



Austin Travis County Integral Care

Behavioral Health & Developmental Disabilities Services

Language Access Plan

FY 2017

Approved by: Matt Snapp, PhD

Chair, Austin Travis County Integral Care Board Of Trustees

Signature: _____

Date: 10/26/16

Approved by: David Evans, Chief Executive Officer

Austin Travis County Integral Care

Signature: _____

Date: 10.31.16

Language Access Plan

Integral Care's Language Access Plan addresses the following strategic plan goal and objectives:

Goal# 2: Improved health outcomes are achieved through implementation of high quality services and continuous innovation.

Objective 2.1: Increase access to services.

Objective 2.2: Make available evidence-based services and promising practices that meet or exceed industry standards.

This plan establishes a strategy for ensuring meaningful access by individuals with Limited English Proficiency (LEP) to all programs and activities offered by Integral Care in accordance with Executive Order 13166 (EO 13166), *Improving Access to Services For Persons With Limited English Proficiency*, issued August 11, 2000. Integral Care's language access plan and policy is aligned with HHS Language Access Policy and Implementation recommendations (2013).

Goal: Austin Travis County Integral Care (Integral Care) provides access to timely, quality language assistance services to individuals with Limited English Proficiency (LEP) at all points of contact.

Demographic Information: The top languages accessed through Integral Care's interpreting services (8/2015-8/2016) by current Integral Care consumers are: Spanish (75%), Vietnamese (9.8%), Arabic (7.0%), Nepali (2.5%), Mandarin (1.5%), and Burmese (1.4%). Other languages accessed at < 1% include: Kinyarwanda, Italian, Farsi, Swahili, Thai, Hindi, Hungarian, Somali, Korean, French, Japanese, Tagalog, Amharic, and Pashto. Integral Care also employs American Sign Language interpreters and maintains access to Video Relay services to help individuals who are deaf and/or hard of hearing.

The most commonly spoken languages in Integral Care's catchment area (2010-2014) are noted below:

Travis County	Number of Speakers	Number Who Speak English Less Than "Very Well"
Spanish	245,480	110,186
Vietnamese	11,916	6,871
Chinese	10,966	3,900
Other Asian Languages	6,602	1,185
Korean	4,523	1,608
French	4,396	780
Hindi	4,136	738
German	3,052	222
Urdu	3,091	870
Arabic	3,071	1,344
Other Indic Languages	2,455	468

Source: <http://www.cancommunitydashboard.org/demographic-overview.php>; U.S. Census Bureau, American Community Survey, 2009-2014 5-year estimates, B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.

Element 1: Needs and Capacity

Action: Integral Care will have in place processes to regularly identify and assess the language assistance needs of its current and potential clients, as well as processes to assess the agency's capacity to meet these needs according to the elements of this plan.

Responsible Unit: Quality Management will be responsible for conducting annual assessments and implementing and/or improving language assistance based on assessed needs.

Element 2: Oral Language Assistance Services

Action: Integral Care will provide oral language assistance, in both face-to-face and telephone encounters, through the use of qualified bilingual staff and qualified interpreters at no cost to individuals with LEP. Integral Care will establish a point of contact for individuals with LEP, such as an office, official, or phone number. Integral Care will ensure that all bilingual staff and interpreters pass a basic language competency test prior to providing services. This test will be based on the Texas Advisory Committee On Qualifications for Health Care Translators and Interpreter Recommendations, 2013, the following Joint Commission Standards: HR.01.02.01, PC.02.01.21, RI.01.01.01, RI.01.01.03, and the ACA Recommendations.

Responsible Unit: Human Resources and Ombudsman

Element 3: Written Translations

Action: Integral Care will identify, translate and make accessible in various formats, including print and electronic media, vital documents in languages other than English in accordance with assessments of needs and capacity conducted under Element 1.

Responsible Unit: Communications, Medical Records, Program Operations will define a process and will work with certified translators and external stakeholders to provide written translations that comply with the Plain Writing Act of 2010.

Element 4: Policies and Procedures

Action: Integral Care will develop, implement and regularly update written policies and procedures that ensure that individuals with LEP have meaningful access to agency programs and activities.

Responsible Unit: Executive Management Team (EMT)

Element 5: Notification of the Availability of Language Assistance at No Cost

Action: Integral Care, in accordance with agency needs and capacity and in plain language, will proactively inform individuals with LEP that language assistance is available at no cost.

Responsible Unit: Communications Department

Element 6: Staff Training

Action: Integral Care will commit resources and provide employee training as necessary to ensure that management and staff understand and can implement LEP policies and procedures and the elements of the Language Access Plan.

Responsible Unit: Human Resources and designated manager

Element 7: Assessment: Access and Quality

Action: Integral Care will regularly assess the accessibility and quality of language assistance activities for individuals with LEP, maintain an accurate record of language assistance services, and implement or improve LEP outreach programs and activities in accordance with customer need and agency capacity.

Responsible Unit: Quality Management

ELEMENT 8: Stakeholder Consultation

Action: Integral Care will consult with stakeholder communities to identify language assistance needs of individuals with LEP, implement appropriate language access strategies to ensure individuals with LEP have meaningful access in accordance with assessments of need and agency capacity, and evaluate progress on an ongoing basis.

Responsible Unit: Communications Department

ELEMENT 9: Digital Information

Action: Integral Care will develop and implement specific written policies and procedures to ensure that, in accordance with assessments of LEP needs and agency capacity, digital information is accessible by communities in need of language services.

Responsible Unit: Communications Department

ELEMENT 10: Provider Assurance and Compliance

Action: Integral Care will ensure that Contracted Providers understand and comply with obligations under civil rights statutes and regulations.

Responsible Unit: Provider Network and Authority Officer