

Revision History

Date	Version	Description	Author
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National Standards for Culturally and Linguistically Appropriate Services (CLAS)

Aging Service Access Points' (ASAPs) Community Transition Liaison Program (CTLP) staff are required to have training, understanding, and demonstrate cultural and linguistic competence. CTLP staff meet and engage with nursing facility residents to educate, inform on options, and assist with community transitions. To effectively communicate with and advocate for nursing facility residents, CTLP staff benefit from being trained on the **National Standards for Culturally and Linguistically Appropriate Services (CLAS)** and are expected to tailor engagement to meet an individual's culture and language needs.

The principal CLAS standard is to provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

CLAS standards apply to all populations including but not limited to people:

- for whom English is not their first language
- with disabilities
- who self-identify as LGBTQIA+
- with beliefs associated with their faith/religion/spirituality
- living in rural areas
- who might be at risk of homelessness

More information about CLAS can be found on Mass.gov –

- [CLAS National Standards | Mass.gov](#)

- [Culturally and Linguistically Appropriate Services \(CLAS\) Initiative | Mass.gov](#)
- [Making CLAS Happen: Six Areas for Action | Mass.gov](#)
 - [Introduction](#)
 - [Chapter 1: Foster Cultural Competence](#)
 - [Chapter 2: Build Community Partnerships](#)
 - [Chapter 3: Collect Diversity Data](#)
 - [Chapter 4: Benchmark: Plan and Evaluate](#)
 - [Chapter 5: Reflect and Respect Diversity](#)
 - [Chapter 6: Ensure Language Access](#)

This Business Rule outlines the benefits of CLAS, ASAP CLAS training requirements, and is a guide to assist with navigating the Learning Management System operated by the Department of Public Health, **TRAIN Massachusetts (TRAIN)**. TRAIN is equipped with CLAS courses that are required to be completed by the Executive Office of Aging & Independence (AGE) for all CTLP staff or any ASAP staff working in this capacity.

Incorporating CLAS Framework into ASAP Operations & CTLP

Examples include but are not limited to:

- Collect and analyze data within the AGE cloud-based data enterprise system, Aging & Disability (A&D) on consumer race, ethnicity, and language preferences to better understand the diversity and needs of the individuals enrolled in programs as well as utilizing demographic data sets the community being served.
- Collaborate with colleagues and other CTLP Teams to strengthen skillset and build plans to meet the cultural and language needs of the individuals in which CTLP is engaging to ensure equitable access to services and support.
 - Share resources, strategies and success stories to reduce linguistic and cultural barriers.
- Engage and discuss with individuals their cultural and language preferences and utilize resources to meet their diverse needs.
 - Utilize an interpreter or interpreter service to facilitate clear communication and understanding, at no cost to the individual
 - Provide translated materials/documents, including CTLP Marketing materials, to be shared with residents, staff, families, and to display within facilities.

- o Access Money Follows the Person Demonstration or CTLP Team Expense Account funds to obtain assistive technology.

CLAS Training Requirements

ASAP Staff - Specific ASAP staff required to complete CLAS trainings include:

CTLP

- Liaisons
- Case Assistants
- Supervisors
- or any ASAP staff working in this capacity

Method of Training -

Trainings may be completed in one of two ways:

1. as individual learners
2. in a group learning environment

Cadence and required CLAS Course with Hyperlinks

1. [Making CLAS Happen: A Guide to Implementing Culturally and Linguistically Appropriate Services \(CLAS\) - TRAIN MA](#) (**Duration:** 25 minutes)
 - a. **Required For:**
 - i. current CTLP staff before 1/31/26 and
 - ii. new CTLP staff being onboarded after deadline noted above
2. [Ensuring Language Access and Communication through CLAS Standards - TRAIN MA](#) (**Duration:** 20 minutes)
 - a. **Required For:**
 - i. current CTLP staff before Wednesday, 1/31/26
 - ii. new CTLP staff being onboarded after deadline noted above,
 - iii. and annually thereafter for all CTLP staff to be completed before the end of the next calendar year (i.e. 1/31/27 and so on).

Training Duration - The two training sessions together will take approximately 45 minutes to complete.

Method of Training

ASAPs may elect to have CTLP staff complete the required CLAS trainings as individual learners or in a group learning environment.

Individual Learners - If an ASAP elects for staff to complete the trainings individually:

- **Create** an individual profile in TRAIN
- Complete the required CLAS trainings
- Individual ASAP staff keep a copy of their Transcript or a screenshot demonstrating completion. See [Proof of Training Completion](#) section.
- ASAPs maintain a list of staff who have completed the trainings made available to AGE upon request

Group Learning Option - If an ASAP elects a group learning option:

- Identify a **Facilitator** to create a profile in TRAIN
- Have **Facilitator** run the two required CLAS trainings through their TRAIN account in a group learning environment where all attendees can see the screen and participate in discussion
 - i.e., trainings projected on a screen in a conference room
- Maintain a roster of participants and signatures of completion for those in attendance
- Ensure CTLP staff who are unable to attend a group session still complete the CLAS trainings
- Maintain a copy of the roster of the attendees of the group learning event, made available to AGE upon request

Required Actions

1. ASAPs shall ensure that CLAS Standards are incorporated into ASAP business practices and policies through governance, leadership, and workforce.
2. ASAPs are responsible for establishing an internal verification process to confirm the completion of CLAS trainings by required staff and develop a tracking mechanism.
3. ASAPs must supply TRAIN transcripts or other proof of staff completion upon request by AGE.
4. ASAPs shall attest to and report on the number of staff, by position, who have completed the required CLAS trainings in January 2026 after initial release of the requirement, then on an annual basis; and as specified and requested by AGE.

TRAIN Website

To access the TRAIN website, click on the hyperlink below or type www.train.org/ma/welcome into your internet browser.

- [Home - TRAIN MA - an affiliate of the TRAIN Learning Network powered by the Public Health Foundation](#)

Create a TRAIN Account

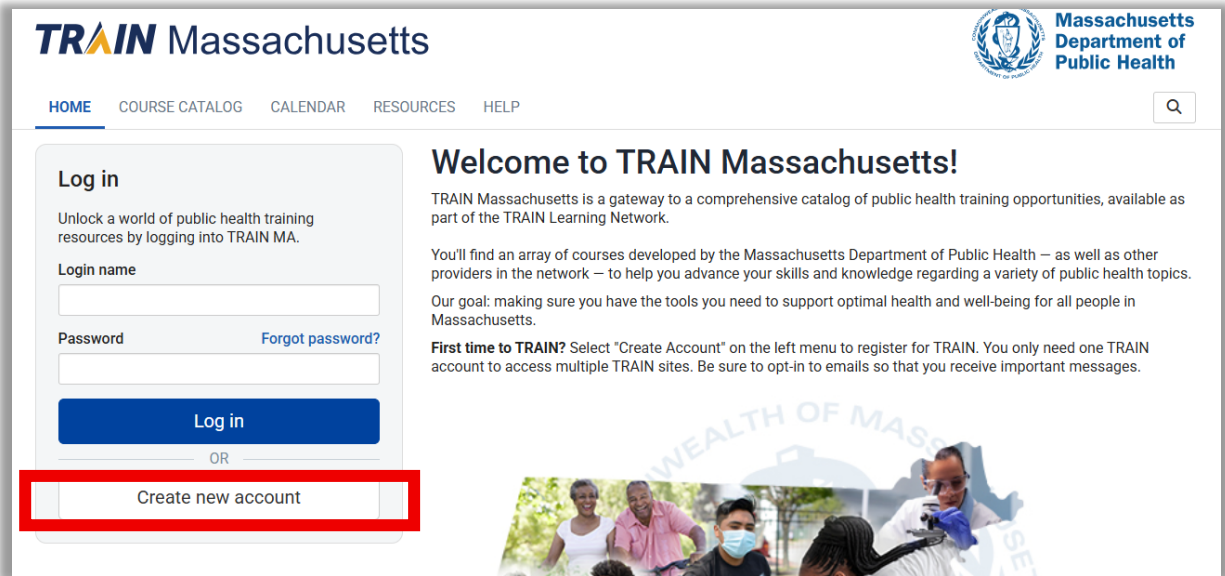
For a video tutorial on **How to Create Your TRAIN Account** as well as for step-by-step instructions, click on the following hyperlinks –

- [TRAIN Video Tutorials](#)

- [Instructions - How to Create your TRAIN Account](#)

How ASAP staff can create a new TRAIN account

Click **Create new account** and follow the prompts.



The screenshot shows the TRAIN Massachusetts website. The header includes the TRAIN logo, the Massachusetts Department of Public Health logo, and navigation links: HOME, COURSE CATALOG, CALENDAR, RESOURCES, and HELP. A search bar is located in the top right corner. The main content area is titled 'Welcome to TRAIN Massachusetts!' and contains a 'Log in' section on the left and a 'First time to TRAIN?' section on the right. The 'Log in' section has fields for 'Login name' and 'Password', a 'Forgot password?' link, and a 'Log in' button. Below the 'Log in' button is an 'OR' separator and a 'Create new account' button, which is highlighted with a red rectangle. The 'First time to TRAIN?' section provides instructions for new users.

You will be prompted to:

- **Create a login name** - The login name must be unique with any characters (except spaces) and a minimum of four characters.
- **Create a password** – The password must
 - Contain at least one lower case letter
 - Contain at least one upper case letter
 - Contain at least one number
 - Be at least 8 characters
 - Be different from the user's login name, First Name, Last Name, and Email
- **Confirm password** – Re-type new password created
- **Email** – Enter your work email address.
 - Note: Be mindful to enter in the correct email address. You will later receive an email to continue setting up your account. Email addresses with typos or other inaccuracies will result in your confirmation email inadvertently being sent to the wrong email location.
- **First Name**
- **Last Name**

- **Time Zone** – Eastern Time (US & Canada)
- **Zip Code** - Enter your work Zip/Postal Code.
- **Check the box** – for I agree to all TRAIN policies after reading the TRAIN Privacy Policy notice by clicking the [TRAIN policies](#) text in blue.

TRAIN Massachusetts

Create Account

Create login name *

The login name must be unique with any characters except spaces and a minimum of four characters.

Create a password *

Password must:

- ☐ Contain at least one lower case letter
- ☐ Contain at least one upper case letter
- ☐ Contain at least one number
- ☐ Be at least 8 characters
- ☐ Be different from the user's LoginName, FirstName, LastName, and Email

Confirm password *

Email *

Please enter your work email address. If you do not have one, enter your school or personal email.

First name *

Last name *

Last name

Time zone *

(GMT-05:00) Eastern Time (US & Canada) ▼

Zip code *

Zip code

Please enter your work Zip/Postal Code. If you do not have one, enter your school or personal Zip/Postal Code.

☐ I agree to all TRAIN policies *

Next Step

Confirm your location as Massachusetts and for **Division or Business Unit**, select **General Learner – Non-DPH Partner**.

TRAIN Massachusetts

Massachusetts TRAIN requires more detailed group selection. Please refine your selections below

Location / Massachusetts

(Click any level to return to it)

Select: Division or Business Unit ?

External DPH Partners

General Learner - Non-DPH Partner

Internal DPH Partners

Review location and partnership type and click **Confirm these selections.**

TRAIN Massachusetts

Massachusetts TRAIN requires more detailed group selection. Please refine your selections below

Location / Massachusetts / General Learner - Non-DPH Partner

(Click any level to return to it)

Please review the group selections above for accuracy and make changes as necessary.

✓ Confirm these selections

Back

Confirm location as Massachusetts and partnership as General Learner – Non-DPH Partner and click **Finish Creating Account.**

TRAIN Massachusetts

National/Massachusetts

↕ General Learner - Non-DPH Partner



Back

Finish Creating Account

You will receive a notification that your account was successfully created. An example login name and email address are featured below. Your login name and email address will be personalized to you based on user entry.

TRAIN Massachusetts

Welcome to TRAIN MA!

Your account was successfully created.

Your login name: New.User

Your email address: **New.User@mass.gov**

You can always change your name, email, and other information in your Profile.

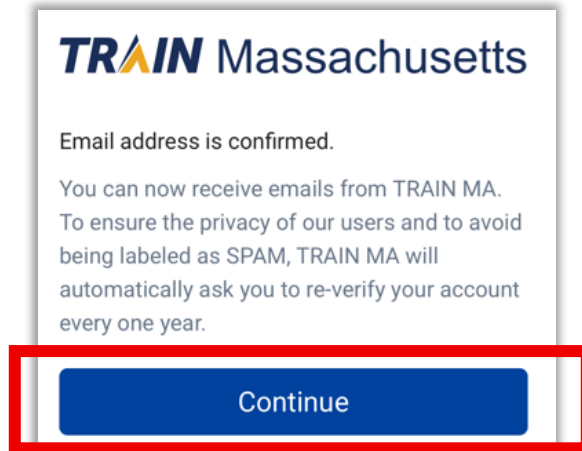
Verification instructions

1. You will get an email from TRAIN MA with a verification link.
2. Click on the verification link to verify your email address.
3. If you don't receive this email after 20 minutes, please check your junk mail folder or [request another verification email](#).

If you don't want to verify your email address, [contact support](#) or [log out](#).

Check your email including spam/junk folders. If you did not receive an email from TRAIN, you may need to follow up with your ASAP's IT Department to make sure the email is not quarantined or filtered out by your ASAP's digital security/firewall.

Once you have received the email, click on the link provided to verify your email address and conclude creating your TRAIN account. You will receive an immediate prompt that your email address is confirmed. Click **Continue**.



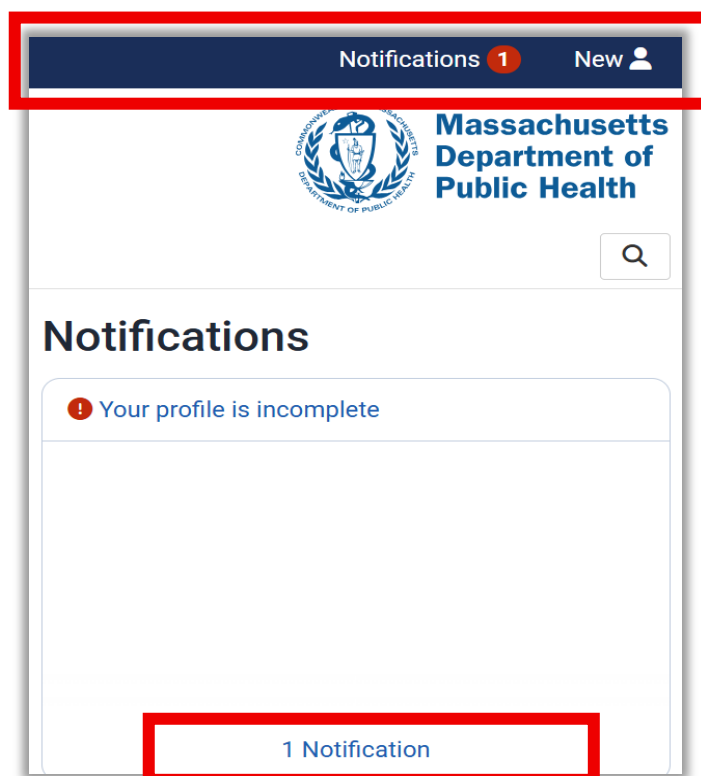
Complete Your Profile

For a video tutorial on **How to Complete your TRAIN Profile** as well as for step-by-step instructions, click on the following hyperlinks –

- [TRAIN Tutorials](#)
- [Instructions - How to complete your TRAIN profile](#)

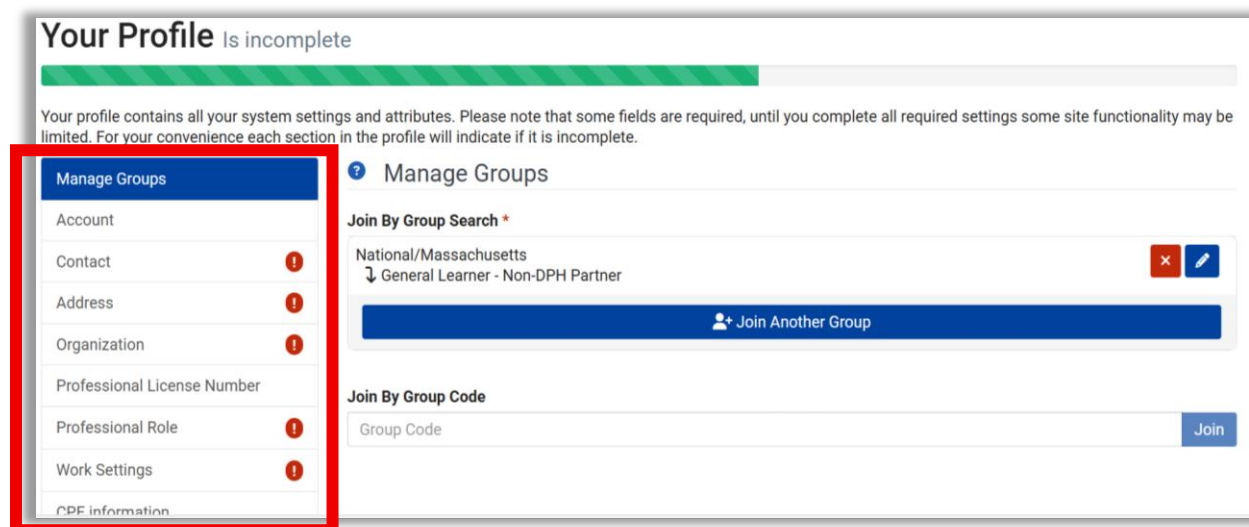
How ASAP staff can complete a TRAIN profile

Log into your account using your login name and the password that you created. A prompt will appear stating that your profile is incomplete. Click on **Notifications** to complete your profile.



Click on the pane on the left-hand side and enter your information into the required fields. Required fields are indicated with a red exclamation point or red asterisk.

Note: ASAP staff do not need to "Join Another Group" or enter a "Join By Group Code."



For **Organization**, type in ASAP and a dropdown will appear to choose the general category of ASAP.

Your Profile Is incomplete

Your profile contains all your system settings and attributes. Please note that some fields are required, until you complete all required settings some site functionality may be limited. For your convenience each section in the profile will indicate if it is incomplete.

Manage Groups Account Contact Address Organization Professional License Number Professional Role Work Settings CPE information	Organization Employer / Organization * ASAP ASAP ASAP Benefits ASAP Coalition ASAP Core Drilling & Fire Safety, Inc Asap dental ASAP EMS ASAP Enterprises, DBA Visiting Angels	(Fields marked below are required) Department / Division * Bureau / Section Title *
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Add your **Department/Division** (CTLP) and job **Title** (CTLP Liaison, CTLP Case Assistant, CTLP Supervisor) on the right-hand side.

Department / Division *

Bureau / Section

Title *

For **Professional Role**, click **Other (specify)** and type **ASAP Staff**.

Address

Organization

Professional License Number

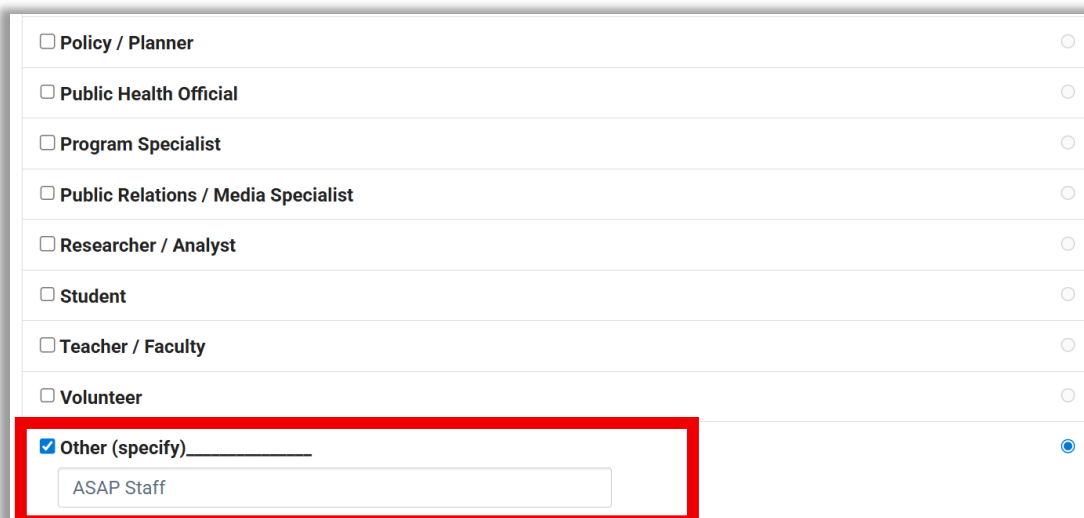
Professional Role

Work Settings

CPE information

FEMA Student ID Number

Professional Organization ID Number



☐ Policy / Planner	☐
☐ Public Health Official	☐
☐ Program Specialist	☐
☐ Public Relations / Media Specialist	☐
☐ Researcher / Analyst	☐
☐ Student	☐
☐ Teacher / Faculty	☐
☐ Volunteer	☐
☒ Other (specify) _____	☒
ASAP Staff	

For **Work Settings**, select the box for **Non-Profit Organization (except Healthcare)**.

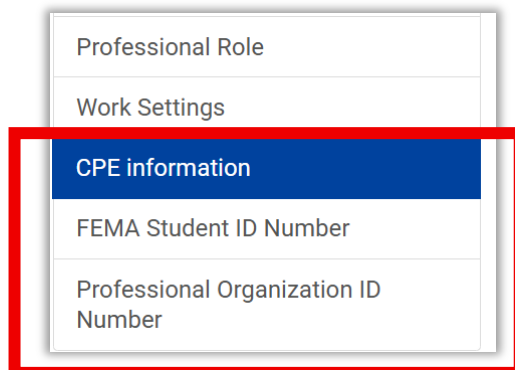


Cancel
Save

Work Settings
CPE information
FEMA Student ID Number
Professional Organization ID Number

☐ US Military/Uniformed Services
--Select--
☐ Other Government Agencies (except Military)
☐ Healthcare Services
--Select--
☐ Indian Health Service
☐ Tribal Health Sites
☒ Non-Profit Organization (except Healthcare)

Note: CPE information, FEMA Student ID Number, & Professional Organization ID Number are not required fields and may be left blank.



Professional Role
Work Settings
CPE information
FEMA Student ID Number
Professional Organization ID Number

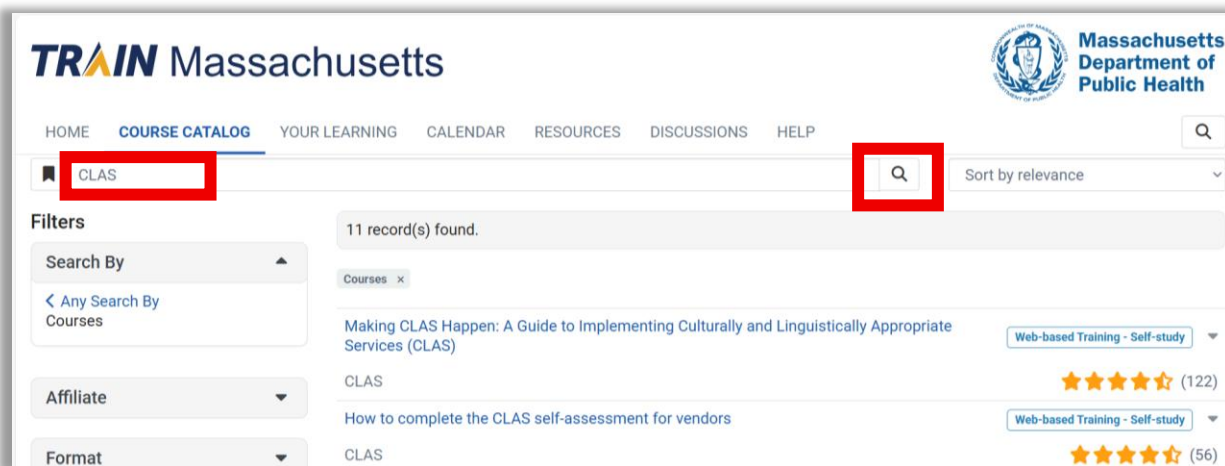
Course Catalog

For a video tutorial on **How to Use the TRAIN Search Function** to add a course to your Course Catalog as well as for step-by-step instructions, click on the following hyperlinks –

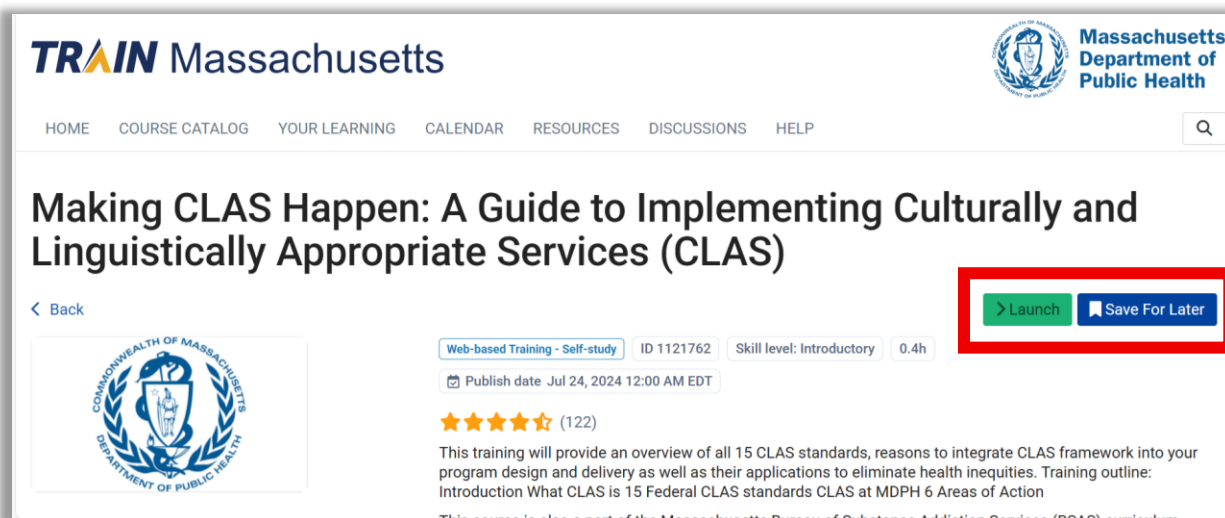
- [TRAIN Video Tutorials](#)
- [Instructions - How to use the TRAIN search function](#)

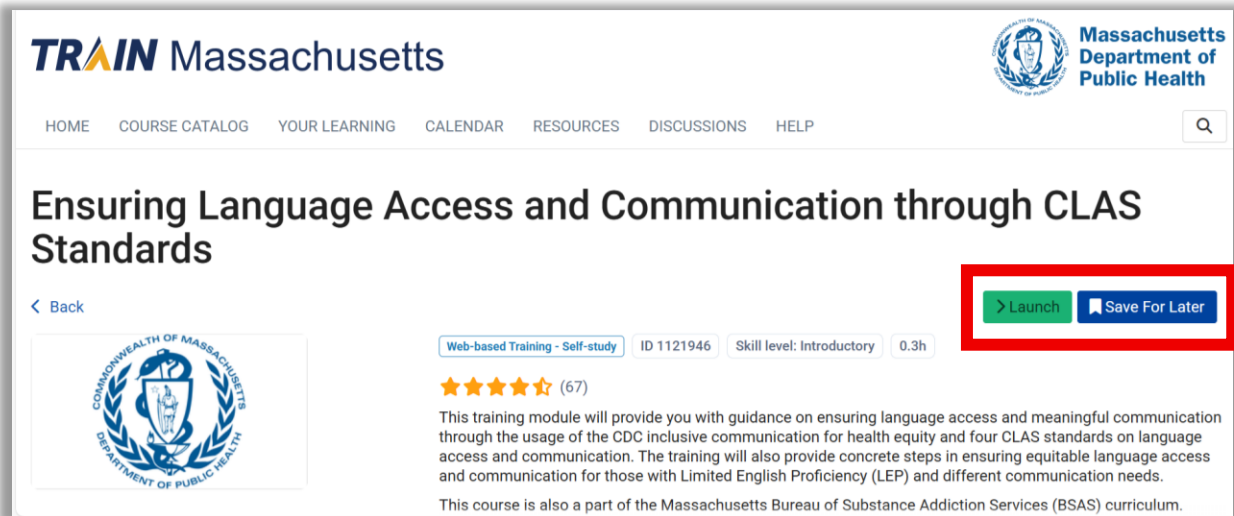
How ASAP staff can add CLAS courses to their Course Catalog

Click on the **Course Catalog** tab and type in CLAS in the search bar followed by the Enter key on your keyboard or the magnifying glass.



Click on one of the two required courses. Then click **Launch** or **Save For Later**





TRAIN Massachusetts

HOME COURSE CATALOG YOUR LEARNING CALENDAR RESOURCES DISCUSSIONS HELP

Ensuring Language Access and Communication through CLAS Standards

[< Back](#)

[Web-based Training - Self-study](#) ID 1121946 Skill level: Introductory 0.3h

[Launch](#) [Save For Later](#)

★★★★☆ (67)

This training module will provide you with guidance on ensuring language access and meaningful communication through the usage of the CDC inclusive communication for health equity and four CLAS standards on language access and communication. The training will also provide concrete steps in ensuring equitable language access and communication for those with Limited English Proficiency (LEP) and different communication needs.

This course is also a part of the Massachusetts Bureau of Substance Addiction Services (BSAS) curriculum.

Course Specifics

For Making CLAS Happen: A Guide to Implementing Culturally and Linguistically Appropriate Services (CLAS) –

- The training displays as “CLAS 101 Culturally and Linguistically Appropriate Services” once the course is launched.
- ASAPs are not contracted DPH vendors, however, this is a DPH managed training therefore contains DPH centered content and questions.
 - The answer to the Wrap Up question *True or False: CLAS implementation is a contractual expectation of DPH-funded health providers* is **A) This is true**

CLAS 101
Culturally & Linguistically Appropriate Services

OFFICE of HEALTH EQUITY

INTRODUCTION
WHAT IS CLAS?
FEDERAL CLAS STANDARDS
CLAS IN MA
6 AREAS OF ACTION
WRAP UP

True or False: CLAS implementation is a contractual expectation of DPH-funded health providers.

☐ A) This is true
☐ B) This is false

[Click Here to Submit Your Answer](#)

Proof of Training Completion

No certificates are available for these TRAIN courses. ASAP staff can provide proof of individual completion of these two CLAS courses by clicking on the **Your Learning** tab, then **Your Transcript**, then **Download transcript** or can take a screenshot..

TRAIN Massachusetts

HOME COURSE CATALOG **YOUR LEARNING** CALENDAR RESOURCES DISCUSSIONS HELP

This page contains relevant information about your coursework on the TRAIN Learning Network site. Check your current status w certificates, or access your transcript.

[Your Current Courses](#) [Your Training Plans](#) [Your Certificates](#) **[Your Transcript](#)**

[Download transcript](#) [Add an external record](#)

Title	Status	Completed ▾
Ensuring Language Access and Communication through CLAS Standards	Completed ✓ Verified	Jul 9, 2025
Making CLAS Happen: A Guide to Implementing Culturally and Linguistically Appropriate Services (CLAS)	Completed ✓ Verified	Jul 9, 2025

ASAPs are responsible for the record keeping of the TRAIN transcripts or an alternate method for tracking such as a roster with staff signatures. ASAPs must maintain a list of participants and signatures of completion for all group trainings.

Support Contacts

AGE

If you have questions regarding this Business Rule or CLAS Standard education requirements required by the Community Living Initiative, please contact:

- Julianna Santiago, CTLP Manager at Julianna.Santiago@mass.gov
- Carissa Kushmerek, CTLP Coordinator at Carissa.Kushmerek@mass.gov

DPH

Please contact DPH_Train_LMS@mass.gov with any TRAIN related technical support or course catalog training questions. Include the following information:

- name
- email address
- phone number
- organization
- details of the technical issue you are experiencing