



BHPOC Work Group on Diversity, Equity & Inclusion in Behavioral Health

Legislative Office Building Room 3000, Hartford CT 06106
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www.cga.ct.gov/ph/BHPOC

Co-Chairs: Alice Forrester and Selma Ward

Agenda

May 16, 2023 11:00 AM via ZOOM

The BHPOC is committed to creating to an environment that provides equal access to behavioral healthcare in a culturally competent capacity, with particular attention to social and racial justice.

Join Zoom Meeting

<https://beaconhealtheoptions.zoom.us/j/92035438730?pwd=cGluU1IibjU2UkhRY3ZWdFBXZVpFdz09>

Meeting ID: 929 6974 4605

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162.255.37.11 (US West)

162.255.36.11 (US East)

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David Kaplan, Kelly Phenix, Yvonne Jones, Selma Ward, Sean King, Noel Casiano, Yohanna Cifuentes, Alice Forrester, Lois Berkowitz, Mark Vanacore, Bonni Hopkins, Christine Montgomery, Brenetta Henry, Jaya Daptarder, Howard Drescher, Tanya Larsen, Teresa Rosario, Stephney Springer, Donyale Pina

Guests: Marie Spivey, Michele Stewart-Copes

Scribe: Christine Maziuk

I. NATIONAL STANDARDS for CULTURALLY and LINGUISTICALLY APPROPRIATE SERVICES (CLAS) in HEALTH and HEALTH CARE, SEET LLC

National CLAS Standards were developed in response to health and health care disparities, changing demographics, and legal and accreditation requirements. This seminar will show how the CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for individuals as well as health and health

care organizations to implement culturally and linguistically appropriate services. Participants will understand the legislative, regulatory and accreditation mandates as well as the federal requirements and penalties regarding the implementation of the CLAS standards. Participants will also learn how to utilize the CLAS standards as guidelines that inform, guide, and facilitate best practices related to culturally and linguistically appropriate health services. It is imperative for providers to know how to improve professional communication skills as well as build strategies to improve the patient/provider relationship and quality of patient care.

In the handout provided, it explains the business case for the class standards. It was previously estimated that the combined cost of health disparities and the subsequent deaths is 1.24 trillion dollars. So by providing the structure and a plan to implement CLAS, by providing the structure and a plan to implement CLAS, it'll help organizations to conserve money, to improve health care delivery, to get to the grassroots, marginalized, disenfranchised population, and then to measure themselves to see how they are doing and how they can progress.

The principal standard was added when the 15 class standards were enhanced, and the principal standards really encompasses all 15. If you're doing the principal standard, you are able to meet all of the objectives of all of the 15 class standards. The principal standards is respectful quality care. How does our target population define respect? Literacy is also important in the focus because the American Medical Association says, out of all the factors for health to status, health literacy is the most important. We know that most people comprehend and learn at a third grade level. Most newspapers are written at a fourth grade level, but most agencies put out information at an eighth grade level. It is important that clients understand how to use and access the services provided. The best way to ensure that is through governance, leadership and workforce. Communication and language assistance is where most organizations can be sued. They're at risk of losing their Federal dollars. The health and human services are saying that all organizations getting Federal dollars should assess their target population at the top 15 languages, and by law you should have interpretation services as well as translation. If an organization does not have that, signage must displayed to assist on where they can get that. It is almost a financial impossibility for social service nonprofits to be able to afford to bring somebody in to meet those needs. When you have to coordinate availability with a third party, it increasing he wait times. Sharing resources across organizations can lower the costs.

What are the root causes of the disparity? What is the disparity? How do you define the disparity? How do you know what it is? How have we asked he community being served what those disparities are?

Section 1557 of the Patient Protection and Affordable Care Act is updated with civil rights rules. The office of civil rights enforces section 1557, and it prohibits discrimination on the basis of race, of color, of national origin, age disability, or sex, including pregnancy, sexual orientation, gender identity, and returns certain protections for individuals with limited English proficiency. Individuals are coming from different countries faster than ever. English proficiency is something that we all need to be more cognizant of, not just Spanish, but so many other languages are in our communities.

Sharing information, questions and resources with each other across organizations is important.

New Business, Announcements, Adjournment

None discussed

Next Meeting: Tuesday, June 6, 2023 at 11:00 AM via ZOOM