

New Mexico



National CLAS Standards Planning, Policies, and Collaboration

The New Mexico Department of Health, Office of Policy and Accountability Office of Health Equity conducted a CLAS assessment in 2008 to guide the department's implementation of the National CLAS Standards. A survey was distributed to the department's public health offices and facilities, and an internal CLAS Work Group was convened to review the survey results and make recommendations for implementation efforts. The CLAS Work Group concluded that initial efforts should focus on language assistance, development of a toolkit, and training related to the National CLAS Standards.¹

In 2014, the Department of Health conducted a follow-up assessment of the department's cultural and linguistic competency status. The report, [New Mexico Department of Health Cultural and Linguistic Competence Policy Assessment](#),² noted that the assessment resulted from a 2010 policy that institutionalized the use of the National CLAS Standards throughout the department. The assessment was intended to inform the department's planning, implementation, quality

of services, and resource allocation. The results showed that many employees were knowledgeable about cultural competency, but the department could improve its dissemination of CLAS-related policies and procedures. Recommendations resulting from the study included creating a self-assessment work group to support ongoing tracking, employing diverse strategies to cultivate leadership and obtain buy-in from the organization on a shared vision of CLAS, incorporating assessment results in general planning, and incorporating CLAS concepts in policy development.

National CLAS Standards Dissemination

In accordance with the recommendations from its first self-assessment, the New Mexico Office of Health Equity developed a [CLAS Toolkit](#).³ The toolkit provides an overview of the National CLAS Standards, implementation activities, and resources focused on language access services. The toolkit and other state and national resources related to language access and CLAS are available from the [New Mexico Cultural Competence Information and Education Center](#).⁴

Endnotes

- 1 New Mexico Department of Health, Division of Policy and Performance, Office of Health Equity. (n.d.). *Culturally and Linguistically Appropriate Services (CLAS) Toolkit*. Retrieved January 12, 2015 from New Mexico Department of Health: http://nmdohcc.org/file.php/1/resources/CLAS_resource_toolkit.pdf.
- 2 New Mexico Department of Health. (2014, April). *New Mexico Department of Health Cultural and Linguistic Competence Policy Assessment*. Retrieved January 12, 2015 from New Mexico Department of Health: <http://nmhealth.org/publication/view/report/440>.
- 3 New Mexico Department of Health, Division of Policy and Performance, Office of Health Equity. (n.d.). *Culturally and Linguistically Appropriate Services (CLAS) Toolkit*. Retrieved January 12, 2015 from New Mexico Department of Health: http://nmdohcc.org/file.php/1/resources/CLAS_resource_toolkit.pdf.
- 4 New Mexico Cultural Competence Information and Education Center website, accessed January 12, 2015 at <http://www.nmdohcc.org>.