



# The Addictions Care Center of Albany, Inc.

## Language Access Plan

The Addictions Care Center of Albany, Inc. has developed this Language Access Plan to comply with New York State Executive Law Section 202-a, which establishes New York's Statewide Language Access Policy and OASAS Local Service Bulletin (LSB 2023-01).

### **ACCA's Mission Statement:**

We, the members of the Addictions Care Center of Albany, believe that addiction is both preventable and treatable. ACCA is a private, non-profit agency serving the community with a continuum of high quality, cost-effective, and compassionate addiction care services. Service components include community education and prevention, crisis intervention and critical care services, treatment, and safe housing. We are dedicated to serving children and adults regardless of race, color, creed, religion, sexual orientation, or ability to pay.

### **Limited English Proficient Population in the Service Areas:**

Approximately 1.5% of potential patients assessed for the agency programs from 2017 to 2023 reported to speak another language other than English. The largest population of Limited English Proficient individuals is Spanish speaking. According to Albany County data, approximately 11% of individuals in this service area speak a language other than English.

Less than 5% of potential patients from 2017 to 2023 report hearing impairment and less than 1% has reporting needing to utilize American Sign Language (ASL).

Because the percentage of non-English speaking individuals and ASL utilizing individuals serviced by ACCA is relatively small, interpretation services will be provided on a case-by-case basis utilizing contracted vendors.

**Outreach:**

ACCA will inform area healthcare providers, community-based organizations and correctional facilities via outreach that the programs will provide translation services to the Limited English-speaking individuals in need of substance use disorder treatment. The largest Limited English-speaking population targeted is Spanish speaking individuals.

**Procedure:**

Upon first contact with ACCA, all individuals screened by each program will be asked about their primary language and will be informed about their rights to interpretation services and to have any printed materials translated. Staff performing intakes or telephone screening services will be trained on this plan and the procedure to access interpretation services at no cost to the individual. This information will be documented in the patient clinical record.

LingualLinx Language Solutions Inc. is a vendor ACCA has contracted with that can provide over-the-phone translation services and/or translated printed materials for limited English-speaking individuals.

Interpreting Services for the Deaf or hearing-impaired individuals can be provided on a case-by-case basis by Living Resources of the Capital Region. Requests for interpretation services may be made online at: <https://www.livingresources.org/request-an-interpreter/> .

**Training:**

All clinical staff will be trained in the screening of individuals to assess the need for interpretation services and the interpretation requesting procedure.

The Director of Quality Assurance and Compliance will serve as the Language Access Officer.

