

CCO Language Access Assessment	Suggestions/Ideas:	Your CCO's Current Baseline and Progress:
1. What are the primary languages of your Member population?	Develop an internal dashboard of the preferred languages of your members; collect data on languages spoken by your members; communicate information to staff	
2. Does your CCO have a strategic plan to meet the cultural and linguistic needs of members?	<p>a. Strategic planning is an organizational management activity that is used to:</p> <ul style="list-style-type: none"> • Set priorities • Focus energy and resources • Strengthen operations • Develop common goals <p>Effective strategic planning articulates not only where an organization is going and the actions needed to make progress, but also how it will know if it is successful.</p>	
3. Are written translated materials available to members and their families? Which materials and in what languages?	Catalog all translated material, and make them accessible to all staff.	
4. Does the CCO have mechanisms to ensure that information about cultural and linguistic needs accompany the member throughout the continuum of care?	<p>Providers may be using:</p> <ul style="list-style-type: none"> • trained staff interpreter • trained contracted interpreter • trained volunteer • untrained volunteer • trained bi-lingual staff • untrained bi-lingual staff • telephone interpreter service 	
5. Does the CCO have a plan to recruit and retain a diverse administrative and clinical workforce that meets the cultural and linguistic needs of the member population being served?	<p>Considerations:</p> <ul style="list-style-type: none"> • Pay differential for bilingual staff. • Advertising positions in local alternative language publications. • Advertising positions in alternative language. 	

<p>6. Are multilingual staff available to help people at the CCO?</p>	<p>Considerations:</p> <ul style="list-style-type: none"> • Employ diverse staff • Are telephone interpreters easy to access 	
<p>7. Are staff trained to adjust the pace and vocabulary of their speech when they communicate with people for whom English is a second language, who are hearing impaired, or who otherwise appear unable to understand?</p>	<p>Considerations:</p> <ul style="list-style-type: none"> • Train staff on how to work with an interpreter • Train staff on how to identify a language that a speaker uses • Train staff on how to access a phone interpreter 	
<p>8. Are signs written in English and in the primary languages of the populations being served</p>	<p>Considerations:</p> <ul style="list-style-type: none"> • If the majority of members speak English and Spanish, are signs written in English and Spanish? • What are the top 5 five languages spoken by members? • Are signs posted in the top 5 languages to identify available assistance? 	
<p>9. Does the CCO analyze the complaints it receives from non-English speakers as a unique cohort?</p>	<p>Considerations:</p> <ul style="list-style-type: none"> • How many Appeals and Grievances are you receiving in Spanish, English? • Are there cultural barriers to outreach for complaints? 	
<p>10. Is the member population’s cultural and linguistic diversity part of the criteria for choosing Community Advisory Council and Governing Board members?</p>	<p>The Council and Board should reflect the diversity of the membership.</p>	