I. INTRODUCTION

The City of Boise ("city") is committed to providing the highest levels of service to the community and recognizes the value of employees who can communicate with customers in languages other than English.

Due to limited funding, it may not be possible to authorize all requests for bilingual incentive pay. Therefore, the city retains the right to test and reimburse employees based on a first come, first served basis or those who speak a language identified on a list of qualifying languages.

II. PURPOSE

To reward employees who demonstrate the knowledge and ability to communicate in a designated language other than English. This regulation outlines the criteria, requirements and process for administering the bilingual incentive pay program to qualifying employees.

III. EMPLOYEE ELIGIBILITY

Non-contract regular full-time and part-time employees in positions that will benefit from bilingual language services are eligible for the bilingual incentive pay if they meet all the following requirements:

A. To qualify for the benefit, employees must pass the language proficiency test(s) as selected and scheduled by the Language Access Program (LAP) Manager and HR to determine their level of oral and written language ability.

B. Employees who fail the language proficiency test(s) may retake the test after six months. The city will pay for one retest for employees who fail.

C. If an employee moves to a position that will not benefit from language services, they will no longer be eligible to receive bilingual incentive pay.

D. Employees will be required to recertify their eligibility for bilingual incentive pay every three years by retaking a language proficiency test(s).
IV. BILINGUAL INCENTIVE PAY

The following incentives will be paid to qualified full-time employees (pro-rated for qualified part-time employees) who pass a required proficiency test in the qualifying language and are approved for the benefit.

A. Demonstrated oral proficiency: $1,500 annually ($57.70 per pay period)
B. Demonstrated oral and written proficiency: $3,000 annually ($115.38 per pay period)

V. REQUEST AND APPROVAL FOR BILINGUAL INCENTIVE PAY

Bilingual employees, in positions the department believes will benefit from language services, can work with their supervisor, the LAP Manager and HR to complete the Bilingual Incentive Pay Request Form (see Exhibit 3.02e) to request the benefit. Supervisors must get their Department Director’s approval before an employee can officially be considered for the benefit.

Once an employee is approved, they will work with the LAP Manager and HR to get scheduled for a test.

If the employee passes their test and becomes eligible for bilingual incentive pay, their supervisor will work with their department’s HR Business Partner to submit a PAF, effective the first day of the next full pay period, to document and effect the change in pay for the employee.

V. BILINGUAL PAY INCENTIVE REQUIREMENTS

A. Employees who qualify for bilingual incentive pay must complete and submit logs/interpretation forms to provide data to the LAP including information regarding the language used and a brief explanation of the interpretation provided.

B. Employees receiving bilingual incentive pay are expected to provide language services within the scope of their job duties or experience and that do not interfere with their daily work. Employees should not provide language services that are outside the scope of their position or experience.

C. Employees who receive the bilingual incentive pay who are not certified to provide written translation services must not translate documents for their department or others.

Employees who receive the bilingual incentive pay are not required or expected to provide language services outside of their normal working hours.