



Education Fund of
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HEALTH CARE PROVIDERS FROM ACROSS THE COUNTRY SEEK TO IMPROVE SERVICES FOR CLIENTS WITH LIMITED ENGLISH AT ALBANY TRAINING

DATE: Thursday, March 20
TIME: 3:15 pm
PLACE: The Desmond
660 Albany Shaker Road
Albany, New York

To help meet the health care needs of the five million New Yorkers who speak a language other than English at home, the Education Fund of Family Planning Advocates of New York State will hold a cultural competency assessment training for health care providers. The event has attracted providers from across the country, who will work with Family Planning Advocates staff and nationally recognized experts to assess compliance with Title VI Civil Rights legislation for language access. The trainers will be available to discuss the assessment process and the need for culturally and linguistically appropriate health services at 3:15 pm.

More than 28% of New Yorkers speak a language other than English at home. This translates to nearly five million New Yorkers, two million of whom are considered Limited English Proficient (LEP). These individuals face enormous barriers to quality health care services that can lead to denials and delays in services, provision of services of inferior quality, confusion about treatment plans, ineffective decision making, inability to comply with patient care guidelines, and costly medical errors.

The Ford Foundation has generously invested in Family Planning Advocates' work to improve service delivery and decrease health care disparities for LEP individuals. This work has led to the development of the training that will be presented March 20, *From Assessment to Action: Learning to Measure and Promote Culturally and Linguistically Appropriate Services (CLAS) at Your Agency*.

Health service providers will learn to perform cultural competency assessments of health centers and have the opportunity to network with others seeking to provide the best possible care to LEP individuals.

Speakers will include:

JoAnn M. Smith, President and CEO, Family Planning Advocates of New York State
Karen Anderson, Vice President of Policy and Planning, Family Planning Advocates of New York State
Grace Mose, Research and Program Associate, The Education Fund of Family Planning Advocates
Ladan Alomar, Executive Director, Centro Civico of Amsterdam
Dr. Stergios Roussos, Director, Alliance for Community Research & Development (ACRD), Merced, CA
Felicia Batts, Director of Training and Technical Assistance, ACRD

Participants will learn to use field-tested, user friendly tools to help health care providers assess compliance with the National Standards for Culturally and Linguistically Appropriate Services in Healthcare (CLAS).

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