

Instructions for Reporting Race, Ethnicity, Language Preference and Other Communication Media

To standardize reports on individual race and ethnicity, the Federal Office of Management and Budget has defined the values that states must use for federal reports. The use of these codes apply to all governmental entities and are the same values used for the 2000 Census. This new standardization splits out race and ethnicity. Individuals can declare their race type as one or up to any combination of five race types. Ethnicity is defined as either Hispanic or Not Hispanic. The new race and ethnicity codes are as follows.

RACE

- A** American Native or Alaskan Native *
- B** Black or African American
- P** Pacific Islander including Native Hawaiian
- S** Asian
- W** White
- O** Unknown

* HealthWave premiums are waived for American Natives or Alaskan Natives, so it is important that if a person falls into this category it is recorded.

'O' is to be selected only if race is unknown to JJA or if the person declines to indicate a race code.

A person may choose any combination of one to five race codes, but if 'O' is selected, other race codes cannot be selected with it.

ETHNICITY

- H** Hispanic or Latino
- N** Not Hispanic or Latino

'H' should be selected if a person chooses to identify himself as Hispanic or Latino.

'N' should be selected if a person chooses to identify himself as an ethnicity other than Hispanic or Latino.

Only one ethnicity choice is allowed, i.e., a person cannot select both 'H' and 'N'.

Language Preference and Other Media

In order to comply with federal requirements that consumers receive equal access to services provided by DCF and to determine the kinds of resources necessary to assist staff in ensuring meaningful communication with limited English proficient clients, states are required to capture language preference information.

The following tables should be used to enter data provided by consumers.

LANGUAGE - Spoken (SP) and Written (WR)

AR Arabic	HN Hindi	PT Portuguese
BN Bosnian	IT Italian	RU Russian
CA Cantonese	JP Japanese	SC Serbo-Croatian
CZ Czech	KN Korean	SM Somali
DU Dutch	LA Lao	SP Spanish
EN English	MA Mandarin	SU Sudanese
FR French	MK Mon-Khmer	TG Tagalog
GE German	NN None	TH Thai
GK Greek	OT Other	UN Unknown
GU Gujarathi	PE Persian	UR Urdu
HM Hmong	PL Polish	VN Vietnamese

Most Spoken Language and Written Language codes are self-defined. 'None' can indicate that the client does not have a written or a spoken language, or that they have one but not the other. The fields are separate; therefore the same code may not necessarily be entered in both fields. Having 'None' selected for both may indicate that the client uses Braille, Sign, etc. For example, if the person Signs and can read English then Spoken = NN, Written = English, Other Media 1 may = S, E, or O and Other Media 2 = T, R, O or whatever is appropriate.

For some languages it may be necessary to enter additional information such as country of origin (as with Spanish) or tribal/clan language (as with Sudanese, Somali). As with German Mennonite, for example, workers should enter "GE" in the appropriate language field and "German Mennonite" in the comments field on the PPS 5460. It is best that the interpreter being used knows where the person they are interpreting for is from or which dialect of a language the client uses so that they can be more effective.

Selecting OT indicates that the consumer's language preference is not included in the choices given in the table (Swahili, for example) and the appropriate language should be indicated in the comments section of the PPS 5460.

OTHER MEDIA

- | | | |
|-------------------------|----------------|----------------------------|
| B Braille | N None | S American Sign |
| E Signed English | O Other | T TDD/TTY |
| L Large Print | R Relay | V Voice Synthesizer |

The Other Media field captures a client's need for TDD/TTY, Braille, sign language interpretation, etc. Other Media refers to communication methods used by visually or hearing impaired individuals. Braille, large print and voice synthesizer (JAWS and other such programs) may be used by visually impaired, whereas Signed English (signed English-like sentence structure), American Sign (sign language of another structure), Relay (use of telephone by one party and a mechanical assistive device by another), or TDD/TTY (mechanical telephonic device) may be used by hearing impaired individuals.

Remember that it is possible to list more than one Other Media option. For example, V may be entered in the first Other Media field and B in the second (or N, O, or whichever is indicated by the consumer).

The codes that should be entered in the language preference and other media fields will be determined from information consumers provide. Do not assume the language/other media preferences of consumers. Entering "English" because the majority living in Kansas speaks English does not make it easier to communicate with a limited English proficient person when they call or come in to the office. Moreover, it will under-represent the needs of your Area. Similarly, having knowledge that someone is from Mexico does not mean that that person speaks Spanish. They may speak one of the indigenous languages or even German. If a consumer does not provide a response to the language or other media questions, workers should enter UN in the Language Preference fields and N in the Other Media fields with a note in the appropriate comments section that the language or other media preference is unknown or that the client did not specify, etc.

