

**CX BILINGUAL SPECIAL PAY**

1. Purpose of the Bilingual Special Pay Process

The purpose of this process for CX Bilingual Special Pay is to provide guidance to UC Davis Health (UCDH) departments that may have an operational necessity for bilingual designation of employees within CX classifications, in accordance with the UC-Teamsters CX Agreement.

1. Operational Necessity

UCDH departments have the sole non-grievable discretion to designate CX employees as bilingual communicators, where patient health and safety is deemed to be a necessity, and the designated employee achieves certification through the specified UCDH process. The department determines if a specific language is needed within their operation.

1. Eligibility

Employee must:

1) Be designated by their department management as possessing bilingual skills needed within the operation, and

2) Achieve bilingual certification through the UCDH bilingual certification process.

1. Bilingual Special Pay Process – Designation, Certification and Special Pay
	1. Department designates employee by completing CX Bilingual Special Pay form: [https://intranet.ucdmc.ucdavis.edu/interpreting\_services/PDFs/bilingual-assessment-expanded-flyer.pdf](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fintranet.ucdmc.ucdavis.edu%2Finterpreting_services%2FPDFs%2Fbilingual-assessment-expanded-flyer.pdf&data=05%7C01%7Cthanderson%40ucdavis.edu%7Cf8f86d60a1844ad3fc1f08db19e60c99%7Ca8046f6466c04f009046c8daf92ff62b%7C0%7C0%7C638132248195279622%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=rPUAgGdyy%2FGUuR9OzCb11QsgPoiZRG9xTm8tFXSEOlY%3D&reserved=0)
	2. Medical Interpreting Services (MIS) will contact the employee and conduct the bilingual certification.
	3. If employee achieves certification, MIS will notify the Department and ELR (If employee does not achieve certification, MIS will notify the Department and ELR for notification to employee and Teamsters representative). MIS will charge the bilingual certification fee to the requesting department (fee as of 1/1/2023 = $140).
	4. Department will contact UCDH HR SSO regarding the CX employee eligibility for bilingual skills pay by submitting an Aggie Service ticket: <https://aggieservice.ucdavis.edu/s/> Category - “**Human Resources**”; select Case Type; Stipends; add Description - “**Attn HR SSO:** **Employee Name (Affected Employee)**, **Employee ID**, **Start Date of Bilingual Special Pay**, **Earn Code – SPC**”
	5. UCDH HR SSO will activate bilingual special pay based on UC-Teamsters Agreement Article 45.I. Bilingual (see below).
2. Acting As Bilingual Communicator
	1. When acting as a bilingual communicator the employee shall only use their skills to address conversational and other immediate needs related to the employee’s job duties, not perform medical interpretation or medical translation.
3. Continuance or Discontinuance of Bilingual Designation
	1. The University has the sole non-grievable discretion to discontinue an employee’s bilingual designation for any reason.
	2. Should a CX employee move from one CX job assignment to another CX job assignment, within the same department, the department management has the right to determine if the new assignment should continue with the bilingual designation and special pay.
	3. Should an CX employee transfer from one department CX assignment to a different department CX assignment, the new department management has the right to determine if the new assignment should continue with the bilingual designation.
	4. Should a CX employee move to a new non-CX classification, the bilingual designation and special pay will be deactivated.
	5. Bilingual Special Pay discontinuance will be upon effective date of the new assignment change or classification change.
	6. The new department is responsible for submitting a bilingual special pay discontinuance to UCDH HR SSO through Aggie Service portal <https://aggieservice.ucdavis.edu/s/>

Reference: UC-Teamsters Agreement – CX Article 45.I. Bilingual:

*University Medical centers have the sole non-grievable discretion to designate CX employees determined as a necessity for patient health and safety and who are certified by the University as Multi-lingual or Bi-lingual to receive specialty pay of $50.00, paid biweekly in accordance with the University’s compensation practice (or $100.00 per month if the CX employee is paid monthly) for the use of their communication skills. Employees with less that a full-time appointment shall have the specialty pay prorated according to their appointment percentage. Employee on leave of absence or unpaid status shall not be eligible to receive the specialty pay during the term of their leave of absence or unpaid status. Employees are only eligible for one bilingual specialty pay regardless of the number of languages designated.*

*Employees certified and designated by the University as Multi-lingual or Bi-lingual shall not perform “medical interpretation” or medical transcription”. But my only use their skills to address conversational and other immediate needs related to the employee’s job duties. The selection, designation, certification and all other processes and procedures not specifically addressed in this section shall be the sole non-grievable discretion of the University. Medical Center locations shall have the discretion to continue or not continue current local practices regarding designation and certification.*