

## **I. Procedures for Requesting Bilingual Pay**

When a business need is identified for providing services to non-English speaking customers, a Supervisor should complete the Bilingual Pay/Test Request Form and submit by email to Human Resources at one of the following three locations for processing:

- For Health and Hospital System (including Valley Medical Center): [HHS-HR-Bilingual@hhs.sccgov.org](mailto:HHS-HR-Bilingual@hhs.sccgov.org)
- For Social Services Agency: [email the request directly to the assigned HR Analyst at SSA-HR](#)
- For all other Departments: [hr@esa.sccgov.org](mailto:hr@esa.sccgov.org)

The request form should indicate the applicable criteria as outlined in the appropriate Memorandum of Understanding or County ordinance. There are currently six authorized criteria:

- a. Public contact requires continual eliciting and explaining of information in a language other than English; or
- b. Translation of written material in another language is a continuous assignment; or
- c. The position is the only one in the work location where there is a demonstrated need for language translation in providing services to the public; or
- d. One-of-a-kind language skill for caseloads; or
- e. Unique need of a geographic location or service when the total number of cases exceeds fifteen percent (15%) of the caseload for the worker in that location; or
- f. Intake position requirements.

Note: Criteria d, e and f only apply to employees represented by SEIU Local 521, SSU. More than one of the criteria may apply. Refer to Section 9.6 in Appendix G – SSU and Sections 6.2 and 7.5 in Appendix I – Supervisory Unit.

HR will review the request and return it to the requestor. HR will work with the department on requests that are not approved.

Note: the employee must pass the language proficiency test prior to assignment.

## **II. Procedures for Conducting Annual Audit of Bilingual Pay**

The Annual Audit is conducted during the Fall as follows, to ensure that the bilingual pay is appropriately administered:

<b>Action</b>	<b>Responsible Personnel</b>
1. Send a report of who receives bilingual pay to each Department Head with a cover memo to include instructions.	Human Resources Department
2. Assess whether the positions on the report meet the bilingual pay provisions as outlined in the Ordinance or Contract.	Department Director
3. Update report confirming each position's bilingual designation and return with the completed report to HR	Department Director
4. Update PeopleSoft with received information from the Bilingual Pay Annual Audit.	Human Resources Department

### **Related Forms**

- Bilingual Pay/Test Request Form