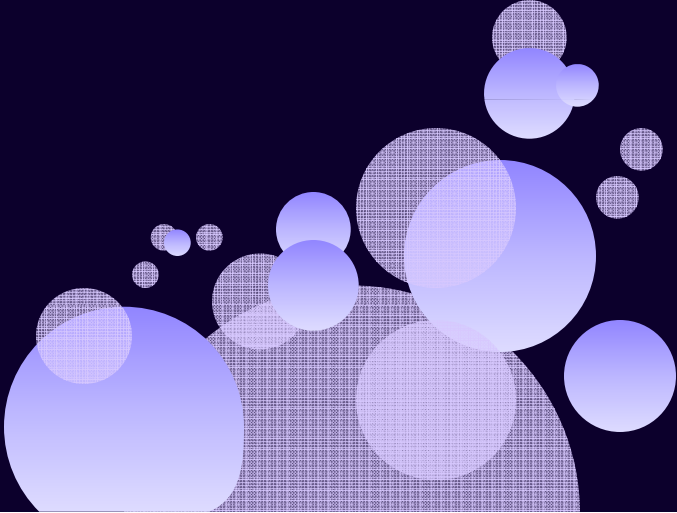




# **Delivering Culturally and Linguistically Appropriate Services (CLAS) Standards Training Via Video Teleconferencing (VTC):**

## **The Pros and Cons**



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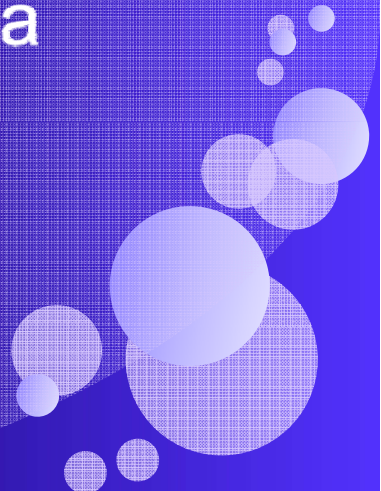
# Objective:

To use VTC technology to offer CLAS standards training to chronic disease and injury prevention contractors and partners in New York State.





# Learning Objectives:

- Participants will be able to identify steps necessary to create a VTC.
  - Participants will be able to list the pros and cons of offering trainings via this method.
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# Methods:

- Develop CLAS standards training curriculum
- Solicit volunteer host sites
- Test host site video-conference capability
- Record/replicate/distribute copies
- Develop web-based evaluation tool



# Results

- 16 host sites
- 100 attendees
- Distributed copies of training upon request
- Results from evaluations indicated ongoing need for trainings related to CLAS standards and other cultural competency topics



# Conclusion: Pro

- In light of travel restrictions, video teleconference proved to be a highly effective method.
- Method reached many public health contractors and partners who would not otherwise be able to attend training.



# Conclusion: Con

Tremendous amount of work went into logistics/preparation:

- Advertisement for host site
- Advertisement for event
- Pre-testing connectivity and trouble shooting for host sites (11 hours extra work to facilitate pre-testing)



# Lessons Learned

## Evaluations:

- 85% of attendees learned new information about CLAS standards they would take back to their worksite and implement.
- Attendees prefer trainings via webinar technology (participants can view webinar at their own computer).
- Presenters would have less logistical setup with a webinar.





## **For More Information:**

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