



# Linguistic Services Service Standard

## Health Resources & Services Administration (HRSA)

### Description:

Linguistic Services include interpretation and translation activities, both oral and written, to eligible clients. These activities must be provided by a qualified linguistic services provider as a component of HIV service delivery between the healthcare provider and the client. These services are to be provided when such services are necessary to facilitate communication between the provider and client and/or support delivery of HRSA Ryan White HIV/AIDS Program (RWHAP) eligible services.

### Program Guidance:

Linguistic services are provided as a component of HIV service delivery to facilitate communication between the client and provider, as well as support service delivery in both group and individual settings. These standards ensure that language is not a barrier to any client seeking HIV-related medical care and support, and that linguistic services are provided in a culturally appropriate manner.

Services are intended to be inclusive of all individuals and not limited to any population group or set of groups. They are especially designed to assure that the needs of all racial, ethnic, and linguistic populations living with HIV receive quality, unbiased services.

### Limitations:

Linguistic services, including interpretation (oral) and translation (written) services, must be provided by a qualified linguistic provider.

### Universal Standards:

Service providers for Linguistic Services must follow [HRSA/DSHS Universal Standards](#) 1-46 and 159-160.

## Service Standards and Measures:

The following standards and measures are guides to improving healthcare outcomes for people living with HIV throughout the State of Texas within the Ryan White Part B and State Services Program.

Standard	Measure
<p><b>Provision of Services:</b> Client files should have documentation of the need for linguistic services to facilitate communication with the healthcare provider and/or receive appropriate services. Documentation should be made at the time of the client’s initial request for services, which may occur at intake or initial assessment.</p> <p>Agencies must provide translation/interpretation services for the date of the scheduled appointment and document the type of linguistic service provided in the client’s primary record. Linguistic services may be provided in person or via telephone or other electronic means.</p>	<ol style="list-style-type: none"><li>1. Percentage of clients with documentation of the need for linguistic services as indicated at the client’s initial request for services (i.e., intake or assessment).</li><li>2. Percentage of client files with documentation that interpretive/translation services were provided for the date of service requested.</li></ol>

## References:

Division of Metropolitan HIV/AIDS Programs, HIV/AIDS Bureau (HAB). [Ryan White HIV/AIDS Program \(RWHAP\) National Monitoring Standards for RWHAP Part A Recipients](#). Health Resources and Services Administration, June 2022.

Division of State HIV/AIDS Programs, HIV/AIDS Bureau (HAB). [Ryan White HIV/AIDS Program \(RWHAP\) National Monitoring Standards for RWHAP Part B Recipients](#). Health Resources and Services Administration, June 2022.

Office for Civil Rights (OCR). "Guidance to Federal Financial Assistance Recipients Regarding Title vi and the Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons." *HHS.gov*, US Department of Health and Human Services, 26 July 2013, [www.hhs.gov/civil-rights/for-providers/laws-regulations-guidance/guidance-federal-financial-assistance-title-vi/index.html](http://www.hhs.gov/civil-rights/for-providers/laws-regulations-guidance/guidance-federal-financial-assistance-title-vi/index.html). Accessed 8 Feb. 2023.

Ryan White HIV/AIDS Program. [Policy Notice 16-02: Eligible Individuals & Allowable Uses of Funds](#). Health Resources & Services Administration, 22 Oct. 2018.

U.S. Department of Health & Human Services. (n.d.). CLAS Standards. Think Cultural Health; Department of Health & Human Services. <https://thinkculturalhealth.hhs.gov/clas/standards>