

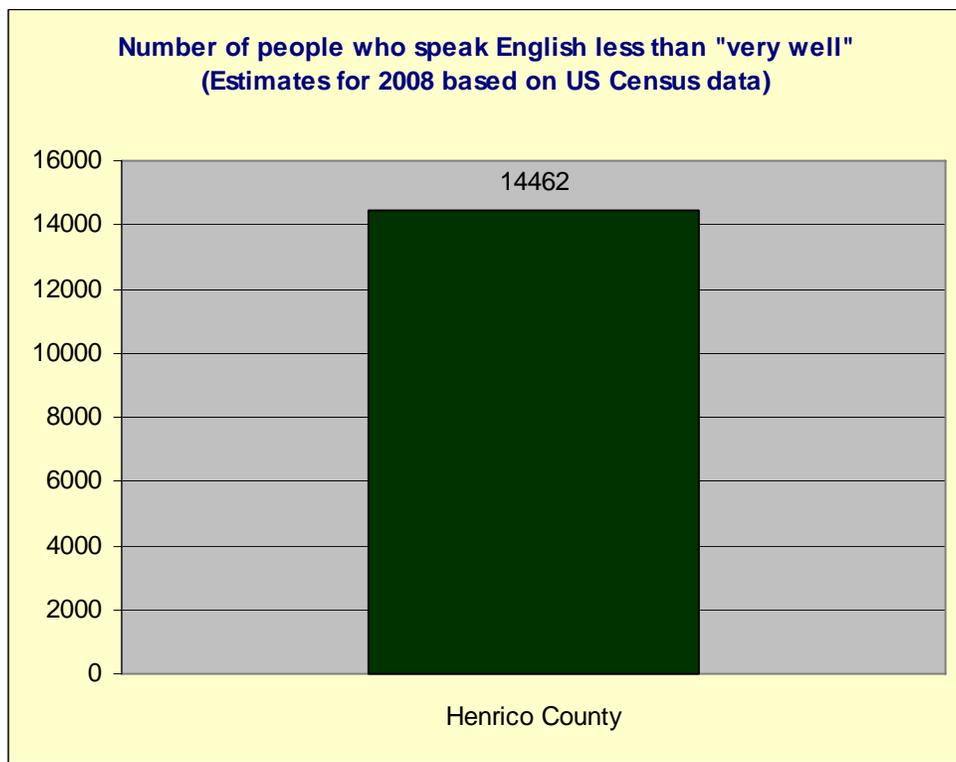
2010 LANGUAGE NEEDS ASSESSMENT: HENRICO HEALTH DISTRICT

(Areas covered: Henrico County)

HOW DOES THE CLAS REQUIREMENTS IMPACT THE HENRICO HEALTH DISTRICT?

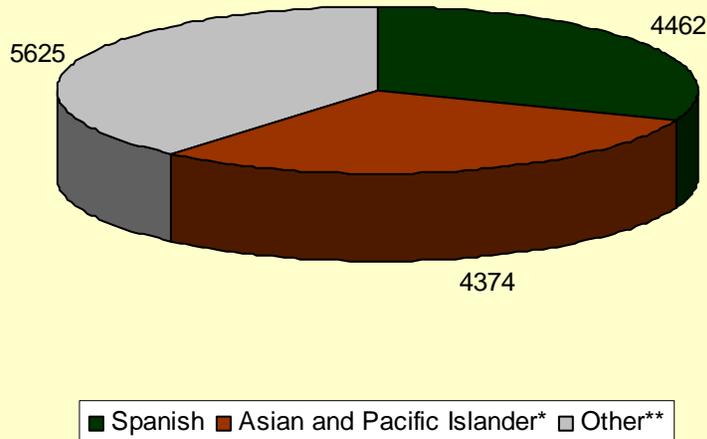
The obligation to provide meaningful access is fact-dependent and starts with an individualized assessment that balances the following four factors:

1. **The number or proportion of limited English proficient (LEP)¹ persons within this district:**



¹ Individuals are considered limited English proficient (LEP) if they “do not speak English as their primary language and...have a limited ability to read, speak, write or understand English.” (From www.lep.gov.)

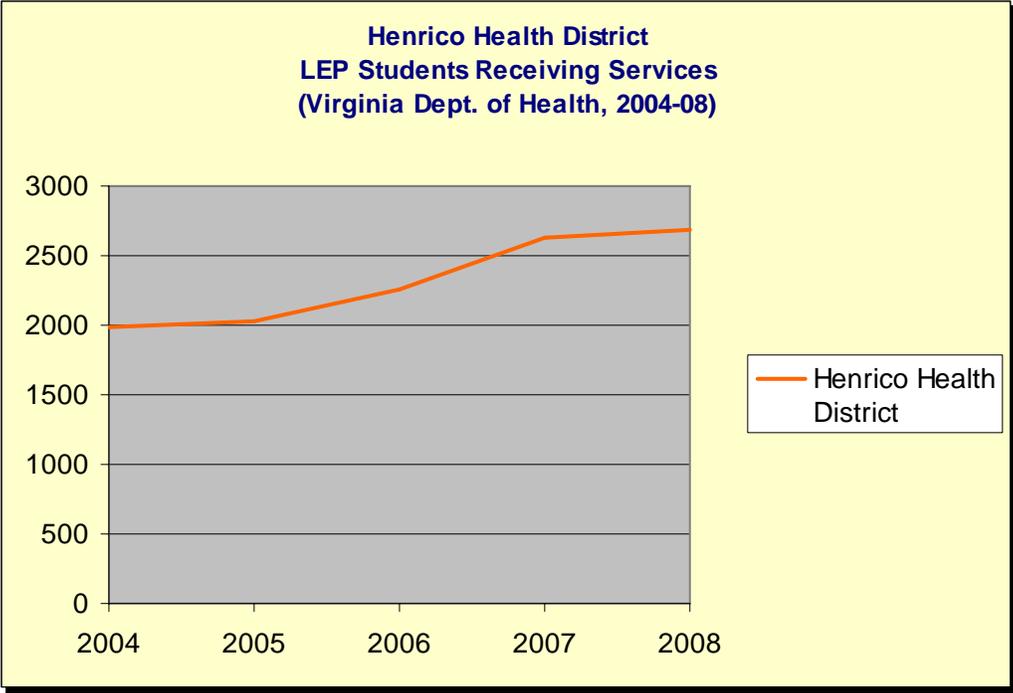
**Languages spoken by LEP individuals,
Henrico Health District
(Estimates for 2008 based on US Census data)**



*Based on US Census language designations. Asian and Pacific Islander languages include, but are not limited to: Burmese, Cambodian, Chinese, Indonesian, Japanese, Korean, Mongolian, Tagalog, Thai, Turkish and Vietnamese.

**Based on US Census language designations. Other languages include, but are not limited to: Albanian, Amharic, Arabic, Bengali-Bengla, French, German, Hindi, Italian, Kurdish, Nepali, Persian, Portuguese, Russian, Somali, Sudanese, Tigrinya, Ukrainian and Urdu.

Based on 2008 estimates from US Census data, 14,462 of the residents of Henrico Health District are considered LEP. Of the LEP residents in the Henrico Health District, about a third (31%) speaks Spanish as its primary language.



Based on data from the Virginia Department of Education, the number of LEP students receiving educational services in the Henrico Health District has increased by 36% over the last five years. This indicates that the overall LEP population in the area is growing.

2. The frequency with which LEP individuals come into contact with the program:

The following is patient level data for the Henrico Health District as reported in the Virginia Department of Health's (VDH) Web Vision, January- December 2008*:

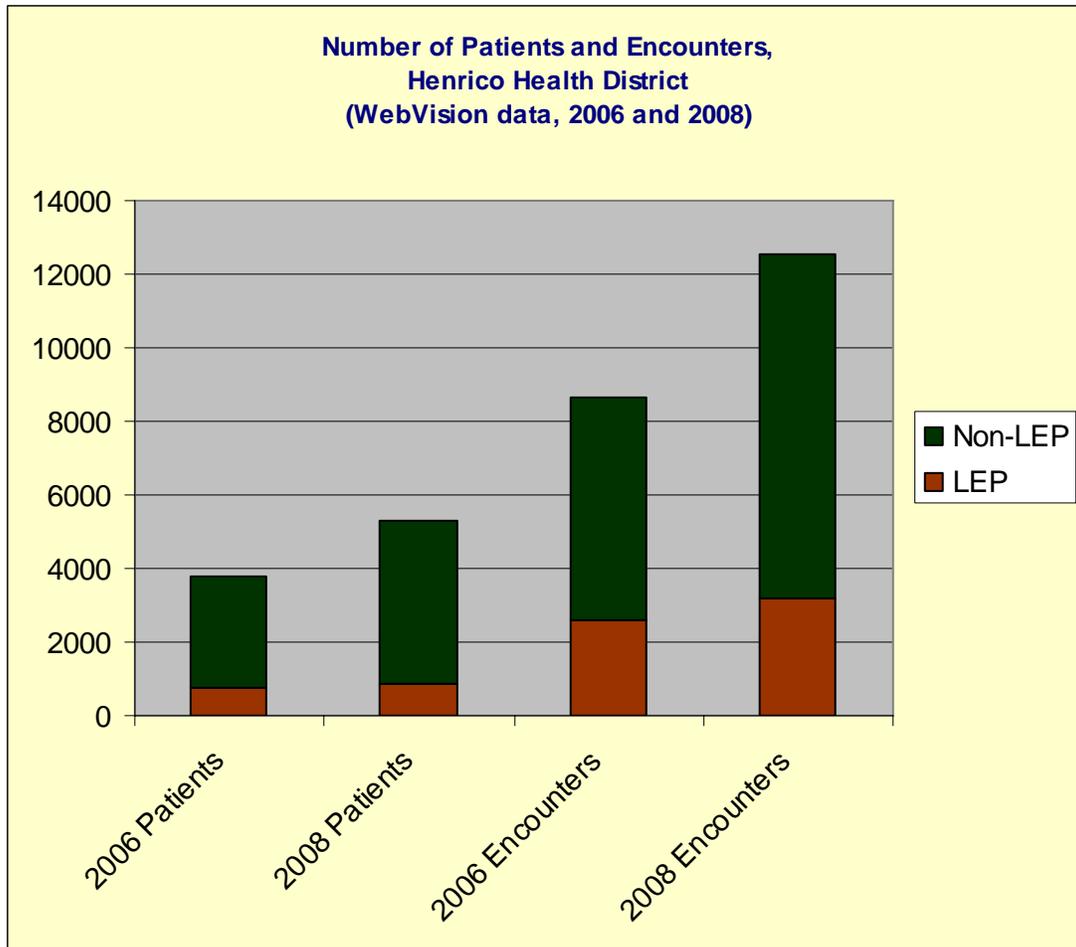
Primary Language**	Patients (unduplicated count)		Patient encounters	
	#	%	#	%
English	4,240	79.80%	8,816	70.25%
Spanish	561	10.56%	2,020	16.10%
Arabic	36	0.68%	124	0.99%
Portuguese	22	0.41%	95	0.76%
Burmese	17	0.32%	198	1.58%
Vietnamese	17	0.32%	45	0.36%
Chinese	9	0.17%	16	0.13%
Russian	6	0.11%	11	0.09%
Farsi	5	0.09%	14	0.11%
Turkish	4	0.08%	19	0.15%
Korean	3	0.06%	14	0.11%
Tagalog	3	0.06%	4	0.03%
Bengali-Bengla	1	0.02%	1	0.01%
Bulgarian	1	0.02%	6	0.05%
French	1	0.02%	13	0.10%
Italian	1	0.02%	15	0.12%
Nepali	1	0.02%	8	0.06%
Persian	1	0.02%	3	0.02%
Tigrinya	1	0.02%	1	0.01%
Urdu	1	0.02%	7	0.06%
Henrico Health District	5,313	100.00%	12,550	100.00%

* The listed languages may not equal 100% because of the exclusion of rarely encountered languages and non-English speakers who are not Limited English Proficient.

** By need for an interpreter (responses of "yes" & "unknown")

According to this data, for the Henrico Health District:

- ◆ 16.5% of all patients are LEP
- ◆ 25.4% of all encounters involve LEP patients.



Since the most recent language needs assessment in 2007, there has been a decrease in percentage of both LEP patients and encounters. The 2007 report showed that 20% of all patients were LEP and that 30% of all encounters involved LEP patients. The decreased proportion of LEP patients and encounters was due to a significant jump in the number of non-LEP patients and encounters with only a slight increase in LEP patients and encounters.

3. The nature and importance of the program, activity or service provided by the recipient (VDH) to its beneficiaries.

The agency should consider the importance and urgency of its program, activity or service. If the activity is important and urgent, immediate language services are needed. If the activity is important but not urgent, language services are needed but can be delayed for a reasonable period of time. (See [Title VI federal guidelines](#) or the language needs assessment home page for more guidance on this matter.)

4. The resources available to the grantee/recipient (VDH) and the costs of interpretation/translation services.

Agencies should carefully explore the most cost-effective means of delivering competent and accurate language services due to resource concerns. In many cases it is more cost-effective to hire staff or take other appropriate measures, thereby improving the quality of service. Resource limitations must be well-substantiated before using this factor as a reason to limit language assistance. (See [Title VI federal guidelines](#) or the language needs assessment home page for more guidance on this matter.)

Based on the federal requirements, the following processes should be in place at the Henrico Health District to ensure compliance:

- **Notification of Rights:** Both verbal offers and written notices informing clients of their right to receive language assistance services at no cost to them. For this purpose, VDH has designed a language identification poster that informs patients in 32 languages of their rights to a trained interpreter at no cost. Copies of this poster should be displayed at all offices of the health district and as appropriate in multiple locations within offices. This poster is available online at <http://www.vdh.state.va.us/healthpolicy/healthequity/documents/8x11languagecard.pdf> .
- **Interpretation Services:** Interpretation services should be provided to all LEP patients at no cost and at all points of contact in a timely manner during all hours of operation. LEP persons cannot be required to bring their own interpreters nor should they use family members or friends as interpreters unless specifically requested by the patient/consumer after receiving notification of their rights to receive language assistance services at no cost to them. On-site interpretation should be provided in any language whose speakers are at least 500 of the district's patient encounters.
 - Based on the four factor assessment, it is recommended that the Henrico Health District provide on-site interpreters either through a contractual arrangement with a language service agency, the use of in-house interpreters and/or the use of bilingual staff for the following language(s): **Spanish**. The on-site interpretation can be provided by part-time trained interpreters (estimated cost²: \$38,380) or by bilingual employees who have been trained in medical interpreting (estimated cost³: \$2,000 - \$6,000). The use of bilingual employees who have been trained in medical interpreting is preferred, as it is the more cost-effective option.
- **Assurance of Competence:** have a mechanism for assuring the competence of the language assistance provided.
 - It is recommended that the Henrico Health District utilize interpreters and translators (whether they are in-house, bilingual professional staff, or contract interpreters and translators) who:
 - have been screened and tested for proficiency in both English and the target language(s)
 - have received a minimum of 40 hours of training as professional medical/health care interpreters (the training should include, but not be limited to, the following topic areas: ethics and confidentiality, medical terminology, basic anatomy and physiology, roles, and cultural competence)

² Calculation based on the Bureau of Labor's national median wage (\$19.00/hr.) for interpreters and the estimation that each LEP encounter is equivalent to one hour of work for an interpreter.

³ Calculation based on the estimated need of one bilingual employee per 500 LEP encounters in target language. Cost will vary based on the amount of the bonus given; range of recommended bonus for bilingual employees: \$500 - \$1,500.

- adhere to an interpreter and translator Code of Ethics, a statement of confidentiality, and are aware of and comply with HIPAA related privacy guidelines
 - participate in ongoing medical/healthcare interpreter and translator continuing education
 - have subject matter expertise in medical and health care and prior experience translating medical/health documents
 - are able to write at an appropriate reading level for the target audience
 - have been screened and tested for proficiency in both written English and the target language(s) with affiliation/accreditation by the American Translators Association preferred
 - are able to act as a cultural bridge, providing VDH with feedback not only on grammatical and linguistic accuracy, but also on cultural appropriateness
 - do not rely on software-based translation programs
 - are covered by liability insurance
- ◆ **Translated Materials:** make available easily understood patient-related materials and post signage in the languages of the commonly encountered group and/or groups, including written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. It is recommended that Henrico Health District provide written translation for all vital documents into **Spanish**.

In order to help health districts comply with the culturally and linguistically appropriate health care services (CLAS) requirements, VDH has contracted with Language Services Associates, a provider of telephonic interpretation and translation by trained and certified professionals. The following chart summarizes the 2008 calls.

Language	# of Calls	Minutes	Total Charge
Spanish	381	4,538	\$5,219.30
Arabic	63	1,128	\$1,635.60
Burmese	11	112	\$162.40
Vietnamese	11	103	\$150.25
Portuguese	7	111	\$160.95
Dari	6	137	\$198.65
French	4	72	\$104.40
Bengali	4	40	\$68.80
Farsi	3	86	\$124.70
Mandarin	3	53	\$76.85
Nepali	3	18	\$26.10
Khmer	2	31	\$53.95
Cantonese	2	20	\$29.00
Karen	2	15	\$21.75
Swahili	2	15	\$21.75
Somali	1	26	\$37.70
Russian	1	25	\$36.25
Hindi	1	12	\$17.40
Cambodian	1	10	\$14.50
Lingala	1	10	\$14.50
Bosnian	1	7	\$10.15
Henrico Health District	510	6,569	\$8,184.95

Summary

Culturally and linguistically appropriate health care services (CLAS) requirements obligate each health district to provide suitable language access for all district services at no additional cost to the patient. The determination of the district's language needs is made based on data from the US Census, the Virginia Department of Education (DOE), the Virginia Department of Health (VDH), and Language Services Associates (LSA), the telephonic interpreting provider for VDH. According to 2008 estimates, 14,462 limited English proficient (LEP) individuals reside in the Henrico Health District, comprising 5% of the total population in the district. 31% of the LEP population in Henrico speaks Spanish as its primary language. DOE data indicates that the LEP population is growing: the number of LEP students receiving services has increased 36% over the last five years.

In the Henrico Health District 17% of all patients and 25% of all encounters were with LEP patients in 2008. Despite the apparent growth in the overall LEP population in Henrico, these figures represent a decrease in the proportion of LEP patients served as compared to the 2007 language needs assessment. This decrease was due to a substantial increase in the number of non-LEP patients and encounters, while LEP encounters increased only slightly.

This report makes no new compliance recommendations for the Henrico Health District. As in 2007, it is recommended that Henrico Health District provide on-site interpretation and translation services in **Spanish**. All other patients should be notified of their right to a trained interpreter at no cost; LSA telephonic interpretation can be utilized for this purpose. Note: Health service providers should note that the use of untrained medical interpreters, such as family and friends of the patient, is unacceptable when a trained interpreting service (including telephonic interpreting) is available.

There is a disproportionate percentage of non Spanish-speaking LEP individuals in Henrico (they comprise 69% of the LEP population in the district) and their share of LEP patients and encounters in the district (non-Spanish speaking LEP patients are 36% of LEP patients and 37% of LEP encounters). This data suggests that these non-Spanish speaking LEP populations maybe underutilizing health department programs. However, it may be that the census data have overestimated the LEP population or that this population is not in need of health department services. Nonetheless, non-Spanish speaking groups form a significant subset of the LEP population in Henrico. It is recommended that Henrico Health District identify specific LEP populations, particularly speakers of non-Spanish languages such as Arabic and Burmese, and target these groups for health department outreach. Doing so will help to assure that the district meets the needs of all its potential LEP patients.