

Bilingual Bonus - Language Access Worksheet FY26-27

Introduction

For fiscal year 2026-2027, SAPC has renewed the Workforce Language Access payment reform Capacity Building Incentive . It supports providers in enhancing their ability to offer equitable access to treatment services for patients who are monolingual non-English speakers, have limited English proficiency, or are deaf or hard of hearing. This includes being compliant with federal, state, and local requirements for language assistance services.

This Language Access Worksheet is designed to gather information about your organization's current state regarding key elements that support a bilingual direct service workforce. The person completing this worksheet should have a sufficient understanding of the organization's processes to respond as accurately as possible.

If you have questions about completing the worksheet, please submit them to EAS@ph.lacounty.gov with the subject: "Language Access Worksheet."

Agency Information

1. Contact Information *

Agency

Name of Person Submitting This Form

Title

Phone Number

Email Address

Section 1: Community Language Needs

2. What are the top three **non-English** languages spoken in the **surrounding community** where your agency is located? Identify your selection with Language 1 being your most spoken language.

If you have multiple sites, use the site with the highest number of patients as the reference.

PLEASE NOTE: You can reference SAPC Language Hot Spot Maps to view language information. To access the maps, right click on the following link and select the "open link in new tab" option. If you skip this step, you will navigate away from the survey and your responses will not be saved. Access the hot

away from the survey and your responses will not be saved. Access the hot

spot maps by clicking [here](#)

Language 1 *

Vietnamese

Arabic

Cambodian/Khmer

Armenian

Korean

Spanish

Farsi

Mandarin

Cantonese

Russian

Tagalog/Filipino

N/A- Not Applicable

Other

Language 2 *

Vietnamese

Arabic

Cambodian/Khmer

Armenian

Korean

Spanish

Farsi

Mandarin

Cantonese

Russian

Tagalog/Filipino

N/A- Not Applicable

Other

Language 3 *

Vietnamese

Arabic

Cambodian/Khmer

Armenian

Korean

Spanish

Farsi

Mandarin

Cantonese

Russian

Tagalog/Filipino

N/A- Not Applicable

N/A- Not Applicable
Other



3. On average, what number or percent of your **patient population** are individuals with limited English proficiency (LEP)?

Definition: Limited English Proficiency is defined as individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.

*Response example: approximately 5% **

4. What are the primary languages spoken by these individuals?

*

5. How frequently do individuals with LEP contact your agency to receive services? If you have more than one site, respond for up to three sites. *

	Site Address	Frequency
Site 1		Rarely Daily Weekly Monthly
Site 2		Rarely Daily Weekly Monthly
Site 3		Rarely Daily Weekly Monthly

6. What data source(s), if any, did you use to identify the number or proportion of LEP individuals?

*

- ☐ EHR
- ☐ PCNX
- ☐ CalOMS
- ☐ Census data
- ☐ Department of Public Health Data
- ☐ I did not use a data source
- ☐ Other - Write In

*

LOGIC Show/hide trigger exists.

7. Does your agency have existing Language Assistance Policies and Procedures? *

- ☐ Yes
- ☐ No

LOGIC Hidden unless: #7 Question "Does your agency have existing Language Assistance Policies and Procedures?" is one of the following answers ("Yes")

8. Please provide the name(s) of the policies and procedures. *

LOGIC Hidden unless: #7 Question "Does your agency have existing Language Assistance Policies and Procedures?" is one of the following answers ("No")

9. Why not? *

LOGIC Show/hide trigger exists.

10. Does your agency train staff on its language assistance policies and procedures? *

- ☐ Yes
- ☐ No

LOGIC Hidden unless: #10 Question "Does your agency train staff on its language assistance policies and procedures?" is one of the following answers ("Yes")

11. How (e.g., who is trained, type of training, how often, how long) do staff currently receive training on your agency's language assistance service protocols, policies, and procedures?

Example: staff members attend a 1-hour training and receive annual e-mail reminders on our language assistance protocols.

*

LOGIC Hidden unless: #10 Question "Does your agency train staff on its language assistance policies and procedures?" is one of the following answers ("No")

12. Why not? *

LOGIC Show/hide trigger exists.

13. Will you be participating in SAPC's Value-Based Initiative - Bilingual Bonus for Certified Proficient Direct Service Staff? *

- ☐ Yes
- ☐ No
- ☐ Not sure yet

LOGIC Hidden unless: #13 Question "Will you be participating in SAPC's Value-Based Initiative - Bilingual Bonus for Certified Proficient Direct Service Staff?" is one of the following answers ("Not sure yet")

14. If you are not sure, why? *

LOGIC Hidden unless: #13 Question "Will you be participating in SAPC's Value-Based Initiative - Bilingual Bonus for Certified Proficient Direct Service Staff?" is one of the following answers ("Yes", "Not sure yet")

As part of participation in the bilingual bonus Value-Based Incentives initiative, SAPC will provide language proficiency testing through its identified vendor for provider staff, as needed.

LOGIC Hidden unless: #13 Question "Will you be participating in SAPC's Value-Based Initiative - Bilingual Bonus for Certified Proficient Direct Service Staff?" is one of the following answers ("Yes", "Not sure yet")

15. Approximately how many bilingual staff will need to take the County-sponsored language proficiency exam?

Note: To be eligible to receive the bilingual bonus, bilingual direct service staff **MUST** demonstrate proficiency in that language at the level of advanced (2+ using the Interagency Language Roundtable standard) or higher.

*

Please input a number to indicate how many people will need to take the language proficiency exam. *Example: 12*

LOGIC Show/hide trigger exists. Hidden unless: #13 Question "Will you be participating in SAPC's Value-Based Initiative - Bilingual Bonus for Certified Proficient Direct Service Staff?" is one of the following answers ("Yes", "Not sure yet")

16. Do you currently offer some form of financial incentive for bilingual staff? *

- ☐ Yes
- ☐ No

LOGIC Show/hide trigger exists. Hidden unless: #16 Question "Do you currently offer some form of financial incentive for bilingual staff?" is one of the following answers ("Yes")

17. What form of incentive do you offer? *

- ☐ Biweekly bonus
- ☐ Monthly bonus
- ☐ Pay differentials to hourly rate
- ☐ Other - Write In

LOGIC Hidden unless: #16 Question "Do you currently offer some form of financial incentive for bilingual staff?" is one of the following answers ("Yes")

18. How many staff currently receive a bonus or differential pay for their bilingual ability? *

Enter the number here (ex. 3, 5, 7, etc.)

LOGIC Hidden unless: #16 Question "Do you currently offer some form of financial incentive for bilingual staff?" is one of the following answers ("Yes")

19. *

If you pay bilingual staff with a pay differential or payment other than a monthly bonus rate, how will you incorporate the capacity building funds into your staff payroll?

If you pay a set biweekly/monthly bonus rate, what is that current rate ?

(ex. \$75 a month)

LOGIC Hidden unless: #13 Question "Will you be participating in SAPC's Value-Based Initiative - Bilingual Bonus for Certified Proficient Direct Service Staff?" is one of the following answers ("Yes", "Not sure yet")

20. Do you currently require bilingual staff to demonstrate their language proficiency? *

☐ Yes

☐ No

LOGIC Hidden unless: (#20 Question "Do you currently require bilingual staff to demonstrate their language proficiency?" is one of the following answers ("Yes") AND #13 Question "Will you be participating in SAPC's Value-Based Initiative - Bilingual Bonus for Certified Proficient Direct Service Staff?" is one of the following answers ("Yes","Not sure yet"))

21. How do staff demonstrate their language proficiency? *

☐ Staff must show evidence of certification

☐ Internal testing process

☐ Other - Write In

LOGIC Hidden unless: (#20 Question "Do you currently require bilingual staff to demonstrate their language proficiency?" is one of the following answers ("No") AND #13 Question "Will you be participating in SAPC's Value-Based Initiative - Bilingual Bonus for Certified Proficient Direct Service Staff?" is one of the following answers ("Yes","Not sure yet"))

22. If you do not require bilingual staff to demonstrate their language proficiency, why not? *

Section 3: Existing Language Assistance Services

23. How do staff determine whether an individual may need language assistance services? Select all that apply *

- ☐ Use "I Speak" cards.
- ☐ Use a poster or flyer with multiple languages at reception or other patient entry points to help staff assess language assistance needs.
- ☐ Use of a telephonic language line.
- ☐ Ask if the individual needs an interpreter.
- ☐ Other - Write In (If none, please write N/A)

 *

 Show/hide trigger exists.

24. What language assistance services are currently provided to patients at your agency? Select all that apply. *

- ☐ Written Translation
- ☐ In-person Interpreters
- ☐ Telehealth (video) Interpreters - Write in the name of the service provider.
If you do not know the name of the provider, write "not sure"

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- ☐ Telephonic Interpreters - Write in the name of the service provider. If you do not know the name of the provider, write "not sure"

 *

- ☐ Other - Write In

 *

- ☐ None

LOGIC Hidden unless: #24 Question "What language assistance services are currently provided to patients at your agency? Select all that apply." is one of the following answers ("In-person Interpreters")

25. Who provides in-person interpretation at your agency? Select all that apply. *

☐ Bilingual Staff

☐ Volunteer Interpreters

☐ Contracted Interpreter Service - Write in the name of the service provider.
If you do not know the name of the provider, write not sure.

*

☐ Other - Write In

*

LOGIC Hidden unless: #24 Question "What language assistance services are currently provided to patients at your agency? Select all that apply." is one of the following answers ("Written Translation")

26. What written materials does your agency translate into non-English languages? *

Written Materials. Select all that apply.

☐ All Documents

☐ Vital Documents

☐ Outreach Materials - Write In

*

☐ Other - Write In

*

What vital documents does your agency translate into non-English languages? Select all that apply.

☐ Complaint/Grievances

☐ Consent for Treatment

- ☐ Admission Agreement
- ☐ Health Questionnaire
- ☐ Treatment/Recovery Plan
- ☐ Discharge Plan Intake/Admission Form
- ☐ Other - Write In

 *

Who translates written materials at your agency into non-English languages? Select all that apply.

- ☐ Bilingual Staff
- ☐ Volunteer Translators
- ☐ Contracted Translation Service - Write in the name of service provider

 *

- ☐ Other - Write In

 *

Section 4: Notice to LEP Individuals

27. How do you inform patients that language access services are available to them at no cost? Select all that apply. *

- ☐ Posting signs in intake areas and other entry points
- ☐ Posting notice and taglines on website
- ☐ Providing notice during initial point of contact
- ☐ Other - Write In

 *

Section 5: Support Needed

28. What additional information would help you better understand SAPC's Language Access effort? If none, please write N/A.

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29. Based on what you know about SAPC's Language Access Initiative, what training or assistance would be helpful to your organization in completing this effort successfully? If none, please write N/A.

*

Thank You!

Thank you for completing the Language Access Worksheet.