



Department of Transformation and Shared Services

Governor Asa Hutchinson
Secretary Amy Fecher
Director Kay Barnhill

June 15, 2021

The Honorable David Wallace, Co-Chairperson
The Honorable David Hillman, Co-Chairperson
Uniform Personnel Classification and
Compensation Plan Subcommittee
Joint Budget Committee
State Capitol Building, Room 315
Little Rock, Arkansas 72201

Dear Senator Wallace and Representative Hillman:

The Office of Personnel Management (OPM) submits a second language compensation differential request from the Arkansas Department of Commerce, Division of Workforce Services (DWS) in accordance with ACA §21-5-221 (j).

The Arkansas Department of Commerce, Division of Workforce Services currently has approval to use a second language compensation differential for specified classifications based on the following levels of proficiency:

Advanced	10.0%
Fluent	7.5%
Intermediate	5.0%
Beginning / Basic	2.5%

Individuals receiving the differential must pass oral and written proficiency examinations. The second language must be utilized at least 25% of the time in performing job duties. Employees receiving the differential whose job duties change and no longer require the use of the second language will no longer receive the differential. A second language compensation differential is not considered part of an employee's base pay.

DWS needs to expand the use of its existing second language compensation differential to the twenty (20) classifications listed below. The agency is encountering an incessantly increasing number of clients with Limited English Proficiency. This is creating a growing demand for agency employees to communicate with these clients in a variety of second languages.

David Wallace, Co-Chairperson
 The Honorable David Hillman, Co-Chairperson
 June 15, 2021
 Page 2.

Additionally, the agency is required to thoroughly communicate with employers and the number of employers with Limited English Proficiency is increasing. The agency possesses a policy concerning communication with clients and employers in that the communication of information will include the use of competent bilingual The Honorable personnel who offer both written and spoken language communication via e-mail messages, telephone, and in-person. The agency has the capability to unquestionably adhere to its own policy; but, it needs assistance with adequately compensating these bilingual personnel. The expansion of these twenty (20) classifications will assist the agency.

<u>CODE</u>	<u>TITLE</u>	<u>GRADE</u>
A085C	DWS SENIOR FIELD TAX REPRESENTATIVE	GS07
A092C	DWS FIELD TAX REPRESENTATIVE	GS06
C032C	DWS UNEMPLOYMENT INSURANCE CLAIM TECHNICIAN	GS06
C037C	ADMINISTRATIVE ANALYST	GS06
C056C	ADMINISTRATIVE SPECIALIST III	GS04
C073C	ADMINISTRATIVE SPECIALIST II	GS03
C087C	ADMINISTRATIVE SPECIALIST I	GS02
E046C	TRAINING INSTRUCTOR	GS06
G020C	DWS PROGRAM ADMINISTRATOR	GS12
G068C	DWS AREA OPERATIONS CHIEF	GS10
G110C	DWS PROGRAM MANAGER	GS09
G128C	DWS FIELD MANAGER II	GS08
G138C	AGENCY ADMINISTRATIVE REVIEW OFFICER	GS07
G149C	DWS FIELD MANAGER I	GS07
G196C	DWS SATELLITE OFFICER SUPERVISOR	GS07
G209C	DWS PROGRAM SUPERVISOR	GS07
G243C	DWS FIELD MANAGER III	GS09
G288C	DWS DIVISION MANAGER	GS09
X139C	DWS UNEMPLOYMENT INSURANCE INVESTIGATOR	GS06
X183C	DWS CLAIMS ADJUDICATOR	GS03

DWS has 292 positions authorized as these classifications. The agency has five incumbents occupying positions who are ready to take the language proficiency examination. The maximum differential cost for these five incumbents is \$20,209.97.

Honorable David Wallace, Co-Chairperson
The Honorable David Hillman, Co-Chairperson
June 15, 2021
Page 3.

RECOMMENDATION

The Office of Personnel Management has reviewed this request from the Arkansas Department of Commerce, Division of Workforce Services and recommends approval of an expansion to its existing second language compensation differential. The agency guarantees our office that it possesses sufficient funding to support this expansion request.

Your approval of this request is greatly appreciated.

Sincerely,



Kay Barnhill, Director
Office of Personnel Management



SECRETARY OF TRANSFORMATION & SHARED
SERVICES

05/20/2021
DATE

KB/jlh:1-3

#687



Michael Preston
 SECRETARY OF COMMERCE
 Charisse Childers, Ph.D.
 DIRECTOR,
 DIVISION OF WORKFORCE SERVICES

March 17, 2021

Ms. Kay K. Barnhill, State Personnel Administrator
 Transformation and Shared Services, Office of Personnel Management
 P. O. Box 3278
 Little Rock, AR 72203

RECEIVED MAR 19 2021

Dear Ms. Barnhill:

This is a request for authorization to expand the use of the 2nd Language Differential designation to the Arkansas Division of Workforce Services (ADWS) classifications as listed below:

<u>CLASSIFICATION</u>	<u>CLASS CODE</u>	<u>GRADE</u>
DWS Program Administrator	G020C	GS12
DWS Area Operations Chief	G068C	GS10
DWS Division Manager	G288C	GS09
DWS Field Manager III	G243C	GS09
DWS Program Manager	G110C	GS09
DWS Field Manager II	G128C	GS08
Agency Administrative Review Officer	G138C	GS07
DWS Field Manager I	G149C	GS07
DWS Program Supervisor	G209C	GS07
DWS Satellite Office Supervisor	G196C	GS07
DWS Sr. Field Tax Representative	A085C	GS07
Administrative Analyst	C037C	GS06
DWS Field Tax Representative	A092C	GS06
DWS UI Claim Technician	C032C	GS06
DWS UI Investigator	X139C	GS06
Training Instructor	E046C	GS06
Administrative Specialist III	C056C	GS04
Administrative Specialist II	C073C	GS03
DWS Claims Adjudicator	X183C	GS03
Administrative Specialist I	C087C	GS02

The necessity to give and receive information in a timely manner from all who seek our services is critical to our operations. This has become very clear, especially during this period of the public health emergency. To accomplish this, we must be able to effectively communicate with our clients within all our Division's departments.

Ms. Kay K. Barnhill
Page 2 of 2
March 17, 2021

According to 2010 data published by the U. S. Census Bureau, Arkansas' percentage of Hispanic population grew by 114% between 2000 and 2010, ranking Arkansas 4th in the nation among states experiencing an increase in the growth of this racial group. More recently, Arkansas has seen a 22.4% rise in its Hispanic population from 2010 to 2017. During this same time period, the State has also seen a 31.8% increase in its Asian population. In addition, Northwest Arkansas is home to a rapidly growing Marshallese population, second in the U. S. only to Hawaii.

As a recipient of federal funds and grants, ADWS is required to take reasonable steps to ensure that persons, with Limited English Proficiency (LEP), have meaningful access and an equal opportunity to participate in our services, activities, programs and in other benefits that we provide. The Division's policy regarding communication with LEP clients is that such communication of information will include the use of competent bilingual staff and staff interpreters who offer written and spoken language assistance in-person, technologically, and by phone.

ADWS must be ready to provide services to all persons seeking them, whether these persons are served by frontline workers in our state-wide field offices or served by individuals located within our central office operations. These services include verbal and written translation from the LEP client's language to English and English to the language spoken by the LEP client. ADWS must be able to provide this assistance in person, by phone, or via email communication, in order, to assist clients needing to file unemployment insurance claims, to request employment assistance from Job Services staff, to apply for Temporary Assistance for Needy Families programs, or to request labor market or tax information. Our services are also extended to the general public, partner agencies, and employers; as well.

We have recently received approval to continue the use of the 2nd Language Differential compensation for the DWS Workforce Investment Regulatory Advisor, DWS Program Operations Manager, DWS Program Monitor, and DWS Workforce Specialist classifications. With these approvals, we can provide ADWS services in the manner described above. In order, to be more effective in this area and to better serve all populations, we are requesting to expand the use of the 2nd Language Differential to additional classifications within DWS.

Please let me know if we can provide any further information as you consider our request.

Sincerely,



Charisse Childers, Ph.D.
Director

Position #	Personnel #	Last Name	First Name	Class Code	PG	Authorized Classification Title	Annual Salary	Max Diff Cost	Lanaguage
22076554	126561	PASHA	MOHAMMED	G217C	GS06	DWS WORKFORCE SPECIALIST	\$36,937.89	\$3,693.79	Hindi / Urdu / Kannada
22093139	141194	MARROQUIN	EMILY	G217C	GS06	DWS WORKFORCE SPECIALIST	\$36,154.98	\$3,615.50	Spanish
22093483	141011	SNOW	CARMEN	G217C	GS06	DWS WORKFORCE SPECIALIST	\$36,154.98	\$3,615.50	Spanish
22093852	76938	ZAMBRANO	ANGELO	G149C	GS07	DWS FIELD MANAGER I	\$42,659.76	\$4,265.98	Spanish
22093860	78998	DO	KHOI GARY QUOC	G128C	GS08	DWS FIELD MANAGER II	\$50,192.06	\$5,019.21	Vietnamese
\$20,209.97									