

Increasing Workforce Language Assistance Efforts Bilingual Bonus for Certified Proficient Direct Service Staff

October 1, 2024

Antonne Moore, M.Ed., Division Chief Strategic and Network Development Substance Abuse Prevention and Control



Agenda

2:00pm Welcome – Antonne Moore

2:05pm Description of Bilingual Bonus

2:10pm TransPerfect Language Assessment Portal

2:40pm Submitting quarterly invoices and documents



Eligible Staff:

- LPHA Direct Service Bilingual Staff –licensed and licensed eligible psychologists, clinical social workers, marriage and family therapists, and clinical counseling practitioners.
- SUD Counselor/Peer Direct Service Bilingual registered/certified SUD counselors and certified peer support specialists.
- All staff must be onboarded onto Sage.

Providers must ensure the following:

- 1. Site location interested and able to increase counseling services in at least one (1) non-English **threshold language**.
- 2. Staff will be able to provide direct services in at least one (1) identified non-English threshold language.
- 3. Staff MUST have evidence of **oral language proficiency** based on a standardized test at the level of Advanced (ILR 2+).
 - a. Non-County Sponsored exams submit protocol and exam by COB 10/1/24
 - b. Include date and exam score/results on quarterly submission form



SAPC-provided Language Proficiency Examinations:

- TransPerfect will offer <u>ONLY</u> one (1) standardized oral proficiency examination per eligible staff.
- Each participating provider MUST identify one (1) Proficiency Exam User to:
 - Instruct bilingual staff on how to use portal to take exam.
 - Track staff and results for those who take exam.
 - Submit the full name and e-mail of the user to <u>sapc-cbi@ph.lacounty.gov</u> by or before 10/2/24.
 - The demo is being recorded and a guidebook will be provided.
- TransPerfect language assessment portal will be available to begin scheduling appointments on 10/7/2024.



TransPerfect Language Assessment Portal Demonstration





Bilingual Bonus for Certified Proficient Direct Service Staff DELIVERABLES

Used solely for Los Angeles County Threshold Languages: Arabic, Armenian, Cantonese, Farsi, Khmer/Cambodian, Korean, Mandarin, Russian, Spanish, Tagalog/Filipino, Vietnamese.

Prioritized Languages: American Sign Language, Spanish, and Chinese Languages.

Language Access Deliverables	Description	Dates	
Quarterly Bilingual Invoice and Submission Form	 SAPC developed template outlining provider use of bilingual bonus. Quarterly Capacity Building invoice 		
Verification of Staff Bilingual Bonus Payment	 Documentation that bilingual bonus was paid to staff must be submitted with submission form and may include, but not be limited to: General ledger Pay stub with bonus/differential highlighted 	10/10/24 1/10/25 4/10/25 6/10/25	
Proof of Language Proficiency	Certificate or other SAPC-approved documentation, only submitted once per staff.	6	



Bilingual Bonus for Certified Proficient Direct Service Staff Invoicing

		Payme	nt Reform 0	Capacity	y Building:	Quarter	rly Biling	gual Bor	ius Subn	nission I	=orm		
Agency Name:													
Quarter Reporting:	Jul-Sep 2024												
						Signature	e and Attestati	ion					
I attest that the below is true and factual and that our organization will use the funds as described above and submit the required deliverables on time. I acknowledge that we must adhere and are subject to all of the reporting, tracking, audits, and recoupment requirements described in the Capcacity Building documents and decision making authority.						Building documents and							
Name							Signature						
Title							Date						
									SAPC US				
TOTAL LPHAs (column D) TOTAL SUD COUNSELORS (column D)		NOT INPUT		TOTAL FUNDING REQUESTED (column L)	\$0				Bilingual Bonus Re Approved/Denied Date	eviewer			
А	В	С	D	E	F	G	н	1	J	к	L	М	N
BILINGUAL BONUS STAFF NAME (FIRST, LAST)	POSITION TITLE	SITE ADDRESS (street #, name and city)	TYPE OF BILINGUAL Bonus	THRE SHOLD LANGUAGE	PROFICIENCY EXAM/CERTIFICATION COMPLETED	DATE OF EXAM/ CERTIFICATION	LEVEL OF PROFICIENCY	BACKUP DOCUMENTATION SUBMITTED	WHAT TYPE OF DIRECT SERVICE WAS PROVIDED?	NUMBER OF MONTHS	BILINGUAL BONUS AMOUNT	QUARTER TOTAL	Column F Validated (Y/N)
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Bilingual Bonus for Certified Proficient Direct Service Staff Invoicing

- Providers reimbursed each quarter for the PRECEDING quarter.
- The bilingual bonus payment will be effective for the month in which the staff person has verified fluency in the language.
 - For most agencies, this means that bilingual bonus payments will be effective during the October-December 2024 quarter (invoice due January 10th)
 - Only agencies that have submitted an approved protocol for their internal proficiency assessment may be eligible to submit invoices for July-September 2024 quarter.
 - Must include all supporting documentation and completed submission form.
- During October and November, exams will only be available according to the following:
 - Tier 1 agencies = 1 exam per agency
 - Tier 2 agencies = 2 exams per agency
 - Tier 3 agencies = 3 exams per agency



Bilingual Bonus for Certified Proficient Direct Service Staff Invoicing

- Submit Quarterly Invoice & Submission form and all supporting documentation to <u>sapc-cbi@ph.lacounty.gov</u>
 - Quarterly Invoice & Submission form (excel) must be signed and submitted in its original format (excel)
 - Supporting Documentation should be submitted for all staff receiving bilingual bonus in one PDF with Names Highlighted.
 - Evidence of Language Proficiency submitted ONCE for staff receiving bilingual bonus in one PDF with Names highlighted.
- Use the following naming convention for each submission: Agency Name-Name of Document-Quarter Name
 - Sample: Recovery Inc-Bilingual Invoice-October-December

Recovery Inc-Supporting Docs-October-December

Recovery Inc-Language Verification-October-December

Quarterly Submission Deadline	Payment Released	Quarter Covered				
October 10 th	November 26 th	July-September 2024				
January 10 th	February 26 th	October – December 2024				
April 10 th	May 26 th	January – March 2025				
June 30 th	July 26 th	April – June 2025				