

 <b>STANISLAUS COUNTY COMMUNITY SERVICES AGENCY</b> <small>Building Foundations for the Future</small>	Developed by/Date: CSA HR 9/30/11	Page: 1 of 1	Number: 7.22
	Reviewed by/Reviewed Date: CSA Exec Team 10/11	Replaces:	Subject: Administrative
Title: <b>Assyrian/Arabic/Farsi Personal Services Contractors</b>		Approved: Exec 10/17/11	

**Policy** 
     
 **Procedure** 
     
 **Guideline**

**Purpose**

The Community Services Agency (CSA) is committed to the Board priority to provide excellent customer service. Stanislaus County serves a diverse population and its citizens speak more than 20 languages. The purpose of this procedure is to establish criteria for using Personal Services Contractors from Behavioral Health and Recovery Services for Assyrian/Arabic/Farsi translation purposes.

**Definition**

Due to an increased demand, CSA staff needs additional resources for assistance in translation of Assyrian/Arabic/Farsi customers in and outside of the Hackett Facility. In order to meet those demands CSA will be using Personal Services Contractors (PSC) from BHRS for translation purposes. Staff must first exhaust all CSA staff being paid bilingual pay prior to contacting HR for assistance with usage of a contracted translator.

**Procedure**

CSA-HR will be the central point of contact to authorize translation services and charges. Once staff has exhausted all efforts to use CSA staff to translate, and have been unsuccessful, they will contact CSA-HR at 558-1200 for assistance with the PSC process. After getting the information of when, where and how long the interpreter will be needed, CSA-HR will make contact with the PSCs to see who is available. Once CSA-HR has determined that the PSC will be able to interpret, they will ok the charges and give the contact information to the PSC so that they may contact the staff member to set up the translation. Staff will make no direct contact with the PSC translator. Any charges associated with using the PSC for translation must be approved by CSA-HR prior to the translation. If there is a need for translation after hours, CSA staff will use normal methods through staff available or the language line. The usage of the PSC will not be authorized after hours unless request and authorization is established during normal working hours.

CSA-HR staff will keep a log of PSC translation services approved. Staff using the translation services will sign the PSC's timecard to verify the time they provided translation services. BHRS will invoice CSA and the Accounting staff will pay through a journal voucher to the BHRS department. Translator costs are \$13.00 per hour between 8 a.m. and 5 p.m. or \$19.50 per hour between 5 p.m. and 8 a.m. with a two hour minimum. In addition there is an approximate 10% benefits charge as well as an overhead fee of 22.6%.