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**Washington State
Health Care Authority**

Better Communication
=
Better Services

(HCA Language Access Services at a Glance)

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Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

To avoid discrimination based on national origin, Title VI and its implementing regulations require recipients of Federal financial assistance to take reasonable steps to provide meaningful access to their programs and services by limited English proficient (LEP) persons.

LEP – limited ability or inability to *effectively* communicate in English language.




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It's the right thing to do.

Title VI Civil Rights LEP Limited English Proficient Video
<https://www.youtube.com/watch?v=mSGblpKRO-c>

Health Care Authority is committed to providing language access services to the customers with whom it *directly* interacts at no cost to individuals needing assistance.

[1-27](#) HCA Language Access Services Policy 6/5/2015



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Common Foreign Languages of LEP populations

<u>In the U.S.</u>	<u>HCA served</u>
Spanish	Spanish*
Chinese	Russian*
French	Vietnamese*
German	Chinese*
Tagalog	Korean*
Vietnamese	Somali*
Korean	Arabic
Russian	Cambodian/Khmer*
Arabic	Punjabi
Japanese	Ukrainian
	Amharic
	*Lao




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What Are Language Access Services?

The phrase "language access services" describes services that agencies use to bridge the communication barrier with individuals who cannot speak, understand, read, or write English fluently.

Note: individuals with speech disability, hearing and/or vision loss are covered by the Americans with Disabilities Act of 1990 (ADA) as related to effective communication.



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Types of Language Access Services

Bilingual/Multilingual Employees

Provide direct services in the LEP clients' language(s)

<p>Benefits</p> <ul style="list-style-type: none"> Immediate response Culturally competent No additional cost Excellent multitaskers 	<p>Limitations</p> <ul style="list-style-type: none"> Unable to serve all LEP clients Require skills assessment and Pay differentiation May be misused/overloaded
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"Multilingual employees must be utilized properly to be an asset and not a liability to entities. Employers must respect a bilingual worker's limits or "maximum load capacity" to bridge — and not crash — cultural gaps." [Adam Wooten](#) (Co-founder & CEO at AccuLing)



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Types of Language Access Services

Contracted Interpreter Services

- In-person (face-to-face) Spoken and Sign language interpreters for appointments or activities (trainings, meetings, presentations, etc.)

It takes two to Tango.
It takes three to interpret.



Interpreter



Speaks Spanish Speaks English




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Types of Language Access Services

Contracted Interpreter Services

- Over-the-phone interpreting (OPI) is used when:
 - You receive a call
 - You make a call
 - You are face-to-face with an LEP client




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Types of Language Access Services


Contracted Translation Services

(written communication)

- HCA forms, publications, flyers, notices
- Auto-generated letters (ACES, P1)
- Client-specific letters, etc.



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Types of Language Access Services

ADA services

Braille conversion



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Types of Language Access Services

ADA services

Audio materials



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Types of Language Access Services

ADA services

Closed captioning



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Interpreter Services Program

HCA provides Spoken and Sign language Interpreter Services to HCA contracted health care providers to support them in meeting their federal requirement to offer and provide interpreter services to LEP individuals or who are deaf, deaf-blind, or hard of hearing.

Eligibility criteria:


- Request comes from the contracted provider
- The clients must be Medicaid-eligible
- The Healthcare services must be covered by the client's benefit services package
- The Interpreter Service must be provided as part of the covered health care appointment



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Resources

- Limited English Proficiency (LEP) A federal Interagency Website <http://www.lep.gov/>
- Centers for Medicare & Medicaid Services <https://www.cms.gov/>
- Migration Policy Institute <http://www.migrationpolicy.org/>
- Washington State Coalition for Language Access <http://www.wascla.org/>
- DSHS Language Testing and Certification (LTC) program <https://www.dshs.wa.gov/fsa/language-testing-and-certification-program>



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Questions?

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