

# CLAS STANDARDS COMMUNICATIONS AND LANGUAGE ASSISTANCE ORGANIZATIONAL SELF-ASSESSMENT



**My experience is that in this organization, the following occurs:**

Medical interpreter services are offered, at no cost, for all Limited English Proficiency (LEP) clients (including those clients who use Sign Language).	NEVER	SOMETIMES	ALWAYS
All clients are informed of the availability of language assistance services clearly and in their preferred language, verbally and in writing.	NEVER	SOMETIMES	ALWAYS
A notice is posted in the waiting/registration area about the right to language assistance services.	NEVER	SOMETIMES	ALWAYS
The professionals providing language assistance have had their competency to provide medical interpretation assessed.	NEVER	SOMETIMES	ALWAYS
Clinical staff have received training on how to effectively work with medical interpreters.	NEVER	SOMETIMES	ALWAYS
Client education materials and forms are easy-to-read.	NEVER	SOMETIMES	ALWAYS
Client education materials and forms are available in the main languages spoken by the community you serve.	NEVER	SOMETIMES	ALWAYS
Clients with LEP are treated with respect, and reflect the idea that limitations in English proficiency are in no way a reflection of their level of intellectual functioning.	NEVER	SOMETIMES	ALWAYS
Clients are not assumed to have specific language or literacy levels; staff acknowledge that clients may not be literate in their language of origin nor in English.	NEVER	SOMETIMES	ALWAYS
Staff use alternatives to written communications for some individuals and families, as word of mouth may be a preferred method of receiving information.	NEVER	SOMETIMES	ALWAYS
Printed or multi-media materials used with clients are of interest to and reflect the different cultures and languages of individuals and families served by the agency.	NEVER	SOMETIMES	ALWAYS
Printed information given to clients is at a 6th grade reading level or lower.	NEVER	SOMETIMES	ALWAYS

What are **three things** your agency can do to improve?

- 1.
- 2.
- 3.