



**Cook County Health
Asian American and MENA Data Collection and
Language Access Hearing**

Wednesday, May 24th, 2023

Data Collection Overview – Internal



- **Employee Demographic Data**

- ***Employee demographic data is collected in the following ways:***
 - ***Candidates can voluntarily disclose demographic information during application process.***
 - ***Disclosure is in compliance with federal Equal Employment Opportunity Commission (EEOC) regulations.***
 - ***Once hired, as part of the on-boarding process, demographic information is captured and maintained in the employee record***
- ***CCH has 1,023 employees (18.1%) who have self-identified as Asian.***



Data Collection Overview – External

- **CCH Patients**

- *Patient demographic data is collected at registration.*
- *Patient data is collected in accordance with the Centers for Medicare and Medicaid Services (CMS) reporting requirements which utilizes federal census data fields.*
 - *The Census Bureau collects racial data in accordance with guidelines provided by the U.S. Office of Management and Budget (OMB), and these data are based on self-identification.*
 - *OMB requires five minimum categories: White, Black or African American, American Indian or Alaska Native, Asian, and Native Hawaiian or Other Pacific Islander.*
 - *The Biden Administration recently proposed adding MENA as a category to the 2030 census.*

- **CountyCare Members**

- *The state provides member demographic data and other benefit information for all eligible CountyCare members.*
 - *Categories that capture Asian American race include (1) Asian and (2) Native Hawaiian or other Pacific Islander.*
 - *Middle Eastern or North African (MENA) specific categories are not currently included in the HFS eligibility file specification.*

- **Public Health Clients**

- *CCDPH demographic data is predominantly collected by secondary sources.*
- *State information systems collect racial demographics & provide to local health departments.*
- *Programs collect preferred language information.*

- **Grants**

- *Grantor requirements dictate demographic data collection.*



Language Access – Internal

- **Job Descriptions**

- *Job descriptions include bilingual skills requirements used for the job posting.*
- *Employees in bilingual positions are required to perform, language translations, including reading, writing and speaking.*
- *Once an individual is hired into a position that requires bilingual skills, the job data is captured in EBS.*

- **Job Applications**

- *Job applications include the following question regarding language:*
 - *“Language skills other than English – speak, read and write’ with a fluency rating.*
- *Applicants complete pre-screening questions in addition to the application questions.*
- *Proficiency assessments are completed, prior to an offer being extended.*

- **Compensation**

- *Salary differentials are negotiated as part of the collective bargaining process for employees who are active in bilingual positions.*



Language Access – External

- **Translation & Interpreter Services**

- **Staffing**

Contract #	Supplier	Description	Start Date	End Date	Total Amount
H18-25-079	Voyce	Service, Video Remote Interpretation and Voice Only Interpretation	11/1/2018	1031/2023	\$6,130,000.00
H17-25-083	Cryacom International, Inc.	Service, Telephonic Interpreter and Document Translation Services	7/1/2017	6/30/2023	\$3,741,031.46

- ***CCH Interpreter Services Department currently has 20 FTE On-Site Interpreters (16 Spanish / 4 Polish).***
- ***CCH recently hired a new Director of Language Services (April 2023).***
- ***CCH Interpreter Services manages 2 contracts (see above) which collectively provide over 167 tablets for Video Remote Interpreter Services (VRI) & 137 phones for Over the Phone Interpreter Services (OPI) providing access to over 238 languages systemwide in addition to translation services for medical documentation.***

- **Public Facing Communication Tools**

- ***Websites – Google Translate Widget Compatible***

- cookcountyhealth.org
- countycare.com
- cookcountypublichealth.org

- ***Brochures, Media Campaign & Outreach Materials are distributed in the languages required most by our patients and are reviewed annually.***

- ***These languages have included***
 - ☐ ***Polish – Mandarin/Simplified Chinese – Arabic – Hindi – Russian***

Opportunities



- **Data Collection**

- *Develop plan to update systems for future capture of expanded patient demographic data in advance of implementation of 2030 Census.*
- *While the state is the primary source for CountyCare demographic data, there is opportunity to continue to collect demographic information during every member contact.*
 - *Collect race categories in addition to Asian and Native Hawaiian or Other Pacific Islander.*
 - *Collect Middle Eastern and North African ethnicity data.*
- *Establish a plan for transitioning to proposed MENA category, including the identification of additional considerations, potential unintended consequences, and proposals.*
- *Consistent reporting out of epi counts/rates for existing multiracial category in standard race & ethnicity tables.*

- **Language Access**

- *Assessing data to look at opportunities to expand in-person interpreter services line across system.*
- *On-going training and continued education opportunities for Interpreter Services and Bilingual Staff.*
- *Leveraging system-wide translation services needs to expand service options.*
- *Collaborating with internal partners to enhance way finding signage.*
- *Collaborating with HIS to establish automated dispatch system.*
- *Expand translation of CCH educational and CountyCare member facing materials beyond English and Spanish to additional languages.*



Questions



Appendix

Data Collection Overview – CCH



Proportion of Unique Patients by Race

Race	2018	2019	2020	2021	2022	2023*
African American/Black	50.5%	48.9%	48.9%	34.4%	42.1%	43.9%
American Indian/Alaska Native	2.1%	2.8%	3.7%	2.6%	3.0%	3.7%
Asian	3.5%	3.5%	3.3%	4.6%	3.5%	3.5%
Multiple	1.7%	3.4%	2.8%	2.6%	2.2%	1.8%
Native Hawaiian/Pacific Islander	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%
Other/UTD (unable to determine)	11.8%	12.6%	13.6%	18.3%	17.4%	13.6%
White	32.6%	31.3%	31.1%	38.7%	32.0%	33.5%

Source: Data from cerner patient registration
 Includes all CCH facilities (excludes Cermak and mass immunization)
 2023* counts through 2/28/2023



Data Collection Overview – CCH

Proportion of Total Visits by Race

Race	2018	2019	2020	2021	2022	2023*
African American/Black	49.3%	47.4%	48.5%	43.0%	45.5%	43.8%
American Indian/Alaska Native	1.5%	3.1%	4.2%	3.8%	4.0%	4.0%
Asian	4.3%	4.1%	3.5%	4.0%	3.6%	3.5%
Multiple	1.0%	2.0%	1.7%	1.8%	1.5%	1.5%
Native Hawaiian/Pacific Islander	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other/UTD (unable to determine)	7.7%	8.9%	9.4%	11.4%	11.3%	12.3%
White	36.3%	34.5%	32.7%	35.9%	34.1%	34.9%

Source: Data from cerner patient registration
Includes all CCH facilities (excludes Cermak and mass immunization)
2023* counts through 2/28/2023

CountyCare Data Collection



- ***Introduction to Health Plan Services and CountyCare***

- Health Plan Services is a department of Cook County Health (CCH) and operates CountyCare Health Plan. CountyCare Health Plan is one of five Medicaid managed care health plans in the state of Illinois. Owned and operated by CCH, CountyCare is the only government owned, provider-led managed care organization (MCO) in Illinois. As of January 2023, CountyCare Health Plan provides Medicaid and supplemental benefits to over 450,000 Cook County residents.

- ***Current American Asian Data Sources and Practices***

- CountyCare Health Plan receives member information through several sources. The primary source of member information is received from Healthcare and Family Services (HFS). This file is produced by the State and contains demographic and other benefit information for all eligible CountyCare members. This file is received on a daily and monthly basis.
- Categories that capture Asian American race include (1) Asian and (2) Native Hawaiian or other Pacific Islander. Middle Eastern or North African (MENA) specific categories are not currently included in the HFS eligibility file specification.
- To improve the collection of member demographic information, including race, CountyCare launched a Member Demographics Initiative in June of 2022. This initiative aims to increase the accuracy of demographic information that CountyCare stores on members and attain data where it is missing or not provided on the eligibility file from HFS. To accomplish this, CountyCare is:
 1. Collaborating with vendors and partners to obtain up to date data, identify gaps in records and develop a single source of truth database and redistribute validated data to partner organizations
 2. Reviewing data from both up and downstream data flows
 3. Improving workflows to use every member contact as an opportunity to capture member information.
- CountyCare's primary points of connection with its members are 1) through its third party Customer Service call centers for general inquiries, pharmacy, dental and vision services, or transportation, and 2) through care management and disease management activities. In the member profile, CountyCare collects race data including (1) Asian and (2) Native Hawaiian or other Pacific Islander.

CountyCare Data Collection (cont.)



- Member information is received via data exchanges from health plan vendors, several of whom include information on race/ethnicity as part of their data sharing with the health plan as part of the Member Demographics Initiative. For example, CountyCare contracts with several delegated care management partners, who provide care management services to CountyCare members and document member information within their electronic health information systems. These care management partners share a daily file with the Health Plan that includes member demographic information. CountyCare currently uses race categories as the standard in which to receive this information from our partners and capture within our internal systems:
 - Black or African American
 - **Native Hawaiian or Other Pacific Islander**
 - White
 - **Asian**
 - American Indian or Alaska Native
 - Some other race
 - Decline to answer
- Since December 2022, CountyCare receives data daily from three care management systems that includes member race. Each care management team, including CountyCare's internal care management program, allows care managers to document member race in the electronic health system. Additionally, CountyCare's contracted Admissions, Discharge, and Transfer (ADT) vendor will be able to provide member race information on their monthly data share to the Health Plan.
- ***Operational capacity for future data collection***
 - As part of the Member Demographics Initiative, CountyCare is currently working with its primary call center to develop scripting and include race as an editable field within its customer relationship management (CRM) system user interface. Requirements and development are currently under way with a target launch of this functionality and workflow in the fourth quarter. Asian and Native Hawaiian or Other Pacific Islander are already included as race categories to be included in the CRM, and there is an opportunity to further include MENA. CountyCare is collecting this data to improve health equity among its members and has the operational capacity to make this functionality as inclusive as possible.



Data Collection Overview – Example –CountyCare

Customer relationship management tool user interface (enhancement targeted to go live on August 1, 2023)

- Data elements to be collected:
 - Race and ethnicity
 - Primary and secondary spoken and written language

Editable fields within the CRM

Edit Contact Info

Address Phone & Email Language **Health Equity**

Gender: Male Declined to answer

Pronoun: He/Him Declined to answer

Race: **** Declined to answer

Ethnicity: Hispanic or Latino Declined to answer

Edit Contact Info

Address Phone & Email **Language**

Primary Spoken: English (en)

Primary Written: English (en)

Secondary Spoken: Spanish (es)

Secondary Written: Spanish (es)

Member summary within the CRM

Member Summary [Edit Member Summary](#) [View Additional Demographic](#) [View Prior Touchpoints](#) [View Call History \(Aldera\)](#)

Mbr Id: KLTEST1 | SSN: 7001 | Rel: Subscriber (001) | DOB (Age): 08/16/1985 (36Yrs)

Gender: Male | Smoker Info: Unknown

▼ **Contact Info**

🏠 Permanent Address: 100 PRIMARY ADDRESS edited, ELGIN, IL 60123, KANE

🏠 Physical Address: 100 PRIMARY ADDRESS edited, ELGIN, IL 60123, KANE

🏠 Mailing Address: 100 PRIMARY ADDRESS edited, ELGIN, IL 60123, KANE

✉ Email: ssk@test.com

📞 Primary/Home: (111)111-1111 | SMS: No

☒ Secondary/Cell: (111)111-1111 | SMS: No

▼ **Language Preference**

🗨️ Primary Spoken - None | Primary Written - French

☒ Secondary Spoken - English | Secondary Written - None

▶ **Paperless Correspondence**

*Race data is blinded for customer service representatives once collected



Data Collection Overview – Internal Data Sources – CountyCare

Internal data collection

Care Management and Disease Management

- CountyCare provides care management services to members
- Demographic information is collected at initial intake and during each member contact (as applicable)
- Care managers document member demographic information, including race and language preferences

Customer Service Call Center

- CountyCare's Customer Service call center provide support to members that call in with questions regarding in network providers, ID cards, benefits, and others
- CountyCare is making enhancements to its customer relationship management (CRM) system to include race, ethnicity, and preferred written and spoken language
- Enhancements will go-live on August 1, 2023

- **Preferred language data:**
 - CountyCare uses the ISO 639-2b codes, or the international set of standards for languages
 - CountyCare has language data on 87 different languages
 - There are a total of 453 language categories that CountyCare *can* collect (*the full list can be provided upon request*)
- **Race data:**
 - Data collection follows Office of Management and Budget (OMB) standards.
 - Categories collected for Asian American groups are **Native Hawaiian or Other Pacific Islander** and **Asian**



Data Collection Overview – External Data Sources – CountyCare

- **External Data Collection**
 - Please include information and examples of external data collection of demographic data
 - Do these include Asian American and/or MENA categories?
 - Do you collect data on “preferred language?”

Healthcare and Family Services (HFS)

- Frequency: daily and monthly
- Background: The Illinois Department of Healthcare and Family services provides eligibility and demographic information to CountyCare including race data
- HFS sends race data for Asian or Native Hawaiian or other Pacific categories
- Language data for languages that are not English or Spanish is not available

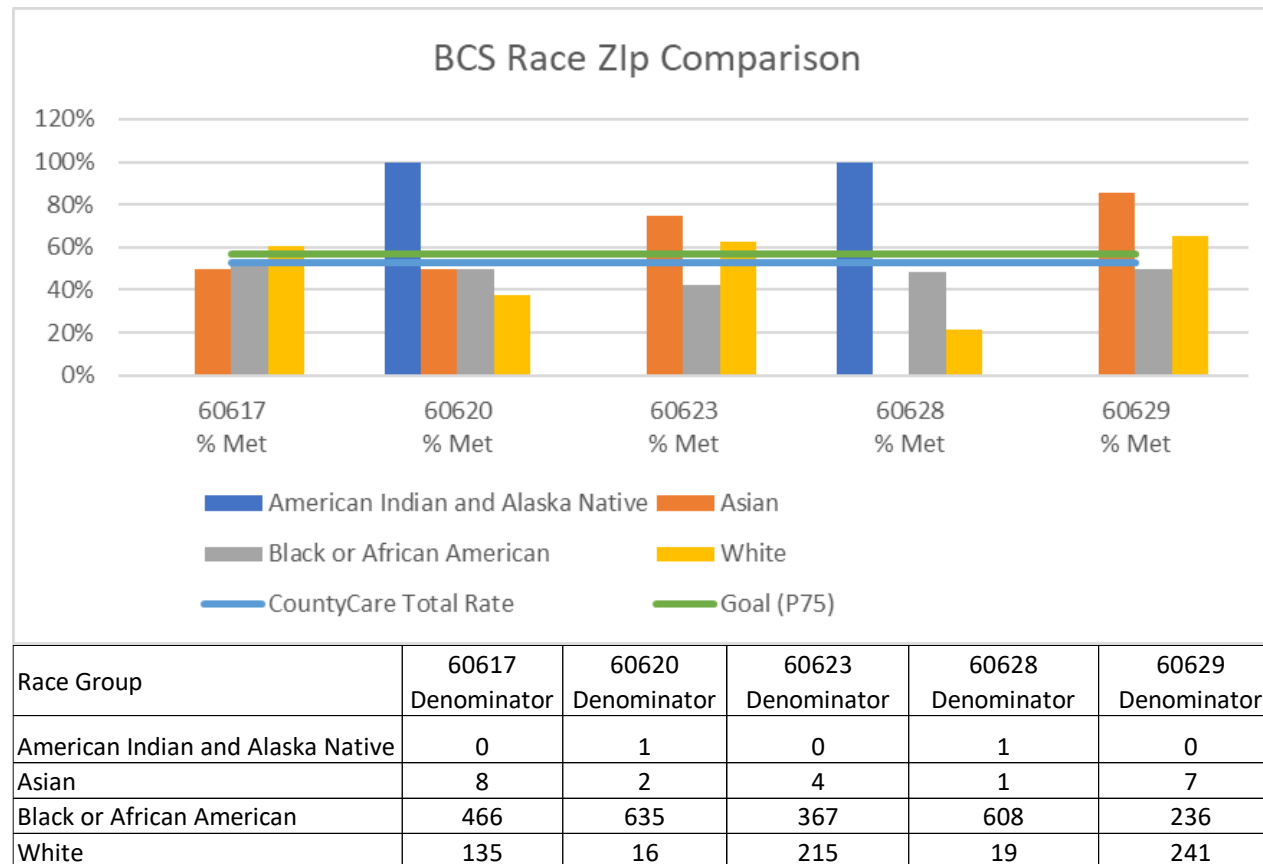
Admission, Discharge, and Transfer (ADT), Care Management, Text, and Transportation vendors

- Frequency: daily or monthly
- Background: CountyCare receives demographic information from its vendors that interact with members
- **Preferred language data:**
 - CountyCare uses the ISO 639-2b codes, or the international set of standards for languages
- **Race data** is sent to CountyCare in Office of Management and Budget (OMB) standards.
 - Categories collected for Asian American groups are Native Hawaiian or Other Pacific Islander and Asian

Data Collection Overview – Example – CountyCare

CountyCare uses race information to ensure that health care services are being equitably distributed

- In the example below, CountyCare completed a Breast Cancer Screening (BCS) analysis utilizing race and zip codes to target interventions





Language Access – CountyCare External Contracts

External

- Please detail the name, scope, and amount for any external contract that your office has or uses for language translation and/or interpretation

Name	Scope	Contract type
Language Service Associates	Interpretation support	Third Party Administrator Subcontractor
Purple Group	Translation support	Third Party Administrator Subcontractor



Language Access – CountyCare Member Documents

External

- Please detail the main public facing documents from your office and if those documents are translated (and what languages?)

Document Name	Languages available	Link
Website	English, Spanish and Polish	CountyCare Health Plan – The Plan That Understands
Full member handbook	English, Spanish and Polish	https://countycare.com/members/member-handbook/
Quick Start Guide	English	Quick Start Guide
Provider database	English and Spanish	https://countycare.valence.care/member/#findAProvider
Certificate of Coverage	English and Spanish	https://countycare.com/members/member-handbook/
Non-Discrimination Statement	Informs members that they can call for assistance in the following languages: English, Spanish, Polish, Chinese, Korean, Tagalog, Arabic, Russian, Gujarati, Urdu, Vietnamese, Italian, Hindi, French, Greek, German	https://countycare.com/members/member-rights-responsibilities/

Data Collection Overview



- ***CCDPH's document, “
” provides a
detailed discussion of the primary and
secondary data sources CCDPH collects, and
the categories used for each.***
- ***Rates allow comparison among group***
- ***Denominators from Census***
- ***American Indian or Alaska Native,***
- ***Asian, Black or African American,***
- ***Native Hawaiian and Other Pacific Islander,
and***
- ***White.***
- ***Hispanic/Not Hispanic included for ethnicity***

RACE AND ETHNICITY CATEGORIES EMPLOYED BY CCDPH'S SURVEILLANCE PROGRAMS

Insights concerning CCDPH's current and proposed collection and analysis of race and ethnicity data

PUBLISHED
March 2, 2023

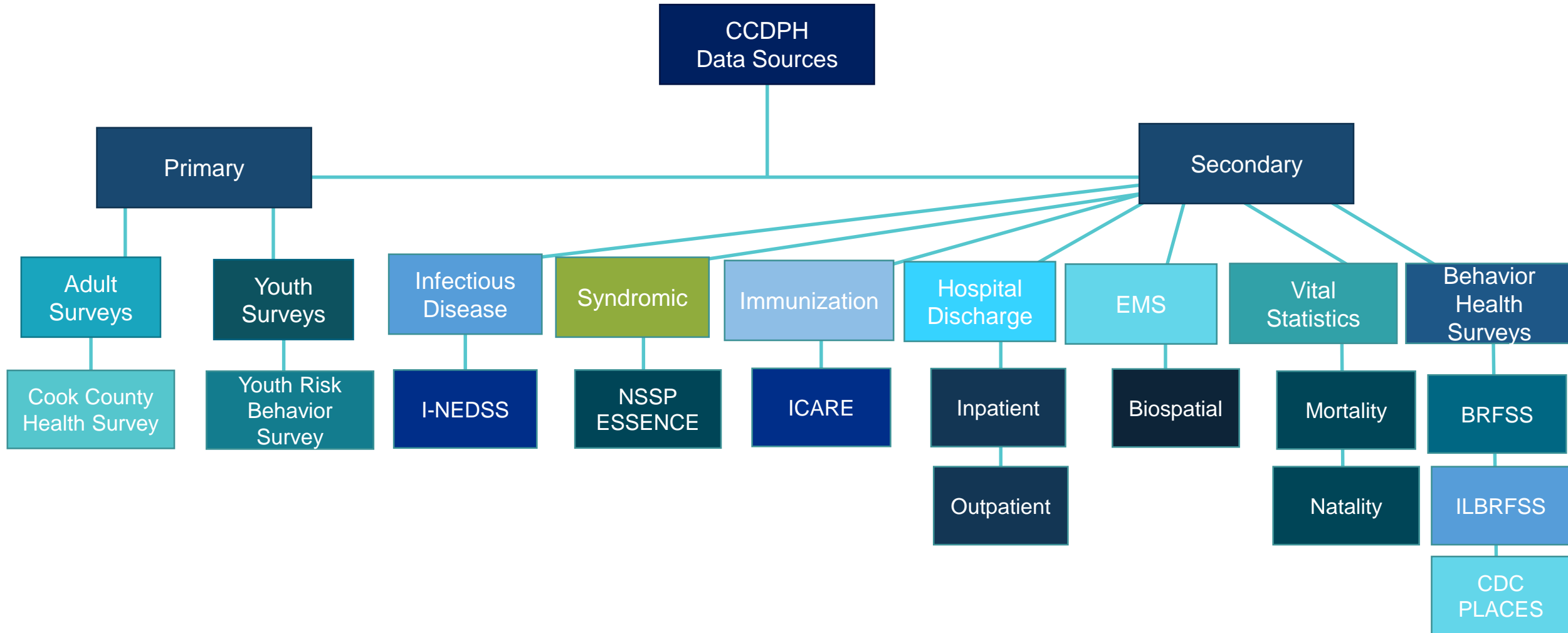
Introduction

This document provides a brief overview of the race and ethnic categories utilized by the Cook County Department of Public Health (CCDPH) Epidemiology and Communicable Disease Units as part of their data management activities. It provides detailed information concerning the particular race and ethnic categories available in specific datasets, how these data are standardized to calculate rates, where these data are disseminated, and considerations for CCDPH as it plans to transition to new/proposed categorization schema that take into account Middle Eastern, North African (MENA), and/or South Asian/Indian populations.

The CCDPH uses race and ethnic categories to stratify public health data both in the collection of primary data (e.g., surveys) as well as in the evaluation of data made available via secondary sources (e.g., Illinois Department of Public Health). The following section summarizes specific datasets used by CCDPH in its surveillance activities and the race and ethnic categories available in each dataset. Refer to the searchable table in the [Comprehensive Race and Ethnicity Table](#) section of this document.

icity Table

Data Collection Overview – CCH/Public Health



Data Collection - Communicable Disease Unit



Type	Source	Questions	Responses	Stratifications	
				Asian	MENA
Secondary	I-CARE	What is the race of patient?	American Indian or Alaska Native, Asian, Black or African-American, Hispanic or Latino, Middle Eastern or North African, Native Hawaiian or Other Pacific Islander, Other race, White, Unknown	No	Yes
	I-NEDSS	What is the race of patient?	American Indian or Alaskan Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, White, Unknown	No	No
	NSSP	Race	American Indian or Alaska Native, Asian, Black or African-American, Multiracial, Native Hawaiian or Other Pacific Islander, Not Categorized, Not Reported or Null, Other race, Refused to Answer, Unknown, White	No	No

Data Collection - Epidemiology Unit



Type	Source	Questions	Responses	Stratifications	
Primary	CCHS	Which one or more of the following would you say is your race?	White, Black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Pacific Islander, Some other race	Asian	MENA
		If Asian, would you say you are...? (Select Yes or No for each option.)	Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, Another Asian origin	Yes	No
	YRBS	What is your race?	American Indian or Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, White	No	No
Secondary	Mortality	What is the race of decedent?	White, Black, Asian, Chinese, Filipino, Vietnamese, Japanese, Korean, Hawaiian, Samoan, Guam, American Indian (name of tribe), Other Asian (name of other Asian race), Other Pacific Islander (name of other Pacific Islander race), Other race (name of other race), Unknown race	Yes	No
	Natality	What is the race of mother/co-parent & father/co-parent?	White, Black, Asian, Chinese, Filipino, Vietnamese, Japanese, Korean, Hawaiian, Samoan, Guam, American Indian (name of tribe), Other Asian (name of other Asian race), Other Pacific Islander (name of other Pacific Islander race), Other race (name of other race), Unknown race	Yes	No
	Hospital Discharge	What is the race of patient?	American Indian or Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, White, Two/More, Declined/Unknown, Other	No	No
	EMS	What is the race of patient?	White, Black or African American, American Indian and Alaska Native, Native Hawaiian and Other Pacific Islander, Asian	No	No
	Behavior Health Surveys	If Asian race, are you...	Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, Other Asian	Yes	No
Which one of these groups would you say best represents your race?		White, Black or African American, American Indian or Alaskan Native, Asian, Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, Other Asian, Native Hawaiian, Guamanian or Chamorro, Samoan, Other Pacific Islander, Other race, No preferred race, Multiracial but preferred race not answered, Don't know/Not sure	Yes	No	