



**Meaningful Access to Health Care Services: Language Services  
Self-Assessment Reporting Template**

**Name of CCO:** \_\_\_\_\_

**Contact information (person(s) completing the CCO self-assessment):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Identification and Assessment for Communication Needs**

The following series of questions aims to identify the limited English proficient (LEP), deaf and hard of hearing populations you serve:

<p>1. How does your CCO identify members needing communication access (e.g. LEP, sign language users)? <b>(Select all that apply)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assume limited English proficiency if communication seems impaired</li> <li><input type="checkbox"/> Respond to individual requests for language assistance services (including sign language)</li> <li><input type="checkbox"/> Self-identification by the deaf or hard of hearing person, non-English speaker or LEP individual</li> <li><input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person</li> <li><input type="checkbox"/> Use of video relay or TTY by the person</li> <li><input type="checkbox"/> Use of “I Speak” language identification cards             <ul style="list-style-type: none"> <li><input type="checkbox"/> or posters</li> </ul> </li> <li><input type="checkbox"/> Based on written material submitted to the CCO (e.g. complaints)</li> <li><input type="checkbox"/> We have not identified non- English speakers or LEP members</li> <li><input type="checkbox"/> Use MMIS/ enrollment data from OHA</li> <li><input type="checkbox"/> Other (Please specify): _____</li> </ul>
<p>2. Collecting Data - Please check the box for each of the following that your CCO has a process for collecting data.</p> <p>CCO collects data on <b>the number of members served who are:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> LEP</li> <li><input type="checkbox"/> Deaf and hard of hearing members that you serve</li> </ul> <p>CCO collects data on <b>the number of members in your service area who are:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> LEP</li> <li><input type="checkbox"/> Deaf or hard of hearing</li> <li><input type="checkbox"/> The number and prevalence of languages spoken by members in your service area</li> </ul>

<p>3. How often does your CCO use data to evaluate the spoken language needs for your service area?</p> <p><input type="checkbox"/> Annually <input type="checkbox"/> Biennially <input type="checkbox"/> Not Sure <input type="checkbox"/> Other (Please specify): _____</p>
<p>4. How often does your CCO use data to evaluate the sign language needs for your service area?</p> <p><input type="checkbox"/> Annually <input type="checkbox"/> Biennially <input type="checkbox"/> Not Sure <input type="checkbox"/> Other (Please specify): _____</p>
<p>5. What data does your CCO use to determine the LEP, deaf and hard of hearing communities or members in your service area? (Select all that apply)</p> <p><input type="checkbox"/> Census/ACS <input type="checkbox"/> LEP.gov <input type="checkbox"/> OHA MMIS <input type="checkbox"/> Community Organizations <input type="checkbox"/> Intake information <input type="checkbox"/> Other (Please specify): _____</p>
<p>6. Do you record primary language data from members when they first contact your CCO or provider network?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>7. If you record primary language data, how do you receive this data, and how is the information stored?</p>
<p>8. Do you record data on deaf and hard of hearing members when they first contact your CCO or provider network?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

9. If you record data on deaf and hard of hearing members, how do you receive this data, and where is the information stored?

10. What is the estimated total number of LEP members who receive interpretation services from your CCO each year?

\_\_\_\_\_

11. How many LEP members use your services each month?

\_\_\_\_\_

12. List the top six most frequently encountered non-English languages by your CCO and provider network AND indicate the frequency in which these occur.

	Weekly	Twice a month	Monthly	Quarterly	Twice a year	Annually
Language						

13. What is the estimated total number of deaf and hard of hearing members that prefer sign language or assistive communication devices to ensure effective communication and who receive services from your CCO each year?

\_\_\_\_\_

14. How many deaf and hard of hearing members prefer sign language or assistive communication devices to ensure effective communication and use your services each month?

\_\_\_\_\_

### **Providing Language Assistance Services**

The following set of questions will help you assess how well your CCO and provider network is providing language assistance services to limited English proficiency (LEP), deaf and hard of hearing members:

<p>1. Does your CCO currently have a system in place for tracking spoken and sign language interpretation services provided to LEP, deaf and hard of hearing members at each interaction?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p>2. What data is tracked regarding language assistance services provided by the CCO and its provider network? (Select all that apply)</p> <p><input type="checkbox"/> Primary language of persons encountered or served</p> <p><input type="checkbox"/> Use of language assistance services such as interpreters and translators</p> <p><input type="checkbox"/> Funds or staff time spent on language assistance services</p> <p><input type="checkbox"/> Number of bilingual and sign language staff/providers'</p> <p><input type="checkbox"/> Cost of interpreter services</p> <p><input type="checkbox"/> Cost of translation of materials into non-English languages</p> <p><input type="checkbox"/> Other (Please specify): _____</p>
<p>3. Does your CCO have a system to track the cost of language assistance services provided by the CCO and provider network?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>

4. What types of language assistance services are provided by your CCO and provider network? (Select all that apply)

- Bilingual staff/providers
- In-house interpreters (spoken and sign)
- In-house translators (documents)
- Contracted interpreters
- Contracted translators
- Telephone interpretation services
- Video interpretation services
- Language bank or dedicated pool of interpreters or translators
- Volunteer interpreters or translators
- Interpreters or translators borrowed from another CCO
- Other (Please specify): \_\_\_\_\_

5. Does your CCO provide spoken and sign language interpretation during member visits to the following care delivery settings? (Please check the box for each of the settings where interpretation is provided.)

- Medical (in-patient)
- Medical (outpatient)
- Dental
- Pharmacy
- Lab
- Other (Please specify): \_\_\_\_\_

6. Does your CCO have an assessment for bilingual staff/providers before allowing them to interpret or translate documents for LEP members?

- Yes
- No

7. Does the assessment for bilingual staff include the use of standardized language proficiency testing?

- Yes
- No

8. Does your CCO have policies on the use of family members or friends to provide interpretation?

- Yes
- No

9. **Does your CCO have contracts with any of the following for language services?**  
(Please select all that apply.)

- Language assistance service providers
- In-person interpreters
- Telephone interpreters
- Video remote interpreters
- Translators
- Other (Please specify): \_\_\_\_\_

10. Does your CCO provide staff with a list of available interpreters and the non-English languages they speak, or information on how to access OHA approved spoken and sign language interpreters?

- Yes
- No

11. Does your CCO translate vital documents into the main non-English languages of the communities in your service area?

- Yes
- No

12. Are the translated documents available in alternate formats that include large prints or Braille?

- Yes
- No

13. Which vital written documents has your CCO translated into non-English languages?

- Consent forms
- Complaint forms
- Intake forms
- Notices of rights
- Notice of denial, loss or decrease in benefits or services
- Notice of disciplinary action
- Applications to participate in programs or activities or to receive benefits or services
- Other (please specify): \_\_\_\_\_

14. Does your CCO translate signs or posters announcing the availability of language assistance services?

- Yes
- No

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

- Yes
- No

### **Training of Staff on Policies and Procedures**

The following series of questions will help you identify whether staff receive appropriate training on your language access plans, policies and procedures:

<p>1. Do all CCO staff receive training on how to provide language assistance services to LEP, deaf and hard of hearing members?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>2. Who receives staff training on working with LEP, deaf and hard of hearing members? <b>(Select all that apply)</b></p> <p><input type="checkbox"/> Management or senior staff <input type="checkbox"/> Employees who interact with or are responsible for interactions with non-English speakers or LEP members <input type="checkbox"/> Bilingual Staff/Providers <input type="checkbox"/> New employees <input type="checkbox"/> All employees <input type="checkbox"/> Volunteers <input type="checkbox"/> Others (Please specify): _____ <input type="checkbox"/> None of the above</p>
<p>3. Does your CCO staff procedures handbook include specific instructions on how to provide language assistance services to LEP, deaf and hard of hearing members?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>4. Do staff who provide care/services to LEP, deaf and hard of hearing members receive periodic training on how to work with interpreters?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>5. Do staff who provide care/services to LEP, deaf and hard of hearing members receive periodic training on how to request the translation of written documents into other languages and alternate formats?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

6. Do staff members who serve as interpreters receive interpreter training from OHA approved training programs, or other trainers familiar with the ethical and professional requirements of interpretation?

Yes

No

## **Providing Notice of Language Assistance Services**

The following series of questions will help CCOs assess how they provide notice of language assistance services to LEP, deaf and hard of hearing populations in their service area:

<p>1. How do you inform members and communities in your service area about the availability of language assistance services? <b>(Select all that apply)</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Frontline and outreach by multilingual staff</li><li><input type="checkbox"/> Posters in public areas</li><li><input type="checkbox"/> "I Speak" language identification cards distributed to frontline staff</li><li><input type="checkbox"/> Website</li><li><input type="checkbox"/> Social networking website (e.g. Facebook, Twitter)</li><li><input type="checkbox"/> E-mail to members or a list serv</li><li><input type="checkbox"/> Other (Please specify): _____</li><li><input type="checkbox"/> None of the above</li></ul>
<p>2. Do your translated outreach materials contain information about the availability of free language assistance services?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Yes</li><li><input type="checkbox"/> No</li></ul>
<p>3. Does your CCO inform members about the availability of free language assistance services for LEP, deaf and hard of hearing members?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Yes</li><li><input type="checkbox"/> No</li></ul>
<p>4. Does the main page of your website include non-English information that is easily accessible to LEP members?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Yes</li><li><input type="checkbox"/> No</li></ul>
<p>5. Does your CCO and provider network have multilingual signs or office posters announcing the availability of language assistance services?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Yes</li><li><input type="checkbox"/> No</li></ul>