



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS

APPLICABILITY
DEPARTMENT WIDE

REVISION DATE
10/16/13

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DOC 820.450

POLICY

TITLE
**DUAL LANGUAGE STAFFING, CERTIFICATION,
AND COMPENSATION**

REVIEW/REVISION HISTORY:

Effective: 6/21/09
Revised: 11/1/11
Revised: 10/16/13

SUMMARY OF REVISION/REVIEW:

III.B.1. - Adjusted that the ADA Compliance Manager will evaluate proficiency and competency for sign language interpreters

APPROVED:

Signature on file

BERNARD WARNER, Secretary
Department of Corrections

9/5/13

Date Signed

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REFERENCES:

DOC 100.100 is hereby incorporated into this policy; [DOC 450.500 Language Services for Limited English Proficient \(LEP\) Offenders](#); [DOC 810.800 Recruitment, Selection, and Promotion](#); Collective Bargaining Agreements; [Executive Order 13166, U.S. Department of Justice](#); [Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with Limited English Proficiency, U.S. Department of Justice](#); Desk Manual for Limited English Proficient (LEP) Coordinators

POLICY:

- I. The Department has established guidelines for certifying employees as interpreters/translators.
- II. Employees providing interpretation/translation services will be compensated per the appropriate collective bargaining agreement or the Civil Service Rules Compensation Plan.

DIRECTIVE:

- I. Definitions and Guidelines
 - A. Language-related definitions are specified in Attachment 1.
 - B. Guidelines and procedures for Limited English Proficient (LEP) Coordinators, language testing, and contract services can be found in the Desk Manual for Limited English Proficient (LEP) Coordinators.
- II. Staffing
 - A. The LEP Program Manager will oversee and direct spoken language services for the Department.
 - B. The Americans with Disabilities Act (ADA) Compliance Manager will oversee and direct sign language interpreting services for the Department.
 - C. The Language Specialist will act as the liaison between the LEP program and Department divisions regarding interpretation and translation services.
 - D. Each Superintendent will identify a facility LEP Coordinator.
 - E. Field Administrators will identify section LEP Coordinators.

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III. Dual Language Qualifications

- A. All Department employees who communicate, interpret, or translate in a spoken language other than English as an ongoing part of their job duties must either:
 1. Pass the Department certification examination process for Spanish, or
 2. For other spoken languages, show proof of being certified or registered interpreters through the Washington State Administrative Office of the Courts (AOC), or certified or screened interpreters or translators through the Department of Social and Health Services (DSHS) Language Testing and Certification Program.

- B. All Department employees who communicate in or interpret sign language as an ongoing part of their job duties must either:
 1. Be evaluated for American Sign Language proficiency and interpreting competency by the ADA Compliance Manager, or
 2. Show proof of being certified through the Registry of Interpreters for the Deaf.

- C. Exceptions may be made for interpreters for which there is no recognized certification, registration, or screening process in Washington State or when services will be needed on a one time or infrequent basis. The Language Specialist/designee will use the DOC 03-456 Qualification Questions for Non-Certified Interpreters/Translators to determine whether particular non-certified interpreters will provide services.

- D. Bilingual employees who wish to serve as interpreters/translators and whose services are needed as determined by the Appointing Authority will meet all qualification requirements listed above.
 1. DOC 03-456 Qualification Questions for Non-Certified Interpreters/Translators will be used to determine if a non-certified interpreter may provide the non-English language services. The Language Specialist/designee will review the form with the non-certified employee:
 - a. If the employee will provide services on a one time or infrequent basis, or
 - b. When there is no certification for the language(s) the employee will interpret/translate.

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2. If the Language Specialist is unavailable to determine a non-certified interpreter's capability, the Shift Supervisor will do so and send the completed form to the Language Specialist for review.
 3. Employees who provide occasional dual language services must use DOC 16-342 Monthly Report for DOC-Certified Interpreter/Translator to receive payment for their services.
 4. Dual language determination is position specific and based upon Departmental needs, and will not automatically follow an employee when s/he leaves the position.
- E. Dual language employees who provide medical interpretation/translation must be DSHS-certified for the medical setting and complete DOC 05-665 Confidentiality of Medically Related Communications. Information is available under Translation/Interpretation on InsideDOC.
- F. Employees previously designated as dual language will be grandfathered within their current position only and will not need to re-test to continue receiving dual language pay.
1. The employee's Position Description must be updated and signed as necessary to reflect the dual language designation to qualify for grandfathering within his/her current position.
 2. The Appointing Authority must designate the position as dual language for the employee to continue receiving dual language pay.

IV. Compensation

- A. Dual language pay can be received in one of two ways:
1. Full-time - An employee who uses non-English language skills as an essential function of his/her job, as documented in his/her Position Description, will receive dual language compensation for all hours worked.
 2. Occasional - An employee who uses non-English language skills and it is not an essential function of his/her position, as documented on his/her Position Description, will receive dual language compensation only for time spent using those skills.

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V. Documentation

- A. Department interpreters/translators will document all services provided on DOC 16-342 Monthly Report for DOC-Certified Interpreter/Translator and submit it to the applicable LEP Coordinator at the end of each pay period.

DEFINITIONS:

The words/terms appearing in this policy may be defined in the glossary section of the Policy Manual.

ATTACHMENTS:

[Language-Related Definitions \(Attachment 1\)](#)

DOC FORMS:

[DOC 03-456 Qualification Questions for Non-Certified Interpreters/Translators](#)

[DOC 05-665 Confidentiality of Medically Related Communications](#)

[DOC 16-342 Monthly Report for DOC-Certified Interpreter/Translator](#)