

## FREQUENTLY ASKED QUESTIONS

### BILINGUAL BONUS PROGRAM FY 2025-26

#### TESTING

1. **Will there be a link provided for the test?**  
A: Yes, a testing link will be provided to all participating sites. Please reach out to your assigned TA for assistance with registration.
2. **If our site's testing process was approved last year, are we compliant for this fiscal year?**  
A: Yes, sites with previously approved testing processes remain compliant for FY 25-26.
3. **To confirm, staff who tested last fiscal year don't need to test again this time around?**  
A: That's correct. Staff members who completed testing in the previous fiscal year will not need to retest in order to submit for reimbursement this year.
4. **If agencies paid for their own testing slots, can those staff members be billed for reimbursement?**  
A: Yes, if the staff member meets the requirements, they are eligible to submit for reimbursement.
5. **If agency paid for test, and staff member was a No Show. Can the agency retest the staff member?**  
A: Yes, the agency may pay for a retest of a no-show. SAPC will not pay for testing slots for no-show or less than 24-hour cancellations.

#### BILLING

6. **What if payroll doesn't get submitted until around the 1st?**  
A: For Q3 only, SAPC requires that agencies provide supporting documentation by 3/31/2025. Agencies may provide payment to their staff before the end of month and/or pay monthly bonus in a lump sum before deadline.

#### SUBMISSION

7. **What are the FY 25-26 quarters deadline dates?**  
A: Submission 1: Q1 (July 2025 – September 2025)- Due 10/10/25
  - Submission 2: Q2 (October 2025 – December 2025)- Due 01/10/26
  - Submission 3: Q3 (January 2026 – March 2026)- Due 03/31/26
  - Submission 4: Quarter 4 **not reimbursed by SAPC**

8. **Is there a grace period for corrections if a submission was made on time? If so, what is the duration?**

A: Yes, there will be a grace period for corrections. We will provide specific deadlines for submitting any necessary corrections.

9. **Do agencies have to submit VBI invoice form and BB submission form?**

A: Yes. Agencies will have to submit VBI invoice form, BB submission form, and supporting documents via the [VBI Electronic Submission Form](#). Please review the [VBI Electronic Submission Form Guide](#) for detailed instructions on accessing and completing the form. If you encounter any issues completing the electronic form, please contact [DPH-SAPC-VBI@ph.lacounty.gov](mailto:DPH-SAPC-VBI@ph.lacounty.gov).

10. **Will SAPC allow late submissions?**

A: No, submissions have a FIRM deadline and must be completed by the due date for the quarter covered. SAPC will not accept submission forms for prior quarters, only for current quarter due dates. Please work with your respective human resources or other staff to make sure they are able to produce the required documentation before the deadline

## RESOURCES

11. **Where can we locate FY25-26 Submission Invoice forms?**

A: The Bilingual Bonus Submission Form can be found on the [VBI Website Guidance Documents, Invoice, and Forms](#) page.

## ELIGIBILITY

12. **Are agencies able to participate if they submitted a survey in the previous Fiscal Year?**

A: Yes

13. **Are interns eligible for the bilingual bonus?**

A: The only qualified provider types for the Bilingual Bonus are:

- A: LPHA Direct Service Bilingual Staff or Licensed and Licensed eligible:
- Psychologists, Clinical Social Workers, Marriage and Family Therapists, Clinical Counseling Practitioners.
- A: SUD Counselor/Peer Direct Service Bilingual Staff
- Registered/Certified SUD Counselors. This may include Case Managers or Care Coordinators only when they are registered/certified SUD Counselors. o Certified Peer Support Specialists

14. **Does practitioner need to be onboarded with SAGE to qualify for program?**

A: Yes, practitioners must be in SAGE to be eligible to participate.

**15. Which threshold languages are eligible for program?**

Arabic, Armenian, Cantonese, Farsi, Khmer/Cambodian, Korean, Mandarin, Russian, Spanish, Tagalog/Filipino, Vietnamese.