



Language Access Plan

FY 2023

Approved by: Patricia Young Brown

Chair, Integral Care Board of Trustees

Signature: _____

Date: _____

2/23/2023

Approved by: David Evans

Chief Executive Officer, Integral Care

Signature: _____

Date: _____

2.23.23

Language Access Plan

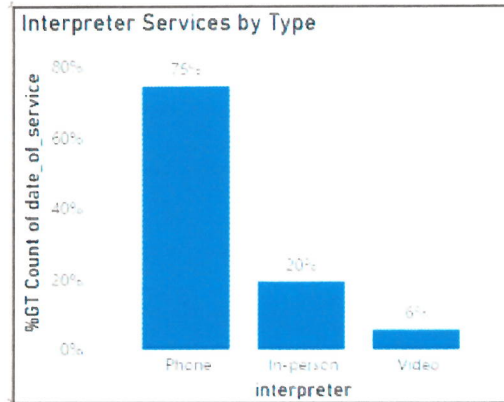
Integral Care's Language Access Plan establishes a strategy for ensuring meaningful access by individuals with Limited English Proficiency (LEP) to all programs and activities offered by Integral Care in accordance with Executive Order 13166 (EO 13166), *Improving Access to Services for Persons with 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: Integral Care provides access to timely, quality language assistance services to individuals with Limited English Proficiency (LEP) at all points of contact.

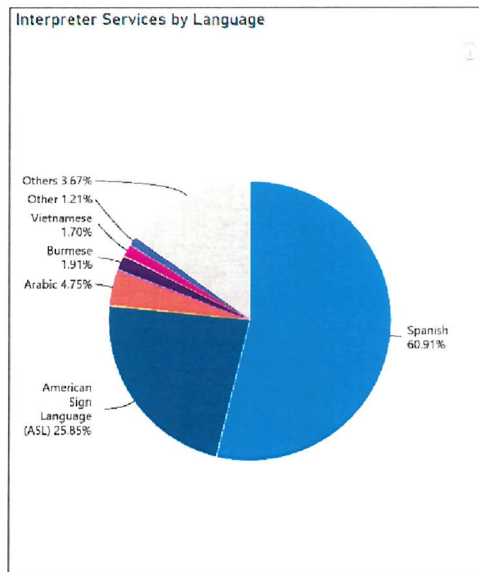
Integral Care's Language Access Plan addresses the following Strategic and Equity plan goal and objectives:

1. **Build Equity:** Build racial and health equity in the community and an inclusive environment for team members and providers.
 - a. Provide Care that fits the diverse needs of all people we serve
 - b. Use data to track progress and inform decision-making to advance equity
2. **Deliver Quality Healthcare:** Provide responsive, innovative, evidence-based, suicide-safer health care to the individuals we support.
 - a. Deliver accessible and timely care to meet community needs
 - b. Enhance equitable access and engagement across the systems of care

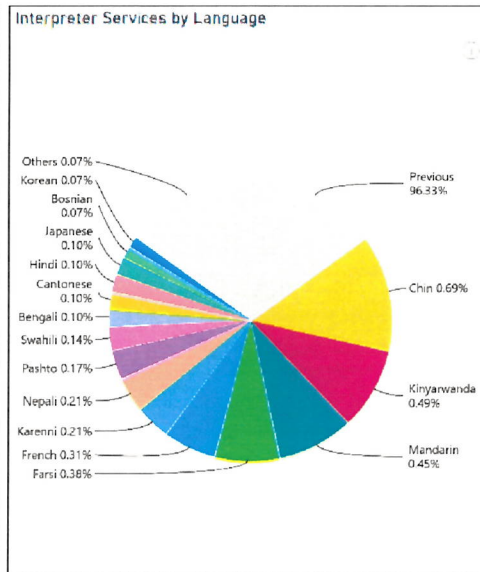
FY 22 Integral Care Interpreter Service Utilization:



1 FY22 Interpreter Utilization by Type



2(a) FY22 Interpreter Service Usage by Language



2(b) Breakdown of "Other" Category

Commonly spoken languages in Integral Care's catchment area:

Total Travis County Population that speaks other language, Limited or non-limited		
	Estimate	Proportion of population that speaks another language and limited/non-limited English
Spanish	113797	65%
Chinese (incl. Mandarin, Cantonese):	7045	4%
Vietnamese:	5004	3%
Arabic:	4696	3%
French	4060	2%
German	4031	2%
Korean:	3318	2%
Russian	3227	2%
Tagalog (incl. Filipino):	2323	1%
Other Categories (detail not available)		
Other Indo-European languages:	16372	9%
Other Asian and Pacific Island languages:	7341	4%
Other and unspecified languages:	4114	2%

**Data provided by Travis County HHS, Research & Planning Division*

Additionally, 2% (27,296) of the Travis County population experience a hearing difficulty with many individuals speaking ASL.

*Source: data.census.gov

Accomplishments

Establishment of Language Access Workgroup as a subcommittee of **Diversity, Equity, Inclusion and Belonging (DEIB) Committee**

Training:

- 1056 employees have completed the Language Access Training in Relias in FY 22.
- 63 employees completed a Bilingual Competency Exam in FY 22.
- 164 bilingual employees in FY 22.
- Network Management provided training to SAMSO providers are requirements to provide interpretation services in FY 22

Procedure Updates:

- Streamlined ASL interpreter scheduling process
- Streamlined document translation request form (all essential documents available in top 5 languages spoken in area)
- Language Identification Cards distributed to all sites.
- Provider Agreements and Integral Care Provider Manual includes requirements for language access.

Technology:

- Dual language forms in electronic health record
- New Telehealth platform includes ADA access to ASL and other interpretation services.
- Centralized Language Access SharePoint site
- PowerBi reporting for language and interpreter usage by encounter

Integral Care: Language Access Plan

Element 1: Needs and Capacity

Action: Integral Care has 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 is 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 provides 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 establishes a point of contact for individuals with LEP, such as an office, official, or phone number. Integral Care ensures that all bilingual staff and interpreters pass a basic language competency test prior to providing services. This test is 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 identifies, translates and makes 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 have defined a process and 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 regularly updates 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, proactively inform individuals with LEP that language assistance is available at no cost.

Responsible Unit: Communications Department

Element 6: Staff Training

Action: Integral Care commits resources and provides 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 regularly assesses 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, One Data, Program Services

ELEMENT 8: Stakeholder Consultation

Action: Integral Care consults 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 implements 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, Management Information Services

ELEMENT 10: Provider Assurance and Compliance

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

Responsible Unit: Network Development and Management