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|  STANISLAUS COUNTY COMMUNITY SERVICES AGENCY | Developed by/Date: CSA HR 5/02, 4/10, CSA Labor Mgmt 9/10 | Page: 1 of 2 | Number: 7.9 |
| | Reviewed by/Reviewed Date: CSA Exec Team 5/02, Exec 9/10 | Replaces: | Subject: Administrative |
| Title: Bilingual Pay | | Approved: Exec 9/20/10 | |

Policy

 Procedure

 Guideline

Purpose

The Community Services Agency values the services of its bilingual employees, and is committed to the Board priority to provide excellent customer service. Stanislaus County serves a diverse population, and its citizens speak more than 20 languages. The purpose of this policy is to establish criteria for designating bilingual positions, to delineate the bilingual proficiency test procedures, and to outline the process for attaining translating services when needed.

Definition

CSA will designate certain languages as eligible for bilingual certification, and will determine assignments that require bilingual skills. Bilingual designation will be based on the business need of positions. Candidates who may be eligible for bilingual pay will be tested to determine their proficiency in the specified language. Once the employee passes the bilingual proficiency test, bilingual pay will be granted upon supervisor and manager approval and business necessity.

Procedure

A. Criteria for Bilingual Pay Designations

1. Designation of bilingual pay will be based on the job duties and business need of the assignment. When determining caseloads that require bilingual services, management will ensure that bilingual staff members are utilized efficiently, and that caseloads will be formed by consolidating customers who use the same foreign language.

Supervisors/Managers may recommend that an employee receive bilingual pay based on one of the following criteria:

- a. The employee is required to interpret and/or translate based on their assignment. (e.g. caseload, works in a reception area or call center)
- b. The employee speaks a language for which there are very few interpreters, therefore, may be called at any time to interpret and/or translate.

2. Bilingual employees not receiving bilingual pay will not be subject to discipline for declining to use bilingual skills in the course of employment. Requests can be made of their assistance, but the request may be declined.
3. Supervisors/Managers may recommend an employee's bilingual pay to be discontinued when the employee is no longer using their bilingual skills, or when the employee has not been available to interpret and/or translate, or when their bilingual skills are no longer required for their assignment (when transferred to another area or when their assignment has changed.)

B. Requests from CSA Divisions for an interpreter

1. Each division will have a list of bilingual staff who are responsible for interpreting and/or translating in their area for the assignments required for business which is maintained by HR and posted on OLLIE. If there is no one available within their own division, staff may refer to the list of all bilingual employees in the Agency.
2. No employee shall refuse to interpret and/or translate for any need in the Agency without sufficient business necessity. Refusal to interpret and/or translate must be communicated and discussed between managers of both respective areas for appropriate discussion and resolution.
3. As a last resort, the Language Line is available for use when an internal translator cannot be located, or after hours. Information regarding the Language Line can be found on OLLIE.
4. The list of employees receiving bilingual pay will be audited annually by management to ensure that there is a business need for the staff members on the list.

C. Bilingual Proficiency Test

1. CSA staff must pass the Bilingual Proficiency Test to be eligible to perform translation services for the Agency. Passing the Bilingual Proficiency Test does not guarantee whether a staff member will receive bilingual pay, rather they must pass the test in order to be eligible to receive the additional pay.
2. The Bilingual Proficiency Test will be administered both orally and in writing to test bilingual staff in the areas of communication skills, pronunciation, fluency, listening comprehension, resourcefulness and written skills in the language being tested. The test will be administered consistently for each language.

Refer to the "Bilingual Proficiency Test Procedures," which is posted on OLLIE for detailed information on how to become a Bilingual Proficiency Tester, and information regarding administering and scoring the test.