Provider Notice

To:	**All Providers**
From:	**Dan Eisenhauer, Director of Operations**
Date:	**May 31, 2022**
Subject:	**AD 22 104 Recipient Language by County**

PerformCare is reissuing our recipient language data with additional resources and information that will assist providers with understanding the broader needs of the communities we serve by providing data about the languages spoken by the general population in our counties. In addition, we are providing a link to data that providers can use to explore language needs by census tract for a more detailed analysis of the communities we serve. As PerformCare continues to focus on whole person and person centered care for our Members, we recognize the importance of understanding and responding to language factors that impact our Members ability to access and participate in behavioral health treatment in addition to diversity, equity, and inclusion initiative.

PerformCare is sharing Membership data that includes the primary language spoken by our Members. This data is reported to PerformCare by DHS on Member eligibility files and is based on Member report to their County Assistance Office. PerformCare corrects Member's language data when errors are found. This information assists providers in understanding the prevalence of non-English speaking Members by County in order that providers may better anticipate and plan to meet Members treatment needs when the Member's primary language is not English. Also Member specific language information is available to providers via the Navinet Member Eligibility and Benefits search function.

Language needs should not be a reason to decline a referral or a barrier to treatment. PerformCare covers part of the cost for interpreter service to assist providers as described in PerformCare Policy: Interpreter Costs in Service Delivery, Policy Number: PR-027.

Please review the PerformCare Language Resources training form January 28, 2022 posted here:
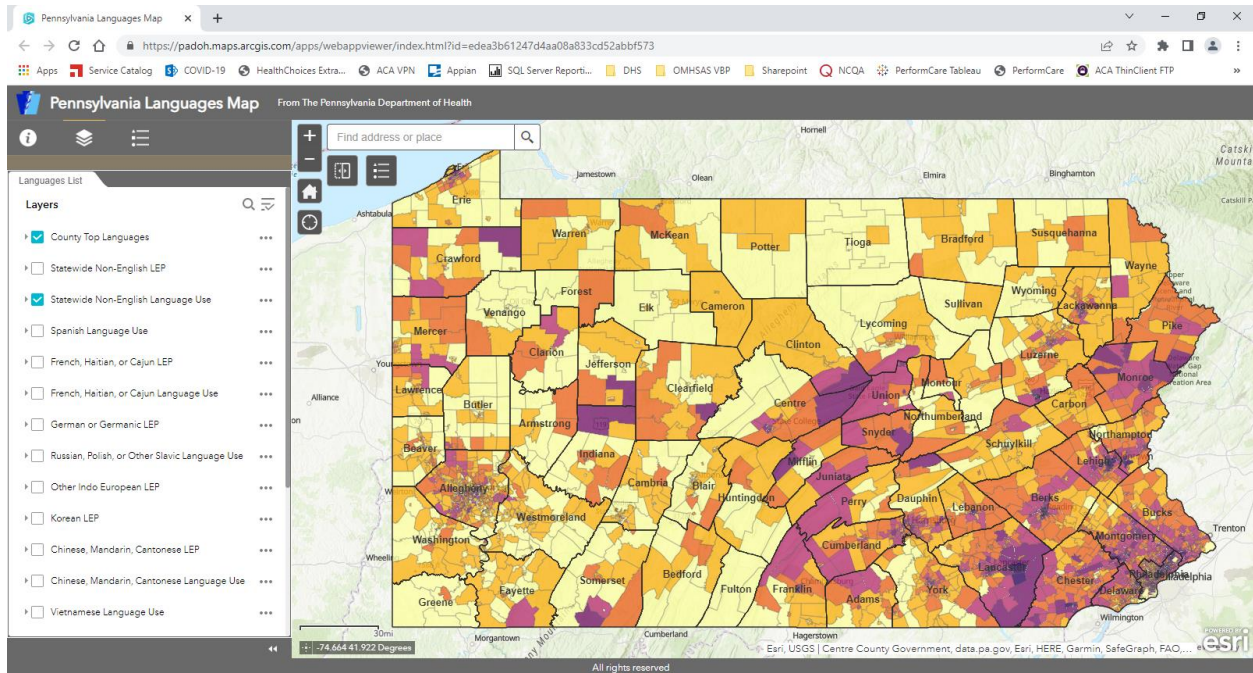https://pa.performcare.org/providers/training-education/performcare-presentations.aspx

Please see attachments County Level Language Data and PerformCare Member Language data sorted by County. If you have any questions about this notice, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare
        Scott Suhring, Capital Area Behavioral Health Collaborative
        PerformCare Account Executives

PerformCare's Counties Top 5 Languages and Census tract language information

The screen shot below shows how additional information on language data, including census tract level data, is available by visiting the clickable map at:

https://padoh.maps.arcgis.com/apps/webappviewer/index.html?id=edea3b61247d4aa08a833cd52abbf573

The Top Five Languages For Cumberland County Are:

1. **Spanish**
   - Population Count: 5,652
   - Percent of County Population: 2.41%
   - Percent of this group with LEP: 30.07%

2. **Oher Indo European**
   - Population Count: 4,105
   - Percent of County Population: 1.75%
   - Percent of this group with LEP: 27.79%

3. **German or Germanic**
   - Population Count: 3,146
   - Percent of County Population: 1.34%
   - Percent of this group with LEP: 27.43%

4. **Asian or Pacific Island**
   - Population Count: 2,518
   - Percent of County Population: 1.07%
   - Percent of this group with LEP: 20.21%

5. **Russian, Polish, or Slavic**
   - Population Count: 1,328
   - Percent of County Population: 0.57%
   - Percent of this group with LEP: 43.45%

The Top Five Languages For Dauphin County Are:

1. **Spanish**
   o Population Count: 13,474
   o Percent of County Population: 5.23%
   o Percent of this group with LEP: 45.14%
2. **Oher Indo European**
   o Population Count: 5,308
   o Percent of County Population: 2.06%
   o Percent of this group with LEP: 42.61%
3. **German or Germanic**
   o Population Count: 2,060
   o Percent of County Population: 0.80%
   o Percent of this group with LEP: 25.19%
4. **Vietnamese**
   o Population Count: 1,559
   o Percent of County Population: 0.60%
   o Percent of this group with LEP: 31.48%
5. **Asian or Pacific Island**
   o Population Count: 1,551
   o Percent of County Population: 0.60%
   o Percent of this group with LEP: 33.53%

The Top Five Languages For Franklin County Are:

1. **Spanish**
   o Population Count: 5,418
   o Percent of County Population: 3.75%
   o Percent of this group with LEP: 46.49%
2. **German or Germanic**
   o Population Count: 1,562
   o Percent of County Population: 1.08%
   o Percent of this group with LEP: 28.48%
3. **Oher Indo European**
   o Population Count: 802
   o Percent of County Population: 0.55%
   o Percent of this group with LEP: 14.21%
4. **French, Hatian, or Cajun**
   o Population Count: 536
   o Percent of County Population: 0.37%
   o Percent of this group with LEP: 9.57%
5. **Tagalog or Filipino**
   o Population Count: 245
   o Percent of County Population: 0.17%
   o Percent of this group with LEP: 22.45%

The Top Five Languages For Fulton County Are:

1. **Spanish**
   - Population Count: 72
   - Percent of County Population: 0.52%
   - Percent of this group with LEP: 13.88%
2. **Oher Indo European**
   - Population Count: 39
   - Percent of County Population: 0.28%
   - Percent of this group with LEP: 0.00%
3. **French, Hatian, or Cajun**
   - Population Count: 29
   - Percent of County Population: 0.21%
   - Percent of this group with LEP: 0.00%
4. **Chinese, Mandarin, or Cantonese**
   - Population Count: 18
   - Percent of County Population: 0.13%
   - Percent of this group with LEP: 24.79%
5. **German or Germanic**
   - Population Count: 13
   - Percent of County Population: 0.09%
   - Percent of this group with LEP: 0.00%

The Top Five Languages For Lancaster County Are:

1. **Spanish**
   - Population Count: 34,747
   - Percent of County Population: 6.90%
   - Percent of this group with LEP: 38.11%
2. **German or Germanic**
   - Population Count: 33,803
   - Percent of County Population: 6.71%
   - Percent of this group with LEP: 29.85%
3. **Oher Indo European**
   - Population Count: 3,620
   - Percent of County Population: 0.71%
   - Percent of this group with LEP: 40.33%
4. **Vietnamese**
   - Population Count: 2,666
   - Percent of County Population: 0.52%
   - Percent of this group with LEP: 51.70%
5. **Other or Unspecified**
   - Population Count: 2,334
   - Percent of County Population: 0.46%
   - Percent of this group with LEP: 37.28%

The Top Five Languages For Lebanon County Are:

1. **Spanish**
   - Population Count: 11,505
   - Percent of County Population: 8.83%
   - Percent of this group with LEP: 35.67%
2. **German or Germanic**
   - Population Count: 1,878
   - Percent of County Population: 1.44%
   - Percent of this group with LEP: 32.48%
3. **Oher Indo European**
   - Population Count: 709
   - Percent of County Population: 0.54%
   - Percent of this group with LEP: 39.06%
4. **Russian, Polish, or Slavic**
   - Population Count: 551
   - Percent of County Population: 0.42%
   - Percent of this group with LEP: 32.11%
5. **Vietnamese**
   - Population Count: 470
   - Percent of County Population: 0.36%
   - Percent of this group with LEP: 44.89%

The Top Five Languages For Perry County Are:

1. **German or Germanic**
   - Population Count: 1,370
   - Percent of County Population: 3.16%
   - Percent of this group with LEP: 10.65%
2. **Spanish**
   - Population Count: 515
   - Percent of County Population: 1.18%
   - Percent of this group with LEP: 40.77%
3. **Oher Indo European**
   - Population Count: 116
   - Percent of County Population: 0.26%
   - Percent of this group with LEP: 18.96%
4. **French, Hatian, or Cajun**
   - Population Count: 74
   - Percent of County Population: 0.17%
   - Percent of this group with LEP: 0.00%
5. **Asian or Pacific Island**
   - Population Count: 49
   - Percent of County Population: 0.11%
   - Percent of this group with LEP: 69.39%

PerformCARE

Enrollment-Language Summary

All Contracts & Counties

For eligible members as of 5/1/2022

CUMBERLAND

Language	Count	Percent
English	41243	93.1%
Spanish	1011	2.28%
Unknown	834	1.88%
Arabic	350	0.79%
Somali	251	0.57%
Farsi	118	0.27%
Vietnamese	58	0.13%
Gujarati (India)	52	0.12%
Russian	30	0.07%
French	29	0.07%
Bosnian	27	0.06%
Urdu	26	0.06%
Mandarin	23	0.05%
Punjabi	21	0.05%
Nepali	21	0.05%
Hindi	19	0.04%
Pashtou	14	0.03%
Bengali	13	0.03%
Amharic	12	0.03%
Kinyarwanda	11	0.02%
Burmese	11	0.02%
Korean	10	0.02%
Chinese (Cantonese)	10	0.02%
Thai	9	0.02%
Czech	9	0.02%
Turkish	8	0.02%
Creole	7	0.02%
Tagalog	6	0.01%
Cambodian	6	0.01%
Yoruba	5	0.01%
Sign Language	5	0.01%
Armenian	5	0.01%
Croatian	4	0.01%
Tamil	4	0.01%
Ukranian	4	0.01%
Italian	4	0.01%

Greek	2	0.00%
Hungarian	2	0.00%
Malayalam	2	0.00%
Albanian	1	0.00%
Swahili	1	0.00%
Laotian	1	0.00%
German	1	0.00%
Indonesian	1	0.00%
Hebrew	1	0.00%
Total	**44282**	

DAUPHIN

English	75642	85.42%
Spanish	7187	8.12%
Unknown	4320	4.88%
Arabic	277	0.31%
Vietnamese	236	0.27%
French	118	0.13%
Farsi	92	0.10%
Nepali	82	0.09%
Swahili	81	0.09%
Urdu	58	0.07%
Mandarin	54	0.06%
Gujarati (India)	52	0.06%
Pashtou	39	0.04%
Creole	32	0.04%
Armenian	26	0.03%
Uzbek	23	0.03%
Cambodian	23	0.03%
Hindi	20	0.02%
Indonesian	19	0.02%
Russian	18	0.02%
Burmese	17	0.02%
Czech	15	0.02%
Tigrinya	15	0.02%
Pennsylvania Dutch	12	0.01%
Albanian	11	0.01%
Amharic	9	0.01%
Hakha Chin/Lai	9	0.01%
Portuguese	7	0.01%
Chinese (Cantonese)	7	0.01%
Korean	7	0.01%
Bengali	6	0.01%
Tagalog	6	0.01%
Bosnian	6	0.01%
Italian	4	0.00%
Punjabi	4	0.00%

Thai	3	0.00%
Croatian	2	0.00%
Sign Language	2	0.00%
Yoruba	2	0.00%
Ibo	2	0.00%
Somali	1	0.00%
Ukranian	1	0.00%
Kinyarwanda	1	0.00%
Af Maay	1	0.00%
Tamil	1	0.00%
German	1	0.00%
Polish	1	0.00%
Hebrew	1	0.00%
Total	**88553**	

FRANKLIN

English	30722	92.04%
Spanish	2324	6.96%
Unknown	191	0.57%
Creole	46	0.14%
Arabic	18	0.05%
Armenian	13	0.04%
Mandarin	12	0.04%
Urdu	10	0.03%
Italian	7	0.02%
Ukranian	7	0.02%
Gujarati (India)	4	0.01%
Vietnamese	4	0.01%
Korean	4	0.01%
French	4	0.01%
Pennsylvania Dutch	3	0.01%
Sign Language	2	0.01%
Romanian	2	0.01%
Russian	2	0.01%
Greek	1	0.00%
Albanian	1	0.00%
Hindi	1	0.00%
Total	**33378**	

Fulton

English	3451	98.94%
Unknown	28	0.80%
Spanish	6	0.17%
Bosnian	2	0.06%
Sign Language	1	0.03%
Total	**3488**	

LANCASTER

English	97363	87.76%

Spanish	9414	8.49%
Unknown	1575	1.42%
Swahili	426	0.38%
Arabic	345	0.31%
Creole	241	0.22%
Burmese	206	0.19%
Vietnamese	190	0.17%
Russian	153	0.14%
Pashtou	125	0.11%
Amharic	112	0.10%
Kinyarwanda	98	0.09%
Ukranian	85	0.08%
Farsi	67	0.06%
French	59	0.05%
Mandarin	53	0.05%
Karen	51	0.05%
Turkish	37	0.03%
Gujarati (India)	31	0.03%
Armenian	30	0.03%
Sign Language	30	0.03%
Cambodian	27	0.02%
Chinese (Cantonese)	23	0.02%
Hakha Chin/Lai	17	0.02%
Nepali	16	0.01%
Somali	16	0.01%
Oromo	15	0.01%
Tigrinya	15	0.01%
Pennsylvania Dutch	12	0.01%
Laotian	12	0.01%
Bengali	12	0.01%
Bosnian	10	0.01%
Hmong	9	0.01%
Czech	8	0.01%
Albanian	8	0.01%
Urdu	8	0.01%
Korean	6	0.01%
Romanian	6	0.01%
Hindi	5	0.00%
Croatian	4	0.00%
Punjabi	4	0.00%
Thai	2	0.00%
German	2	0.00%
Greek	2	0.00%
Tagalog	1	0.00%
Rohingya	1	0.00%
Italian	1	0.00%

Polish	1	0.00%
Ibo	1	0.00%
Serbian	1	0.00%
Malay	1	0.00%
Portuguese	1	0.00%
Indonesian	1	0.00%
Total	**110939**	

LEBANON

English	27661	82.28%
Spanish	5267	15.67%
Unknown	382	1.14%
Arabic	115	0.34%
Russian	68	0.20%
Cambodian	23	0.07%
Vietnamese	16	0.05%
Farsi	13	0.04%
Sign Language	10	0.03%
Armenian	9	0.03%
Mandarin	9	0.03%
Bengali	7	0.02%
Ukranian	7	0.02%
Czech	4	0.01%
Creole	4	0.01%
Hindi	4	0.01%
Nepali	4	0.01%
Gujarati (India)	4	0.01%
French	2	0.01%
Romanian	2	0.01%
Urdu	2	0.01%
Polish	1	0.00%
Laotian	1	0.00%
Greek	1	0.00%
Burmese	1	0.00%
Italian	1	0.00%
Chinese (Cantonese)	1	0.00%
Total	**33619**	

PERRY

English	8976	99.03%
Unknown	49	0.54%
Spanish	30	0.33%
Yoruba	4	0.04%
Russian	2	0.02%
Gujarati (India)	1	0.01%
Urdu	1	0.01%
Arabic	1	0.01%
Total	**9064**	