

## Guidelines for Completing the Supplemental KSA Form for Bilingual Skill Requirements

1. **Work your department is already doing.** Consider whether your department is already meeting the needs of the target population by:
  - distributing printed material in the target language
  - using contracted telephone interpreters
  - providing direct service by staff who are not classified bilingual but are using language skills they have
  - providing direct service by other staff who are classified as bilingual
  - tracking client language preference by surveys or forms
  - holding special events that attract speakers of the target language
  - hosting bilingual volunteers who help address community need
  - other
2. **Population your department serves.** Within your geographical service area, consider factors that may indicate the need to provide service in the target language:
  - countywide population shifts
  - percent of population served that use this language (inmates, caseload, client base)
  - new housing or apartments in the area attracting speakers of this language
  - social service agencies that serve speakers of this language
  - churches, businesses, stores or restaurants frequented by speakers of this language
  - social, recreational or civic groups that involve speakers of this language
  - availability of newspapers, magazines, signage or other materials in the printed target language
  - other
3. **Percentage or critical need.** If the percentage is less than 50%, indicate whether you have considered other means to address community needs such as outsourcing translations or interpretations, reorganizing duties to another bilingual employee, recruiting volunteers, etc. Otherwise if it is critical that this position be filled with a bilingual employee, please indicate why.

\* The following are three separate skills. Be sure the skills required to meet your department's needs are included in the job description and are validated during the selection process.

**Bilingual communication skills:** The ability to assess the need for the use of a second language other than English, in written, spoken or signed form, and the ability to use both English and the second language fluently and appropriately in order to complete the regular required duties of a particular job.

**Translation:** A skill requiring special expertise or training, involving the art of recomposing a text document into another language while accurately conveying meaning, without losing original flavor or intent.

**Interpretation:** A skill requiring special expertise or training, involving the facilitation of understanding in communication between people who are speaking different languages.