

September is National Recovery Month
The Massachusetts Department of Public Health
Bureau of Substance Abuse Services (BSAS)
invites you to attend

BSAS Recovery Day Policy Forum
September 26, 2013
Gardner Auditorium—State House
1:30pm — 3:30pm

National CLAS Standards
Culturally & Linguistically Appropriate Services

The 10th annual BSAS Recovery Day Policy Forum will focus on policies and practices relating to national CLAS standards: *Culturally and Linguistically Appropriate Services*. A panel discussion will explore how the standards are being used to advance health equity, improve quality, and help eliminate health care disparities.

Moderator: Julia Ojeda *Recovery Support Services Coor., BSAS*

Welcome: Hilary Jacobs *Director, DPH BSAS*

Keynote Speaker: Rodrigo Monterrey *Statewide CLAS Coordinator, DPH*

Presenter: Erica Piedade *Director of Quality Assurance & Licensing, DPH BSAS*

Panelists: Rita Nieves *Bureau Director
Boston Public Health Commission
Bureau of Substance Abuse Services*

Sue Schlotterbeck *Director of Culture and Language Services,
Edward M. Kennedy Community Health
Center*

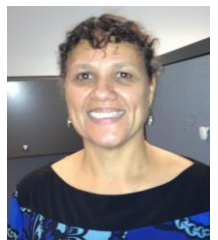
Billy Parks *Volunteer Coordinator, Everyday Miracles
Recovery Support Center*



BSAS Recovery Day Policy Forum Presenter Bios – September 26, 2012



Rodrigo Monterey is the CLAS (Culturally and Linguistically Appropriate Services) Program Manager at the Massachusetts Department of Public Health (MDPH), leading a federally-funded program to identify and address health disparities. MDPH's CLAS Initiative proposes strategies, assists in design and implementation of department-wide initiatives, and fosters internal and external partnerships to increase health equity. Mr. Monterey has over 10 years' experience in public health, including HIV/AIDS, Emergency Preparedness. Prior to his current position, he was the Procurement Coordinator for the MDPH Bureau of Substance Abuse Services. He also served on the CLAS Coordinating Committee, chaired various CLAS working groups, and participated in the creation of the "Making CLAS Happen" manual, a comprehensive guide to implementing CLAS standards.



Erica Piedade is the Director of Quality Assurance and Licensing at the Bureau of Substance Abuse Services at the Massachusetts Department of Public Health. Prior to that she was the Bureau's Licensing Inspector for Western and Central Mass. She is a member of the DPH CLAS Coordination Committee, and has also been a member of the UMASS Stonewall Center's Speaker Bureau and Somerville's Adhoc Group on Diversity. Her 30 years' experience in public health began as a Peace Corps Volunteer serving in Nepal and has continued through her work in both state and non-profit addictions services. Ms. Piedade has a Masters in Public Health and a Doctorate in Education.



Sue Schlotterbeck is the Director of Cultural and Language Services at Edward M. Kennedy Community Health Center, where she has worked for 26 years. She provides organization-wide leadership in the development and implementation of services to address the cultural and linguistic needs of patients to reduce health care disparities and improve patient care. She chairs the health equity/cultural competence committee and refugee health team. Sue received the 2012 Massachusetts Department of Public Health's Commissioner's Leadership Award for exceptional leadership in promoting community and institutional transformation for health improvement.



Rita Nieves is a bilingual/bicultural Latina with over 18 years of experience in developing and providing services to persons with addiction disorders. As Director of the Addictions Prevention, Treatment and Recovery Support Services Bureau at the Boston Public Health Commission, she oversees its array of services. Her focus is on expanding access to care for Boston residents, making the Bureau's resources more accessible to bilingual and monolingual individuals, and placing a Navigator in community health centers to minimize access barriers. Ms. Nieves has lead multiple CSAT-funded projects to improve the quality of substance abuse services and provide culturally appropriate treatment services for Boston's residents. She has worked both in Puerto Rico and the US in both the addictions and communicable disease control fields. Ms. Nieves is a Registered Nurse, and also has Masters degrees in both Social Work and Public Health.



Billy Parks is a Volunteer Coordinator at Everyday Miracles Recovery Support Center in Worcester. He is presently enrolled at Worcester State University working toward certification as an alcohol and substance abuse counselor (CADAC). Billy also works at Crozier House as a part-time House Manager and has six and a half years in recovery.

National Standards for CLAS in Health and Health Care:
A Blueprint for Advancing and Sustaining CLAS Policy and Practice

**National Standards for Culturally and Linguistically Appropriate Services
in Health and Health Care**

The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for health and health care organizations to:

Principal Standard:

1. Provide 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.

Governance, Leadership, and Workforce:

2. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
3. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

Communication and Language Assistance:

5. 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.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

Engagement, Continuous Improvement, and Accountability:

9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.
10. Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
11. 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.
12. Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.
13. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
14. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
15. Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.