

Indiana Department of Health HIV Services Program Linguistic Services Service Standard

HRSA Service Definition:

Linguistic Services include the provision of oral interpretation and written translation services. They are provided by qualified linguistic service providers as a component of HIV service delivery when such services are necessary to facilitate communication between the provider and client and to support the delivery of HRSA RWHAP-eligible services.

Program Guidance

These standards for Linguistic Services are designed to ensure that:

1. Language is not a barrier to any client seeking HIV related medical care and support; and
2. Linguistic services are provided in a culturally appropriate manner.

Key Service Components and Activities:

Key service components and activities are noted in the Service Standards below.

HIV Services Program Service Standard:

Standard	Documentation
1. Personnel Qualifications	
<ol style="list-style-type: none"> 1. Employees are appropriately trained, comply with the National Standards for Culturally and Linguistically Appropriate Services (CLAS) and, if applicable, hold relevant State or Local certifications. 	<ol style="list-style-type: none"> 1. Documentation of applicable licensures, certifications, registrations, or accreditations is available for review by IDOH upon request 2. Documentation of all relevant training is present in personnel files and available for review by IDOH upon request.
2. Eligibility Criteria	
<ol style="list-style-type: none"> 1. Subrecipients must have established criteria for the provision of linguistic services that includes, at minimum: <ol style="list-style-type: none"> a. Eligibility verification consistent with recipient requirements 	<ol style="list-style-type: none"> 1. Non-medical case managers must maintain up to date eligibility records for clients according to agency protocol and in any data system required by IDOH. 2. Service providers and sub-recipients must maintain documentation of current eligibility if providing HIV services reimbursable under the RWHAP Part B Program. 3. Documentation must be made available for review by IDOH upon request.
3. Service Delivery	

<ol style="list-style-type: none">1. Sub-recipient should have a written policy in place for the service delivery of linguistic services that includes at minimum:<ol style="list-style-type: none">a. That sub-recipient will respond to requests for services in a timely mannerb. Those linguistic services will be provided in a manner that is sensitive to the culture of the clientc. That sub-recipient will have the ability to provide (or make arrangements for the provision of) translations services regardless of the language of the client seeking assistance2. Subrecipient will document all language services provided to clients.	<ol style="list-style-type: none">1. Policies and Procedures.2. Services provided must be recorded in CAREWare service tracking system no later than 20 days after the end of each month in which services were provided.
---	--

Subservices:

- Linguistic Services

Service Unit Definition:

- Unit = 1 visit