



Service Category: Linguistics

Please answer the following questions related to linguistic service based upon consumers receiving Ryan White funded services in calendar year 2011:

1. How many consumers did not speak English and required translation assistance in order to provide service to the consumer? _____
2. What languages other than English are spoken by consumers receiving Ryan White service from your agency?
 Spanish
 Asian
 Other (Specify) _____
3. How many consumers speak Spanish only? _____ (Include consumers who are bi-lingual but do not speak English well enough to conduct business in English).
4. If your agency utilizes internal staff to provide translation service, what positions does those staff hold in your agency?
5. How many multi-lingual staff members are employed in direct care positions? _____
6. Does your agency ever utilize staff members who are not in positions that normally provide direct support to consumers to provide translation assistance?
 Yes If yes, what positions do they hold? _____
 No
7. Does your agency provide any formalized training or certification for translation services?
 Yes
 No
8. How many consumers who require translation assistance bring a translator with them when coming to your agency for service? _____
9. How is your agency funding translation service? _____

10. Does your agency utilize a third party translation service such as Language Line?
 Yes If yes, what service provider does your agency use? _____
 No



Linguistics Survey Questions Continued

11. Do you find third party translation service to be an effective tool when delivering service to consumers?

- Yes
- No If no, please explain _____

12. Does your agency provide forms and/or written informational material in languages other than English?

- Yes, English and Spanish
- Yes, English, Spanish and Other (specify) _____
- No

If your agency is translating forms, are the forms directly related to delivery of Ryan White services?

- Yes
- No

13. Please provide any additional information you would like to share with the Planning Council regarding the importance of linguistic service or challenges your agency faces in providing translation services to consumers:

