



POLICY AND PROCEDURE NOTICE: PPPN-051 LINGUISTIC SERVICES

Summary and Purpose of PPN: To guide the administration of the Ryan White Part A Program to provide a standard Priority Service definition and requirements.

Authority:

- HIV/AIDS Bureau, Division of Metropolitan HIV/AIDS Programs National Monitoring Standards for Ryan White Part A Grantees: Program – Part A
<https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringparta.pdf>
- HAB PCN #16-02 Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds
https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf
- Policy Clarification Notice 16-02: Eligible Individuals and Allowable Uses of Funds Frequently Asked Questions
https://hab.hrsa.gov/sites/default/files/hab/Global/faq_service_definitions_pcn_final.pdf
- HIV/AIDS Bureau, Division of Metropolitan HIV/AIDS Programs & Division of State HIV/AIDS Programs National Monitoring Standards for Ryan White Part A and Part B Grantees: Universal – Part A and B (Covers Both Fiscal and Program Requirements)
<http://hab.hrsa.gov/manageyourgrant/files/universalmonitoringpartab.pdf>

Background:

Atlanta EMA Quality Management Standards

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 rendered. These standards set forth the minimal acceptable levels of quality in service delivery and to provide measurement of the effectiveness of services. EMA Standards of Care may be found on the Ryan White Part A website at www.ryanwhiteatl.org.

Also see PPPN-038 Compliance with Standards.

Service Definition

Linguistic Services is the provision of 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.

Policy and Procedure:

1. Subrecipient is expected 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:
 - 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
 - Services are provided by appropriately trained and qualified individuals holding appropriate State or local certification.
 - Maintain program files that document:
 - Number and types of providers requesting and receiving services
 - Number of assignments
 - Languages involved
 - Types of services provided – oral interpretation or written translation, and whether interpretation is for an individual client or group
 - Maintain documentation showing that interpreters and translators employed with Ryan White funds have appropriate training and hold relevant State and/or local certification.

Unit of Service Definition

Linguistic Services			
Subservice Name	Definition	Unit	Funding Sources
American Sign Language (ASL)	Provision of ASL interpreter.	15 minutes	A,B
Other Language	Provision of interpreter other than ASL and Spanish. Interpretation services available via language line.	15 minutes	A,B
Spanish Language	Provision of Spanish-language interpreter/translator.	15 minutes	A,B

Approved: June 2016

Reviewed: December 2020