

Health Equity Planning & Culturally and Linguistically Appropriate Services (CLAS)

Available Assistance and Support

Connecting to Care is a federally funded initiative focused on improving the state's behavioral health system 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.

Building off of the National Culturally and Linguistically Appropriate Services (CLAS) Standards and in alignment with the Connecticut Department of Children and Families (DCF) racial justice framework, we offer a blueprint for child- and family-serving organizations to implement racially just and culturally and linguistically appropriate services that will advance health equity, improve quality, and help eliminate disparities in access and outcomes in children's behavioral health.

Connecting to Care provides assistance, support, and consultation in a variety of modalities to help organizations connect to care using the CLAS Standards as a basic foundation, and by supporting in the development of Health Equity Plans. Health Equity Plans are intended to assist organizations in advancing principles of health equity, improving quality of care and services, and thereby helping them to eliminate health disparities. Plans developed in collaboration with the Connecting to Care initiative focus on the federal Office of Minority Health's CLAS Standards, and by aligning them with the DCF's statewide racial justice framework.

This assistance and support is meant to be individualized to organizational context, and the participation in any of the following activities are at the discretion of the organization. Several consultants provide support across the areas of initiation, implementation, evaluation, and sustainability. This assistance is free of charge to organizations and/or interested stakeholders and community members and is expected to be available from 2020-2023. For additional information contact Lisa Palazzo at lisa.palazzo@beaconhealthoptions.com.

AREAS OF HEALTH EQUITY & CLAS TECHNICAL ASSISTANCE

INITIATION/ENGAGEMENT	IMPLEMENTATION	EVALUATION	SUSTAINABILITY
<ul style="list-style-type: none"> ❖ CLAS Standards Training ❖ Introductory Course on CLAS/Health Equity Planning ❖ CLAS Standards Language Services Presentation ❖ Individualized organizational assistance on meeting language needs ❖ Implicit Bias & Cultural Humility Training 	<ul style="list-style-type: none"> ❖ Advancing Health Equity and Racial Justice using CLAS Standards in a 6 month Cohort Process using the Four-Phase Model of Change ❖ Self-exploration of the Health Equity Toolkit 	<ul style="list-style-type: none"> ❖ Training on Health Equity Plan evaluation strategies ❖ Individualized organizational assistance on utilizing data to inform Health Equity planning ❖ Individualized organizational assistance on Strategic Planning of Health Equity outcome measures ❖ Additional Individualized Organizational Assistance 	<ul style="list-style-type: none"> ❖ Regional Learning Communities ❖ How to facilitate courageous conversations training

Menu of Available Free-Assistance and Support Provided by Connecting to Care

INITIATION/ENGAGEMENT

Activity	Description	Contact Information
<p>CLAS Standards Trainings</p>	<p>Do you know what the Culturally & Linguistically Appropriate Services (CLAS) Standards are? Attend this workshop and learn the importance of embedding CLAS Standards in your everyday work.</p> <p><u>This workshop will focus on:</u></p> <ul style="list-style-type: none"> • Familiarizing yourself with the National CLAS Standards • Learning how to operationalize and implement the National CLAS Standards in your everyday work • Increasing your knowledge of and ability to implement the National CLAS standards to address health equity, racial justice, and health disparities <p>Time: 90 min Audience: Anyone working directly with children and families or individuals</p>	<p>System for Education Equity & Transition (SEET)</p> <p>Michele Stewart-Copes, MS, MSW michelesc@targetpcs.com</p> <p>Marie Spivey EdD, RN, MPA mmtatem@yahoo.com</p>
<p>Introductory Course on CLAS/Health Equity Planning</p>	<p>This 60 minute introduction explains how to utilize the 4 phase model of change to help organizations implement racially just and culturally and linguistically appropriate services that will advance health equity, improve quality, and eliminate disparities in access and outcomes in children’s behavioral health.</p> <p><i>Note: This training is <u>not</u> limited to behavioral health providers.</i></p> <p>Time: 60 minutes Audience: Champions of Racial Justice and/or Senior Leadership within an organization</p>	<p>Cecilia Frometa, Ph.D. cecilia.frometa@yale.edu</p>

<p>Individualized Organizational Assistance on meeting Language Needs</p>	<p>Consultation will be provided to a to a limited number of individual organizations to assist with meeting federal guidelines and CLAS standards around linguistic needs and interpretation requirements, working with interpreters, supporting bi-lingual staff and other individualized agency needs.</p> <p>Examples of support could include:</p> <ul style="list-style-type: none"> • In-house employee presentations • Supporting Bi-lingual employees on the Code of Ethics and interpretations mode • Assistance developing language communication access • Individualized consultation to meet organizational needs <p>Time: Up to 3 hours per agency Audience: Organizations that are committed to meeting CLAS standards and have gone through the Connecting to Care cohort and/or will be going through the cohort.</p>	<p>Carlos Blanco cabmoral@gmail.com</p>
<p>CLAS Standards Language Services Presentation</p>	<p>Presentation provides practical guidelines for the delivery of culturally and linguistically appropriate services. You will learn why interpretation services are needed, which CLAS standards address language and communication needs, various modes of interpretation and tips.</p> <p>Time: 1 hour Audience: Organizations that are committed to meeting CLAS standards and have gone through the Connecting to Care cohort and/or will be going through the cohort.</p>	<p>Carlos Blanco cabmoral@gmail.com</p>
<p>Implicit Bias and Cultural Humility Training</p>	<p>Acknowledging the reality and role of implicit biases in guiding behaviors and beliefs can result in actionable and effective solutions to facilitate and improve relationships.</p> <p>This training will build and foster understanding of implicit biases and cultural humility. A framework for positive attitude development and the facilitation of reciprocal open questions will be cultivated.</p> <p>Time: 2 hours Audience: Anyone working directly with children and families or individuals</p>	<p>System for Education Equity & Transition (SEET)</p> <p>Michele Stewart-Copes, MS, MSW michelesc@targetpcs.com</p> <p>Marie Spivey EdD, RN, MPA mmtatem@yahoo.com</p>

IMPLEMENTATION

Activity	Description	Contact Information
<p>Advancing Health Equity and Racial Justice using CLAS Standards in a 6 month Cohort Process using the Four-Phase Model of Change</p>	<p>This process assists organizations with health equity planning through:</p> <ul style="list-style-type: none"> • Attending bi-monthly meetings, participating in training, and receiving individualized support in completing a Health Equity Plan; • Utilizing Connecting to Care's Health Equity Toolkit that focuses on how organizations can create internal policy, systems, and agency changes that prioritize health equity. <p><i>Note: Commitment letter will be obtained prior to joining.</i></p> <p>Time: 6 month process Audience: 1-3 representatives with an organization that will become the conduit for change within the organization and bring information back to all employees</p>	<p>Cecilia Frometa, Ph.D. cecilia.frometa@yale.edu</p>
<p>Self-exploration of the Health Equity Toolkit</p>	<p>Connecting to Care published a free, self-guided Health Equity Toolkit, <i>Advancing Health Equity and Racial Justice in Children's Behavioral Health</i>. The toolkit is designed to help organizations develop their own Health Equity Plans. View the toolkit by clicking here.</p> <p>Time: Self-paced Audience: Champions of Racial Justice and/or Senior Leadership within an organization</p>	<p>Click on link below for Health Equity Toolkit</p>

EVALUATION

Activity	Description	Contact Information
<p>Training on Health Equity Plan Evaluation Strategies</p>	<p>This training will provide participants with the basic knowledge and skills to determine how well their health equity plan strategies are addressing identified areas of need. The training will be comprised of didactic and interactive components. Participants will apply their knowledge to real-world scenarios and health equity plans.</p>	<p>Cindy Crusto, Ph.D. cindy.crusto@yale.edu</p>
<p>Individualized organizational assistance on Strategic Planning of Health Equity outcome measures</p>	<p>Consultation is available to a limited number of organizations on evaluation of Health Equity plan outcome measures using logic models, Plan Quality Index, or other strategies.</p> <p>Time: Up to 4 hours per organization Audience: Organizations that have already developed a Health Equity Plan and want assistance with evaluation and measurement</p>	<p>Cindy Crusto, Ph.D. cindy.crusto@yale.edu</p>
<p>Individualized organizational assistance on utilizing data to inform Health Equity planning</p>	<p>The CT Data Collaborative will provide consultation to a limited number of individual organizations to understand how they collect and use demographic data for incorporation into their Health Equity Plans.</p>	<p>CT Data Collaborative Jackie Vancour jackie@ctdata.org</p>
<p>Additional Individualized Consultation & Support (as resources permit)</p>	<p>More intensive individualized consultation and support for organizations who previously attended the 6 month cohort process (as resources permit).</p>	<p>Contact Lisa Palazzo at lisa.palazzo@beaconhealthoptions.com</p>

SUSTAINABILITY

Activity	Description	Contact Information
<p>Regional Learning Communities</p>	<p>The purpose of the Regional CLAS Learning Communities are to sustain and enhance the work of Connecting to Care. Organizations involved with racial justice work will be invited to participate in the CLAS Learning Communities with a purpose of:</p> <ul style="list-style-type: none"> • Sharing best practices of implementation of National CLAS Standards • Educating community on health equity diversity and CLAS Standards • Sharing strategies of engagement with families and youth to support agency CLAS activities and progress of health equity plans <p>Time: 90-120 min, once per quarter Audience: Representatives from organizations that previously participated in cohorts, trainings, received consultation from Connecting to Care, or new organizations that want to be part of a Learning Community.</p>	<p>System for Education Equity & Transition (SEET)</p> <p>Michele Stewart-Copes, MS,MSW michelesc@targetpcs.com</p> <p>Marie Spivey EdD, RN, MPA mmtatem@yahoo.com</p>
<p>How to Facilitate Courageous Conversations Training</p>	<p>The purpose of this training is to train participants on how to facilitate courageous conversations in the workplace. This training will provide internal capacity to host these conversations, leaving participants feeling confident and comfortable to do so.</p> <p>Participants will be provided tools and resources and the opportunity to practice their skills and evaluate and reflect on their development.</p> <p><u>Participants will:</u></p> <ul style="list-style-type: none"> • Understand the “role” of the facilitator • Develop and utilize effective facilitation skills • Develop strategies to use to handle challenging exchanges • Understand their own biases and how they affect their interaction with others <p>Organizations benefit from having increased inclusion, diversity, equity capacity and workforce development internally.</p>	<p>ESB Consulting & Training Associates</p> <p>Ellen Boynton</p> <p>Contact: Lisa.Palazzo@beaconhealthoptions.com if interested</p>