



**PCHI® Culturally and Linguistically Appropriate Services (CLAS)
Core Training Competencies for CHWs/Supervisors**

Developed exclusively for those affiliated with a Pathways Community HUB or Pathways Agency in the PCHI® Model Certification process, the PCHI CHW/Supervisor CLAS training builds on the CLAS Standards developed by the US Department of Health and Human Services Office of Minority Health within the context of the Pathways Community HUB Institute Model. This training aims to improve cross-cultural communication and service delivery for community health workers and supervisors.

Content Area	Specific Skills	Minimum Hours
		8 HOURS
<p>MODULE 1: <u>Introduction to CLAS</u> HHS Minority Health CLAS standards</p>	<p>A. Overview of CLAS, Cultural Competence, Cultural Humility B. CLAS examples of Mandates and guidelines C. Social and Cultural Determinants of Health (brief overview) D. Equality, Equity, Justice</p>	1.5 hours
<p>MODULE 2: <u>Race and Historical Racism</u></p>	<p>A. Overview of Racism and Institutionalized Racism B. Historical Trauma a. African Americans b. American Indians c. Asian Americans d. Refugees C. Microaggression D. Physical and Psychological Effects of Historical Trauma</p>	1.5 hours
<p>MODULE 3: <u>Sexual Orientation, Gender Identity and Expression</u></p>	<p>A. Terminology of the LGBTQ+ community B. Stigma, Discrimination, and Health C. Pronouns D. Effective communication and accountability towards the LGBTQ+ community</p>	1 hour
<p>MODULE 4: <u>Individuals with Disabilities</u></p>	<p>A. Definition and types of disabilities B. Disabilities and Health Disparities C. American Disabilities Act D. People First Language and communication skills</p>	1 hour
<p>MODULE 5: <u>Development of Self-Awareness</u></p>	<p>A. Your Cultural Identity B. Hierarchy in Social Identities C. Privilege D. Implicit bias</p>	1 hour

**PCHI® Culturally and Linguistically Appropriate Services (CLAS)
Core Training Competencies for CHWs/Supervisors**

<p>MODULE 6:</p> <p><u>Awareness of participants' Cultural Identities</u></p>	<p>A. Individual Cultural Identities B. Intersectionality C. Cultural Humility Strategies</p> <p>Five elements of Cultural Competence</p>	<p>1 hour</p>
<p>MODULE 7:</p> <p><u>Providing CLAS in Community Health Work</u></p>	<p>A. Person-Focused Care B. Empathy C. Mindful Communication (Verbal, Nonverbal, Listening Skills) D. Health Literacy E. Language Assistance Services F. Being an Ally</p>	<p>1 hour</p>

The most important aspect of our training is not just about using tools such as Cultural Competency and Cultural Humility. Instead, we are adopting a highly effective approach to improve services for communities by reducing health disparities and achieving health equity through implementing the CLAS standards. These standards will help CHWs and supervisors provide health services that are respectful and responsive to diverse patients' health beliefs, practices, and needs. Ultimately, this will help to close the gap in health outcomes.¹

¹ Minority Health. (n.d.). *What is CLAS?* Think Cultural Health. <https://thinkculturalhealth.hhs.gov/clas/what-is-clas>