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**North Sound Behavioral Health Administrative Services Organization, LLC**  
Section 1500 – Clinical: Culturally and Linguistically Appropriate Services

Authorizing Source: HCA Contract

Approved by: Executive Director      Date: 04/23/2024      Signature:

**POLICY # 1521.00**

**SUBJECT: CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES**

**PURPOSE**

To promote the use of the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in the public behavioral health services administered by the North Sound Behavioral Health Administrative Services Organization, LLC (North Sound BH-ASO). To promote 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.

**DEFINITIONS**

**Cultural Humility**

“Cultural Humility” means the continuous application in professional practice of self-reflection and self-critique, learning from patients, and partnership building, with an awareness of the limited ability to understand the patient’s worldview, culture(s), and communities.

**Culturally Appropriate Care**

“Culturally Appropriate Care” means health care services provided with Cultural Humility and an understanding of the patient’s culture and community, and informed by Historical Trauma and the resulting cycle of Adverse Childhood Experiences (ACEs).

**POLICY**

North Sound BH-ASO and its providers will develop policies and procedures that will apply the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in the delivery of behavioral health services in the North Sound regional service area.

**PROCEDURES**

**1. The North Sound BH-ASO will:**

- a. Educate and train ASO leadership and staff in culturally and linguistically appropriate policies and practices on an ongoing basis. (CLAS Standard 4)
- b. Offer language assistance to Individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to ASO funded behavioral health services. (CLAS Standard 5)
- c. Inform all Individuals of the availability of language assistance services clearly and in their preferred language, verbally, and in writing. (CLAS Standard 6)
- d. Ensure the competence of Individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided. (CLAS Standard 7)
- e. Provide easy-to-understand print and multimedia materials and signage in the languages

- commonly used by the populations in the service area. (CLAS Standard 8)
- f. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations. (CLAS Standard 9)
  - g. Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery. (CLAS Standard 11)
  - h. Create conflict and Grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflict or complaints. (CLAS Standard 14).

**2. The North Sound BH-ASO will require its contracted providers to:**

- a. Educate and train agency leadership and staff in culturally and linguistically appropriate policies and practices on an ongoing basis. (CLAS Standard 4)
- b. Offer language assistance to Individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services. (CLAS Standard 5)
- c. Inform all Individuals of the availability of language assistance services clearly and in their preferred language, verbally, and in writing. (CLAS Standard 6)
- d. Ensure the competence of Individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided. (CLAS Standard 7)
- e. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area. (CLAS Standard 8)
- f. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations. (CLAS Standard 9)
- g. Create conflict and Grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflict or complaints. (CLAS Standard 14)

**ATTACHMENTS**

None