

BACKGROUND

- California's Family Planning Access Care and Treatment (Family PACT) program was established to ensure that all California residents have access to desired contraceptive service, regardless of immigration status.
- Many California residents speak Spanish.
- Objective:** To determine linguistic accessibility of services offered by the Family PACT program in Sacramento County for Spanish speakers.

METHODS

- Cross sectional "secret shopper" study of clinics on the Family PACT website in a 25-mile radius of Sacramento (95817).
- N=48 clinics as of Jan 2020.
- N=27 (21 clinics removed from website) by April 2020.
- Standardized scripted phone calls conducted by trained research assistants
- 3 attempts to reach each clinic before June 2020 using a script
- Collected information in Spanish and English in separate calls.

Scan:



Figure 1 Evaluation of Family Pact Service Availability of Clinic on the Family Pact Website

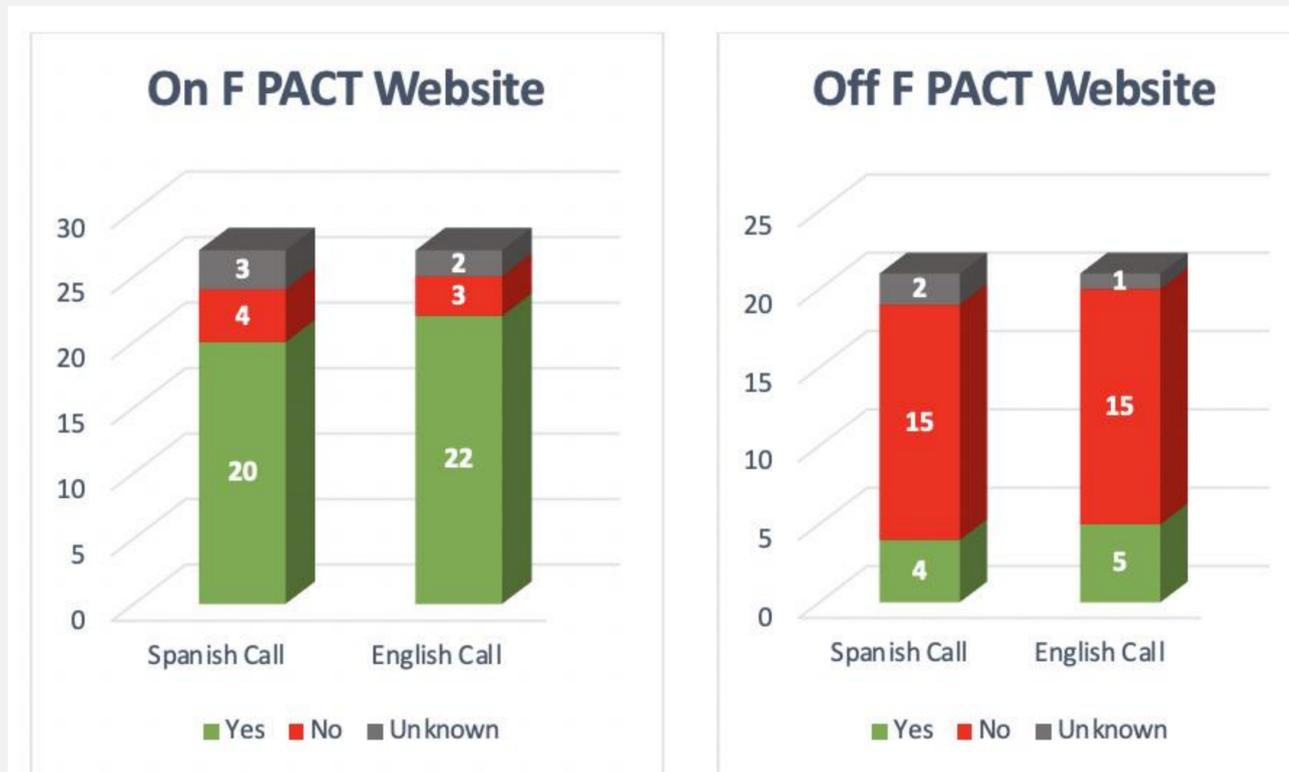


Figure 2. Assessment of Linguistic Services

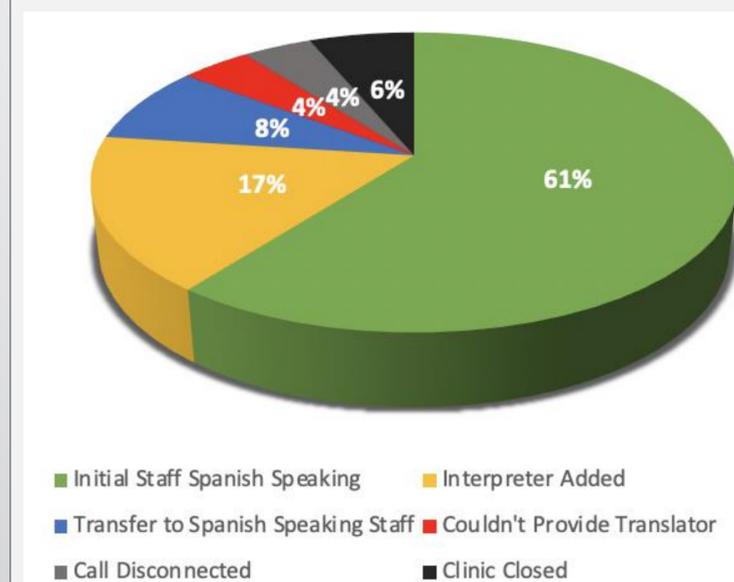
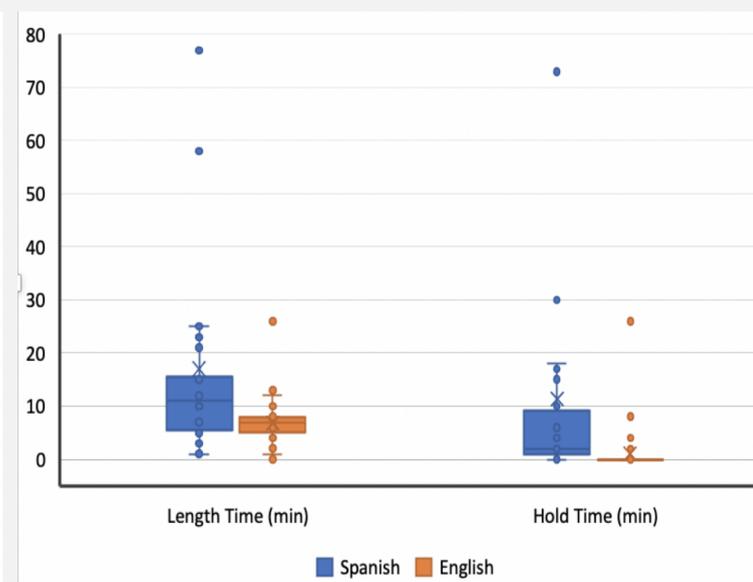


Figure 3. Phone Call Conditions



RESULTS

- Majority of clinics (n=41/48) were able to provide some form of communication in Spanish to callers.
- Access to Family PACT services for Spanish speakers was similar to those offered to English speakers.
- While 29 clinics provided an initial Spanish speaking front desk staff, hold times were much longer.

LIMITATIONS

- Sample size was small; calls performed on different days may have reached different staff members

CONCLUSIONS

- Access to Family PACT services for Spanish and English speakers in Sacramento appears similar although often requires longer wait times.
- Inconsistencies between information provided by the Family PACT website and what is reported by front desk staff to patients requires further investigation.

ACKNOWLEDGEMENTS

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