



ADMINISTRATIVE/FISCAL/CLINICAL/PHF POLICY AND PROCEDURES

COUNTY OF SANTA BARBARA
ALCOHOL, DRUG AND MENTAL HEALTH SERVICES

Section - ADMINISTRATION	Effective: 2/1/2000
Policy - #7 BILINGUAL CERTIFICATION	Revised: 10/24/2007
Director's Approval <u><i>Ann Detrick</i></u>	Date <u>1/4/2011</u>
Deputy Director's Approval <u><i>M. Smith</i></u>	Date <u>1/4/2011</u>
Form Ref. -	Reviewed: 10/18/2010

POLICY:

It is the policy of this Department to ensure linguistic access for all clients in a manner that is culturally competent, respectful, efficient and meets relevant Federal and State Department of Mental Health regulations. In an effort to provide linguistically proficient staff to serve the Spanish-speaking clients, this Department will perform Spanish bilingual certification for its civil service regular employees. (If the bilingual language skills are in Hmong, the Department will identify an individual to test/certify following the same Department procedures.) The manager shall designate the employee (as bilingual) in writing to personnel prior to being effective.

PROCEDURE: The testing for bilingual certification will be implemented as follows:

- 1). Per the County of Santa Barbara, an employee whose duty assignments require regular and frequent (at least once a day or five times a work week) use of bilingual language skills in Spanish and English may be eligible for additional compensation. To be eligible, an employee must be approved, tested, and certified by the employee's department. The allowance is provided only while assigned duties require bilingual skills.
- 2). Within 30 days of the hire date, a new employee will arrange with the assistance of Personnel, an appointment for testing for Spanish bilingual certification. A Department manager may also request that a prospective employee be tested prior to being hired or for an employee already in regular civil service (for an undefined period of time) to be tested to qualify for bilingual certification.
 - a) it is the responsibility of each individual who seeks bilingual status to attend the appointment for testing and any identified as mandatory cultural competency training.
- 3). A demonstration of bilingual proficiency is the ability or the individual to communicate the ideas, concerns, rationales, in addition to the translation of the words used by both the provider and client in a culturally sensitive manner. This will be accomplished by the following:

- a) The employee will complete the Spanish bilingual test, written and oral, with a score of 85% or better. Employees with a score that is not passing (below 85%) will have that section(s) that needs improvement identified to them. Test questions are developed by Human Resources, in cooperation with the Latino Advisory Committee.
- b) They may have one more opportunity to retest only that section(s) that they did not pass with the same examiner within 30 days of the test date.
- c) An employee who does not pass the second time may repeat the entire test (for a total of three opportunities) with the same examiner within 60 days from the first test.
- d) When an employee repeats the entire test, he/she may request an alternate examiner who will then be identified and appointed by the Medical Director.
- e) If an employee does not pass after the third opportunity, he/she may repeat the entire testing process within 6 months of the last test date.

Assistance:

Reference:

Replaces: