

## Provider Notice

To: **All Providers**  
From: **Dan Eisenhauer, Director of Operations**  
Date: **September 27, 2023**  
Subject: **AD 23 115 Recipient Language by County**

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PerformCare continues to issue recipient language data twice per year including language reports by membership by county and by recipients of behavioral health services by county. This information assists providers in understanding the prevalence of non-English speaking members so that providers can plan to meet member's treatment and language needs. Please note that member specific language information is available to providers via the Navinet Member Eligibility and Benefits search function. PerformCare's membership primary language is 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.

Annually, PerformCare distributes additional language resources and information that assists providers with understanding the broader language needs of the communities we serve, including a link to data by census tract for a more detailed analysis of the communities we serve. As PerformCare continues to focus on Diversity, Equity and Inclusion and person-centered care for our members, we emphasize the importance of understanding and responding to language needs that impact our members ability to access and participate in behavioral health treatment.

Under Title VI of the Civil Rights Act, providers who are enrolled with Medicaid or Medicare are responsible for providing language and communication services to members to meet their clinical needs. In addition, PA state requirements for Medicaid enrolled providers prohibit providers from refusing to serve members based on their language needs. PerformCare contributes to the cost for interpreters to assist providers with meeting members' language needs as described in PerformCare Policy PR-027: Interpreter Costs in Service Delivery.

Also please review the PerformCare training on Federal and State requirements for providers to meet members language needs as well as resources for providers posted here:

<https://pa.performcare.org/providers/training-education/performcare-presentations.aspx>

If you have any questions about this notice, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare  
Scott Suhring, Capital Area Behavioral Health Collaborative  
Missy Reisinger, Tuscarora Managed Care Alliance  
PerformCare Account Executives

# PerformCARE

Languages Spoken by Consumers by County Q2 2023

CUMBERLAND COUNTY					
April 2023 Unduplicated Consumers by Language		May 2023 Unduplicated Consumers by Language		June 2023 Unduplicated Consumers by Language	
English	3,999	English	4,048	English	3,805
Spanish	59	Spanish	51	Spanish	47
Unknown	18	Unknown	15	Unknown	19
Nepali	10	Nepali	11	Nepali	11
Armenian	3	Arabic	4	Arabic	4
Arabic	3	Armenian	2	Armenian	2
Farsi	2	Czech	1	Farsi	2
Czech	1	Farsi	1	Vietnamese	1
		French	1		
		Russian	1		
Total	4,095		4,135		3,891

DAUPHIN COUNTY					
April 2023 Unduplicated Consumers by Language		May 2023 Unduplicated Consumers by Language		June 2023 Unduplicated Consumers by Language	
English	5,999	English	6,181	English	5,333
Spanish	345	Spanish	379	Spanish	314
Unknown	157	Unknown	188	Unknown	163
Nepali	46	Nepali	54	Nepali	42
French	6	French	5	Vietnamese	5
Vietnamese	4	Vietnamese	5	French	4
Pennsylvania Dutch	2	Pennsylvania Dutch	3	Pennsylvania Dutch	2
Mandarin	1	Russian	2	Farsi	2
Ukrainian	1	Mandarin	2	Russian	2
Farsi	1	Ukrainian	1	Mandarin	1
Sign Language	1	Tigrinya	1	Swahili	1
Albanian	1	Af Maay	1	Albanian	1
Russian	1	Albanian	1	Af Maay	1
Af Maay	1	Cambodian	1	Sign Language	1
Arabic	1	Sign Language	1		
Total	6,567		6,825		5,872

FRANKLIN COUNTY					
April 2023 Unduplicated Consumers by Language		May 2023 Unduplicated Consumers by Language		June 2023 Unduplicated Consumers by Language	
English	3,312	English	3,516	English	3,278
Spanish	75	Spanish	73	Spanish	70
Unknown	23	Unknown	28	Unknown	21
Creole	2	Creole	2	Creole	1
Greek	1	Farsi	1	Urdu	1
Armenian	1	Ukrainian	1	Greek	1
		Greek	1	French	1
				Farsi	1
				Ukrainian	1
Total	3,414		3,622		3,375

FULTON COUNTY					
April 2023 Unduplicated Consumers by Language		May 2023 Unduplicated Consumers by Language		June 2023 Unduplicated Consumers by Language	
English	255	English	263	English	246
Unknown	1	Unknown	2	Unknown	2
		Czech	1	Sign Language	1
Total	256		266		249

<b>LANCASTER COUNTY</b>					
April 2023 Unduplicated Consumers by Language		May 2023 Unduplicated Consumers by Language		June 2023 Unduplicated Consumers by Language	
English	10,086	English	10,155	English	8,735
Spanish	633	Spanish	652	Spanish	507
Unknown	57	Unknown	57	Unknown	52
Nepali	10	Arabic	11	Nepali	7
Arabic	10	Nepali	10	Sign Language	6
Sign Language	6	Farsi	8	Arabic	6
Swahili	6	Sign Language	7	Swahili	5
Armenian	5	Swahili	7	Creole	2
Farsi	4	French	3	Czech	2
Czech	3	Czech	2	Farsi	2
French	3	Karen	2	French	2
Cambodian	2	Cambodian	2	Hakha Chin/Lai	1
Hakha Chin/Lai	2	Laotian	1	Somali	1
Creole	1	Mandarin	1	Mandarin	1
Mandarin	1	Vietnamese	1	Hmong	1
Ukranian	1	Creole	1	Laotian	1
Hmong	1	Hmong	1	Vietnamese	1
Laotian	1	Ukranian	1	Cambodian	1
Russian	1	Burmese	1	Russian	1
Karen	1	Somali	1	Armenian	1
Pennsylvania Dutch	1	Kinyarwanda	1	Polish	1
Kinyarwanda	1	Armenian	1	Karen	1
		Pennsylvania Dutch	1		
		Russian	1		
		Punjabi	1		
<b>TOTAL</b>	<b>10,836</b>		<b>10,929</b>		<b>9,337</b>

<b>LEBANON COUNTY</b>					
April 2023 Unduplicated Consumers by Language		May 2023 Unduplicated Consumers by Language		June 2023 Unduplicated Consumers by Language	
English	2,903	English	2,936	English	2,550
Spanish	406	Spanish	440	Spanish	341
Unknown	29	Unknown	29	Unknown	28
Sign Language	4	Sign Language	4	Arabic	2
Nepali	3	Arabic	2	Sign Language	2
Creole	1	Ukranian	1	Ukranian	1
Ukranian	1	Nepali	1	Nepali	1
Russian	1			Vietnamese	1
Arabic	1				
<b>TOTAL</b>	<b>3,349</b>		<b>3,413</b>		<b>2,926</b>

<b>PERRY COUNTY</b>					
April 2023 Unduplicated Consumers by Language		May 2023 Unduplicated Consumers by Language		June 2023 Unduplicated Consumers by Language	
English	763	English	783	English	711
Unknown	4	Unknown	3	Unknown	2
Yoruba	1	Czech	1	Yoruba	1
Czech	1	Yoruba	1		
		Nepali	1		
<b>TOTAL</b>	<b>769</b>		<b>789</b>		<b>714</b>

# PerformCARE

## Enrollment-Language Summary

For eligible members as of 9/1/2023

### CUMBERLAND

English	42541	91.35%
Nepali	1118	2.40%
Spanish	1112	2.39%
Arabic	427	0.92%
Unknown	353	0.76%
Somali	234	0.50%
Farsi	144	0.31%
Vietnamese	72	0.15%
Gujarati (India)	69	0.15%
Russian	64	0.14%
Ukrainian	54	0.12%
Urdu	47	0.10%
French	37	0.08%
Pashtou	36	0.08%
Bosnian	27	0.06%
Mandarin	25	0.05%
Punjabi	24	0.05%
Hindi	22	0.05%
Swahili	17	0.04%
Bengali	14	0.03%
Korean	13	0.03%
Armenian	10	0.02%
Tagalog	9	0.02%
Turkish	9	0.02%
Kinyarwanda	8	0.02%
Chinese (Cantonese)	8	0.02%
Burmese	8	0.02%
Amharic	7	0.02%
Creole	7	0.02%
Pennsylvania Dutch	6	0.01%
Italian	6	0.01%
Tamil	4	0.01%
Thai	4	0.01%
Cambodian	4	0.01%
Hakha Chin/Lai	4	0.01%
Czech	3	0.01%
Sign Language	3	0.01%
Yoruba	2	0.00%
Croatian	2	0.00%

Greek	2	0.00%
Uzbek	2	0.00%
Hungarian	2	0.00%
Malayalam	2	0.00%
Romanian	2	0.00%
Albanian	1	0.00%
Laotian	1	0.00%
Indonesian	1	0.00%
Hebrew	1	0.00%
<b>Total</b>	<b>46568</b>	

## DAUPHIN

English	73097	84.58%
Spanish	7211	8.34%
Nepali	3387	3.92%
Unknown	1122	1.30%
Arabic	311	0.36%
Vietnamese	232	0.27%
Creole	220	0.25%
French	142	0.16%
Swahili	99	0.11%
Urdu	97	0.11%
Farsi	66	0.08%
Mandarin	62	0.07%
Ukrainian	41	0.05%
Gujarati (India)	39	0.05%
Pashtou	36	0.04%
Cambodian	32	0.04%
Russian	26	0.03%
Amharic	16	0.02%
Burmese	14	0.02%
Tigrinya	14	0.02%
Uzbek	13	0.02%
Hindi	12	0.01%
Albanian	11	0.01%
Bosnian	11	0.01%
Armenian	11	0.01%
Hakha Chin/Lai	11	0.01%
Indonesian	10	0.01%
Pennsylvania Dutch	10	0.01%
Portuguese	9	0.01%
Sign Language	8	0.01%
Chinese (Cantonese)	8	0.01%
Korean	6	0.01%
Kinyarwanda	5	0.01%
Punjabi	5	0.01%

Czech	5	0.01%
Tagalog	4	0.00%
Bengali	3	0.00%
Italian	3	0.00%
Croatian	2	0.00%
Ibo	2	0.00%
Thai	2	0.00%
Tamil	1	0.00%
Hebrew	1	0.00%
Somali	1	0.00%
Yoruba	1	0.00%
German	1	0.00%
Af Maay	1	0.00%

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**Total** **86421**

### FRANKLIN

English	30175	91.00%
Spanish	2447	7.38%
Unknown	177	0.53%
Creole	154	0.46%
Nepali	99	0.30%
Arabic	17	0.05%
Mandarin	16	0.05%
Armenian	11	0.03%
Bengali	7	0.02%
Italian	7	0.02%
Gujarati (India)	7	0.02%
Ukrainian	7	0.02%
Korean	6	0.02%
Russian	5	0.02%
Vietnamese	4	0.01%
Pennsylvania Dutch	3	0.01%
Urdu	3	0.01%
Sign Language	2	0.01%
French	2	0.01%
Romanian	2	0.01%
Hindi	2	0.01%
Greek	1	0.00%
Portuguese	1	0.00%
Czech	1	0.00%
Albanian	1	0.00%
Farsi	1	0.00%

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**Total** **33158**

### Fulton

English	3411	99.19%
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Unknown	21	0.61%
Spanish	5	0.15%
Sign Language	1	0.03%
Czech	1	0.03%
<b>Total</b>	<b>3439</b>	

## LANCASTER

English	94065	86.40%
Spanish	9919	9.11%
Unknown	1057	0.97%
Creole	581	0.53%
Swahili	525	0.48%
Nepali	490	0.45%
Arabic	402	0.37%
Russian	285	0.26%
Ukrainian	208	0.19%
Burmese	203	0.19%
Vietnamese	196	0.18%
Amharic	147	0.14%
Kinyarwanda	127	0.12%
Farsi	87	0.08%
Pashtou	82	0.08%
Karen	81	0.07%
French	45	0.04%
Mandarin	44	0.04%
Gujarati (India)	35	0.03%
Cambodian	33	0.03%
Sign Language	32	0.03%
Armenian	31	0.03%
Turkish	25	0.02%
Chinese (Cantonese)	23	0.02%
Hakha Chin/Lai	22	0.02%
Tigrinya	14	0.01%
Bengali	12	0.01%
Somali	11	0.01%
Pennsylvania Dutch	10	0.01%
Czech	10	0.01%
Bosnian	8	0.01%
Urdu	8	0.01%
Romanian	7	0.01%
Laotian	6	0.01%
Punjabi	6	0.01%
Korean	4	0.00%
Hmong	4	0.00%
Albanian	4	0.00%
Hindi	4	0.00%

Tagalog	4	0.00%
German	3	0.00%
Portuguese	3	0.00%
Italian	2	0.00%
Af Maay	2	0.00%
Rohingya	1	0.00%
Polish	1	0.00%
Ibo	1	0.00%
Serbian	1	0.00%
Greek	1	0.00%
Hebrew	1	0.00%
Indonesian	1	0.00%
<b>Total</b>	<b>108874</b>	

## LEBANON

English	26424	81.47%
Spanish	5204	16.04%
Unknown	236	0.73%
Nepali	206	0.64%
Arabic	111	0.34%
Russian	86	0.27%
Ukranian	55	0.17%
Cambodian	24	0.07%
Vietnamese	21	0.06%
Creole	16	0.05%
Sign Language	13	0.04%
Mandarin	11	0.03%
Bengali	7	0.02%
Gujarati (India)	7	0.02%
Hindi	5	0.02%
Farsi	4	0.01%
Czech	2	0.01%
French	2	0.01%
Burmese	1	0.00%
Serbian	1	0.00%
<b>Total</b>	<b>32436</b>	

## PERRY

English	8311	98.20%
Unknown	48	0.57%
Russian	34	0.40%
Spanish	31	0.37%
Ukranian	14	0.17%
Nepali	9	0.11%
Czech	8	0.09%
Farsi	2	0.02%

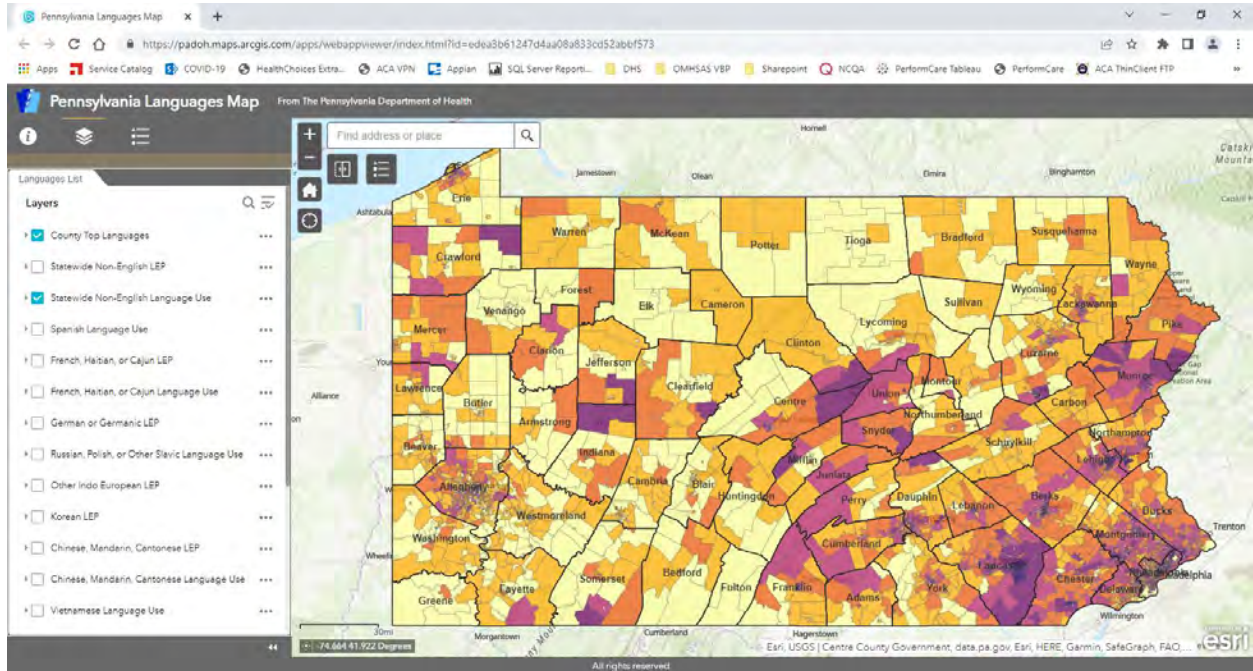


Arabic	2	0.02%
Yoruba	1	0.01%
Gujarati (India)	1	0.01%
Urdu	1	0.01%
Portuguese	1	0.01%
<b>Total</b>	<b>8463</b>	

## PerformCare's Counties Top 5 Non English 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 Non-English 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 Non-English 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 Non-English 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 Non-English 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 Non-English 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 Non English 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 Non English 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, 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%