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| <p>Lancaster County Drug & Alcohol Commission Case Management & Clinical Services Policy & Procedure Manual</p> | <p>CMCS # 32</p> <p>Policy: <i>Culturally and Linguistically Appropriate Services (CLAS)</i></p> |
| <p>Most Current Revision : 07/01/2021 Effective Date: 07/01/2020</p> | <p>Page: 1 of 3</p> |

I. Purpose:

To ensure LCDAC and our contracted services providers are providing services that are respectful of and responsive to cultural and linguistic needs, cultural health beliefs and practices, preferred languages, health literacy levels, and other communications needs of those they serve.

II. Procedure:

Cultural competence is the ability to interact effectively with people of different cultures. Both individuals and organizations can be culturally competent. “Culture” is a term that goes beyond just race or ethnicity. It can also refer to such characteristics as age, gender, sexual orientation, disability, religion, income level, education, geographical location, or profession. Cultural competence means to be respectful and responsive to the health beliefs and practices—and cultural and linguistic needs—of diverse population groups.

Being respectful means:

- recognizing and valuing cultural differences, such as the health beliefs, practices, and linguistic needs of diverse populations.

Being responsive means:

- Knowing something about the culture of the group that programs/services focus on;
- Customizing prevention and promotion in a way that respects and fits within the group’s culture;
- Involving people from the targeted cultural group in assessing needs, developing resources, planning and implementing programs/services, and evaluating their effectiveness.

The National CLAS Standards are a set of 15 action steps intended to advance health equity, improve quality, and help eliminate health care disparities by providing a blueprint for individuals and organizations to implement culturally and linguistically appropriate services.

For more information on CLAS standards, please go to: <https://www.thinkculturalhealth.hhs.gov>.

The following are a list of services available to those LCDAC contracted service providers to access in order to provide assistance:

Disability Empowerment Center

941 Wheatland Ave.

Lancaster, PA 17603

Phone- 394-1890

Decpa.org

Church World Service

308 East King Street

Lancaster, PA 17602

Phone- 717-381-2890

<https://cwslancaster.org/>

Immerse International

321 Manor Ave.

Millersville, PA 17551

Phone- 717-872-7085

<http://www.immerse-us.com/>

Spanish American Civic Association (SACA)

453 South Lime Street

Lancaster, Pa 17602

Phone- 717-397-6267

<https://sacapa.org/>

Additional agencies may be found by contacting United Way of Lancaster County at **2-1-1**

Approved By:



7/1/2021

Rick Kastner LCDAC Executive Director

Date