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CCO Language Self-Assessment: Meaningful Access to Health Care Services for persons with limited English proficiency and persons who are Deaf or Hard of Hearing – MY2024

Introduction

As required by OAR 410-141-3515 (16)(g)(A), each Coordinated Care Organization (CCO) must conduct an annual self-assessment of their workflows in place to provide quality language access services and language services available in its organization to meet member needs. The self-assessment is designed to guide your CCO to (a) provide progressively higher quality language services to members and (b) to develop a more robust infrastructure for providing language services over time. The CCO's responses to the self-assessment must be submitted to OHA through an online survey. Your responses will be analyzed to determine whether your CCO has met the following requirements:

- The intent of OAR 410-141-3515 16(g)(A)
- The Health Equity Measure requirements for **2025** CCO incentives which entail:
    - Answering all survey questions;
    - Passing the required questions for the 2021, 2022, 2023, 2024 and **2025** measurement years; and
    - Meeting the minimum points required for the **2025** measurement year **(96 points)**.

Completion of the online survey does not guarantee that your CCO has met the metric or intent of the administrative rules. OHA will evaluate your responses to determine whether the structures and workflows you attested to meet the required standards for providing consistent quality language access services to your members.

Questions are organized in four domains with point values for questions in each domain. In general, each statement is worth one point and some questions have multiple statements and will be worth more than one point. **Responses should be based on language services in place on the final day of the assessment year (December 31, 2025).**

The CCO Contracts Administrator will send the link for the online survey by December 19, 2025. **All online survey responses are due on January 19, 2026.** (Consistent with ORS 187.010(3), survey responses received on January 20, 2026, are considered timely.) Only online responses will be accepted; this PDF version of the survey is provided for reference only.

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Additional Information

OHA reserves the right to request additional or clarifying information to support responses provided through the online survey, including but not limited to further detail on language access plans, data collected, examples of policies, or translated materials.

For questions about this survey or the CCO incentive metric, please contact metrics.questions@odhsoha.oregon.gov.

Contact Information

The contact person is the one completing the survey and the first point of contact if OHA has any follow-up or clarifying questions about survey responses. If multiple individuals for the same CCO submit survey responses, OHA will follow-up with the CCO as to which of the respondents should be the primary contact.

Name: _____

CCO Name: _____

Email Address: _____

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Domain 1: Identification and assessment for communication needs

CCOs should answer questions based on language services in place on December 31, 2025.

Questions in this domain assess **how well your CCO identifies and tracks services** to members who prefer a language other than English (LOE) and Deaf or Hard of Hearing members you serve. Your responses will help OHA to evaluate how well your CCO is performing these critical and meaningful language access functions.

1) **Please answer <u>yes or no</u> for each of the following statements on how your CCO identifies members needing communication access (e.g., LEP or sign language users).**

   Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to at least five of the seven statements below to meet the must pass criteria for this question. Minimum points required = 5; Total points available = 7.

	Yes	No
The CCO has a **process to respond to individual requests** for language assistance services (including sign language).	( )	( )
The CCO has a **process for self-identification** by the Deaf or hard of hearing person, non-English speaker or LEP individual.	( )	( )
The CCO has a **process for using open-ended questions** to determine language proficiency on the telephone or in person.	( )	( )
The CCO customer service staff are **trained to use video relay or TTY** for patient services.	( )	( )
The CCO **uses "I Speak" language identification cards** or posters.	( )	( )
The CCO has a **process for responding to member complaints** about language access and clearly communicates this process to all members.	( )	( )
The CCO **uses MMIS / enrollment data** from OHA about primary language.	( )	( )

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2) **Please answer <u>yes or no</u> for each of the following statements about collecting data.**

   Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to all statements to meet the must pass criteria for this question. Minimum points required = 3; Total points available = 3.

	Yes	No
The CCO collects data on the **number of members served who prefer a Language Other than English (LOE).**	( )	( )
The CCO collects data on the **number of members served who are Deaf and hard of hearing**.	( )	( )
The CCO collects data on the **number and prevalence of languages spoken by members** in your service area.	( )	( )

3) **Please answer <u>yes or no</u> for each of the following data sources that your CCO uses to determine the needs and/or population size of the LEP and Deaf and hard of hearing members in your service area.**

   Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to at least three of the four statements to meet the must pass criteria for this question. Minimum points required = 5; Total points available = 6.

	Yes	No
OHA MMIS	( )	( )
CCO specific enrollment information on members interpreter needs.	( )	( )
Local community-based organizations (CBOs), Community Advisory Councils (CACs), or Regional Health Equity Coalitions (RHECs).	( )	( )
Online data (e.g., LEP.gov or US Census/American Community Survey (ACS)).	( )	( )
REALD & SOGI repository.	( )	( )
Members' interpreter needs collected by providers.	( )	( )

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4) **Does your CCO use any of the data sources listed in questions 1 and 2 above to assess LOE and Deaf or Hard of Hearing member needs, at least quarterly?**

   CCOs are required to answer this question. Must answer, no points available.

   ( ) Yes
   ( ) No

5) **Does your CCO use data sources in question 3 above to identify system gaps and improve services for LOE and Deaf or Hard of Hearing members, at least quarterly?**

   CCOs are required to answer this question. Must answer, no points available.

   ( ) Yes
   ( ) No

6) **Does your CCO record the primary language from LOE or Deaf and hard of hearing members when they first contact your CCO, for example, at the CCO's new enrollee intake survey, or the first encounter with a health care provider and the information is shared back to the CCO?**

   Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).

   ( ) Yes
   ( ) No

7) **Does your CCO have a process for sharing information about members who need spoken and sign language interpretation services with all provider networks?**

   Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).

   ( ) Yes
   ( ) No

8) **If yes to question 7, please briefly describe how your CCO shares primary spoken language or hearing assistance needs with provider networks or service coordinators.**

   Must answer beginning in the measurement year 2021 (year 1 of the incentive metric). Total points available = 1.

   _____

9) **If yes to question 7, how frequently do you share this information?**

   Must answer beginning in the measurement year 2021 (year 1 of the incentive metric). Total points available = 1.

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( ) Weekly
( ) Monthly
( ) Quarterly
( ) Annually

10) **Does your CCO have a process for sharing the monthly OHA credentialed health care interpreter registry file from OHA with all your service coordinators and provider network?**

Must pass beginning in measurement year 2024 (year 4 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).

( ) Yes
( ) No

11) **If yes to the previous question, please briefly describe how your CCO shares the monthly registry files with service coordinators and provider networks.**

Must answer beginning in measurement year 2024 (year 4 of the incentive metric). Total points available = 1.

_____

12) **Does your CCO have the capability to identify the number of members needing spoken and sign language interpretation services that were not identified in form 834 from OHA?**

Must pass beginning in measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).

( ) Yes
( ) No

13) **What are the top SIX most frequently encountered spoken and sign languages by members in your CCO for the measurement year?**

Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must rank the languages members often request language services in to meet the must pass criteria for this question (total points available = 1).

Write in language

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14) **Please answer yes or no for each of the following statements about members who refused, did not need, needed interpretation services but were not identified as needing interpreter services, or requested and received in-language services from bilingual providers.**

Must pass beginning in the measurement year 2022 (year 2 of the incentive metric). CCOs must answer "yes" to at least three of the five statements to meet the must pass criteria for this question. Minimum points required = 3; Total points available = 5.

	Yes	No
The CCO collects data on members served **who self-identified as preferring a language other than English (LOE) but refused interpretation services**.	( )	( )
The CCO collects data on members served **who are Deaf and hard of hearing but refused interpretation services**.	( )	( )
The CCO collects data on members served who **did not have MMIS language flag but requested interpreter services**.	( )	( )
The CCO collects data on members served who **had an MMIS language flag but did not need interpreter services.**	( )	( )
The CCO collects data on the members served who **requested and received in-language services from bilingual providers** and therefore trained interpreters were not needed for the visits.	( )	( )

15) **Does your CCO have a process to follow up with and add/remove MMIS flags for members who confirmed the interpreter flag is inaccurate?** Must answer, no points available.

( ) Yes
( ) No

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16) **Please answer yes or no for each of the following statements about appointment wait times (not the time to arrange interpreter service at a visit).**

    Must pass beginning in the measurement year 2023 (year 3 of the incentive metric). CCOs must answer "yes" to all statements to meet the must pass criteria for this question. Minimum points required = 2; Total points available = 2.

	Yes	No
The CCO collects quality data on average wait times for **LOE members** that need appointments with interpreter services.	( )	( )
The CCO collects quality data on average wait times for **Deaf and hard of hearing members** that need appointments with interpreter services.	( )	( )

17) **Please mark the average wait time for each of the following groups (not the time to arrange interpreter service at a visit). Choose only one answer per statement.**

    Must pass beginning in the measurement year 2023 (year 3 of the incentive metric). Minimum points required = 2; Total points available = 2.

	Same day	1-3 days	4-7 days	More than 7 days
The average wait time for members who prefer a language other than English (LOE) needing interpretation services is:	( )	( )	( )	( )
The average wait time for Deaf and hard of hearing members needing interpretation services is:	( )	( )	( )	( )

18) **What is the average wait time (not the time to arrange interpreter service at a visit) for members that do not need interpretation services?**

    CCOs are required to answer this question. Must answer, no points available.

    ( ) Same day
    ( ) 1-3 days
    ( ) 4-7 days
    ( ) More than 7 days
    ( ) The CCO does not collect this information

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19) **Does your CCO verifiably track when members appointments are cancelled or rescheduled due to a lack of interpretation services?**

   CCOs are required to answer this question. Must answer, no points available.

   ( ) Yes
   ( ) No

20) **How frequently do you track the average number of encounters by spoken and sign languages and share the data with provider networks or service coordinators?**

   CCOs are required to answer this question. Must answer, no points available.

   ( ) Weekly
   ( ) Monthly
   ( ) Quarterly
   ( ) Annually

21) **Does your CCO have a process for identifying the total number of Deaf and hard of hearing members that prefer sign language or assistive communication devices to ensure effective communication in your CCO and provider network?**

   CCOs are required to answer this question. Must answer, no points available.

   ( ) Yes
   ( ) No

Domain 2: Provision of Language Assistance Services

CCOs should answer questions based on language services in place on December 31, 2025.

Questions in this domain assess **how well you use data and work processes to effectively communicate** with members who prefer a language other than English (LOE) and Deaf and hard of hearing populations you serve. Your responses will help OHA to evaluate how well your CCO is performing these critical meaningful language access functions.

22) **Please answer yes or no to each of the following statements about tracking language assistance services at the CCO and provider network levels.**

   Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to all three statements to meet the must pass criteria for this question. Minimum points required = 3; Total points available =3.

	Yes	No
The CCO tracks **the primary language** of persons encountered or served.	( )	( )

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The CCO tracks **the use of language assistance services** such as interpreters and translators.	( )	( )
The CCO tracks **staff time (including bilingual providers) spent providing bilingual spoken and sign language** assistance services.	( )	( )

23) **Please select yes or no to the types of language assistance services that are provided by your CCO and provider network.**

Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to at least five of the seven statements to meet the must pass criteria for this question. Minimum points required = 5; Total points available = 7.

	Yes	No
Bilingual clinic staff and providers	( )	( )
CCO in-house interpreters (spoken and sign)*	( )	( )
CCO in-house translators (for documents)	( )	( )
Contracted in-person interpreter services	( )	( )
Contracted translators (for documents)	( )	( )
Contracted telephonic interpreter services	( )	( )
Contracted video interpreter services	( )	( )

*If the CCO reports that it does not have any in-house interpreters, the CCO can skip Q35 and get a point, which is required must pass starting MY2023.

24) **Please select yes or no to the following care delivery settings in which your CCO provides spoken and sign language interpretation service for member visits.**

Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to at least six of the eight statements to meet the must pass criteria for this question. Minimum points required = 6; Total points available = 8.

	Yes	No

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Medical (in-patient)	( )	( )
Medical (office/out-patient)	( )	( )
Emergency Department	( )	( )
Dental	( )	( )
Telehealth	( )	( )
Home Health	( )	( )
Pharmacy connected to a provider network	( )	( )
Lab services connected to a provider network	( )	( )

25) **Please select yes or no to indicate whether your CCO provides spoken and sign language interpretation service for member visits in each of the following situations.**

Must answer beginning in the measurement year 2024 (year 4 of the incentive metric); total points available = 6. Must pass beginning MY2025 (year 5) with minimum points required = 6; total points available = 6. CCOs must answer "yes" to all six statements to meet the must pass criteria for this question.

	Yes	No
Scheduling appointment	( )	( )
Care navigation	( )	( )
During member appeals process	( )	( )
Customer Service inquiry	( )	( )
Support for understanding member benefits	( )	( )
Member care consent process	( )	( )

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26) **Does your CCO utilize language triaging when LOE members call to make an appointment via telephone?** Must pass beginning MY2025 (year 5) by answering "Yes"; total points available = 1.
( ) Yes
( ) No

27) **Does your CCO and provider network have policies on the use of family members or friends to provide interpretation services?**

Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).

( ) Yes
( ) No

28) **If yes to the previous question, please briefly describe your policies on when or how family members or friends can provide interpretation services.**

Must answer beginning in the measurement year 2021 (year 1 of the incentive metric). Total points available = 1.

_____

29) **Does your CCO provide staff who coordinate interpreter services with information on how to access OHA approved spoken and sign language interpreters?**

Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).

( ) Yes
( ) No

30) **Does your CCO have a policy that your provider networks work with OHA certified and qualified spoken and sign language interpreters, consistent with OAR 950-050-0160?**

Must pass beginning in the measurement year 2024 (year 4 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).

( ) Yes
( ) No

31) **Does your CCO staff who coordinate interpreter services have a process for validating the OHA credentials of the following spoken and/or sign language interpreters before allowing the interpreter's visit to be reported as delivered by an OHA-certified and/or qualified health care interpreter?**

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Must pass beginning MY2025 (year 5) with minimum pointed required = 3; total points available = 3. CCOs must answer "yes" to all three statements to meet the must pass criteria for this question.

	Yes	No
In-person interpreters	( )	( )
Telephonic interpreters	( )	( )
Video remote interpreters	( )	( )

32) **Please select yes or no to each of the following statements about the translation of vital written documents into non-English languages.**

Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to all six statements to meet the must pass criteria for this question. Minimum points required = 6; Total points available = 6.

	Yes	No
Consent forms are translated into non-English languages.	( )	( )
Complaint forms are translated into non-English languages.	( )	( )
Intake forms are translated into non-English languages.	( )	( )
Notices of rights are translated into non-English languages.	( )	( )
Notice of denial, loss or decrease in benefits or services are translated into non-English languages.	( )	( )
Information on programs or activities to receive additional benefits or services are translated into non-English languages.	( )	( )

33) **Does your CCO's contract with interpreting services companies require the companies to work with OHA-credentialed spoken and sign language interpreters consistent with OAR 950-050-0160 when providing interpretation services to your CCO and/or provider network?**

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Must pass beginning in the measurement year 2025 (year 5 of the incentive metric). CCOs must answer "yes" or "We do not have an interpreter services vendor" to meet the must pass criteria for this question (total points available = 1).

( ) Yes
( ) No
( ) We do not have an interpreter services vendor

34) **Are the translated documents available in alternate formats that include large prints or braille?**

Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).

( ) Yes
( ) No

35) **When your CCO updates information on its website, does it also include non-English language translation of the content?**

CCOs are required to answer this question. Must answer, no points available.

( ) Yes
( ) No

36) **Does your CCO track the following data regarding language assistance services provided by the CCO and provider network? Please mark yes or no for each of the following statements.**

Must pass beginning in the measurement year 2022 (year 2 of the incentive metric) CCOs must answer "yes" to at least three of the six statements to meet the must pass criteria for this question. Minimum points required = 3; Total points available = 6.

	Yes	No
The CCO **validates invoices** from interpreting agencies to ensure they include member level details.	( )	( )
The CCO **compares invoice information with an internal data system** (for example MMIS flag) to confirm member level details.	( )	( )
The CCO **tracks invoices by service modality** (e.g., in-person, telephonic, video remote).	( )	( )

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The CCO has a system for **tracking the unit cost of each language assistance service provided.**	( )	( )
The CCO tracks **the cost of services provided by bilingual staff interpreters.**	( )	( )
The CCO tracks the **cost of translation of materials into non-English languages.**	( )	( )

37) **Please answer yes or no to each of the following statements about tracking language assistance services at the CCO and provider network levels.**

Must pass beginning in the measurement year 2023 (year 3 of the incentive metric). CCOs must answer "yes" to at least three of the four statements to meet the must pass criteria for this question. Minimum points required = 3; Total points available = 4.

	Yes	No
The CCO tracks training and **OHA credentialing of contracted interpreters**.	( )	( )
The CCO tracks training and **OHA credentialing of staff members who interpret for patients** (such as full-time CCO staff interpreters or dual-role interpreters).	( )	( )
The CCO tracks the **total cost of interpreter services**.	( )	( )
The CCO tracks the **cost of translation of materials** into non-English languages.	( )	( )

38) **Please select yes or no to the language assistance services that your CCO can provide detailed member level information, such as member ID, date of service, and interpreters' credentials.**

Must pass beginning in the measurement year 2023 (year 3 of the incentive metric). CCOs must answer "yes" to at least five of the seven statements to meet the must pass criteria for this question. Minimum points required = 5; Total points available = 7.

	Yes	No
Bilingual clinic staff and providers	( )	( )
CCO in-house interpreters (spoken and sign)	( )	( )

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CCO in-house translators (for documents)	( )	( )
Contracted in-person interpreters	( )	( )
Contracted translators	( )	( )
Contracted telephonic interpretation services	( )	( )
Contracted video interpretation services	( )	( )

39) **When spoken and sign language interpretation services are provided during member visits, can your CCO collect detailed member level information (such as member ID, date of service, and interpreters' credentials) for appointments in each of the following care delivery settings? Please select yes or no to the following statements.**

Must pass beginning in the measurement year 2023 (year 3 of the incentive metric). CCOs must answer "yes" to at least six of the eight statements to meet the must pass criteria for this question. Minimum points required = 6; Total points available = 8.

	Yes	No
Medical (inpatient)	( )	( )
Medical (outpatient/office)	( )	( )
Emergency Department	( )	( )
Dental	( )	( )
Telehealth	( )	( )
Home Health	( )	( )
Pharmacy connected to a provider network	( )	( )
Lab services connected to a provider network	( )	( )

40) **Please answer yes or no to the following statements related to standardized proficiency assessments for bilingual clinic staff and interpreters (this question does not apply to in-language visit providers).**

This document is for reference only. The CCO must complete the self-assessment online. Contact the CCO Contracts Administrator for the link.

Must pass beginning in the measurement year 2023 (year 3 of the incentive metric). CCOs must answer "yes" to all statements to meet the must pass criteria for this question. Minimum points required = 2; Total points available =2.

	Yes	No
For members who prefer a language other than English (LOE), the CCO requires a standardized proficiency assessment for bilingual clinic staff interpreters before allowing them to interpret or translate documents.	( )	( )
For Deaf and hard of hearing members, the CCO requires a standardized proficiency assessment for bilingual clinic staff interpreters before allowing them to interpret.	( )	( )

41) **Does your CCO track and document the following elements related to standardized proficiency assessments for in-language service providers?** *Must answer, no points*

	Yes	No
Type of language proficiency assessment	( )	( )
Passing score of language proficiency assessment	( )	( )
Specific language assessed	( )	( )

*CCOs must attest 'yes' to each to be able to count in language providers for numerator credit for component 2 of the metric calculation.

42) **Does your CCO have a process for validating that the language of the member matches the language of the health care interpreter and the language of the in-language service provider?** *Must answer 'yes' beginning MY2025 (year 5); total available points = 1.*

( ) Yes
( ) No
*CCOs must attest 'yes' to be able to count in language providers for numerator credit for component 2 of the metric.

This document is for reference only. The CCO must complete the self-assessment online. Contact the CCO Contracts Administrator for the link.

Domain 3: Training of staff on policies and procedures

CCOs should answer questions based on language services in place on December 31, 2025.

Questions in this domain assess **how well your CCO staff who prefer a language other than English (LOE) and Deaf and hard of hearing populations is trained on language access policies and procedures.** Your responses will help OHA to evaluate how well your CCO is performing these critical meaningful language access functions.

43) **Has your CCO developed a language Access Plan(LAP) that describes how your CCO and provider network provide language access services to LOE and Deaf and hard of hearing members?** *Must pass beginning MY2026 (year 6) by answering "Yes"; total available points = 1*

( ) Yes
( ) No

44) **Does your CCO staff procedures handbook include specific instructions on how to provide language assistance services to LOE and Deaf and hard of hearing members?** *Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).*

( ) Yes
( ) No

45) **Please select yes or no to each of the following CCO staff groups that receive training at regular intervals on working with members who prefer a language other than English (LOE) and Deaf and hard of hearing members.** *Must pass beginning in the measurement year 2022 (year 2 of the incentive metric). CCOs must answer "yes" to at least three of the six statements to meet the must pass criteria for this question. Minimum points required = 3; total points available = 6.*

	Yes	No
Management or senior staff	( )	( )
Employees who interact with or are responsible for interactions with non-English speakers or LEP members	( )	( )
Bilingual CCO staff	( )	( )
New employees	( )	( )

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All employees	( )	( )
Volunteers	( )	( )

46) **Are all CCO staff members who interpret for patients (such as full-time staff interpreters or dual-role interpreters) and/or healthcare professionals who receive funds from your CCO for health care interpreter training certified or qualified by OHA?** *Must pass beginning in the measurement year 2023 (year 3 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).*

( ) Yes
( ) No

47) **Do CCO staff who provide care or services who prefer a language other than English (LOE) and Deaf or hard of hearing members receive training at regular intervals on how to request the translation of written documents into other languages and alternate formats?** *CCOs are required to answer this question. Must answer, no points available.*

( ) Yes
( ) No

Domain 4: Providing notice of language assistance services

CCOs should answer questions based on language services in place on December 31, 2025. Questions in this domain assess how well your CCO translates outreach materials and explains how members who prefer a language other than English (LOE) and Deaf and hard of hearing populations you serve may access available language assistance services. Your responses will help OHA to evaluate how well your CCO is performing these critical meaningful language access functions.

48) **Does your CCO translate signs or posters announcing the availability of language assistance services?** *Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).*

( ) Yes
( ) No

49) **Please answer yes or no to the methods that your CCO uses to inform members and communities in your service area about the availability of language assistance services.**

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Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to at least five of the seven statements to meet the must pass criteria for this question. Minimum points required = 5; total points available = 7.

	Yes	No
Frontline and outreach by bilingual or multilingual staff (CCO staff and provider staff)	( )	( )
Posters in public areas in clinics	( )	( )
"I Speak" language identification cards distributed to frontline CCO and provider staff	( )	( )
CCO and provider websites	( )	( )
Social networking websites (e.g., Facebook, Twitter, Instagram, other)	( )	( )
Email to members or a listserv	( )	( )
Community-based organizations (CBOs), Community Advisory Councils (CACs), or Regional Health Equity Coalitions (RHECs	( )	( )

50) **Does your CCO inform LOE and Deaf and hard of hearing members about the availability of free language assistance services?** *Must pass beginning in the measurement year 2021 (year 1 of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).*
( ) Yes
( ) No

51) **Does your CCO inform LOE and Deaf or Hard of Hearing members about the availability of free language assistance services?** *Must pass beginning MY2021 (year 1) of the incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).*

( ) Yes

( ) No

52) **Does the main page of your website include non-English information that is easily accessible to LOE members?** *Must pass beginning in the measurement year 2022 (year 2 of the*

incentive metric). CCOs must answer "yes" to meet the must pass criteria for this question (total points available = 1).

( ) Yes
( ) No

Thank you for completing the 2024 Annual CCO Language Self-Assessment!