



Increasing Workforce Language Assistance Efforts

Bilingual Bonus for Certified Proficient Direct Service Staff

October 1, 2024

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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 **ONLY** 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 sapc-cbi@ph.lacounty.gov 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	<ul style="list-style-type: none"> • SAPC developed template outlining provider use of bilingual bonus. • Quarterly Capacity Building invoice 	
Verification of Staff Bilingual Bonus Payment	<p>Documentation that bilingual bonus was paid to staff must be submitted with submission form and may include, but not be limited to:</p> <ul style="list-style-type: none"> • General ledger • Pay stub with bonus/differential highlighted 	<p>10/10/24 1/10/25 4/10/25 6/10/25</p>
Proof of Language Proficiency	Certificate or other SAPC-approved documentation, only submitted once per staff.	



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 sapc-cbi@ph.lacounty.gov
 - 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