



# Language Services

## for People with HIV

### What are Language Services?

Language Services include interpretation (oral and written) and translation assistance for people with HIV (PWH). Language Services are provided by qualified interpreters and translators in order to assist with the communication between PWH and their healthcare providers. Language Services help eliminate barriers and ensure clients understand their medical condition, treatment options, and medication instructions. These services also help healthcare providers offer clients culturally appropriate, high-quality care.

### What is the goal of Language Services?

The goal of Language Services is to help PWH communicate in their preferred language with healthcare providers by providing interpretation and translation services.

### What can I access through Language Services?

Interpretation Services: assistance from an interpreter for your medical or social service appointments; interpreting in-person in 55 languages or virtually (phone or video) in 125 languages. Translation Services: translating letters, brochures, applications, and other documents related to accessing social services in 87 languages. *If you are a service provider, please note that this service is available to support with the translation of materials that will be distributed to clients.*

### Where can I access these services?

Agency	Contact	Phone Number	Email Address
Focus Interpreting	Joelene Santos (in-person or virtual interpretation requests)	(800) 374-5444 x715	jsantos@focusinterpreting.com
	Cecile Cox (written translation requests)	(800) 374-5444 x703	ccox@focusinterpreting.com

### How do I access these services?

You can access these services by working with your Case Manager or Benefits Specialist. They will help you in securing interpretation or translation services. If you are not already receiving services at one of the providers listed above, you may need to confirm that you are eligible for the Ryan White HIV/AIDS Program (RWHAP). They may ask you to provide documentation confirming your HIV diagnosis, current income (if any), health insurance (if any), and that you live in Los Angeles County. Language Services are free for those with a qualifying income, regardless of immigration status.

