

## Provider Notice

**To:** All Providers  
**From:** Dan Eisenhauer, Director of Operations  
**Date:** September 26, 2022  
**Subject:** AD 22 108 Recipient Language by County

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PerformCare is issuing our recipient language data per our twice per year schedule and including additional language resources and information that will assist providers with understanding the broader language needs of the communities we serve. 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 needs that impact our members ability to access and participate in behavioral health treatment. Please note that member specific language information is available to providers via the Navinet Member Eligibility and Benefits search function.

PerformCare is sharing Membership data that includes the primary language spoken by our members reported to PerformCare by DHS on Member eligibility files based on Member reported language to their County Assistance Office. PerformCare also 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 member's treatment needs when the member's primary language is not English.

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

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

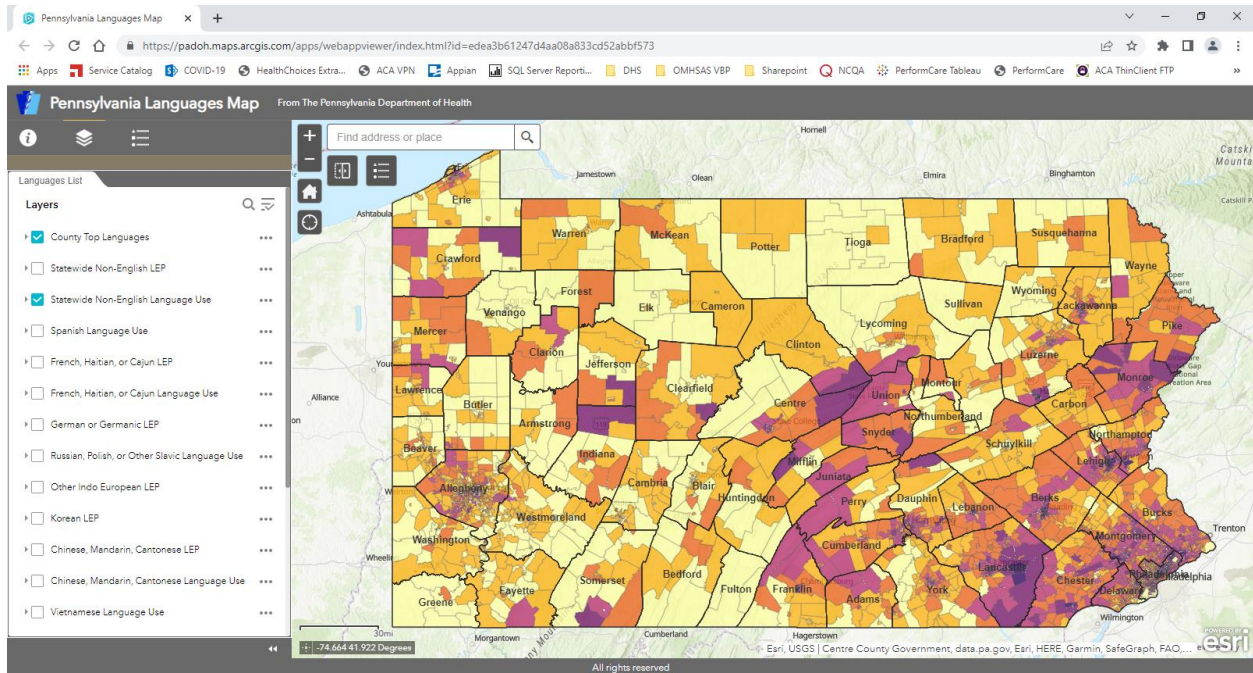
Please see attachments County Level Language Data and PerformCare Member Language data sorted by County. If you have any questions about this notice, please contact your Account Executive.

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=edea3b61247d4aa08a833cd52abf573>



The Top Five Languages For Cumberland County Are:

- Spanish**
  - Population Count: 5,652
  - Percent of County Population: 2.41%
  - Percent of this group with LEP: 30.07%
- Other Indo European**
  - Population Count: 4,105
  - Percent of County Population: 1.75%
  - Percent of this group with LEP: 27.79%
- German or Germanic**
  - Population Count: 3,146
  - Percent of County Population: 1.34%
  - Percent of this group with LEP: 27.43%
- Asian or Pacific Island**
  - Population Count: 2,518
  - Percent of County Population: 1.07%
  - Percent of this group with LEP: 20.21%
- 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**
  - Population Count: 13,474
  - Percent of County Population: 5.23%
  - Percent of this group with LEP: 45.14%
2. **Other Indo European**
  - Population Count: 5,308
  - Percent of County Population: 2.06%
  - Percent of this group with LEP: 42.61%
3. **German or Germanic**
  - Population Count: 2,060
  - Percent of County Population: 0.80%
  - Percent of this group with LEP: 25.19%
4. **Vietnamese**
  - Population Count: 1,559
  - Percent of County Population: 0.60%
  - Percent of this group with LEP: 31.48%
5. **Asian or Pacific Island**
  - Population Count: 1,551
  - Percent of County Population: 0.60%
  - Percent of this group with LEP: 33.53%

The Top Five Languages For Franklin County Are:

1. **Spanish**
  - Population Count: 5,418
  - Percent of County Population: 3.75%
  - Percent of this group with LEP: 46.49%
2. **German or Germanic**
  - Population Count: 1,562
  - Percent of County Population: 1.08%
  - Percent of this group with LEP: 28.48%
3. **Other Indo European**
  - Population Count: 802
  - Percent of County Population: 0.55%
  - Percent of this group with LEP: 14.21%
4. **French, Haitian, or Cajun**
  - Population Count: 536
  - Percent of County Population: 0.37%
  - Percent of this group with LEP: 9.57%
5. **Tagalog or Filipino**
  - Population Count: 245
  - Percent of County Population: 0.17%
  - 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. **Other 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. **Other 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. **Other 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. **Other Indo European**
  - Population Count: 116
  - Percent of County Population: 0.26%
  - Percent of this group with LEP: 18.96%
4. **French, Haitian, 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 9/1/2022

### CUMBERLAND

English	42944	92.47%
Unknown	1108	2.39%
Spanish	1072	2.31%
Arabic	393	0.85%
Somali	260	0.56%
Farsi	138	0.30%
Vietnamese	60	0.13%
Gujarati (India)	55	0.12%
Russian	40	0.09%
French	39	0.08%
Nepali	29	0.06%
Bosnian	28	0.06%
Urdu	28	0.06%
Mandarin	26	0.06%
Hindi	22	0.05%
Punjabi	19	0.04%
Ukranian	17	0.04%
Pashtou	15	0.03%
Bengali	13	0.03%
Amharic	12	0.03%
Creole	11	0.02%
Korean	10	0.02%
Chinese (Cantonese)	10	0.02%
Burmese	10	0.02%
Thai	9	0.02%
Kinyarwanda	9	0.02%
Turkish	9	0.02%
Czech	8	0.02%
Tagalog	6	0.01%
Cambodian	6	0.01%
Tamil	5	0.01%
Sign Language	5	0.01%
Armenian	5	0.01%
Croatian	4	0.01%
Italian	4	0.01%
Yoruba	2	0.00%
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%
<b>Total</b>	<b>46443</b>	

## DAUPHIN

English	77348	85.10%
Spanish	7341	8.08%
Unknown	4636	5.10%
Arabic	299	0.33%
Vietnamese	243	0.27%
Nepali	150	0.17%
French	122	0.13%
Farsi	92	0.10%
Swahili	88	0.10%
Urdu	78	0.09%
Creole	64	0.07%
Mandarin	60	0.07%
Gujarati (India)	53	0.06%
Pashtou	30	0.03%
Russian	28	0.03%
Uzbek	25	0.03%
Armenian	25	0.03%
Cambodian	22	0.02%
Hindi	17	0.02%
Indonesian	15	0.02%
Burmese	14	0.02%
Albanian	14	0.02%
Tigrinya	12	0.01%
Ukranian	12	0.01%
Pennsylvania Dutch	10	0.01%
Hakha Chin/Lai	10	0.01%
Bosnian	8	0.01%
Portuguese	8	0.01%
Bengali	7	0.01%
Chinese (Cantonese)	7	0.01%
Korean	7	0.01%
Tagalog	6	0.01%
Amharic	6	0.01%
Sign Language	6	0.01%
Czech	5	0.01%
Italian	4	0.00%
Punjabi	4	0.00%
Thai	3	0.00%

Malay	3	0.00%
Yoruba	3	0.00%
Croatian	2	0.00%
Ibo	2	0.00%
Somali	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%
<b>Total</b>	<b>90896</b>	

### FRANKLIN

English	31657	91.69%
Spanish	2452	7.10%
Unknown	232	0.67%
Creole	70	0.20%
Arabic	26	0.08%
Mandarin	20	0.06%
Armenian	13	0.04%
Ukrainian	12	0.03%
Italian	7	0.02%
Gujarati (India)	6	0.02%
Urdu	5	0.01%
French	5	0.01%
Vietnamese	4	0.01%
Korean	4	0.01%
Pennsylvania Dutch	3	0.01%
Sign Language	2	0.01%
Romanian	2	0.01%
Greek	1	0.00%
Czech	1	0.00%
Portuguese	1	0.00%
Albanian	1	0.00%
Hindi	1	0.00%
Russian	1	0.00%
<b>Total</b>	<b>34526</b>	

### Fulton

English	3514	99.04%
Unknown	25	0.70%
Spanish	6	0.17%
Bosnian	2	0.06%
Sign Language	1	0.03%
<b>Total</b>	<b>3548</b>	

### LANCASTER



English	99358	87.34%
Spanish	9880	8.68%
Unknown	1667	1.47%
Swahili	465	0.41%
Creole	379	0.33%
Arabic	337	0.30%
Burmese	195	0.17%
Vietnamese	191	0.17%
Russian	186	0.16%
Pashtou	124	0.11%
Amharic	122	0.11%
Ukranian	121	0.11%
Kinyarwanda	102	0.09%
Karen	67	0.06%
Farsi	64	0.06%
Mandarin	54	0.05%
French	53	0.05%
Turkish	35	0.03%
Gujarati (India)	33	0.03%
Cambodian	31	0.03%
Armenian	29	0.03%
Sign Language	29	0.03%
Nepali	23	0.02%
Chinese (Cantonese)	22	0.02%
Hakha Chin/Lai	20	0.02%
Tigrinya	18	0.02%
Somali	17	0.01%
Oromo	15	0.01%
Laotian	12	0.01%
Bengali	12	0.01%
Czech	11	0.01%
Pennsylvania Dutch	10	0.01%
Hmong	10	0.01%
Bosnian	10	0.01%
Albanian	9	0.01%
Urdu	8	0.01%
Korean	6	0.01%
Romanian	6	0.01%
Greek	6	0.01%
Punjabi	6	0.01%
Hindi	5	0.00%
Croatian	4	0.00%
Thai	2	0.00%
Portuguese	2	0.00%
Tagalog	1	0.00%
Rohingya	1	0.00%

Italian	1	0.00%
German	1	0.00%
Polish	1	0.00%
Ibo	1	0.00%
Serbian	1	0.00%
Malay	1	0.00%
Indonesian	1	0.00%
<b>Total</b>	<b>113765</b>	

## LEBANON

English	28093	82.38%
Spanish	5256	15.41%
Unknown	413	1.21%
Arabic	125	0.37%
Russian	76	0.22%
Cambodian	22	0.06%
Vietnamese	20	0.06%
Ukrainian	19	0.06%
Nepali	13	0.04%
Sign Language	10	0.03%
Armenian	9	0.03%
Mandarin	9	0.03%
Farsi	8	0.02%
Bengali	7	0.02%
Creole	4	0.01%
Hindi	4	0.01%
Gujarati (India)	4	0.01%
French	2	0.01%
Urdu	2	0.01%
Greek	1	0.00%
Burmese	1	0.00%
Italian	1	0.00%
Chinese (Cantonese)	1	0.00%
<b>Total</b>	<b>34100</b>	

## PERRY

English	9052	98.95%
Unknown	48	0.52%
Spanish	28	0.31%
Russian	11	0.12%
Yoruba	4	0.04%
Arabic	2	0.02%
Farsi	1	0.01%
Gujarati (India)	1	0.01%
Urdu	1	0.01%
<b>Total</b>	<b>9148</b>	