

## Resources Related to Culturally and Linguistically Appropriate Services

### CMS Office of Minority Resources ([go.cms.gov/omh](https://www.cms.gov/omh))

- [CMS Equity Plan for Medicare](#)
- [Statistics & Data](#)
- [Mapping Medicare Disparities Tool](#)
- [Consumers & Community Partners](#)
- [Quality Improvement & Interventions](#)

### From Coverage to Care ([go.cms.gov/c2c](https://www.cms.gov/c2c))

- [A Roadmap to Behavioral Health](#)
- [Roadmap to Better Care](#) (available in Arabic, Chinese, English, Haitian Creole, Korean, Spanish, Vietnamese, and Tribal Version)
- Selected [Consumer Resources](#)
  - From Coverage to Care: How to Maximize Your Health Coverage (Videos)
    - From Coverage to Care: Find a Provider
    - From Coverage to Care: Confirm Your Coverage
    - From Coverage to Care: Make an Appointment
    - From Coverage to Care: Know Where to Go for Answers
    - From Coverage to Care: Fill Your Prescriptions
  - From Coverage to Care: Understand Your Plan Videos
    - Chapter 1 – My New Health Plan
    - Chapter 2 – Understand the Plan
    - Chapter 3 – Words to Know
    - Chapter 4 – Where to Go for Care
    - Chapter 5 – Finding a Provider
    - Chapter 6 – Making an Appointment
    - Chapter 7 – Almost Ready
    - Chapter 8 – My First Visit
    - Chapter 9 – Like or Dislike
    - Chapter 10 – The Day After
    - Chapter 11 – The Final Word

### Other Offices of Minority Health (beyond CMS)

- [Agency for Healthcare Research and Quality \(AHRQ\)](#) Office of Extramural Research, Education and Priority Populations
- [Health Resources and Services Administration \(HRSA\)](#) Office of Health Equity

- [Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#) Office of Behavioral Health Equity
- [Centers for Disease Control and Prevention \(CDC\)](#) Office of Minority Health and Health Equity
- [Food and Drug Administration \(FDA\)](#) Office of Minority Health  
[National Institute on Minority Health and Health Disparities \(NIMHD\)](#) at National Institutes of Health
- [Department of Veterans Affairs](#) Center for Health Equity Research and Promotion

### Federal Interagency Website for Limited English Proficiency ([www.lep.gov](http://www.lep.gov))

- Ispeak card sample - <https://www.lep.gov/ISpeakCards2004.pdf>

### HHS Office of Minority Health Resources

- National CLAS Standards - <https://www.thinkculturalhealth.hhs.gov/clas/standards>
- The Blueprint is an implementation guide to help you advance and sustain culturally and linguistically appropriate services within your organization. It offers concise, practical information on how to use the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care at your organization.
- The Blueprint dedicates one chapter to each of the 15 Standards, presenting the Standard's:
  - Purpose
  - Key components and concepts
  - Strategies for implementation
  - Additional resources for more information
- The Blueprint also offers:
  - The case for the National CLAS Standards
  - Explanations of foundational concepts
  - Glossary of 75+ terms
  - 200+ Resources related to CLAS

### CLAS related Education (Resources, CE programs, and more)

<https://www.thinkculturalhealth.hhs.gov/education>

- For Healthcare Administrators and Providers  
This Communication Guide will help you and your organization interact more effectively with culturally and linguistically diverse individuals. The Guide covers strategies for communicating in a way that considers the cultural, health literacy, and language needs of your patients and their families.
- Disaster and Emergency Personnel  
This program will help you better understand culturally and linguistically appropriate services (CLAS) and provide CLAS more effectively during a disaster or as a part of your daily work. It covers strategies for providing CLAS during the prepare, respond, and recover phases of a disaster.
- Nurses and Social Workers  
This program will teach you key elements of culturally and linguistically appropriate services (CLAS) and ways to incorporate CLAS into your daily work. Topics covered include patient-

centered care and effective communication. A small group option, to help you deliver the content as an in-person training session, is also available!

- **Oral Health Professionals**  
This program will offer you the knowledge and awareness necessary to provide culturally and linguistically appropriate services (CLAS) to your patients. Topics covered include practice management and effective communication. A small group option, to help you deliver the content as an in-person training session, is also available!
- **Physicians, Nurse Practitioners, and Physician Assistants**  
This program will teach you key elements of culturally and linguistically appropriate services (CLAS) and ways to incorporate CLAS into your daily work. Topics covered include patient-centered care and effective communication.
- **Promotores de Salud**
  - Este curso le ayudará a trabajar con personas en su comunidad para hacer cambios en sus vidas y en sus comunidades que mejorarán su salud.
  - This program will help you work with people in your community to make changes in their lives and in their communities to enjoy better health.