

Administrative
Services
Letter

07-14
Bilingual Services Policy



Signed By	/s/ Marie Stephans, Chief Administrative Services Division	Number	07-14
Distribution	All Employees	Date Issued	October 12, 2007
Subject	Bilingual Services Policy	Expires	When Canceled
Guide Section	Equal Employment Opportunity	Reference	Government Code Sections 7290-7299.8, Title VI of Civil Rights Act of 1964, Executive Order 13166. Cancels ASL 05-02

The Air Resources Board (ARB) is fully committed to providing equal access to all ARB programs and services to persons who are Limited English Proficient (LEP) in accordance with the Dymally-Alatorre Bilingual Services Act. All ARB staff is responsible for ensuring that all persons are provided equal access to services and information provided by ARB.

Every effort must be made to identify LEP clients, and offer them an opportunity to request an interpreter at no cost to the client. Additionally, translated written materials must be provided to the client whenever they are available. Staff must also attempt to ensure that there is no delay in service to the client during the translator process.

The following efforts are intended to ensure compliance with this policy:

- ARB certified bilingual staff has been identified in a number of units to assist LEP clients. ARB staff may use the Telephonic Services or bilingual staff to provide services to direct LEP clients to the appropriate ARB program.
- The Equal Employment Opportunity (EEO) office staff is responsible for ARB's language assistance coordination and contract needs. EEO staff will also investigate and help resolve interpreter/translator complaints filed by the public.
- Posters are prominently displayed throughout ARB public counters advising LEP clients in their own languages of the availability of interpreters and translated materials.
- Our English speaking clients with a hearing disability may use the California Relay Service (CRS) by calling 711 from any telephone.

Please familiarize yourself with the contents of this policy and the appropriate process below to ensure timely and effective service to our limited English speaking clients.

1. [The Bilingual Fluency Testing Process.](#)
2. [The Bilingual Differential Request Process.](#)
3. [The Translation Services Request Process.](#)
4. [The Interpretation Services Request Process.](#)
5. [The Telephonic Interpreter Services Process.](#)

Questions regarding this Administrative Services Letter should be directed to the EEO Office at (916) 323-7053.

1. The Bilingual Fluency Testing Process:

- The employee contacts the supervisor requesting to be tested.
- The supervisor instructs the employee to complete page one of the [State Application STD 678](#) which includes:
 - a. Personal information.
 - b. The examination section identifying the language they wish to be tested in.
 - c. Location of where they would like to be tested.
 - d. Complete questions one through six on the application.
 - e. Sign and date the application.
 - f. Submit the completed application to their immediate supervisor.
- The supervisor submits the completed original application along with a memo stating their request to have the employee tested to their Division Chief for review and approval. The completed package is then forwarded to the [Bilingual/Language Services Manager](#) at Headquarters.
- The Bilingual/Language Services Manager will contact the employee and the supervisor to schedule the bilingual fluency test.
- The test is conducted and the employee is notified of the results. A passing score of 70% and above is required to be eligible for a bilingual pay differential.
- When an employee passes the test, they must provide a copy of the results letter to the supervisor.

2. The Bilingual Pay Differential Request Process:

- The supervisor has identified a need for a bilingual public contact position and is requesting the bilingual employee to receive a pay differential.
- The supervisor prepares the following documents:
 - a) The [Bilingual Pay Authorization STD 897](#).
 - b) Revised duty statement identifying the public contact position's language usage.
 - c) Justification memo to the Bilingual/Language Services Manager identifying the use of language skills at a minimum of 10% of the employee's work time.
 - d) Request for Personnel Action (RPA) indicating the change in duties.
- The supervisor forwards the completed package and a copy of the employee's test results letter to their Division Chief to review and approve. The completed package is then forwarded to the Bilingual/Language Services Manager at Headquarters.
- The Bilingual/Language Services Manager will review and approve the package and submit to the Human Resources (HR) Analyst for processing.

3. The Translation Services Request Process:

- The program contact person completes the [Language Services Request ASD/MSB 256](#) indicating the type of translation services being requested.
- The Language Services Request and an electronic version of the materials to be translated are forwarded to the Bilingual/Language Services Manager at Headquarters.
- The Bilingual/Language Services Manager will contact the vendor and make arrangements for the translation services.
- Once the service is completed, the Bilingual/Language Services Manager will forward the translated materials to the program contact person.

4. The Interpretation Services Request Process:

- The program contact person completes the [Language Services Request ASD/MSB 256](#) indicating the type of interpretation services being requested.
- The Language Services Request is forwarded to the Bilingual/Language Services Manager at Headquarters.
- The Bilingual/Language Services Manager will contact the vendor and make arrangements for the interpretation services.
- The Bilingual/Language Services Manager will notify the program contact person of the completed request.

5. The Telephonic Interpreter Services Process:

- Can be accessed from any phone. Please contact your Division Liaison for instructions.