

INFO SHEET

Languages Spoken by CCA Membership and Population Languages in CCA Service Areas

Table 1 uses census data to present information about all residents age 5+ in the CCA service areas*. A provider practice's patient mix may reflect language preferences that are similar to the general population; however, the One Care and SCO membership that the practice supports often have language preferences that significantly deviate from the total population trends we see in census data. By understanding the languages spoken by residents, providers can better prepare to meet the language needs of their patients.

More than 25% of residents in CCA service areas speak a language other than English in their home.

Table 1: Languages Spoken by Residents in Service Areas

| Languages | Senior Care Options Service Area | One Care Service Area |
|--|----------------------------------|-----------------------|
| English | 73.74% | 74.61% |
| Spanish | 10.06% | 9.67% |
| Other Indo-European Languages | 6.39% | 6.25% |
| Chinese (incl. Mandarin, Cantonese) | 2.23% | 2.14% |
| French, Haitian, or Cajun | 1.94% | 1.88% |
| Other Asian and Pacific Island Languages | 1.45% | 1.39% |
| Other and Unspecified Languages | 1.21% | 1.16% |

U.S. Census American Community Survey, Table C16001 - Language Spoken at Home for the Population 5 Years and Over, 2023, one-year estimates.

This table only includes languages spoken by more than 1% of the population.

*One Care Counties: Berkshire, Barnstable, Bristol, Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, Worcester.

*SCO Counties: Bristol, Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, Worcester.



Table 2 includes data on CCA SCO and One Care members. One noteworthy item is that the percentage of CCA SCO members that prefer to speak in Spanish is significantly higher than in the One Care population and significantly higher than what is seen in the general population from Table 1. Additionally, nearly 55% of CCA SCO membership prefer to communicate with CCA in a language other than English.

Nearly 55% of CCA SCO members prefer to speak in a language other than English when communicating with CCA.

Table 2: Languages Spoken by CCA Members

| Languages | CCA Senior Care Options | CCA One Care |
|----------------------------|-------------------------|--------------|
| English | 45.30% | 87.49% |
| Spanish | 41.56% | 10.35% |
| Haitian/Haitian Creole | 2.19% | N |
| Vietnamese | 1.23% | 0.20% |
| Cape Verdean Creole | 1.21% | 0.13% |
| Portuguese | 1.06% | 0.25% |
| Other Languages or Unknown | 7.45% | 1.58% |

Note: This slide only includes languages spoken by more than 1% of the SCO population.

N = Percentage of members is too small to report.