Classified Employee Bilingual Program

Frequently Asked Questions (FAQ)

Q: When and why did the Commissioners Court approve bilingual pay for classified employees?

A: The court approved policy 114.086 Language Pay on October 24, 2023, to recognize employees with proficiency in more than one language that improve the quality-of-service Travis County provides to its customers.

Q: What are the basic elements of the program?

A: Regular full-time employees (including probationary), regular part-time classified employees, and special project workers in eligible positions who demonstrate the necessary verbal fluency in languages other than English will receive additional pay at a rate of $125 per month if they pass the proficiency test.

Each department has submitted a list of positions to HRMD. Employees occupying these positions are eligible to test.

Testing is available for Spanish, Vietnamese, and American Sign Language (ASL).

Q: Were funds budgeted for FY 2025 for this program?

A: Yes, funds were budgeted based on a list of eligible position numbers provided by each department. Funding levels will be re-examined during the FY 2025 budget process.

Q: Who does the testing and how much does the test cost?

A: Berlitz is the vendor the county has contracted for testing services. Each test cost $77 for Vietnamese and Spanish. American Sign Language tests cost $130.

Q: Does the County pay for the test or does the employee pay for it?

A: The County will pay for one test per fiscal year. If unsuccessful, employees may retest at their own expense during the fiscal year or wait until the following fiscal year and the County will pay for the test.

Q: How do I go about signing up to take the test?

A: Each eligible employee may reach out to their supervisor or HR Liaison for specific instructions in scheduling a test. The employee will initiate contact with the vendor based on instructions from the supervisor or HR liaison.

Q: Are there any additional tips to make the process go smoothly?

A: Please provide the vendor your name as it appears in SAP. This will assist with processing the add pay request.

Q: If I pass the test, when do I begin to receive the add pay?

A: The language pay add pay will begin on the 1st day of the following month after the submission into the SAP system.

Q: Who is responsible for submitting the request for the add pay once I have passed the test?

A: Once an employee receives a passing score, their department HR liaison will submit the request for add pay in SAP.

Q: What is the process for submitting the reimbursement request?

A: HR liaisons will submit add pay requests in SAP per the instructions provided.

Q: What do liaisons do if somebody who has passed the test terminates or transfers to another department?

A: The liaisons should go into SAP and terminate the add pay for that employee per the instructions received.

Q: Are departments allowed to add to their total number of approved positions?

A: No, departments are not allowed to add to their total number of approved positions. If a department desires to add a position, it must eliminate an existing position.

Q: When will the program be reviewed?

A: The program will be reviewed at the end of Fiscal Year 2024.