City of Dallas

Language Skills Assignment Pay Frequently Asked Questions

The Language Skill Assignment Pay Program was implemented in 1986 to compensate employees who may need to use additional language skills, other than English, to perform job responsibilities and to ensure that oral communication to non-English speaking citizens and employees is accurate and clear.

How does it work?
See the frequently asked questions below to learn more about the program.

1. **Who is eligible for Language Skills Assignment Pay (LSAP)?**
   - Employees must meet their department requirements for LSAP.
     i. The employee's job position must be approved for LSAP.
     ii. The language must be an approved language.
     iii. The employee must be approved for LSAP by their department director.

2. **Are temporary and seasonal City employees eligible for Language Skills Assignment Pay?**
   No. Only full-time and part-time regular employees are eligible for LSAP.

3. **What languages are approved for Language Skills Assignment Pay?**
   - Arabic
   - Cambodian
   - Cantonese
   - Chinese
   - French
   - German
   - Hindi
   - Korean
   - Malayalam
   - Portuguese
   - Spanish
   - Swahili
   - Tagalog
   - Urdu
   - Vietnamese

4. **How to qualify/apply?**
   - Speak with your supervisor regarding approval for LSAP. The position must be approved to receive LSAP and the language must be an approved language for LSAP.
   - Speak with your HR Partner regarding the LSAP process.
   - If the language and the position are eligible for LSAP, you must receive approval from your supervisor/manager and director to test for LSAP.
   - Complete the LSAP Request Form and submit it to your supervisor for supervisor and director approval.

5. **Why is the City now requiring recertification every 2 or 5 years?**
   Recertification of language skills is best practice for language skills assignment pay and other continuing education programs. The recertification is necessary to ensure that employees who are paid for LSAP maintain the skills for LSAP. The first recertification requirements will begin in June 2025 for employees at the Proficient level (receiving $110.00 per month for LSAP). Those employees at the Fluent (receiving $150.00 per month for LSAP) level will begin in June 2028.

6. What is the testing/certification process?

If you are approved by your department for LSAP testing, your HR Partner will contact you regarding available times for language testing. The testing is conducted by a third-party vendor. The HR Compensation group receives the results and informs your HR Partner. If you have received a score high enough for eligibility for LSAP, HR Compensation will provide the amount of monthly assignment pay you will receive to your HR Partner. Your HR Partner will then work with your supervisor to enter the information in Workday. You will begin receiving LSAP the first pay period after the LSAP business process in Workday is completed.

7. Can I get back pay for time spent using LSAP before I was officially tested?

No, LSAP will only be paid after testing is complete, you receive certification, and the information is entered and approved in Workday.

8. How are employees paid for LSAP?

Language Pay is paid out as a monthly amount to those who have qualified. The amount is pro-rated for a set pay amount for salary employees and an hourly amount for hourly employees. The amount is calculated at a monthly rate then multiplied by 12 (for the number of months in a year) then divided by 26 (for the number of paychecks in a year) for salaried employees then divided by 80 (hours in a pay period) for hourly employees, for the amount paid with each paycheck. See question 8 below.

9. What are the Oral Proficiency Levels?

See current Miscellaneous Salary Schedule for payment amounts.

- Proficient Level Compensation:
  - Score 6 – Intermediate
  - Score 7 – Intermediate Plus
  - Score 8 – Advanced Minus
  - Score 9 – Advanced

For Fiscal Year 2022-2023, $110 a month. Paycheck calculation:
  - $110 x 12 (months in a year) = $1320
  - $1320/26 (pay periods in a year) = $50.77 Pay period amount for salaried employees
  - $50.77/80 (hours in a pay period) = $0.63 per hour amount for hourly employees

- Fluent Level Compensation:
  - Score 10 – Advanced Plus
  - Score 11 – Superior Minus
  - Score 12 – Superior

For Fiscal Year 2022-2023, $150 a month. Paycheck calculation:
  - $150 x 12 (months in a year) = $1800
  - $1800/26 (pay periods in a year) = $69.23 Pay period amount for salaried employees
  - $69.23/80 (hours in a pay period) = $0.87 per hour amount for hourly employees

10. After certification how long until it will be on their paycheck?

You will begin receiving LSAP the first pay period after the LSAP business process in Workday is completed.

11. How long does the certification last?

Based on the score the employee receives, LSAP certification continues for two years if your score is in the Proficient range and five years if your score is in the Fluent Range.

12. How can I view my current LSAP assignment?

Login to Workday and select your profile picture in the top right corner, then select View Profile. On the left menu select Compensation, on this screen scroll down to Allowances and your current annual LSAP compensation plan will be listed.

13. **Human Resources is facilitating training for employees who receive LSAP. Can the training be taken by other employees who do not currently receive LSAP?**
Employees who are receiving LSAP are the initial recipients of the training. The plan is to offer this training to all City employees in the future. Information will be provided to departments on the status of training for their employees after the first round of training is complete.

    Departments interested in receiving Language Access Training on topics such as plain language, how to communicate with language diverse individuals, can request a training from the Office of Equity and Inclusion, Language Access Coordinator, by clicking here and submitting a request form.

14. **How can a department obtain a list of employees receiving LSAP and their current language?**
There is a report available in Workday that can pull the current LSAP assignments and the language they are assigned. The report is named **Compensation Spreadsheet - Language Skills (LSAP) - JK**.

15. **Where can I find the current LSAP request form?**
The form is located online at: https://dallascityhall.com/departments/humanresources/DCH%20Documents/Employee_Forms/LanguageSkillsAssignmentPay_RequestForm.pdf

16. **How will I know it is time for me to recertify?**
You will be notified via Workday and/or through email of the need to recertify and the process to follow in the months before your certification expires.

17. **What are the differences between "written translation" and "oral interpretation"?**
    a. Written translation - The replacement of written text from one language (source language) into an equivalent written text in another language (target language).
    b. Oral Interpretation - The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning
    c. Both Translation and Interpretation are skills that requires 3-5 years of language continuing education. Many have certifications through the American Translator Association or are certified court and medical interpreters.

18. **What do I do if someone asks me to translate when I am receiving LSAP?**
Official translation services should go through the Communication, Outreach, and Marketing department by submitting a Service Request.

19. **Where can I find more information about LSAP?**
Please use the resources below for additional information. If you have further questions, you may contact HRCompensation@dallas.gov.
    - Administrative Directive (must be on City network): http://www.cod/Directives/pdf/AD3-37.pdf
    - Request form: https://dallascityhall.com/departments/humanresources/DCH%20Documents/Employee_Forms/LanguageSkillsAssignmentPay_RequestForm.pdf

20. **If I don't like my score can I retest for a higher score?**
If you score proficient you will have an opportunity to test every two years to determine if you have improved your skills to test into fluent or to maintain your proficiency.

21. **Will I get any feedback on how I did on the test?**
Yes, a copy of your results with feedback can be requested.