

Richland County Finance & Personnel Committee
Agenda Item Cover

Agenda Item Name: Approve Revision to the Health and Human Services Addendum

Department	Health & Human Services	Presented By:	Tracy Thorsen
Date of Meeting:	July 16, 2021	Action Needed:	Vote // Resolution
Disclosure:	Open Session	Authority:	*
Date submitted:	July 13, 2021	Referred by:	Health & Human Services Board

** Per page 7, paragraph 5 of the County Handbook of Personnel Policies and Work Rules, "... Department Heads shall have the authority to issue an addendum dealing with department specific issues provided such addenda are approved by the Finance and Personnel Committee."*

Recommendation and proposed action: Approve the creation of a wage modifier of \$0.75 per hour for the Economic Support Specialist position (wage grade F) in the pay plan for staff who have a specialized bilingual fluency and are assigned to participate on the bi-lingual call center queue or provide interpreter services in the course of their duties, and update the Health and Human Services Addendum to the Richland County Employee Handbook of Personnel Policies and Work Rules as follows to reflect this change; forward the recommendation onto the Finance & Personnel Committee and County Board for approval.

8. Compensatory Time (*add a section "d."*)

- d. Health and Human Services staff who have a specialized bilingual fluency and are assigned to participate on the Economic Support bi-lingual call center queue or provide interpreter services in the course of their duties shall be eligible for a wage modifier of \$0.75 per hour.

Background: Health and Human Services is a member of the Capital Consortium to provide economic support services to individuals throughout the eight county region. Services are delivered primarily via a call center which offers language options in addition to English. Callers may select options to speak with a Hmong or Spanish-speaking worker. There is a small, but significant non-English speaking population in the region (including Richland County) and there is always a need for bilingual workers to staff these phone queues. In other counties in the consortium, staff with fluent bi-lingual skills are paid a wage differential for their ability to provide these specialized services. There is currently one Richland County staff who is assigned to a call center non-English language queue.

Attachments and References:

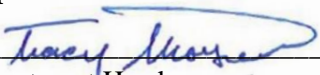
Health and Human Services Addendum to the Richland County Employee Handbook of Personnel Policies and Work Rules	
--	--

Financial Review: A wage modifier of \$0.75 per hour would add \$1,560 annually for a bi-lingual position. The increased cost would be reimbursed with consortium funding and would not impact county tax levy.

(please check one)

<input type="checkbox"/>	In adopted budget	Fund Number	
<input type="checkbox"/>	Apportionment needed	Requested Fund Number	
<input checked="" type="checkbox"/>	No financial impact		

Approval:



Department Head

Review:

Administrator, or Elected Office (if applicable)