

LAC+USC MEDICAL CENTER POLICY

Subject: BILINGUAL COMPENSATION		Original Issue Date: 2/23/76	Policy # 577.1
		Supersedes: 9/22/17	Effective Date: 10/30/20
Departments Consulted: DHS Human Resources Human Resources Committee Medical Center Administration Hospital Administration Nursing Services	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by:	
		(Signature on File) Chief Medical Officer	
		(Signature on File) Chief Executive Officer	

PURPOSE

To provide a consistent and equitable policy governing ongoing monitoring of the Bilingual Bonus Plan that responds to the bilingual needs of LAC+USC Medical Center.

POLICY

Bilingual Bonus compensation must be budgeted in the program/facility budget. Each Service Area Manager/Division Head or appropriate manager must annually, or more frequently, in the event of organizational and/or program changes, review their Bilingual Bonus Plan and budget.

The Bilingual Bonus Plan will specify a budget for Bilingual Bonus compensation and identify specific positions required to frequently use English and one of the threshold foreign languages identified as needed to effectively communicate with the public and patients served and ensure linguistic access to healthcare within LAC+USC Medical Center.

All of the following criteria must be met in order to justify the need for assignment of Bilingual Bonus compensation. The employee must:

- Be on a permanent full-time position, or temporary or recurrent position (effective January 1, 1992)
- Be fluent in English and at least one of the threshold foreign languages identified as needed for that facility/program or service area
- Possess knowledge and sensitivity towards the culture and needs of the Non-English and Limited English Proficiency clientele of the service area
- Have passed a proficiency examination conducted by an authorized LA County Bilingual Examiner and possess a Language Proficiency Certificate
- Have a current performance evaluation on file in DHS Human Resources with an overall rating of competent or better
- Be required to fluently use the second language on a continuous and frequent basis
- The position must be allocated in the facility/program Bilingual Bonus Plan

In order to request Bilingual Bonus compensation for an employee the department/service manager must complete and submit a Request for Bilingual Bonus Compensation form to DHS Human Resources for review and approval.

Subject: **BILINGUAL COMPENSATION**Effective Date:
10/30/20Policy #
577.1

If an employee is absent for more than 60 calendar days, the bonus shall be suspended. If the employee has a change in assignment, the frequent and continuous use of the second language criteria must be met or the bonus shall be discontinued.

It is the responsibility of the manager to inform the appropriate DHS Human Resources Office when the employee no longer qualifies and/or needs to be terminated from the bonus plan program.

GUIDELINES

I. Compensation

Any person employed in a permanent full-time position, or in a temporary or recurrent position (effective January 1, 1992), may receive additional compensation at the rate established by the County Code Section 6.10.140 for the provision of bilingual interpretation services, if all of the following conditions are fulfilled:

- A. The Service Area Manager/Division Head or appropriate manager has designated that the specific assignment of the employee requires a fluency in both English and at least one of the threshold foreign languages identified for the service area – and – knowledge and sensitivity towards the culture and needs of the Non-English and Limited English Proficient clientele of the service area – and – the encumbered position has been approved for bilingual compensation in the facility/program Bilingual Bonus Plan.
- B. An authorized Bilingual Examiner has certified that the employee possesses and exercises a fluency in both English and the required foreign language or languages, and possesses and displays a knowledge of and sensitivity toward the culture and needs of the foreign language group involved. For the purposes of this policy, American Sign Language (AMESLAN) is deemed to be a foreign language.
- C. The employee must have a current performance evaluation on file with DHS Human Resources with an overall rating of competent or better.

II. Effective Date

Bonus compensation shall be effective for the pay period in which the employee's manager makes the findings required in Section I above and said findings are validated by the appropriate DHS Human Resources Office or designee. In no event shall such compensation be effective prior to the first day of the employee's assignment to the qualifying position – or – prior to the first day that the criteria in Section I above is fulfilled, irrespective of the date of the manager's request.

III. Duration

Authorization for an employee to receive Bilingual Bonus compensation will remain in effect only for as long as the employee:

- A. Continues to be assigned to the position and function that has been approved for bilingual compensation;
- B. Continues to effectively utilize both English and the designated foreign language(s) on a continuous and frequent basis, by determining fluency in both English and the required foreign language(s) – and – knowledge of and sensitivity toward the culture and needs of the foreign language group involved;
- C. Maintains a performance rating of at least competent, and

Subject: **BILINGUAL COMPENSATION**Effective Date:
10/30/20Policy #
577.1

D. The manager/supervisor annually re-certifies continuation of the bonus.

IV. Absences

Bilingual Bonus compensation does not constitute base rate pay. If the employee is absent for more than 60 calendar days, the Bilingual Bonus compensation provided under this policy shall be suspended. The supervisor must submit a new request form to reinstate the bonus once the employee returns.

V. Exclusions

Bilingual Bonus compensation, as allowed by this policy, shall not apply to persons employed in the position of Healthcare Interpreter (Item 1153), Interpreter (Item 1154), Sign Language Specialist (Item 1160), Supervising Sign Language Specialist (Item 1161) or Child Placement Coordinator (Item 9084).

VI. Not a Base Rate

The Bilingual Bonus compensation allowed by this policy shall not constitute a base rate.

AUTHORITY

Los Angeles County Code Section 6.10.140

California Health & Safety Code Section 1259

Senate Bill 1840 (Chapter 672)

Joint Commission Standards:

Human Resources - HR.01.02.01 (Staff Qualifications)

Provision of Care, Treatment and Services PC.01.01.21 (Effective Communication)

Record of Care, Treatment, and Services RC.02.01.01 (Medical Record Documentation Requirements)

Rights and Responsibilities of the Individual RI.01.01.03 (Communication of Treatment, Services, etc.)

CROSS REFERENCES

DHS Policies:

314.2, Documenting Use of Interpretive Services During Informed Consent Discussions

318, Non-English and Limited English Proficiency

Applicable Memorandum of Understanding

REVISION DATES

August 1, 1995; October 20, 1998; April 16, 2002; February 22, 2005; October 03, 2008;

March 11, 2014; September 22, 2017; October 30, 2020