

MANUAL OF PERSONNEL RULES, PRACTICES, AND PROCEDURES

SECTION: 3.00

Employee Practices

SUBJECT: 3.35

Bilingual Incentive Program

SUPERSEDES: December 20, 1993 NEW EFFECTIVE DATE: March 20, 1998

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APPROVED BY CITY MANAGER:

I. Purpose

- A. Ensures delivery of essential public services to non-English speaking persons who reside in or do business with the City of Pasadena community.
- B. Establishes policy on eligibility, designation, and compensation for employees who provide City services using a designated foreign language.
- C. The certification listing will identify individual employees who may be required to translate or interpret a language other than English on a City-wide as needed basis.

II. Compensation

- A. The rate of compensation for bilingual incentive shall be at the rate stated in the applicable Memorandum of Understanding or Salary Resolution covering an employee's classification. Regular employees assigned to work on a part-time basis at least 20 hours per week shall be eligible for one-half the stated rate for full-time employees.
- B. This extra compensation shall become effective the first pay period following approval by the Director of Human Resources. Continuation of said compensation shall be based upon the departments' operational needs and current bilingual certification of designated employees.

II. Administration

The following criteria must be met for an employee to be designated to receive bilingual pay:

A. Employees may become eligible for bilingual pay after successfully completing testing and certification requirements. Eligible employees must use two or more designated languages, including English, on a continuing, frequent, and recurring basis.

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- B. The specific assignment may require the employee to assist in interviews, information referral, or any other interactions with residents or business owners that use languages other than English.
- C. The employee's annual performance evaluation has and continues to be rated at least "average" or "proficient."
- D. After being tested and certified, the following criteria shall be used to determine which employees may be designated.
 - 1. The department head shall be responsible for determining specific job assignments or critical positions and for designating individual employees covered under this program.
 - 2. Designations may be made at any time and may be revoked at any time by the department head based on operational needs, qualifications, certification, and eligibility requirements.
 - 3. Eligible employees may be designated on a rotating basis, if the number of certified employees exceeds the number of necessary job assignments.

IV. Bilingual Fluency Certification

- A. Employees designated under the Bilingual Proficiency Program must first be tested to demonstrate fluency in the designated language. All examinations will be administered by the Human Resources Department.
- B. The Human Resources Department shall then certify to the appropriate department head or designee the names of employees who have successfully demonstrated bilingual fluency.

V. Limitations

- A. The maximum hourly additional compensation shall not exceed the rate specified in the Salary Resolution or the appropriate Memorandum of Understanding.
- B. Employees holding management classifications in the Executive, Top, and Middle portions of the Salary Resolution, regular part-time employees working less than 20 hours per week, and temporary employees are specifically excluded from this program.