**RHWP Subrecipient Agency Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ GMIS #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Use this template to create a plan to increase Culturally and Linguistically Appropriate Services (CLAS). Complete ALL 15 Standards.**

* **Based on what was learned from the CLAS self-assessment, activities should be identified to improve the cultural competency of services in FY2024.**
* **Submit this form with initial application, mid-year, and final report to show accomplishments.**

This document is being submitted as: *(please check one)* **🞎 Initial Plan** (due with application) **🞎 Progress Report** (due 10/15/2023) **🞎 Final Report** (due 5/15/2024)

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| --- | --- | --- | --- | --- | --- | --- |
| **Objective** | **Activities** | **Person(s) Responsible** | **Begin/End Date** | **Evaluation** | **Accomplishments Mid-Year Report**  ***4/1/2023 – 9/30/2023*** | **Accomplishments**  **Final Report**  ***10/1/2023 – 3/31/2024*** |
| Standard #1: Understandable and Respectful Care |  |  |  |  |  |  |
| Standard #2: Diverse Staff and Leadership |  |  |  |  |  |  |
| Standard #3: Ongoing Education and Training  ***EXAMPLE*** | * Orient new staff members to cultural competence training * Develop orientation materials related to cultural competency * Encourage all staff to participate in cultural competence training | Administrative Staff  Clinical Staff | April 1, 2023 – March 31, 2024 | Staff participation in ongoing training and education will be accounted for in a database.  The percentage of staff who have participated in ongoing training will be assessed bi-monthly to monitor progress toward our objective. | The percentage of staff who have participated in ongoing training and education increased from 75% to 90%. | The percentage of staff who have participated in ongoing training and education increased from 90% to 100%. |
| Standard #4: Language Assistance Services |  |  |  |  |  |  |
| Standard #5: Right to Receive Language Assistance Services |  |  |  |  |  |  |
| Standard #6: Informing About Language Assistance |  |  |  |  |  |  |
| Standard #7: Competence of Language Assistance |  |  |  |  |  |  |
| Standard #8: Patient-Related Materials |  |  |  |  |  |  |
| Standard #9: Written Strategic Plan |  |  |  |  |  |  |
| Standard #10: Organizational Self-Assessment |  |  |  |  |  |  |
| Standard #11 Patient / Consumer Data |  |  |  |  |  |  |
| Standard #12: Community Profile |  |  |  |  |  |  |
| Standard #13: Community Partnerships |  |  |  |  |  |  |
| Standard #14: Conflict/Grievance Processes |  |  |  |  |  |  |
| Standard #15: Implementation of health equity action plan on an additional health equity topic.  Example:  **Increase access to contraceptive services for young adults 18-24 in at least 3 neighborhoods with health disparities in birth spacing outcomes.** | * Describe tasks needed * Create SMART goals * Design and implement an evaluation plan. * Review birth spacing data, maternal and infant mortality data, pregnancy related reports * Prioritize top 3 neighborhoods to target outreach * Conduct interviews with at least 10 young adults * Engage young adults on I & E Committee to develop marketing materials * Create and implement outreach and marketing plan with 18-24 * Increase weekend and teen clinic hours * Train staff on new contraceptive approaches * Build capacity of clinic to increase supply of contraceptives and EC | Clinical Staff  Maternal & Infant Health Staff  Communications  Manager  Data Team: Biostatistician  Young Adults 18-24 | April 1, 2023 to March 1, 2024 | # Of new young adults on I & E Committee  # Of interviews completed with 18-24 for marketing plan  # Of shares, # comments, # views for social media campaign in target neighborhoods  # Of staff who completed 100% of contraceptive and EC training  # Clients ages 18-24 with reproductive life plan  # And type of new contraceptives in stock clinic | Increased awareness of clinic location & services among 18-24 adults in target neighborhoods  Increase in stock of variety of contraceptives and EC from 75% to 90% at clinic  % Staff implementing new contraceptive and EC protocols during client visits  Increased use of reproductive life plan among of 18-24 adults from 85% to 100% | % Of young adults sustained on I & E Committee  Increased visits to clinic among clients aged 18-24  Increased use of contraceptive services among young adults from 65% to 80% in priority neighborhoods  Increased birth spacing interval from 12 months to 18 months among clients aged 18-24 |