



STATE OF ARKANSAS
**Department of Finance
and Administration**

OFFICE OF PERSONNEL MANAGEMENT
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September 18, 2013

Representative Andrea Lea, Co-Chairperson
Senator Uvalde Lindsey, Co-Chairperson
Uniform Personnel Classification and Compensation
Plan Subcommittee
Arkansas Legislative Council
State Capitol Building, Room 315
Little Rock, Arkansas 72201

Dear Co-Chairs:

The Office of Personnel Management submits a request from the Arkansas Department of Workforce Services for your review.

The Arkansas Department of Workforce Services has requested the approval of a seven and a half percent (7.5%) increase for Ms. Cecelia Rust whose knowledge of Spanish will be utilized in the performance of assigned duties as a DWS Workforce Specialist, supplying answers and questions from customers state-wide. The increases are based upon ACA 21-5-221 (l) which states:

- (1) A second language differential of up to ten percent (10%) may be authorized for an employee who has the demonstrated ability and skill to communicate in a language other than English, including American Sign Language, and that skill is determined by the agency or institution to be directly related to the effective performance of the job duties for the position occupied by the employee.*
- (2) If the granting of the additional compensation would have the effect of exceeding the maximum or the career pay level for the grade assigned to the employee's classification, the additional compensation shall not be considered as exceeding the maximum allowable rate for that grade.*
- (3) An employee who receives additional compensation under this section and who moves into a position that does not need the skill to communicate in a language other than English shall revert on the effective date of the change to the rate of pay that the employee would otherwise receive.*

The agency has requested a seven and a half percent (7.5%) increase based upon fluency testing provided by Arkansas Spanish Interpreters and Translators Incorporated. The requested salary increase is as follows:

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<u>Name</u>	<u>Level of Proficiency</u>	<u>Current Salary</u>	<u>Requested Salary</u>	<u>Percentage Increase</u>
Cecelia Rust	Fluent	\$28,415	\$30,544	7.5%

The Arkansas Department of Workforce Services has provided the test results indicating the scores that the employee achieved for the written and oral examinations administered by Arkansas Spanish Interpreters and Translators Incorporated. As a DWS Workforce Specialist, Ms. Rust will utilize Spanish in the performance of her duties at least 25 - 30% of the time and more.

The Office of Personnel Management has reviewed the submitted documentation by the Arkansas Department of Workforce Services and **recommends** approval of the requested second language differential for Ms. Cecelia Rust.

Your approval of this request is greatly appreciated.

Sincerely,



Herbert M. Scott
State Personnel Administrator



Chief Fiscal Officer of the State

AUG 13 2013

Date



July 25, 2013

Mr. Herb Scott
Office of Personnel Management
1509 W. Seventh St., Suite 201
Little Rock, AR 72203

Dear Mr. Scott,

Ms. Cecelia Rust, personnel number 71329, is employed by the Arkansas Department of Workforce Services as a DWS Workforce Specialist in our Jacksonville Local Office. Ms. Rust is fluent in Spanish, and has used this ability to greatly assist our clients as well as other employees as we strive to offer exceptional service to all.

Below are listed ways in which Ms. Rust utilizes her bilingual skills. This list was compiled by her Local Office Manager as well as her Area Operations Chief.

- 1) Assists all other workforce personnel with Spanish speaking clients, when needed.
- 2) Assists adjudicator in office for bilingual issues.
- 3) Bilingual telephone calls.
- 4) Personally assists Spanish speaking clients in the office.
- 5) Assists Spanish speaking clients with computer instruction.
- 6) Assists with interstate telephone calls with Spanish speaking clients.

Ms. Rust averages 2 hours per day or 10 hours per week helping translate for Spanish speaking clients and she receives many calls from other local offices for assistance as well. It is estimated that she spends 25-30 % and above, of her time, in bilingual assistance.

Spanish interpretation is vital in serving all residents of the state with job services, unemployment compensation information, and other services supplied by the Department of Workforce Services. Because of the need for skilled, bilingual individuals in the Workforce Specialist position, we are requesting that Ms. Rust be provided Special Language Differential Pay.

Ms. Rust was recently tested by Arkansas Spanish Interpreters and Translators. On both her Oral and Written Exams, she was rated as fluent. Due to this fluency in Spanish interpretation and translation, and the position she currently holds, DWS requests a 7.5% Special Language Differential be added to Cecelia Rust's pay, as long as she serves in this capacity.

Please feel free to contact me should you have questions.

Beverly McCollum
Human Resources Administrator



arkansas spanish interpreters & translators

Arkansas State Board of Interpreters & Translators

BILINGUAL TESTING

Date of Evaluation: 05/17/13
Name of Person being tested: Cecilia Rust
Evaluator Name: Stephanie Curtis
Language of Certification: Spanish
Status: Passed

Details: Level of Proficiency: Fluent

Verbal

1. Spanish to English

- Terminology (Out of 10): 10
- Accuracy (Out of 10): 10
- Grammar (Out of 10): 9

2. English to Spanish

- Terminology (Out of 10): 7
- Accuracy (Out of 10): 10
- Grammar (Out of 10): 10

Written

1. Spanish to English

- Terminology (Out of 10): 9
- Accuracy (Out of 10): 7
- Grammar (Out of 10): 9

2. English to Spanish

- Terminology (Out of 10): 8
- Accuracy (Out of 10): 9
- Grammar (Out of 10): 7

Overall Score (Average is taken from each category):

Verbal (Out of 10): 9.33

Written (Out of 10): 8.17

Both scores must be over 8.0 to be considered passing.