

SERVICE AREA:
LINGUISTICS SERVICES

Linguistics Services include the provision of interpretation and translation services.

SERVICE ACTIVITIES:
LINGUISTICS SERVICES

SERVICE AREA: LINGUISTICS SERVICES SERVICE AREA REVIEW SUMMARY

Linguistics Services was previously prioritized under “Other Support Services” which included both Complementary Care and Interpretation/Translation. Complementary Care is no longer a HRSA allowable service.

1.	Relationship to HRSA Allowable Services:	HRSA Support Service (R)
2.	Relationship to Continuum of Prevention and Care:	Essential Access Service
3.	Relationship to Comprehensive Plan:	<p><u>Goal 1: Increase the percentage who receive HIV medical care.</u> Objective 1C: Reduce disparities and barriers.</p> <p><u>Goal 2: Keep PLWH/A adherent to care and treatment.</u> Activity 2C: Fund services that help PLWH stay in care.</p>
4.	2006 Service Priority Rankings:	21 out of 23
5.	Funding	

2006-7 Allocation	2006-7 Expenditure	Activity	2007-8 Post Award Allocation
\$5,700	\$3,739	Linguistics Services	\$15,761

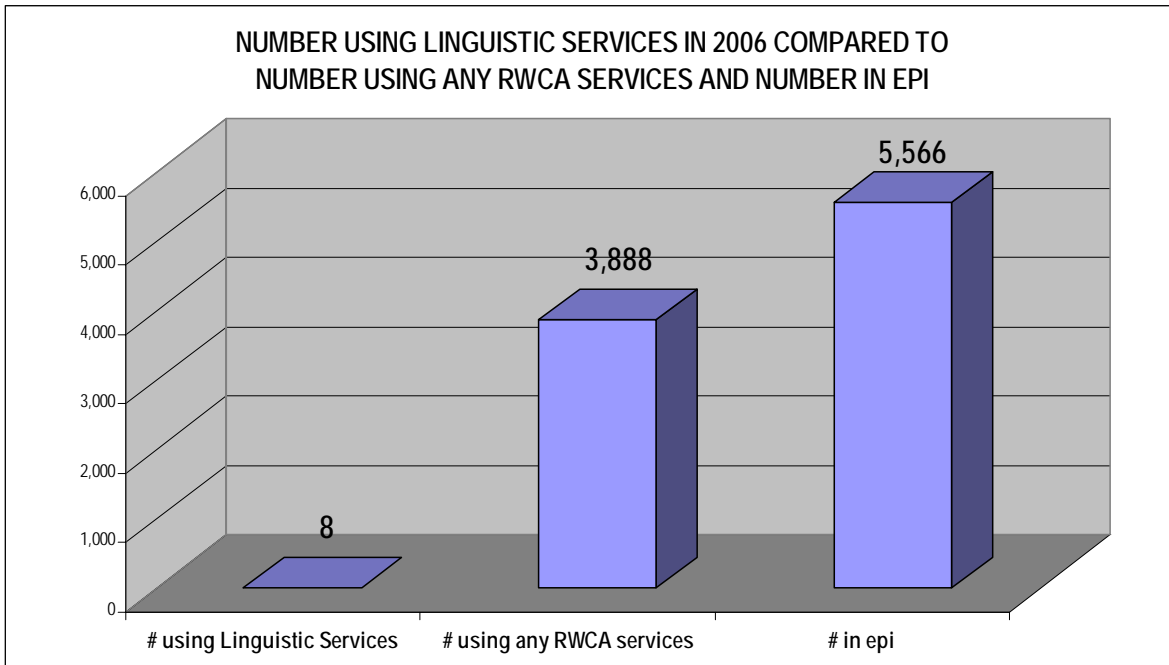
SERVICE AREA DEFINITION:

Linguistics Services include the provision of interpretation and translation services.

SERVICE ACTIVITY UTILIZATION INTERPRETATION / TRANSLATION SERVICES:

Year	# Using Interpretation/ Translation	# Hrs. of Service*	Total Epidemiology	Percent of Epidemiology*	Total in HIV Services	Percent of those in HIV services*
2006	8	31.7	5,566	0.1%	3,888	0.2%
2005	16	20	5,233	0.3%	3,752	0.4%
2004	19	119	5,002	0.4%	3,838	0.5%
2003	11	139	4,895	0.2%	3,399	0.3%
2002	6	69	4,598	0.1%	3,121	0.2%

*Hours of service refers to hours of interpretation services and does not include time spent on translation services. Languages for translation include Spanish, Oromo, American Sign, Somali, and Hmong.



CONSUMER RANKING OF SERVICES:

From the 2003 Needs Assessment, based on interviews with 242 HIV+ Minnesotans:

Service Activity	1999 Ranking (of 23 services)	2003 Ranking (of 25 services)
Interpretation/Translation	NA	25

KEY POINTS LINGUISTICS SERVICES

[Key points are created for and approved by the Needs Assessment and Evaluation Committee of the MHSPC, based on their review of a service area (SAR), which includes utilization data, outcome data when available, and detailed information from past Needs Assessments.]

Background: Linguistic services are currently available through the Hennepin County Office of Multicultural Services. These services are available for any consumer using Ryan White funded services; in addition it is possible to arrange interpretation for clients using ancillary off-campus activities such as calling the AIDSLine, making visits to other agencies, or to assist individuals in participating in events such as those sponsored by the Women and Families Network.

In 2007, OMS translators provided services in the following languages; American Sign Language, Hmong, Oromo, Spanish and Somali. While utilization of this service area has been very low, more units of service (individual sessions) have been utilized and paid for with other OMS resources rather than Ryan White funds. At the same time, the past underspending should be taken into account in allocating future funds.

The NA&E Committee acknowledges that this is a difficult service to provide, and for some providers and clients, difficult to use.

As with all Ryan White funded services, this service is a payer of last resort. Some medical clinics have interpreter services (under other federal mandates) so that needed interpretation is provided for medical appointments.

The need to preschedule, the availability of interpreters fluent in less prevalent languages, and sometimes negative experiences can all affect client or provider willingness to use interpreters. The concerns about confidentiality and stigma are further complications – some clients are hesitant to have someone from their language community learn that they are HIV positive.

The recent trainings offered through Hennepin County to train interpreters in HIV specific content and ethics and to train providers about how to secure and work with interpretation services is clearly an attempt to positively address the challenges in this service area. In addition, the availability of linguistics services is one of the Universal Standards for Ryan White Service Providers, and as such as, reviewed in agency site visits.

The Committee also spent some time discussing the boundary issues involved when multilingual staff are hired to provide culturally and linguistically appropriate services. When that kind of service is funded, it isn't possible to also pay for interpretation services. Some staff who provide such services, however, are asked to go above and beyond what they are funded for to assist in interpretation when clients keep other appointments.

Developed by the NA&E Committee, 3.25.08, revised 4.22.08