

## **ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES**

### **LINGUISTIC SERVICES**

#### **Purpose**

The purpose of the Ryan White Part A quality management standards and measures is to ensure that a uniformity of service exists in the Atlanta Eligible Metropolitan Area (EMA) such that the consumers of a service receive the same quality of service regardless of where the service is provided.

#### **Definition**

Linguistic services provide support for oral and written translation services, provided by qualified individuals as a component of HIV service delivery between the provider and the client, when such services are necessary to facilitate communication between the provider and client and/or support delivery of Ryan White-eligible services.

Per HRSA Policy Clarification Notice 16-02, services provided must comply with National Standards for Culturally and Linguistically Appropriate Services (CLAS).

#### **Application of Standards**

These standards apply to all agencies that are funded to provide linguistic services. If an agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain the steps it is taking to meet that standard.

#### **Standards Development Process**

The standards were developed through extensive background research on quality management standards, a review of existing standards from other Ryan White Part A EMAs, meetings of the quality management committee of the Atlanta HIV Health Services Planning Council, and meetings with the Ryan White Part A Recipient.

#### **Acknowledgements**

Fulton County would like to thank all of the EMAs that shared their standards, and those who gave generously of their time to provide valuable input to the development of these quality management standards and measures.

**ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES**  
**LINGUISTIC SERVICES**

<b>I. Policies and Procedures</b>	
<b>Standard</b>	<b>Measure</b>
A. Agency must have policies and procedures in place that address confidentiality (HIPAA), grievance procedures and supervision requirements per federal and state law and local regulations.	<ul style="list-style-type: none"> <li>• Policy and procedure manual</li> <li>• Grievance procedure posted in visible location</li> </ul>
B. Agency has eligibility requirements for services in written form. This is inclusive of: <ul style="list-style-type: none"> <li>✓ Clients rights and responsibilities</li> <li>✓ Release of information/confidentiality</li> <li>✓ Eligibility for services</li> </ul>	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
C. Agency is licensed and/or accredited by the appropriate city/county/state/federal agency.	<ul style="list-style-type: none"> <li>• Current licensure on file from appropriate city/county/state/federal agency</li> </ul>
D. Agency has written policies and procedures in place that protect the physical safety and well-being of staff and clients. This is inclusive of: <ul style="list-style-type: none"> <li>✓ Physical agency safety management and public health emergencies <ul style="list-style-type: none"> <li>• Meets fire safety requirements</li> <li>• Complies with Americans with Disabilities Act (ADA)</li> <li>• Is clean, comfortable and free from hazards</li> <li>• Complies with Occupational Safety and Health Administration (OSHA) infection control practices</li> <li>• Follows recommendations of Centers for Disease Control and Prevention (CDC) guidelines during pandemics and outbreaks</li> <li>• Maintains and updates an emergency preparedness plan</li> </ul> </li> <li>✓ Crisis management and psychiatric emergencies <ul style="list-style-type: none"> <li>• How to assess emergent/urgent vs. routine need</li> <li>• Verbal intervention</li> <li>• Non-violent physical intervention</li> <li>• Emergency medical contact information</li> <li>• Incident reporting</li> <li>• Voluntary and involuntary inpatient admission</li> </ul> </li> <li>✓ Refusal of services</li> <li>✓ Personnel <ul style="list-style-type: none"> <li>• Roles and responsibilities of staff, including supervision responsibilities and staff/client ratio</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Program Monitoring</li> </ul>

Revised 7/2020  
Effective 8/2020

**ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES**  
**LINGUISTIC SERVICES**

<ul style="list-style-type: none"> <li>• Ethics contract on personal boundaries (encompassing physical, emotional, spiritual &amp; financial)</li> <li>✓ Client/Parent/Guardian Rights and Responsibilities (see Standard IV)</li> <li>✓ Health Record Storage and Maintenance <ul style="list-style-type: none"> <li>• Complies with DHHS, Office of Civil Rights HIPAA requirements</li> </ul> </li> <li>✓ Business Association Agreements on file</li> </ul>	
<p>E. Agency has a formal relationship with a mental health/substance abuse professional for consultation as needed if a mental health/substance abuse professional is not on staff.</p>	<ul style="list-style-type: none"> <li>• Written letter of agreement on file</li> </ul>
<p>F. Agency has private, confidential office space for seeing clients (e.g. no half-walls or cubicles, all rooms must have doors).</p>	<ul style="list-style-type: none"> <li>• Site Visit/Program Monitoring</li> </ul>
<p>G. Agency will have all inactivated client records in a confidential locked location for a period as stipulated by law.</p>	<ul style="list-style-type: none"> <li>• Site Visit/Program Monitoring</li> </ul>
<p>H. Agency is contractually required to maintain documentation of the following which shall be made available to the Recipient and HRSA upon request and during Ryan White Part A site visits:</p> <ul style="list-style-type: none"> <li>✓ Documentation that linguistic services are being provided as a component of HIV service delivery between the provider and the client, to facilitate communication between the client and provider and the delivery of Ryan White-eligible services in both group and individual settings.</li> <li>✓ Services are provided by appropriately trained and qualified individuals holding appropriate State or local certification.</li> <li>✓ Maintain program files that document: <ul style="list-style-type: none"> <li>• Number and types of providers requesting and receiving services</li> <li>• Number of assignments</li> <li>• Languages involved</li> <li>• Types of services provided – oral interpretation or written translation, and whether interpretation is for an individual client or group</li> <li>• Maintain documentation showing that interpreters and translators employed with Ryan White funds have appropriate training and hold relevant State and/or local certification.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Program Monitoring</li> <li>• Personnel files</li> </ul>

**ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES**  
**LINGUISTIC SERVICES**

<b>II. Program Staff</b>	
<b>Standard</b>	<b>Measure</b>
A. Staff is trained and knowledgeable about HIV/AIDS and available resources.	<ul style="list-style-type: none"> <li>• Personnel file</li> </ul>
B. Staff has appropriate skills, relevant experience, cultural and linguistic competency, knowledge about HIV/AIDS and available health and social service related resources.	<ul style="list-style-type: none"> <li>• Staff résumés in personnel files</li> <li>• State or local certification and training records in personnel file</li> <li>• Client satisfaction survey</li> </ul>
C. Staff has a clear understanding of their job description and responsibilities as well as agency policies and procedures.	<ul style="list-style-type: none"> <li>• Job description on file</li> <li>• Statement on file, signed by staff and supervisor</li> </ul>
<b>III. Access to Services</b>	
<b>Standard</b>	<b>Measure</b>
A. Agency is accessible to desired target populations. Accessibility includes: <ul style="list-style-type: none"> <li>✓ Proximity to community impacted by HIV</li> <li>✓ Proximity to mass transit</li> <li>✓ Proximity to low-income individuals</li> <li>✓ Proximity to underinsured or uninsured individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Site visit</li> <li>• Agency client data report consistent with funding requirements</li> </ul>
B. Agency demonstrates the ability to provide culturally and linguistically competent services according to Atlanta EMA standards for desired target population	<ul style="list-style-type: none"> <li>• Personnel and training records</li> <li>• Site visit</li> <li>• Client satisfaction survey</li> <li>• Agency client data report consistent with funding requirements</li> </ul>
C. Agency demonstrates input from clients in the design and delivery of linguistic services.	<ul style="list-style-type: none"> <li>• Existence of Consumer Advisory Board (CAB); if agency does not have a CAB, it may ask for client input from the Consumer Caucus or other agencies' CABs</li> <li>• Client satisfaction survey</li> </ul>
D. Agency is compliant with ADA requirements for non-discriminatory policies and practices and for the provision of reasonable accommodations to address communication (i.e. sign language interpreter).	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>

**ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES**  
**LINGUISTIC SERVICES**

<p>E. Agency is accessible using HIPAA-compliant applications to complement telehealth services with healthcare-specific features and security.</p>	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Personnel and training records</li> <li>• Program Review</li> </ul>
<b>IV. Eligibility Determination/Screening</b>	
<b>Standard</b>	<b>Measure</b>
<p>A. Provider determines client eligibility for services. Client eligibility will be reassessed every six months. The process to determine client eligibility must be completed in a time frame so that screening is not delayed. Eligibility assessment must include at a minimum:</p> <ul style="list-style-type: none"> <li>✓ Proof of HIV status</li> <li>✓ Proof of income not greater than 400% of the Federal Poverty Level</li> <li>✓ Proof of residency</li> <li>✓ Proof of payor of last resort</li> <li>✓ Proof of active participation in primary care or documentation of the client's plan to access primary care               <ul style="list-style-type: none"> <li>• At least 1 visit with a primary care provider every 6 months</li> <li>• For affected children &lt; 4, at least 1 primary care visit within 12 months.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Client record</li> <li>• Policy on file</li> <li>• Agency client data report consistent with funding requirements</li> </ul>
<p>B. Client is informed of services available and what client can expect if s/he enrolls in services, including methods and scope of service delivery. Clients will also be informed of the documentation requirements for services.</p>	<ul style="list-style-type: none"> <li>• Client record</li> <li>• Client satisfaction survey</li> </ul>
<p>C. Staff will provide client with referral information to other services, as appropriate.</p>	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
<b>V. Service Coordination/Referral</b>	
<p>A. Agency staff acts as a liaison between the client and other service providers to support coordination and delivery of high quality care. For those clients not in outpatient ambulatory health services, agency staff must note progress towards linking the client into outpatient ambulatory health services.</p>	<ul style="list-style-type: none"> <li>• Client record – documentation of with whom staff are communicating and progress to linking client to primary care if appropriate</li> <li>• Agency client data report consistent with funding requirements</li> <li>• Policy on file</li> </ul>
<p>B. Staff must document:</p> <ul style="list-style-type: none"> <li>✓ Quantity of services</li> <li>✓ Type of service</li> <li>✓ Language interpreted</li> </ul>	<ul style="list-style-type: none"> <li>• Client Record</li> <li>• Program files</li> </ul>

Revised 7/2020  
Effective 8/2020

**ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES**  
**LINGUISTIC SERVICES**

<b>VI. Clients' Rights and Responsibilities</b>	
A. Client confidentiality policy exists for all service settings.	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
B. Grievance policy exists.	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
C. A current release of information form exists for each specific request for information and each request is signed by the client.	<ul style="list-style-type: none"> <li>• Client record</li> </ul>
D. The agency has a formal policy as governed by Georgia law for clients who may be incapable of making their own treatment or care decisions.	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Legal/medical consultation policy</li> </ul>
E. Clients will be informed of the client confidentiality policy, grievance policy, their rights and responsibilities and their eligibility for services annually.	<ul style="list-style-type: none"> <li>• Client medical record</li> <li>• Client chart initialed or signed by client (may include electronic signature)</li> </ul>