



**LAS VEGAS TGA**  
**PART A HIV/AIDS PROGRAM**  
 CLARK | MOHAVE | NYE COUNTIES

RYAN WHITE PART A (RWPA) HIV/AIDS PROGRAM  
 LAS VEGAS TRANSITIONAL GRANT AREA (TGA)

***LINGUISTIC SERVICES—SERVICE STANDARDS***

<b>Drafted by Part A Recipient Office</b>	<b>Approved by Part A Planning Council</b>
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<b>Reviewed by Part A Recipient Office</b>	<b>Revised by Part A Recipient Office</b>	<b>Approved by Part A Planning Council</b>

**IMPORTANT:** All Las Vegas Transitional Grant Area (TGA) service providers must adhere to the Las Vegas-TGA [Universal Service Standards](#). Please read the [Universal Service Standards](#) prior to reading the service standards below.

**Service Description**

Linguistic Services include interpretation and translation activities, both oral and written, to eligible clients. These activities must be provided by qualified linguistic services providers 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 RWHP-eligible services.

**Program Guidance**

Linguistic Services provided must comply with the National Standards for Culturally and Linguistically Appropriate Services (CLAS).

**Minimum Requirements**

STANDARD	MEASURE
<b>1. Staff Requirements</b>	
1.1 Linguistic services providers must be registered in the Nevada Interpreter/CART Registry in order to practice in the State of Nevada (NRS 656.800).	1.1 Qualifications documented in personnel records.
1.2 Contracted Interpretation/Translation Agencies must be licensed and/or accredited by the appropriate State agencies and must meet the above requirement and be approved by the Part A Program Manager to be eligible for reimbursement.	1.2 Current licensure on file from appropriate State agencies.

<b>2. Service Delivery</b>	
<p><b>2.1. Eligibility</b> Services are available and accessible when such services are necessary to facilitate communication between the provider and client and/or support delivery of HRSA RWHAP-eligible services.</p> <p><b>2.2. Referral</b> Each provider shall make available to clients a process for requesting Linguistic Services, including American Sign Language. Referrals for Linguistic Services shall be documented prior to initiation of service.</p> <p><b>2.3. Provision of Service</b> Linguistic Services, including Interpretation (oral) and translation (written) services, may be provided to facilitate communication between the provider and client and/or support delivery of Ryan White-eligible services. Agencies shall provide Linguistic services for the date of scheduled appointment per request submitted and will document the type of linguistic service provided in the client’s record.</p> <ul style="list-style-type: none"> <li>• Linguistic services may be provided in person or via telephonic or other electronic means.</li> </ul> <p>It is the agency’s responsibility to maintain a monthly log on the provision of all linguistic services including (at a minimum) the following:</p> <ol style="list-style-type: none"> <li>a) Number and ethnicity of individuals requesting and receiving services</li> <li>b) Number of assignments</li> <li>c) Languages involved</li> <li>d) Types of services provided (oral, sign or written)</li> <li>e) Type of client served (individual or group)</li> </ol>	<p>2.1. Documentation of client’s eligibility is present in CAREWare.</p> <p>2.2. Documentation of referral for Linguistic Services is present in the client’s record</p> <p>2.3 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.</p>
<b>3. Program Data and Reporting</b>	
<p>A. Medical Transportation programs are required to collect the following data elements in the Las Vegas TGA CAREWare data system:</p> <ul style="list-style-type: none"> <li>• Year of birth</li> <li>• Ethnicity</li> <li>• Hispanic subgroup</li> <li>• Race</li> <li>• Asian subgroup</li> <li>• NHPI Subgroup</li> <li>• Gender</li> <li>• Transgender subgroup</li> <li>• Sex at Birth</li> </ul>	<p>A. Documentation in Las Vegas TGA CAREWare</p>

<b>4. Policies and Procedures</b>	
A. None at this Time.	A. N/A
<b>5. Referral Policy</b>	
<p>A. All service providers must work in partnership with the client, their internal care coordination team and external providers (both Ryan White HIV/AIDS Program-funded and non-Ryan White-funded sites) to ensure appropriate and timely service referrals are made.</p> <p>For more information, see Las Vegas TGA <a href="#">ReferralPolicy</a>.</p>	<p>A. For internal Ryan White Part A referrals: documentation in CAREWare. For external referrals: documentation in client record that referral was completed.</p>