates
- Klingberg Family Services
- Carelon Behavioral Health
- FAVOR
- Child Guidance Center of Mid-Fairfield County
- Child Guidance Center of Southern CT
- Domus Kids, Inc.
- Boys and Girls Village
- Justice Resource Institute
- United Community and Family Services
- Community Child Guidance Clinic, Inc.
- The Village for Families and Children

- Marrakech, Inc.
- Child Guidance Clinic for Central CT, Inc.
- Community Health Resources (CHR)
- Office of Early Childhood
- Town of Stratford Community Services
- The Exchange Club Center for the Prevention of Child Abuse of Southern CT
- Clifford Beers Clinic
- Lower Naugatuck Valley Parent Child Resource Center
- Youth Continuum
- Community Health Center, Inc.
- Natchaug Hospital
- Rushford
- Madonna Place
- United Services
- Institute of Living/Hartford Hospital
- Hartford Behavioral Health
- Trinity Health NE, St. Francis
- Eastern CT Health Network
- Waterbury Youth Services
- New Opportunities, Inc.

- Amplify, Inc
- CT Dental Health Partnership
- Ferguson Library
- Charlotte Hungerford Center for Youth & Families
- CREC Health Services
- Communicare
- Community Residences Inc
- Clinton Human Services
- GBAPP
- Southwest Community Health Center
- Connecticut Children's Alliance, Inc.
- Bridges Healthcare, Inc
- Connecticut Family Support Network
- NAFI Connecticut, Inc.
- Path Parent to Parent/Family Voices of CT
- SARAH Inc.
- The Hispanic Coalition of Greater Waterbury
- Waterbury Department of Public Health
- West Hartford-Bloomfield Health District
- Yale Child Study Center
- Love 146
- Phoenix Professional Services, LLC
- Waterford Country School
- Family Centers
- Milford Health Department

4 Phase Change Model and Toolkit Recognition

- Presented at several national conferences including:
 - The Institute for Innovation and Implementation Conference in Washington DC
 - Research & Policy Conference on Child, Adolescent, and Young Adult Behavioral Health in Tampa

MARTIN LUTHER KING

**Of all the forms of inequality,
injustice in health care is the
most shocking and inhumane.**

Speaking before the Second National Convention
of the Medical Committee for Human Rights.
Chicago, Illinois. March 25 1966.



<https://vimeo.com/374169262>

Training	# Trained
Implicit Bias & Cultural Humility	542
CLAS Standards Overview	680
Introduction to Health Equity Planning	345
Best Practices in Language Interpretation	53
Building Capacity to Evaluate Health Equity Plan Strategies	78
Other Trainings: Health Disparities Data Social Determinants of Health Diversity, Equity and Inclusion	302

How to Facilitate Courageous Conversations Training

8 trainings held since Jan 2022 with 163 unique participants across 53 agencies

Grant Writing Workshop

428 Trained
Including several grassroots organizations, caregiver/family, and young adults

2,591 Trained

New!
7/2023-
9/2023

Learning Labs:

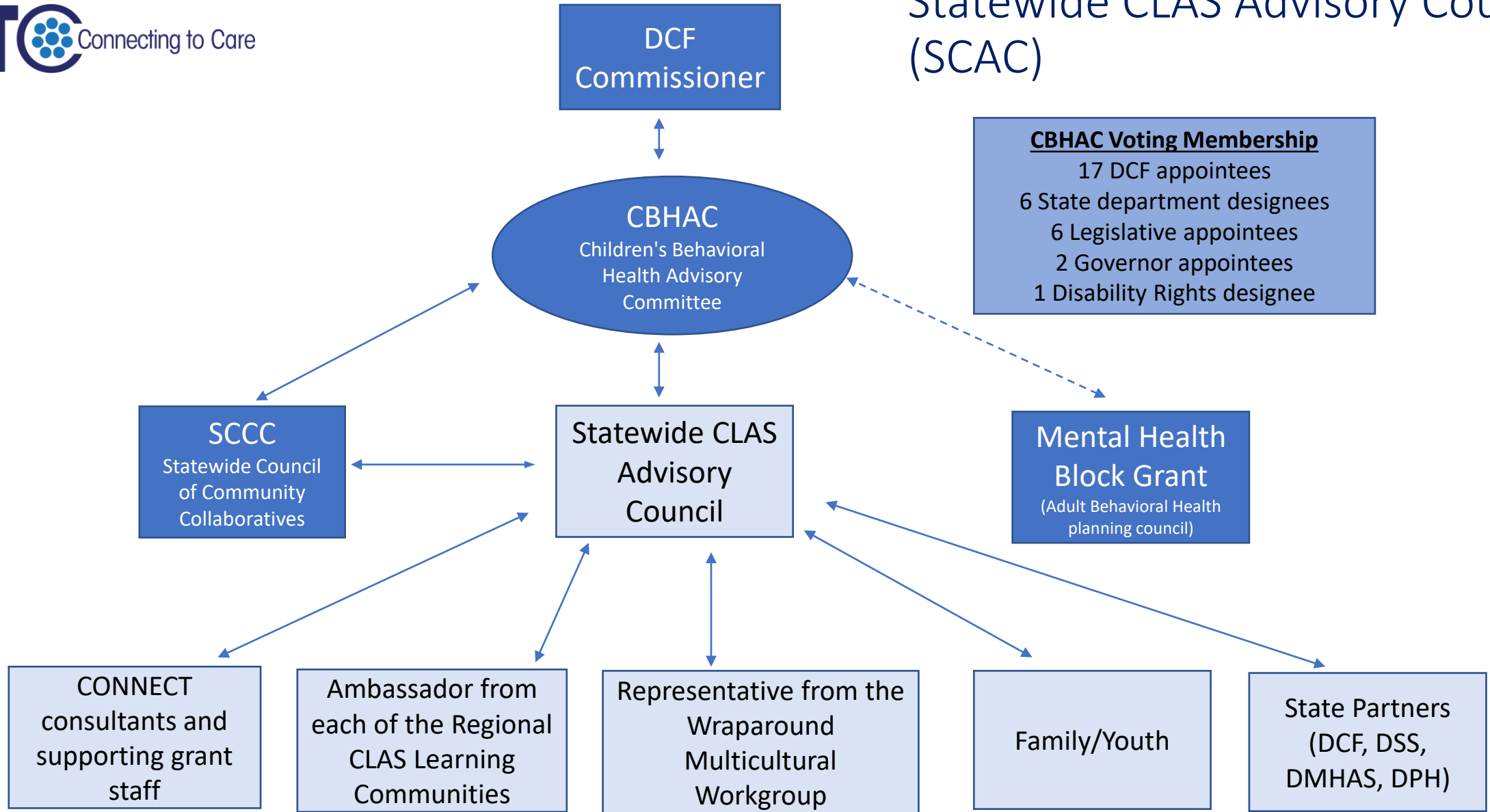
- Small focused group learning environments
- Allows for specialized group consultation and learning
- Available to agencies that participated in the cohorts
- Facilitated by Connecting to Care CLAS consultants

Focused on the following CLAS Standards:

- ✓ **CLAS Standards 2-4: Governance Leadership and Workforce**
28 in attendance over 2 sessions (not a unique count)
- ✓ **CLAS Standards 5-8: Language and Communication Assistance**
16 in attendance over 2 sessions (not a unique count)
- ✓ **CLAS Standard 11: Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and racially just outcomes and to inform service delivery**
25 in attendance over 2 sessions (not a unique count)

Collaboration and Sustainability

Statewide CLAS Advisory Council (SCAC)



Statewide CLAS Advisory Council (SCAC)

- SCAC works to develop, plan and implement a statewide process for incorporating enhanced Culturally Linguistically Appropriate Services (CLAS) standards within the children's Network of Care in Connecticut
- Partnering with families and network of care leaders to promote health equity, racial justice and cultural and linguistic competence across all behavioral health services at the local, regional and state levels

SCAC has been meeting since Jan 2022 with representation from DCF, DMHAS, DSS, DPH, regional Learning Communities, parents/caregivers, and the multi-cultural wrap around workgroup.

- Recommendations made to the DCF Commissioner & legislators in the CBHAC report included:
 - ✓ Address disproportionality to reduce racial, ethnic, and other identified group disparities by providing racially just, culturally, and linguistically appropriate services to the community, with increased attention on accountability through tracking and data.
 - ✓ Additional considerations include:
 - ongoing support of CLAS and racial justice trainings and learning communities
 - mechanism to provide oversight and accountability of CLAS standards
 - promotion of the use of health equity plans
 - integration of DCF Racial Justice efforts and activities
 - funding for interpretation
 - standardized demographic data collection across funders

510 in attendance
From Sept 2021-Sept 2023

Regional CLAS/Health Equity Learning Communities enhance and sustain the work of Connecting to Care.

CLAS Learning Communities:

- Share best practices of implementation of National CLAS Standards
- Educate the community on health equity diversity and CLAS Standards
- Share strategies of engagement with families and youth to support agency CLAS activities and progress of health equity plans

The CLAS Learning Communities have been meeting quarterly in each DCF region since 2018.

Learning Community Ambassadors:

Region 1: Southwest Community Health Center

Region 2: The Children's Center of Hamden

Region 3: United Services

Region 4: The Village for Families and Children and CT Dental Health Partnership

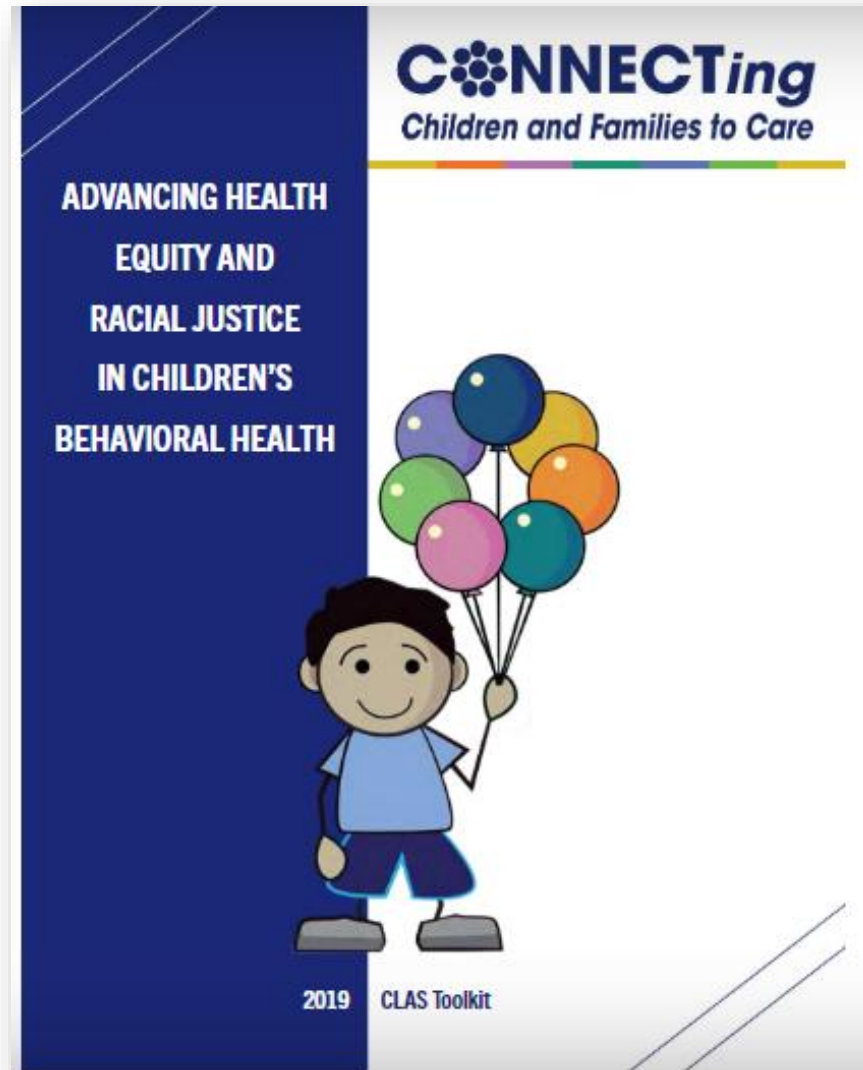
Region 5: Waterbury Youth Service Bureau, Greater Waterbury Health Partnership, Bridge to success

Region 6: Klingberg Family Center, Community Mental Health Affiliates

Other Sustained Work

- Advancing Health Equity and Racial Justice in Children's Behavioral Health Toolkit
- Connecting to Care website and CLAS Resource Library
- Carelon Behavioral Health Network of Care Manager in each DCF Region to support the CLAS/Health Equity work

[Toolkit Link](#)





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Connect with us on Social Media

Visit our Websites:



<https://www.connectingtocarect.org/>

Join the Mission: [Join Our Mission | CONNECTing Children & Families To Care \(connectingtocarect.org\)](#)

For more Information on Connecting to Care:
<https://plan4children.org/>

Follow Connecting to Care on social media!



<https://www.facebook.com/CT.CONNECT.champions>




[@connectingtocare_ct](#)

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