

## Promoting Workforce Diversity in Public Health Organizations

Given Utah’s rapidly changing sociocultural, racial/ethnic, and linguistic demographics, enhanced promotion of CLAS standards in state and local health agencies is projected to be highly beneficial to Utah’s health organizations, health care workforce, and residents. A culturally responsive workforce that reflects the diversity of our communities is critical to providing culturally and linguistically appropriate health services to our rapidly growing and diversifying service populations.

### **CLAS Category: Governance, Leadership and Workforce**

From the Enhanced Culturally and Linguistically Appropriate Services Standards (US HHS OMH 2013)

1. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
2. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
3. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

### **Examples of CLAS Policies and Procedures**

Workforce Diversity (Standards 2, 3, 4)	
<p><b>Policy Recommendation:</b> Administrators tasked with recruiting, hiring, and training outreach personnel shall employ due diligence and adequate effort in conducting recruiting and hiring processes that are inclusive of candidates who reflect the demographics and needs of the specific target communities to be served.</p>	
Sample Procedures	Examples of Application
<p>(1) Ensure that job descriptions encourage diverse applicants. (2) Ensure that job descriptions are posted through venues and outlets that are frequented by and accessible to diverse candidates. (3) Solicit guidance from community members and organizations to increase awareness of job openings among diverse communities.</p>	<p>(A) In order to encourage a diverse applicant pool, the Office of Health Disparities disseminates job listings annually for its Outreach Team through multicultural student offices at local colleges, community-based organizations that work with underserved communities, as well as the State of Utah employment website. (B) In 2011, when enlisted to conduct a survey of Pacific Islanders in Utah, the UDOH Survey Center worked with Pacific Islander community members to identify, refer, and screen potential surveyors who were hired to conduct surveys in Samoan and Tongan languages, which greatly enhanced the success of the study.</p>



## **Additional Resources**

Please see the following list of resources for further information regarding ways to promote workforce diversity in your own organization.

### **Guides**

1. Promoting Culturally and Linguistically Appropriate Services: A Toolkit for Utah Public Health Organizations. (2014). Utah Department of Health, Office of Health Disparities.  
<http://www.health.utah.gov/disparities/training/CLASTOOLKIT.pdf>
2. How to Increase Workplace Diversity. (2014). Wall Street Journal.  
<http://guides.wsj.com/management/building-a-workplace-culture/how-to-increase-workplace-diversity>

### **Reports and Articles**

3. Addressing Health Care Disparities and Increasing Workforce Diversity: The Next Step for the Dental, Medical, and Public Health Professions. (2006). American Journal of Public Health, 98(12):2093-2097. Doi: 10.2105/AJPH.2005.082818
4. The Rationale for Diversity in Health Professions: A Review of the Evidence. (2006). US Department of Health and Human Services.  
<http://bhpr.hrsa.gov/healthworkforce/reports/diversityreviewevidence.pdf>
5. Workforce Diversity Report. (2014). National Conference of State Legislatures.  
<http://www.ncsl.org/documents/health/Workforcediversity814.pdf>
6. 10 Ways to Improve Your Company's Diversity Results. (2014). LinkedIn.  
<https://linkedin.com/pulse/article/20140108113954-174077701-10-ways-to-improve-your-company-s-diversity-results>

### **Videos**

7. Health Care Workforce: Increasing Diversity to Meet Your State's Needs. (2014). National Conference of State Legislatures.  
[https://www.youtube.com/watch?v=Eb8eOppfQ\\_c&feature=youtu.be](https://www.youtube.com/watch?v=Eb8eOppfQ_c&feature=youtu.be)
8. Workplace Diversity. (2009). Workopolis Careers.  
<https://www.youtube.com/watch?v=JV-cXcX5Xro>

