

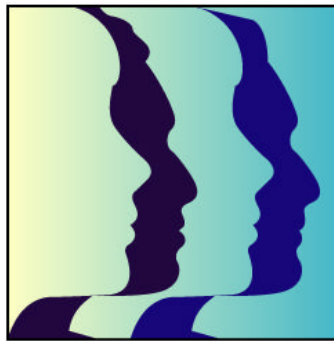
2003-2004 STATEWIDE LANGUAGE SURVEY

AND

IMPLEMENTATION PLAN

VOLUME I

CALIFORNIA STATE
PERSONNEL BOARD



BILINGUAL

SERVICES

PROGRAM

REPORT TO THE LEGISLATURE

BY

CALIFORNIA STATE PERSONNEL BOARD



California State Legislature,

The State Personnel Board (SPB) is pleased to present the 2003-2004 Statewide Language Survey and 2003 Implementation Plan Report to the Legislature. This report contains an overview and analysis of the data reported by participating departments. The survey data reflects the level of public contacts received by departments during a two-week survey period, identifies those that were received from Limited-English Proficient (LEP) persons, the native languages spoken by these individuals, and the degree to which departments are in compliance with the Dymally-Alatorre Bilingual Services Act (Act). This report to the Legislature is being prepared in compliance with Government Code Section 7299.6.

For the 2003-04 Language Survey, 122 state agencies collected and reported survey data, submitted information to support their compliance with the Act, and identified proposed corrective actions to eliminate any language barriers that might preclude LEP persons from accessing state government services. Six months later, all state agencies were also required to submit an Implementation Plan, that detailed the progress made to address any issues or deficiencies identified in their language surveys. The Act also requires each state agency to report on a variety of other bilingual services, resources and procedures available to enhance their compliance with the Act. These include implementation of a bilingual services policy, training for public contact staff, identification of available bilingual resources to meet identified language needs, processes for identifying public documents subject to the Act, publicizing the availability of interpreters and translated materials, and an informal process for resolving language access issues/complaints.

The 2003-04 language survey data continues to reflect the changing demographics of California's diverse populations and continues to reflect increases in the number of LEP persons requesting access to State government information and services. The Spanish language continues to be the dominant non-English language where the most significant numbers of LEP contacts are reported by state agencies, followed by

Vietnamese, Cantonese and Mandarin. For the first time in several years, the total number of bilingual position deficiencies identified has decreased by 411 bilingual positions from the previous survey (2001-2002).

As mandated by the Act and the Legislature, the SPB will continue to work proactively with state departments in implementation of the report findings and recommendations to eliminate language barriers.

Sincerely,

Floyd D. Shimomura
Executive Officer

STATEWIDE LANGUAGE SURVEY

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Volume II

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2003-2004 STATEWIDE LANGUAGE SURVEY

AND

IMPLEMENTATION PLAN

REPORT TO THE LEGISLATURE

STATE PERSONNEL BOARD

William Elkins, President
Sean Harrigan, Vice-President
Patricia Clarey, Member
Anne Sheehan, Member
Maeley Tom, Member

A report prepared by the
State Personnel Board
Merit Employment and Technical Resources Division

August 2006

2003-04 STATEWIDE LANGUAGE SURVEY AND IMPLEMENTATION PLANS REPORT

I. BACKGROUND

The Dymally-Alatorre Bilingual Services Act (Act) was enacted in 1973. In passing this Act, the Legislature, “found and declared that the effective maintenance and development of a free and democratic society depends on the right and ability of its citizens and residents to communicate with their government and the right and ability of the government to communicate with them.” The Act mandates state agencies (hereinafter referred to as departments) to eliminate language barriers that may preclude non-English-speaking persons from accessing government services and benefits to which they may be entitled. In order to ensure equal access to services, the Act specifies the actions departments should take when they are found to serve a substantial number of non- or limited-English speaking (hereinafter referred to as limited-English proficient or LEP) people.

In 1977, the Legislature amended the Act to define “substantial” as five percent or more of the people served by any office or unit. When this threshold is met departments are required to employ a sufficient number of qualified bilingual staff in public-contact positions, translate documents providing information and explaining available services, rights and benefits, or identify other appropriate means for meeting the language needs of LEP people.

In compliance with the Act, all state departments are required to conduct a biennial language survey to measure the level of public contact in each local office; report the number of contacts received by language; identify staffing available to provide services; and submit their findings to the State Personnel Board (SPB) by March 31st of every even-numbered year. In addition to conducting the survey, departments are required to develop corrective action plans to eliminate any identified bilingual

position deficiencies and provide other relevant information to substantiate their efforts to eliminate language barriers.

The Act was amended in 2002 to require that every state agency complete and submit an Implementation Plan (IP) to the SPB beginning on October 1st of 2003 and every even-numbered year thereafter. The IP is intended to serve as a mechanism for state agencies to report their progress towards addressing identified bilingual positions deficiencies, as well as to report on specifically identified processes and procedures to facilitate compliance (e.g., hiring and recruiting qualified bilingual staff and training for public contact employees).

II. SURVEY AND IMPLEMENTATION PLAN METHODOLOGY

The SPB issued survey instructions to approximately **150** state agencies (e.g., departments, boards, commissions) that required them to conduct a language survey during two non-consecutive weeks and submit the required IP. As identified in **Table I, 2003-04 Language Survey and Implementation Plan, Exemptions and Non-Participation**, **12** departments met the criteria for an exemption from participation in this year's survey and **29** from the IP requirements. The Act enables the SPB to grant exemptions when a department has participated in the previous year's survey and/or IP and has demonstrated that, due to the nature of its business, it does not interact with the public nor a substantial number of LEP persons. The SPB requires all departments to submit substantiation that they understand their responsibilities under the Act (Bilingual Services Policy) and have identified bilingual resources to enable them to serve any LEP contact, as a condition for exemption. **20** departments either did not or partially participated in the language survey and **27** from the IP for a variety of reasons. (See Table I), even though an exemption was not granted by SPB.

The 2003-04 Statewide Language Survey and IP Report is a compilation of the data reported by the **120** State departments that conducted the survey and related information to document their compliance with the Act. This report and the individual departmental Analysis and Summary Reports (see Addendum I) display a variety of data reported by each participating department that includes:

1. The two non-consecutive weeks selected by the department to conduct the language survey.
2. The total number of public contacts received during the survey period, by language.
3. The total number of certified bilingual employees in public contact positions, by language, and the number who receive bilingual pay.
4. The total number of bilingual position deficiencies, by language, and an assessment of the department's corrective action plan to eliminate the deficiencies.
5. Departmental activities to ensure the bilingual service needs of its customers are met, including information on certification of bilingual staff, translation of documents, availability of interpreters and translated materials, availability of bilingual resources, tools, and the processes and procedures such as an informal process to address and resolve language access complaints and training for public contact employees.
6. Anticipated number of appointments to vacant public contact positions by language and the process for recruiting qualified bilingual staff.
7. Identification of translated documents, by language and how the department determines its translation needs.
8. Description of how departments' comply with other State (e.g., Government Code Section 11435.05-11435.65) and Federal (e.g., Title VI and Executive Order 13166) laws that require provision of linguistically accessible services to the public.
9. Summary of reporting units' public contact data by county and language, including those units/locations that reported: (a) no significant contact (less than 5% or 25 contacts) from LEP persons; (b) not meeting the 5% threshold, but reported significant numbers (25 or more) of public contacts from LEP persons; or (c) significant levels (5% or more) of contacts from LEP persons.

10. Other relevant information requested by the SPB such as a departmental Bilingual Services Policy to communicate the department's commitment to comply with the Act and efforts to ensure departments' public services contracted to other entities (e.g., private contractors, local government, school districts) comply with applicable language access laws.
11. An overall assessment of the department's efforts to facilitate compliance with the Act.

III. SUMMARY OF FINDINGS

1. Comparison of Biennial Language Surveys

Overall the 2003-2004 language survey (hereinafter referred to as 2003 survey) indicates that state departments reported an increase in the number of LEP individuals contacting them to access state government information and services. As shown in *Table II: Statewide Departmental Survey Data, 2001-2002 and 2003-2004 Comparisons*, a total of **84** departments participated in the 2001-2002 language survey (hereinafter referred to as 2001 survey), as compared to **120** departments during the 2003 survey. This increase was primarily due to several smaller agencies reporting separate survey data, rather than under the state department that administers their operations (e.g., Debt Limit Allocation Committee and School Financing Authority were previously incorporated into State Treasurer's language survey).

The 2003 survey data reflects **279,225** or **4.7%** more public contacts were reported than in the 2001 survey (**5,945,547** in 2003 and **5,666,322** in 2001), the number of LEP contacts increased by **18,916** or **2.1%** (**903,720** in 2003 and **884,804** in 2001). The number of non-English languages reported increased in 2003 to **125** non-English languages (excluding contacts where the non-English language was identified as "other" or "not identified") from **121** languages in the 2001 survey.

Although the overall number of public contacts received in 2003 increased, the number of public contact employees decreased significantly. The number of

public contact employees participating in the 2003 survey was **59,154.23** in 2003 and **63,567** in 2001, a decrease of **-4,412.8** or **6.9%**. The largest decrease was in the number of English-speaking (or non-certified bilingual) public contact employees (**-4,290**), followed by Spanish-speaking (**-97.8**), and Tagalog-speaking (**-30.1**) employees. The languages with the largest increases included the American Sign Language (**+45.9**), Mandarin (**+26.34**), and Cantonese (**+17.6**) languages. Overall, the number of bilingual staff employed in public contact positions decreased by **-122.4** in the 2003 survey.

Despite the fewer number of bilingual staff and the increase in the number of non-English contacts received, fewer bilingual position deficiencies were identified. Overall the number of deficiencies decreased to **935.8** in 2003 from **1,347** in 2001. This represents a decrease of **-411.2** deficiencies. While it is not evident why this may have occurred, it is likely due to many departments consolidating the handling of non-English language contacts into centralized call centers and/or routing to specific bilingual staff within their departments.

2. 2003/2004 Language Survey Data

A. Non-English Language Contacts:

The 2003 language survey data indicates that state departments reported public contacts from individuals speaking **125** different non-English languages during the two-week sample survey periods. Through SPB's and departments' actions to provide improved resources and training to public contact employees, the number of contacts identified as "Other" and "Not Identified" were significantly reduced for this survey. In 2003 only **411** contacts were reported under these two categories, as compared to **4,211** in 2001.

Table III: Statewide Language Contacts, Positions and Deficiencies identifies statewide language survey data reported by departments in the 2003 survey. As shown, the number of non-English language contacts reported during the two-week survey period ranged from **721,621** (or **18,762,146** annually) for the Spanish language, to as few as **one** for some non-English languages. The Spanish language continues to be the

primary non-English language encountered by state departments, followed by Vietnamese (**28,083** or **730,158** annually), Cantonese (**23,414** or **608,764** annually), Mandarin (**15,446** or **401,596** annually), Tagalog (**14,959** or **388,934** annually) and Korean (**13,549** or **352,274** annually). Some of the most significant changes for non-English languages in the 2003 survey included: American Sign Language (**+22,548**), Vietnamese (**-6,598**), Russian (**-2,380**), Punjabi (**+2,150**), Korean (**+2,120**), Mandarin (**+1,554**), Armenian (**-1,066**), Spanish (**+1,383**) and Hindi (**+1,346**). The American Sign Language (ASL) contacts increased from the fifth highest non-English language contacts in 2001, to the second highest in 2003. These contacts occurred primarily in the Department of Education and Department of Rehabilitation.

As shown in **Table IV: Total Language Contacts and Percentages, by County**, the Spanish language represented the most frequently encountered non-English language in **56** of California's **58** counties. Trinity County was the county that received the least number of LEP contacts with only **one** Spanish language contact during the two-week survey. For the 2003 survey, the Spanish language contacts met or exceeded the 5% threshold (countywide) in **39** counties.

Prior to this year's survey, the Spanish language was the only non-English language to meet the 5% threshold in a county and was the most frequently encountered non-English language in any county. In 2003, the Russian language exceeded the Spanish language contacts in Alpine County by representing **39.7%** of that county's contacts. Additional non-English languages, other than Spanish, that met or exceeded the threshold were ASL (**18.1%**) in Riverside County and Punjabi (**5.4%**) in Sutter County. Some of the counties reporting the most significant percentages of Spanish language contacts included: Imperial (**43.7%**), Colusa (**25.5%**), Madera (**22.7%**), Monterey (**21.5%**), San Benito (**20.5%**), Santa Barbara (**21.4%**) and Santa Cruz (**19%**).

B. Public Contact Positions:

The 2003 language survey data includes the number of public contact employees that participate in the department's survey and the language(s) spoken by these individuals. A public contact position is defined as "a position that emphasizes the ability to meet, contact and deal with the public in the performance of the agency's functions." As shown in **Table III: Statewide Language Contacts, Positions and Deficiencies**, the number of public contact employees reported in the 2003 survey was **59,154.23**. A total of **50,809.67 (85.9%)** were English-only speaking, or not "qualified bilingual", and **8,344.56 (14.1%)** were certified as bilingual in one or more non-English language or ASL.

The Act defines a bilingual person as "a person who is proficient in both the English language and the foreign language to be used." It also requires the employment of "qualified bilingual persons" in public contact positions. Although the Act does not specifically define "qualified" or "proficient," the SPB has interpreted this to mean the individual must be certified as proficient in the foreign language or ASL, by passing a fluency examination administered by either the SPB or another approved testing authority. Some state departments have been granted delegated authority to administer bilingual fluency examinations using qualified bilingual employees as raters. The SPB requires state employees to attain a passing score of 85% or higher in the applicable foreign language to serve as a rater for oral bilingual fluency tests.

Overall, the greatest numbers of bilingual public contact employees are certified as fluent in the Spanish (**6,753.7**), American Sign (**553**), Vietnamese (**223**), Cantonese (**210.6**), Tagalog (**163.9**), and Mandarin (**133.34**) languages. Despite the significant increases reported in the number of bilingual public contact employees, a substantial number of unmet language needs were identified. These language deficiencies are discussed in the following sections of this report.

C. Bilingual Position Deficiencies:

The language data collected over the two-week survey period, and the numbers of certified bilingual staff employed by departments are used to calculate the number of bilingual position deficiencies within each department. The Act requires that when a department serves a substantial number (5% threshold) of non-English-speaking people, it shall employ "a sufficient number of qualified bilingual persons in public contact positions to enable it to provide the same level of services to non-English-speaking persons, as is available to English-speaking persons seeking such services." The Act also enables departments that employ 25 or fewer regular full-time staff in a local office/unit to be in compliance, if they "demonstrate they employ a sufficient number of qualified bilingual persons in public contact positions to ensure the same level of services are afforded to non-English speaking people, as is provided to the English-speaking public."

Although an automated system performs a calculation to identify the number of deficiencies in each unit, each state agency must review its identified bilingual position deficiencies to determine: **(a)** whether or not it is providing an appropriate level of services to its LEP customers in compliance with the Act; **(b)** develop a corrective action plan that identifies the specific action(s) it will take to eliminate bilingual position deficiencies; and **(c)** ensure it identifies alternative bilingual resources to serve its LEP customers until such time as its bilingual position deficiencies can be corrected.

Table V: 2003-2004 Statewide Language Survey, Bilingual Position Deficiencies by Language and County, reflects a total of **935.78** bilingual position deficiencies in **50** counties and **one** out-of-state location. The Spanish language was the non-English language with the most significant numbers of bilingual position deficiencies statewide. The Spanish language deficiencies represent **814.54 (87%)** of the **935.78** deficiencies identified statewide for **26** non-English languages. This number is **-365.46** fewer Spanish language deficiencies than identified in the previous year's (2001-02) survey. The other non-English languages with the most

significant numbers of deficiencies included Tagalog (**26.65**), Korean (**11.70**) which included **0.17** at Food and Agriculture Pest Detection in Hawaii, Cantonese (**10.92**), and Arabic (**10.61**).

Spanish language deficiencies were identified in **49** counties with the most significant numbers in Sacramento (**167.2**), Los Angeles (**144.2**), San Diego (**70.9**), San Bernardino (**41.4**), Orange (**40.4**), Alameda (**34.9**), Riverside (**34.5**), Kern (**27.8**), and Santa Clara (**20.4**) counties.

D. Recommended Staffing/Unmet Language Needs

The SPB's automated survey system also identified recommended staffing levels when departments report receiving a significant number of public contacts in a non-English language, and do not report the availability of any certified bilingual staffing in public contact positions. This occurs when the public contacts received, although significant in number, do not represent at least 5% of the contacts reported in a unit. The SPB identifies these occurrences and identifies "recommended staffing" levels for the applicable language. The identification of recommended staffing levels, or unmet language needs, are calculated when a non-English language receives a "significant number" (at least 25 or 700 annual) of contacts over the two-week survey period, but does not represent at least 5% of the unit's total public contacts to require employment of bilingual staff.

The SPB requires departments to review recommended staffing levels and identify the bilingual resources it has available to ensure an appropriate level of access to services is provided to LEP customers. This can include use of qualified bilingual employees within the department, contracts for interpreter services, translated documents and/or other appropriate resources for providing language access. It should be noted that departments often reported the employment of qualified bilingual staff in the units where recommended staffing is identified. **Table VI: 2003-04 Language Survey, Recommended Staffing and Unmet Language Needs**, identifies the specific instances where departments encountered significant numbers of LEP contacts that did not meet the 5% threshold.

Overall, a total of **548.7** recommended staffing needs were identified for **36** non-English languages. Of these, **310.81 (56.7%)** we identified in units that employed sufficient numbers of certified bilingual staff to meet the identified language need. Of the **237.9** unmet language needs, the most significant were identified for the Spanish (**62.7**), Korean (**29.1**), Mandarin (**21.4**), Tagalog (**23.9**), Vietnamese (**20.8**), Cantonese (**17.33**), and Japanese (**13.9**) languages. The specific actions taken by departments to address any unmet language needs, and recommendations made by the SPB are contained in the Analysis and Summary Reports in Addendum II of this report.

3. Bilingual Services Programs and Resources:

In addition to reporting language survey data, departments are also required to submit specific information regarding the available bilingual tools, resources and processes available to facilitate compliance with the Act. These are reported as a part of the department's language survey compliance report or the IP required by the Act. This information includes the following:

A. Bilingual Pay

Departments were asked to identify the number of employees that currently receive a bilingual pay differential. A pay differential can be approved when the department certifies that an employee utilizes his/her bilingual skills on the job at least 10% of their time, and the individual has taken and passed a bilingual fluency examination to certify his/her non-English language proficiency. **Table VII: 2003-2004 Language Survey, Bilingual Pay**, reflects that a total of **7,130** or **85.4%** of the certified bilingual employees are receiving this pay differential. The SPB did not track information to identify the languages spoken by these individuals; however, this feature has been added to its automated survey system for the 2004-05 survey.

B. Translation of Documents

The SPB requested a variety of information from departments related to translated documents including: **(a)** what, if any, process exists to identify its public documents that are subject to the Act; **(b)** of these documents, how many have been translated and into what languages; **(c)** the types of documents translated (e.g. form letter, claim form, brochure, etc.); **(d)** how it informs LEP people and its public contact employees of their existence; and **(e)** how it makes them available.

The Act recommends that departments meet the needs of LEP people through the translation of documents. Alternatively, departments may elect to use bilingual staff to explain the information in the native language of the person accessing the services, or develop translation aids and/or guides to assist LEP people in understanding the English documents. In some instances, the use of alternatives to document translation is an effective method for providing language access. However, translation of the documents is often recommended as the most effective means of communicating the information when departments report few or no certified bilingual staff within the department to assist LEP people in completing the English language documents.

The translation of documents and required processes to ensure that translations, or other appropriate means are utilized to serve LEP populations, continue to be an area of concern. Overall, most departments failed to adequately respond or report their translated documents. There are several departments that reported translation of a substantial number of their critical documents, and have continuously supplemented their availability between surveys. However, very few departments report established procedures for conducting an ongoing review and evaluation of their translation needs or for making translated documents available to the LEP public. The individual responses of participating departments are contained in the Departmental Analysis and Summary Reports that are included in Addendum II of this report.

C. Other Resources

In addition to the use of certified bilingual staff and translated documents, the SPB requested that departments report on the availability of other bilingual resources to assist LEP people in accessing their public services. Departments reported the availability of a variety of resources that included: contract interpreter and/or translation services, foreign language dictionaries, glossaries of commonly used terminology, Internet Web sites geared towards LEP people (most commonly the Spanish language), TDD devices for hearing impaired people, audio and video tape recordings, and toll-free telephone lines accessible in non-English languages. The individual responses of the participating departments are contained in the Departmental Analysis and Summary Reports contained in Addendum II of this report.

D. Language Access Complaints

The SPB requested that departments report the existence of a process for receiving and resolving complaints related to language-access issues. The Act requires that departments have a process in place that advises LEP people of their right to complain if they feel they have been inappropriately denied access to information and services in their native language, and for addressing and resolving such complaints. Most departments reported they do not have a process. Many report they have consolidated these types of complaints into their EEO or other existing complaint procedures. However, very few of these include information regarding an individual's right to specifically complain about language access and most reported they do not have complaint information or forms translated into non-English languages. The responses received from departments regarding what, if any, complaint process they have in place and the SPB's recommended actions are detailed in participating departments' Analysis and Summary Reports contained in Addendum II of this report.

It should be noted that the SPB is in the process of finalizing an informal complaint process that will serve as a means for LEP individuals to complain about language access within California state government. The SPB has a translated poster and voice message system to receive these complaints in twelve different non-English languages. The SPB will begin to allow smaller

departments with minor public or LEP contacts to utilize the SPB process, in lieu of establishing their own complaint system. The SPB will receive these complaints, identify the responsible party and forward the complaint to the appropriate entity for resolution.

E. Training of Public Contact Employees

The SPB requested that departments report what, if any, training is provided to public contact employees regarding their responsibilities under the Act, available bilingual resources within the department, and standards for ensuring an appropriate provision of services to LEP people. The Act requires departments to conduct this type of training for all public contact staff. When training is not practical, SPB recommends departments develop written procedures to communicate this information.

Most departments reported they do not provide training for their public contact staff, and those that did, typically indicate that it is included as a part of their new employee orientation, or that individual supervisors are responsible for providing the training. The SPB recommends that departments have standardized training and bilingual resources information available for all public contact staff regardless of how and when the training is provided, and that the information be updated on a regular basis to ensure it contains current bilingual resource information. Each Department's responses regarding any training provided to public contact employees is included in the Analysis and Summary Reports contained in Addendum II of this report.

F. Bilingual Services Policy

The SPB requires all departments to implement a Bilingual Services Policy that effectively communicates the current director's commitment to comply with the Act. While the Act does not specifically require departments to implement a Bilingual Services Policy, the SPB has adopted this recommendation as a minimal requirement for all state departments to ensure their employees are aware of the department's responsibilities under the Act and to describe how individuals should conduct themselves when an

LEP customer requests access to government information and services. The SPB developed a sample policy that departments may utilize as a template. This template document contains definitions, service and performance standards, identification of available bilingual resources and contact information for questions or assistance.

The policies received from departments ranged from very comprehensive documents that clearly identify the department's commitment to comply with the Act and the expectation for public contact employees to carry out their responsibilities in an appropriate manner, to single paragraph documents that restate the intent of the Act. Some departments merely submitted their EEO and/or bilingual pay policies rather than the type of document requested by the SPB. Other departments still continued to report they are in the process of developing and/or finalizing a policy statement since the 2001-02 survey.

Overall, most departments have developed and disseminated a bilingual services policy and ensure it is updated and re-issued on a biennial basis. The Analysis and Summary Reports that identify whether or not the department has developed and disseminated a policy is contained in Addendum II of this report.

G. Anticipated Appointments

As required by the Act, the SPB requested departments to provide information that projects the number of anticipated vacancies it anticipate in public contact positions, and of those vacancies, how many would be filled with bilingual staff, by language. Generally, most departments were non-responsive to this request. Many departments failed to provide any response and others indicated they did not anticipate making any appointments due to hiring freezes/restrictions. Many of the responses to this question were in conflict with the responses given in departmental action plans to correct bilingual position deficiencies. The responses provided by each department are detailed in the Analysis and Summary Reports contained in Addendum II of this report.

H. Other Processes and Procedures

As required by the Act, state departments are to report their efforts to ensure they comply with other state and federal laws that require linguistically accessible services to the public. This is an area where most state departments fail to adequately respond. Although many state departments receive federal funds, that obligate them to comply with Title VI and Executive Order 13166, most did not provide any substantive information to demonstrate how they ensure compliance. Many inaccurately stated they were not subject to any other laws, and others merely responded with a statement that they comply with the laws.

An additional area of concern is the number of services that are contracted out to other public (e.g., counties, cities, school districts, etc.) and private entities by state departments. Some of these include responsibility for providing public information and services that include local emergency services; environmental and construction projects that require public hearings/notice; student, home and other lending/funding programs; and medical care. Overall most departments that contract out public services reported they did not take any actions to ensure these entities comply with state and federal language access requirements. The SPB has provided recommendations to many state departments that they include information related to reporting, monitoring and informing contractors of their responsibilities for providing language access. The SPB will initiate dialogue with the Department of General Services (DGS) to determine the appropriate process for incorporating this type of information into applicable contracts.

The SPB conducts training on the above subject matter, as well as on all of the requirements of the Act. There were a total of **11** courses offered during the survey and IP year. **Table IX, 2003-04 Bilingual Services Program, Training Schedule**, contains information related to the classes and dates of training. This training is scheduled on a yearly basis preceding each survey year; however, overall very few state departments avail themselves of the training. In addition to conducting the training classes, the SPB includes links to all of its training information on its bilingual services Web site pages to make them accessible to individuals that cannot attend training. The SPB also developed

and distributed to all state departments a training video entitled: “**Language Assistance for Limited-English Proficient (LEP) Persons: Your Responsibilities Under the Dymally-Alatorre Bilingual Services Act**” to assist public contact employees in providing service to the LEP public. The SPB is in the process of expanding its Web site to include other information and resources to assist state departments in providing language access. It will also be exploring alternatives for enhancing its training and attendance by state departments. The level of participation in training by each department is identified in the departmental Analysis and Summary Reports contained in Addendum II of this report.

IV. DEPARTMENTAL LEVELS OF COMPLIANCE

The 2003 Language Survey results and Implementation Plans submitted by participating state departments indicate that most departments make a concerted effort to meet their LEP populations’ language needs. Overall, participating state departments reported varying levels of compliance with the Act. The SPB rated departments’ level of compliance in a number of areas, with ratings ranging from **Excellent** for exceeding and/or fully meeting the requirements of the Act, to **Poor/Needs Improvement** for those areas where the department did not or inadequately met the intent of the Act. In addition, acceptable ratings of **Good** for making a substantive effort to meet the intent of the Act, **Fair/Average** for making a good effort to comply but some improvement and/or additional action is recommended, and **Other Acceptable Alternatives** for reporting the use of acceptable alternative means (e.g., contract for interpreters) to meet the intent of the Act. Finally, **Non-Responsive** ratings were assigned where the department failed to respond or provide supporting data and/or requested information.

As shown in **Table VIII(a), 2003-04 Language Survey and Implementation Plan Assessments, Departmental (All Departments) Ratings**, a total of **31** (or **26%**) departments received an overall: Excellent rating (85% or more); **29** (or **24%**) Good rating (70% to 84%); **22** (or **18%**) Average/Fair rating (55% to 69%); and **39** (or **32%**) Poor/Needs Improvement rating (less than 55%). These overall acceptable ratings ranged from **100%** for two of the smallest departments (Financial Institutions and Aging) to **4.5%** for one of the smallest departments (Conservation) due its failure to participate in the 2003-04 Implementation Plan.

In addition to the overall ratings, the department's size and public service category have been identified to assist in determining the impact of the ratings on the LEP public. For instance one of the smallest departments that receives minimal public contacts, of which none or very few are with LEP individuals, does not have the same impact as a larger state department that incurs significant contact with the LEP public. As shown on **Table VIII(b) through (e), 2003-04 Language Survey Assessments, Departmental (a&b), (a&d), (c&b) and (c&d) Ratings**, the majority of the participating departments fell under the a&b category (substantial public contact of which one or more non-English language met or exceeded the 5% threshold) and c&d category (non-substantial public contact, with no non-English language meeting the 5% threshold). **Table VIII(f), Glossary of Terms**, provides an explanation of the size and public contact categories assigned to state departments.

Although the largest number of departments (**39** or **32%**) fell into the overall unacceptable level (less than 55% overall acceptable ratings) of compliance, there has been significant progress made within state government to improve language access. The majority of these departments are smaller departments, with limited public services, and non-significant contact with the LEP public. The fact that the number of deficiencies has decreased by **-411.2**, despite a **2.2%** increase in the number of LEP contacts from the previous language survey, demonstrates that state government is making forward progress towards meeting its LEP populations' language needs.

V. CONCLUSIONS

It has become a very difficult endeavor for state government to meet the ever-increasing language needs of California's diverse LEP populations. While there still remain some areas where state government can improve, overall it is continually striving to ensure that all individuals are provided with access to state government information and services regardless of their native language. As shown by the survey data, an estimated **154.6 Million** individuals, of whom **23.4 Million** communicate in languages other than English, contact state departments annually. It has become a very arduous task for departments to manage these fluctuating language needs within their limited resources. As new language needs emerge and others become more prominent within areas of the state it requires a continuous effort by state government to maintain compliance. The level of resources devoted

to serving the public and the success in effectively meeting these evolving language needs, demonstrates the level of commitment many state departments undertake to serve their LEP populations.

The SPB will continue to work closely with state departments and to develop and implement new and improved processes, procedures and resources that benefit all of state government. Based on the progress reported in the last two language surveys, most particularly the increase in its bilingual resources, state government should be recognized for its concerted efforts to provide an appropriate level of language access to California's LEP populations.

Table I

**2003-04 LANGUAGE SURVEY AND IMPLEMENTATION PLANS
EXEMPTIONS AND NON-PARTICIPATION**

DEPARTMENT	2003-04 LANGUAGE SURVEY	2003-04 IMPLEMENTATION PLAN	LAST PARTICIPATION
Administrative Law, Office of	Participated	Exempted	2003-04 Language Survey
Alcohol and Drug Programs, Department of	Participated	Failed to Participate	2003-04 Language Survey
Alcoholic Beverage Control Appeals Board	Participated	Exempted	2003-04 Language Survey
Arts Council, CA	Participated	Exempted	2003-04 Language Survey
Audits, Bureau of State	Participated	Exempted	2003-04 Language Survey
Baldwin Hills Conservancy	Failed to Participate	Failed to Participate	Never Participated
CA Environmental Protection Agency	Failed to Participate	Failed to Participate	Never Participated
CALFED Bay-Delta Authority	Participated	Exempted	2003-04 Language Survey
Children & Families First Commission	Participated	Exempted	2003-04 Language Survey
Coachella Valley Mountains Conservancy	Participated	Exempted	2003-04 Language Survey
Coastal Commission, CA	Participated	Exempted	2003-04 Language Survey
Coastal Conservancy, State	Exempted	Participated	2003-04 Implementation Plan
Colorado River Board	Participated	Exempted	2003-04 Language Survey
Community Colleges, CA	Failed to Participate	Failed to Participate	01-02 Language Survey
Community Services & Development, Department of	Conducted Survey - Did not submit Survey Package to SPB	Failed to Participate	2001-02 Language Survey
Compensation Insurance Fund, State	Exempt by Law	Exempt by Law	Never Participated
Conservation, Department of	Participated	Failed to Participate	2003-04 Language Survey
Consumer Power & Conservation Financing Authority, CA	Participated	Department Abolished	2003-04 Language Survey
Correction, Board of	Exempted	Exempted	2001-02 Language Survey
Delta Protection Commission	Participated	Exempted	2003-04 Language Survey
Developmental Disabilities, State Council on	Failed to Participate	Failed to Participate	Never Participated
District Agricultural Associations	Failed to Participate	Failed to Participate	1999-00 (Included in Food & Agriculture's Language Survey)
Earthquake Authority, CA	Failed to Participate	Failed to Participate	Never Participated
Economic Development	Participated	Exempted	2003-04 Language Survey
Electricity Oversight Board	Participated	Exempted	2003-04 Language Survey
Emergency Medical Services Authority	Exempted	Failed to Participate	2001-02 Language Survey
Emergency Services, Office of	Participated	Failed to Participate	2003-04 Language Survey
Fair Employment and Housing Commission	Participated	Exempted	2003-04 Language Survey
Fair Political Practices Commission	Exempted	Exempted	2001-02 Language Survey
Finance, Department Of	Exempted	Participated	2003-04 Language Survey
Gambling Control Commission, CA	Participated	Exempted	2003-04 Language Survey
Health & Human Services Agency	Failed to Participate	Failed to Participate	Never Participated
Health & Human Services Data Center	Participated	Failed to Participate	2003-04 Language Survey
Independent Living Council, State	Participated	Failed to Participate	2003-04 Language Survey
Inspector General Veterans Affairs	Conducted Survey - Did not submit Survey Package to SPB	Department Abolished	Never Participated
Inspector General, Office of	Participated	Exempted	2003-04 Language Survey
Law Revision Commission, CA	Participated	Exempted	2003-04 Language Survey

Table I

**2003-04 LANGUAGE SURVEY AND IMPLEMENTATION PLANS
EXEMPTIONS AND NON-PARTICIPATION**

DEPARTMENT	2003-04 LANGUAGE SURVEY	2003-04 IMPLEMENTATION PLAN	LAST PARTICIPATION
Legislative Counsel Bureau	Exempted	Exempted	2001-02 Language Survey
Little Hoover Commission	Failed to Participate	Failed to Participate	Never Participated
Native American Heritage Commission	Exempted	Exempted	2001-02 Language Survey
Pilot Commissioners, Board of	Failed to Participate	Failed to Participate	Never Participated
Prison Industry Authority	Exempted	Exempted	2001-02 Language Survey
Prison Terms, Board of	Exempted	Participated	2003-04 Language Survey
Public Defenders Office, State	Participated	Exempted	2003-04 Language Survey
Public Employees Retirement System	Failed to Participate	Failed to Participate	2001-02 Language Survey
Public Employment Relations Board	Participated	Exempted	2003-04 Language Survey
Real Estate Appraisers, Office of	Exempted	Exempted	2001-02 Language Survey
Rehabilitation, State Department of	Participated	Failed to Participate	2003-04 Language Survey
S.F. Bay Conservation & Development	Failed to Participate	Failed to Participate	Never Participated
San Joaquin River Conservancy	Participated	Exempted	2003-04 Language Survey
Santa Monica Conservancy	Failed to Participate	Failed to Participate	Never Participated
Seismic Safety Commission	Failed to Participate	Late Submission	Never Participated
State Lands Commission	Participated	Exempted	2003-04 Language Survey
State Library, CA	Exempted	Participated	2003-04 Implementation Plan
Status of Women	Failed to Participate	Failed to Participate	Never Participated
Summer School for the Arts	Participated	Exempted	2003-04 Language Survey
Tahoe Conservancy	Failed to Participate	Failed to Participate	Never Participated
Teachers Retirement System, State	Participated	Exempted	2003-04 Language Survey
Technology, Trade & Commerce Agency	Department Abolished	Department Abolished	1999-00 Language Survey
Urban Waterfront Area Restoration Financing Authority	Did Not Participate - No Public Contact Employees	Participated	2003-04 Implementation Plan
Water Resources, Department of	Participated	Failed to Participate	2003-04 Language Survey
Workforce Investment Board, CA	Participated	Exempted	2003-04 Language Survey

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
ADMINISTRATIVE LAW, OFFICE OF							
	English	242	20	0	246	4.00	0.00
	Spanish	0	5	0	0	0.00	0.00
	DEPARTMENT TOTAL	242	25	0	246	4.00	0.00
AFRO-AMERICAN MUSEUM							
	English	145	1	0	1,655	1.00	0.00
	Spanish	1	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	146	1	0	1,655	1.00	0.00
AGING, COMMISSION ON							
	English	DID NOT PARTICIPATE			3	3.00	0.00
	DEPARTMENT TOTAL	0	0	0	3	3.00	0.00
AGING, DEPT OF							
	Armenian	6	0	0	0	0.00	0.00
	Cantonese	1	0	0	1	0.00	0.00
	English	4,054	152	0	1,717	57.70	0.00
	Mandarin	4	0	0	1	0.00	0.00
	Punjabi	1	0	0	0	0.00	0.00
	Russian	12	0	0	0	0.00	0.00
	Spanish	44	1	0	17	3.00	0.00
	Vietnamese	2	5	0	1	0.00	0.00
	DEPARTMENT TOTAL	4,124	158	0	1,737	60.70	0.00
AGRICULTURAL LABOR RELATIONS BOARD							
	English	301	10	0	288	9.00	0.00
	Spanish	271	14	1	285	16.00	0.00
	DEPARTMENT TOTAL	572	24	1	573	25.00	0.00
AIR RESOURCES BOARD, CA							
	English	EXEMPTED			11,980	286.54	0.00
	Mandarin				16	0.00	0.00
	Russian				0	1.00	0.00
	Spanish				825	14.00	0.00
	Tagalog/Filipino				9	0.00	0.00
	DEPARTMENT TOTAL	0	0	0	12,830	301.54	0.00

1 Some Languages inappropriately identified by department(s)

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
ALCOHOL AND DRUG PROGRAMS, DEPT OF							
	Armenian	1	0	0	0	0.00	0.00
	English	3,503	124	0	2,652	115.50	0.00
	French	1	0	0	0	0.00	0.00
	Hebrew	1	0	0	0	0.00	0.00
	Spanish	277	3	6	48	3.00	0.00
	Tagalog/Filipino	1	0	0	0	0.00	0.00
	Yoruba	0	1	0	0	0.00	0.00
	DEPARTMENT TOTAL	3,784	128	6	2,700	118.50	0.00
ALCOHOLIC BEVERAGE CONTROL APPEALS BOARD							
	English	DID NOT PARTICIPATE			168	5.00	0.00
	DEPARTMENT TOTAL	0	0	0	168	5.00	0.00
ALCOHOLIC BEVERAGE CONTROL, DEPT OF							
	American Sign/TTY/Relay	1	0	0	1	0.00	0.00
	Amharic	0	0	0	3	0.00	
	Arabic	90	0	0	76	0.00	0.00
	Armenian	19	0	0	18	0.00	0.00
	Cambodian	1	1	0	12	0.00	0.00
	Cantonese	297	6	0	100	5.00	0.00
	Chaldean	0	0	0	2	0.00	
	English	27,171	362	0	23,784	344.25	0.00
	Farsi/Persian	3	0	0	2	0.00	0.00
	French	2	0	0	8	0.00	0.00
	Hindi	25	0	0	32	0.00	0.00
	Hmong	0	0	0	1	0.00	0.00
	Ilocano	9	1	0	13	1.00	0.00
	Italian	6	0	0	8	0.00	0.00
	Japanese	155	0	0	33	0.00	0.00
	Korean	613	0	5	522	1.00	5.09
	Kurdi	0	0	0	2	0.00	0.00
	Laotian	0	0	0	4	0.00	0.00
	Mandarin	147	1	0	109	3.00	0.00

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TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
ALCOHOLIC BEVERAGE CONTROL, DEPT OF - Continued							
	Not Identified	30	0	0	0	0.00	0.00
	Other	33	0	0	0	0.00	0.00
	Portuguese	7	0	0	3	0.00	0.00
	Punjabi	58	0	0	67	1.00	0.00
	Russian	0	0	0	3	0.00	0.00
	Serbo-Croatian/ Serbian/ Bosnian	1	0	0	0	0.00	0.00
	Spanish	3,144	44	9	1,847	47.00	1.56
	Tagalog/Filipino	153	4	0	61	5.00	0.00
	Thai	4	0	0	6	0.00	0.00
	Vietnamese	294	1	1	114	0.00	0.00
	DEPARTMENT TOTAL	32,263	420	15	26,831	407.25	6.65
ALTERNATIVE ENERGY & ADVANCED TRANSPORTATION FINANCING AUTHORITY							
	English	SEE STATE TREASURER			15	2.66	0.00
	DEPARTMENT TOTAL	0	0	0	15	2.66	0.00
ARTS COUNCIL, CA							
	English	EXEMPTED			780	18.80	0.00
	Japanese				2	0.00	0.00
	Spanish				28	0.00	0.00
	DEPARTMENT TOTAL	0	0	0	810	18.80	0.00
BALDWIN HILLS CONSERVANCY							
	English	DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00
BOATING AND WATERWAYS, DEPARTMENT OF							
	English	EXEMPTED			1,591	65.02	0.00
	Spanish				36	3.00	1.97
	DEPARTMENT TOTAL	0	0	0	1,627	68.02	1.97
BUILDING STANDARDS COMMISSION							
	English	SEE GENERAL SERVICES			319	7.00	0.00
	DEPARTMENT TOTAL	0	0	0	319	7.00	0.00

1 Some Languages inappropriately identified by department(s)

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
BUSINESS, TRANSPORTATION AND HOUSING AGENCY							
	English	DID NOT PARTICIPATE			45	5.00	0.00
	DEPARTMENT TOTAL	0	0	0	45	5.00	0.00
CA ENVIRONMENTAL PROTECTION AGENCY							
	English	DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00
CA EXPOSITION AND STATE FAIR (CALEXPO)							
	Arabic	0	0	0	1	0.00	0.00
	Cantonese	0	0	0	1	0.00	0.00
	English	1,148	11	0	676	9.00	0.00
	German	0	0	0	1	0.00	0.00
	Hindi	0	0	0	1	0.00	0.00
	Indonesian	0	0	0	2	0.00	0.00
	Japanese	0	0	0	6	0.00	0.00
	Korean	0	0	0	5	0.00	0.00
	Polish	0	0	0	1	0.00	0.00
	Russian	0	0	0	3	0.00	0.00
	Spanish	15	0	0	43	1.00	0.29
	Vietnamese	4	0	0	3	0.00	0.00
	DEPARTMENT TOTAL	1,167	11	0	743	10.00	0.29
CALFED BAY-DELTA AUTHORITY							
	English	DID NOT PARTICIPATE			26	9.00	0.00
	DEPARTMENT TOTAL	0	0	0	26	9.00	0.00
CHILD SUPPORT SERVICES, DEPT OF							
	Arabic	0	0	0	5	0.00	0.00
	Cantonese	1	0	0	0	0.00	0.00
	English	573	7	0	666	5.50	0.00
	German	0	0	0	4	0.00	0.00
	Greek	0	0	0	1	0.00	0.00
	Lebanese	0	0	0	1	0.00	0.00
	Mandarin	0	0	0	1	0.00	0.00
	Spanish	104	1	0	36	1.00	0.05

1 Some Languages inappropriately identified by department(s)

TABLE II

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CHILD SUPPORT SERVICES, DEPT OF - Continued							
	Tagalog/Filipino	1	0	0	0	0.00	0.00
	Vietnamese	15	0	0	1	0.00	0.00
	DEPARTMENT TOTAL	694	8	0	715	6.50	0.05
CHILDREN AND FAMILIES FIRST COMMISSION							
	English	DID NOT PARTICIPATE			28	1.00	0.00
	Spanish				1	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	29	2.00	0.00
CHIROPRACTIC EXAMINERS, CA BOARD OF							
	English	SEE CONSUMER AFFAIRS			603	8.70	0.00
	DEPARTMENT TOTAL	0	0	0	603	8.70	0.00
COACHELLA VALLEY MOUNTAINS CONSERVANCY							
	English	DID NOT PARTICIPATE			29	2.00	0.00
	DEPARTMENT TOTAL	0	0	0	29	2.00	0.00
COASTAL COMMISSION, CA							
	Cantonese	EXEMPTED			0	1.00	0.00
	English				2,562	102.70	0.00
	Spanish				10	1.75	0.00
	DEPARTMENT TOTAL	0	0	0	2,572	105.45	0.00
COASTAL CONSERVANCY, STATE							
	English	474	4	0	EXEMPTED		
	DEPARTMENT TOTAL	474	4	0	0	0.00	0.00
COLORADO RIVER BOARD							
	English	DID NOT PARTICIPATE			18	6.25	0.00
	Mandarin				1	0.00	1.50
	Spanish				0	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	19	7.25	1.50
COMMUNITY COLLEGES, CA							
	Cantonese	3	0	0	DID NOT PARTICIPATE		
	East Indian/Sikh	1	0	0			
	English	1,126	9	0			

1 Some Languages inappropriately identified by department(s)

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
COMMUNITY COLLEGES, CA - Continued							
	Farsi/Persian	1	0	0	DID NOT PARTICIPATE		
	French	1	0	0			
	Japanese	1	0	0			
	Spanish	2	0	0			
	vietnamese	1	0	0			
	DEPARTMENT TOTAL	1,136	9	0	0	0.00	0.00
COMMUNITY SERVICES & DEVELOPMENT, DEPT OF							
	American Sign/TTY/Relay	1	0	0	1	0.00	0.00
	Arabic	4	0	0	11	0.00	0.00
	Armenian	21	0	0	9	0.00	0.00
	Bosnian	1	0	0	0	0.00	0.00
	Cantonese	35	0	0	5	0.00	0.00
	Chinese	0	0	0	15	0.00	0.00
	English	7,256	90	0	4,503	78.20	0.00
	Farsi/Persian	3	0	0	0	0.00	0.00
	Flagh	1	0	0	0	0.00	0.00
	French	1	0	0	3	0.00	0.00
	German	3	0	0	2	0.00	0.00
	Hindi	8	0	0	0	0.00	0.00
	Hmong	0	0	0	2	0.00	0.00
	Ilocano	1	0	0	0	0.00	0.00
	India	0	0	0	1	0.00	0.00
	Indonesian	1	0	0	0	0.00	0.00
	Italian	3	0	0	0	0.00	0.00
	Japanese	1	0	0	19	0.00	0.00
	Korean	1	0	0	2	0.00	0.00
	Lithuanian	0	0	0	2	0.00	0.00
	Mandarin	5	0	0	0	0.00	0.00
	Mogavian	1	0	0	0	0.00	0.00
	Punjabi	1	0	0	0	0.00	0.00
	Romanian	1	0	0	0	0.00	0.00
	Russian	43	0	0	29	0.00	0.00

1 Some Languages inappropriately identified by department(s)

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
COMMUNITY SERVICES & DEVELOPMENT, DEPT OF							
	Serbian	1	0	0	0	0.00	0.00
	Spanish	850	11	0	449	6.00	0.81
	Syrian	0	0	0	1	0.00	0.00
	Tagalog/Filipino	2	0	0	0	0.00	0.00
	Thai	2	0	0	0	0.00	0.00
	Ukrainian	1	0	0	0	0.00	0.00
	Vietnamese	84	1	0	72	1.00	0.00
	DEPARTMENT TOTAL	8,332	102	0	5,126	85.20	0.81
CONSERVATION CORPS, CA							
	American Sign/TTY/Relay	6	1	0	0	0.00	0.00
	Cantonese	6	0	0	0	0.00	0.00
	English	7,631	190	0	4,622	91.95	0.00
	French	1	0	0	0	0.00	0.00
	Korean	2	0	0	0	0.00	0.00
	Not Identified	3	0	0	0	0.00	0.00
	Spanish	377	3	1	99	1.00	0.88
	Tagalog/Filipino	15	0	0	0	0.00	0.00
	Vietnamese	3	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	8,044	194	1	4,721	92.95	0.88
CONSERVATION, DEPT OF							
	Armenian	1	0	0	0	0.00	0.00
	Cantonese	11	0	0	0	0.00	0.00
	English	7,227	188	0	6,657	86.00	0.00
	Farsi/Persian	2	0	0	0	0.00	0.00
	Japanese	4	0	0	0	0.00	0.00
	Korean	8	0	0	0	0.00	0.00
	Mandarin	0	0	0	3	0.00	0.00
	Not Identified	0	0	0	2	0.00	0.00
	Russian	3	0	0	3	0.00	0.00
	Spanish	300	8	1	416	12.00	1.07
	Tagalog/Filipino	1	0	0	0	0.00	0.00

1 Some Languages inappropriately identified by department(s)

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CONSERVATION, DEPT OF - Continued							
	Taiwanese	1	0	0	0	0.00	0.00
	Vietnamese	2	0	0	1	0.00	0.00
	DEPARTMENT TOTAL	7,560	196	1	7,082	98.00	1.07
CONSUMER AFFAIRS, DEPT OF (BOARDS & COMMISSIONS)							
	Ada	1	0	0	1	0.00	0.00
	Afrikaans	0	0	0	14	0.00	0.00
	Albanian	2	0	0	0	0.00	0.00
	American Sign/ TTY/Relay	79	0	0	0	0.00	0.00
	Arabic	169	1	0	131	0.00	0.00
	Armenian	164	0	0	61	0.00	0.50
	Aruba	1	0	0	0	0.00	0.00
	Assyrian	8	0	0	0	0.00	0.00
	Bengali	2	0	0	0	0.00	0.00
	Burmese	1	0	0	0	0.00	0.00
	Cambodian	23	0	0	17	0.00	0.00
	Cantonese	521	0	0	111	0.00	0.23
	Cebuano	1	0	0	0	0.00	0.00
	Chilean	1	0	0	0	0.00	0.00
	Croatian	14	0	0	0	0.00	0.00
	Czech	1	0	0	1	0.00	0.00
	Danish	1	0	0	0	0.00	0.00
	Dutch	4	0	0	0	0.00	0.00
	Efik	1	0	0	0	0.00	0.00
	English	128,252	1,415	0	140,338	1,437.53	0.00
	Farsi/Persian	129	1	0	72	2.00	0.00
	Finnish	1	0	0	0	0.00	0.00
	French	47	0	0	15	0.00	0.00
	Gaelic/Irish	1	0	0	0	0.00	0.00
	German	46	0	0	15	0.00	0.00
	Greek	10	0	0	0	0.00	0.00
	Gujarati	1	0	0	1	0.00	0.00
	Hebrew	32	0	0	5	0.00	0.00

1 Some Languages inappropriately identified by department(s)

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CONSUMER AFFAIRS, DEPT OF (BOARDS & COMMISSIONS) - Continued							
	Hindi	57	1	0	25	0.00	0.00
	Hmong	2	0	0	11	0.00	0.00
	Hungarian	4	0	0	1	0.00	0.00
	Hyundai	1	0	0	0	0.00	0.00
	Ibo	1	0	0	0	0.00	0.00
	Ilocano	22	0	0	20	0.00	0.00
	Indian	2	0	0	0	0.00	0.00
	Indonesian	0	0	0	6	0.00	0.00
	Iranian	8	0	0	0	0.00	0.00
	Italian	26	0	0	5	0.00	0.00
	Japanese	206	2	0	87	0.00	0.00
	Kannada	1	0	0	16	0.00	0.00
	Kashmiri	0	0	0	6	0.00	0.00
	Korean	470	0	1	238	0.00	0.00
	Kurdi	1	0	0	1	0.00	0.00
	Laotian	0	0	0	11	0.00	0.00
	Latvian	1	0	0	0	0.00	0.00
	Lebanese	2	0	0	0	0.00	0.00
	Malayalam	1	0	0	0	0.00	0.00
	Mandarin	284	0	1	184	1.00	0.50
	Not Identified	93	0	0	0	0.00	0.00
	Other	20	0	0	0	0.00	0.00
	Pakistan	0	0	0	4	0.00	0.00
	Polish	5	0	0	0	0.00	0.00
	Polynesian	1	0	0	0	0.00	0.00
	Portuguese	6	0	0	4	0.00	0.00
	Punjabi	81	0	0	10	0.00	0.00
	Romanian	3	0	0	0	0.00	0.00
	Russian	121	0	0	35	0.00	0.00
	Serbian	6	0	0	0	0.00	0.00
	Serbo Croatian	1	0	0	0	0.00	0.00
	Sinhala	1	0	0	0	0.00	0.00
	Somali	1	0	0	0	0.00	0.00

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TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CONSUMER AFFAIRS, DEPT OF (BOARDS & COMMISSIONS) - Continued							
	Spanish	7,462	86	21	6,485	83.44	8.16
	Swahili	1	0	0	1	0.00	0.00
	Swedish	3	0	0	0	0.00	0.00
	Tagalog/Filipino	560	1	2	115	0.00	0.33
	Tamil	3	0	0	0	0.00	0.00
	Telugu	6	0	0	0	0.00	0.00
	Thai	14	0	0	0	0.00	0.00
	Turkish	2	0	0	0	0.00	0.00
	Urdu	8	1	0	0	0.00	0.00
	Vietnamese	5,340	8	9	638	4.00	1.61
	Yoruba	1	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	144,341	1,516	34	148,685	1,527.97	11.33
CONSUMER POWER AND CONSERVATION FINANCING AUTHORITY, CA							
	English	SEE STATE TREASURER			277	4.00	0.00
	DEPARTMENT TOTAL	0	0	0	277	4.00	0.00
CONTROLLER, OFFICE OF THE STATE							
	American Sign/TTY/Relay	1	0	0	0	0.00	0.00
	Arabic	10	0	0	13	0.00	0.00
	Armenian	2	0	0	2	0.00	0.00
	Cambodian	0	0	0	1	0.00	0.00
	Cantonese	37	0	0	14	0.00	0.00
	Croatian	2	0	0	1	0.00	0.00
	Dutch	1	0	0	0	0.00	0.00
	English	10,104	49	0	9,295	81.63	0.00
	Farsi/Persian	2	0	0	1	0.00	0.00
	French	9	0	0	6	0.00	0.00
	German	18	0	0	3	0.00	0.00
	Greek	0	0	0	1	0.00	0.00
	Hindi	14	0	0	10	0.00	0.00
	Hmong	1	0	0	8	0.00	0.00
	Hungarian	2	0	0	0	0.00	0.00
	Italian	15	0	0	4	0.00	0.00

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TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CONTROLLER, OFFICE OF THE STATE - Continued							
	Japanese	18	0	0	7	0.00	0.00
	Korean	1	0	0	4	0.00	0.00
	Laotian	0	0	0	1	0.00	0.00
	Mandarin	19	0	0	23	0.00	0.00
	Not Identified	10	0	0	0	0.00	0.00
	Pampangan	0	0	0	1	0.00	0.00
	Punjabi	5	0	0	1	0.00	0.00
	Russian	14	0	0	15	0.00	0.00
	Spanish	1,029	4	1	554	5.50	0.00
	Swedish	1	0	0	0	0.00	0.00
	Tagalog/Filipino	9	0	0	18	0.00	0.00
	Thai	1	0	0	1	0.00	0.00
	Tongan	1	0	0	1	0.00	0.00
	Urdu	1	0	0	0	0.00	0.00
	Vietnamese	27	0	0	18	0.00	0.00
	Yiddish	1	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	11,355	53	1	10,003	87.13	0.00
CORPORATIONS, DEPT OF							
	Arabic	0	0	0	1	0.00	0.00
	Armenian	0	0	0	2	0.00	0.00
	Cantonese	3	0	0	0	0.00	0.00
	English	11,472	136	0	10,915	138.32	0.00
	French	3	0	0	0	0.00	0.00
	German	1	0	0	0	0.00	0.00
	Italian	1	0	0	0	0.00	0.00
	Japanese	4	0	0	0	0.00	0.00
	Korean	3	0	0	1	0.00	0.00
	Mandarin	14	2	0	7	2.00	0.33
	Russian	1	0	0	0	0.00	0.00
	Spanish	70	2	0	174	6.50	0.00
	Tagalog/Filipino	9	2	0	10	0.00	0.00
	Vietnamese	0	0	0	2	0.00	0.00
	DEPARTMENT TOTAL	11,581	142	0	11,112	146.82	0.33

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TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CORRECTIONS, BOARD OF							
	English	1,416	1	0	EXEMPTED		
	Spanish	1	0	0			
DEPARTMENT TOTAL		1,417	1	0	0	0.00	0.00
CORRECTIONS, DEPT OF							
	American Sign/ TTY/Relay	6	4	0	74	4.00	0.00
	Arabic	18	0	9	39	0.00	0.00
	Armenian	6	0	0	36	0.00	0.00
	Burmese	1	0	0	0	0.00	0.00
	Cambodian	13	0	0	18	0.00	0.00
	Cantonese	67	5	0	42	2.00	0.00
	Chamorro/Guamanian	0	1	0	0	0.00	0.00
	Chinese	0	0	0	1	0.00	0.00
	Croatian	9	0	0	0	0.00	0.00
	English	172,002	8,115	0	253,226	6,571.60	0.00
	Farsi/Persian	11	1	16	3	0.00	0.00
	French	2	0	0	5	0.00	0.00
	German	5	0	0	4	0.00	0.00
	Hawaiian/Pidgin	1	0	0	0	0.00	0.00
	Hebrew	2	0	0	2	0.00	0.00
	Hindi	7	1	0	27	0.00	0.00
	Hmong	14	0	0	3	0.00	0.00
	Ilocano	11	0	0	1	0.00	0.00
	Indonesian	3	0	0	3	0.00	0.00
	Italian	8	0	0	4	0.00	0.00
	Japanese	15	0	0	29	0.00	0.00
	Korean	40	1	33	64	0.00	0.00
	Laotian	33	0	0	11	1.00	0.00
	Mandarin	76	0	0	53	0.00	0.00
	Mien	26	0	0	0	0.00	0.00
	Nigerian	1	0	0	0	0.00	0.00
	Not Identified	55	0	0	0	0.00	0.00
	Other	2	0	0	0	0.00	0.00

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**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CORRECTIONS, DEPT OF - Continued							
	Pampangan	0	0	0	1	0.00	0.00
	Polish	3	0	0	1	0.00	0.00
	Portuguese	12	0	0	10	0.00	0.00
	Punjabi	7	1	0	25	0.00	0.00
	Russian	53	0	0	15	0.00	0.00
	Samoan	0	1	0	28	0.00	0.00
	Serbo-Croatian/ Serbian/ Bosnian	1	0	0	0	0.00	0.00
	Somali	30	0	0	1	0.00	0.00
	Spanish	11,839	658	440	15,260	572.00	104.08
	Tagalog/Filipino	156	5	23	202	0.00	0.00
	Thai	18	0	0	0	0.00	0.00
	Urdu	0	0	0	20	0.00	0.00
	Vietnamese	247	5	0	183	2.00	0.00
	DEPARTMENT TOTAL	184,800	8,798	521	269,391	7,152.60	104.08
CRIMINAL JUSTICE PLANNING, OFFICE OF TOTAL							
	English	108	5	0	DEPARTMENT ABOLISHED		
	Spanish	1	0	0			
	DEPARTMENT TOTAL	109	5	0	0	0.00	0.00
DEBT AND INVESTMENT ADVISORY COMMISSION, CA							
	English	SEE STATE TREASURER			263	9.00	0.00
	DEPARTMENT TOTAL	0	0	0	263	9.00	0.00
DEBT LIMIT ALLOCATION COMMITTEE, CA							
	English	SEE STATE TREASURER			134	9.00	0.00
	DEPARTMENT TOTAL	0	0	0	134	9.00	0.00
DELTA PROTECTION COMMISSION							
	English	DID NOT PARTICIPATE			58	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	58	1.00	0.00
DEVELOPMENTAL DISABILITIES, STATE COUNCIL ON							
	English	DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00

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TABLE II

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
DEVELOPMENTAL SERVICES, DEPT OF							
	American Sign/TTY/Relay	13	7	0	6	8.00	0.00
	Arabic	6	2	0	8	0.00	0.00
	Armenian	0	0	0	4	0.00	0.00
	Cantonese	4	1	0	1	0.00	0.00
	English	21,387	1,976	0	26,425	2,189.36	0.00
	Farsi/Persian	4	0	0	0	0.00	0.00
	French	0	0	0	2	0.00	0.00
	German	0	0	0	7	0.00	0.00
	Greek	2	0	0	0	0.00	0.00
	Hindi	9	0	0	4	0.00	0.00
	Hmong	0	0	0	1	0.00	0.00
	Ilocano	0	0	0	5	0.00	0.39
	Italian	1	0	0	3	0.00	0.00
	Japanese	5	0	0	0	0.00	0.00
	Korean	11	0	0	0	1.00	0.00
	Laotian	0	0	0	3	0.00	0.00
	Mandarin	4	0	0	3	0.00	0.05
	Not Identified	7	0	0	0	0.00	0.00
	Polish	3	0	0	0	0.00	0.00
	Portuguese	0	1	0	0	0.00	0.00
	Samoan	0	0	0	1	0.00	0.00
	Spanish	689	46	0	618	45.00	1.22
	Swahili	1	0	0	0	0.00	0.00
	Tagalog/Filipino	99	3	0	82	1.00	0.77
	Vietnamese	10	3	0	1	3.00	0.00
	DEPARTMENT TOTAL	22,255	2,039	0	27,174	2,247.36	2.43
DISTRICT AGRICULTURAL ASSOCIATIONS							
	English	DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00
EARTHQUAKE AUTHORITY, CA							
	English	DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
ECONOMIC DEVELOPMENT, COMMISSION FOR							
	English	DID NOT PARTICIPATE			10	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	10	1.00	0.00
EDUCATION, DEPT OF							
	American Sign/TTY/Relay	11,639	340	0	33,809	450.00	3.41
	Arabic	15	1	0	16	0.00	0.00
	Armenian	5	0	0	2	0.00	0.00
	Cambodian	0	0	0	4	0.00	0.00
	Cantonese	51	0	0	10	1.00	0.00
	Croatian	8	0	0	0	0.00	0.00
	English	44,795	1,593	0	36,372	995.67	0.00
	Farsi/Persian	3	1	0	2	0.00	0.00
	French	8	0	0	6	0.00	0.00
	Gaelic/Irish	0	0	0	1	0.00	0.00
	German	8	1	0	4	0.00	0.00
	Greek	0	0	0	5	0.00	0.00
	Gujarati	0	0	0	3	0.00	0.00
	Hebrew	1	0	0	17	0.00	0.00
	Hindi	5	0	0	7	0.00	0.00
	Hmong	2	0	0	2	0.30	0.00
	Indonesian	0	0	0	1	0.00	0.00
	Italian	9	1	0	2	1.00	0.00
	Japanese	22	0	0	17	0.00	0.00
	Japanese Sign	0	0	0	2	0.00	0.00
	Korean	12	2	0	29	1.00	0.00
	Laotian	16	0	0	1	0.00	0.00
	Mandarin	24	0	0	27	0.00	0.00
	Manual Communication	0	0	0	0	1.00	0.00
	Other	42	0	0	0	0.00	0.00
	Portuguese	1	1	0	6	1.00	0.00
	Punjabi	4	0	0	6	0.00	0.00
	Russian	19	0	0	17	0.00	0.00
	Samoan	0	0	0	2	0.00	0.00

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EDUCATION, DEPT OF - Continued							
	Serbo-Croatian/ Serbian/Bosnian	1	0	0	0	0.00	0.00
	Spanish	2,076	47	15	1,684	44.20	17.54
	Tagalog/Filipino	181	3	8	35	0.00	0.86
	Telugu	0	0	0	5	0.00	0.00
	Thai	1	0	0	1	0.00	1.11
	Ukrainian	0	0	0	2	0.00	0.00
	Urdu	0	0	0	6	0.00	0.00
	Vietnamese	41	1	0	9	0.00	0.00
	DEPARTMENT TOTAL	58,989	1,991	23	72,112	1,495.17	22.92
EDUCATION AUDIT APPEALS PANEL							
	English	DID NOT PARTICIPATE			2	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	2	1.00	0.00
EDUCATIONAL FACILITIES AUTHORITY, CA							
	English	DID NOT PARTICIPATE			107	5.80	0.00
	DEPARTMENT TOTAL	0	0	0	107	5.80	0.00
ELECTRICITY OVERSIGHT BOARD							
	English	DID NOT PARTICIPATE			132	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	132	1.00	0.00
EMERGENCY MEDICAL SERVICES AUTHORITY							
	English	707	24	0	EXEMPTED		
	DEPARTMENT TOTAL	707	24	0	0	0.00	0.00
EMERGENCY SERVICES, OFFICE OF							
	English	1,989	7	0	1,551	11.00	0.00
	DEPARTMENT TOTAL	1,989	7	0	1,551	11.00	0.00
EMPLOYMENT DEVELOPMENT DEPARTMENT							
	American Sign/ TTY/Relay	803	2	0	570	3.00	0.29
	Arabic	237	7	0	76	3.00	0.00
	Armenian	930	27	0	860	27.00	0.00
	Cambodian	273	4	0	125	5.60	0.26
	Cantonese	7,515	95	0	7,166	107.70	0.28

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DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
EMPLOYMENT DEVELOPMENT DEPARTMENT - Continued							
	Croatian	20	3	0	34	0.00	0.00
	English	918,178	4,796	0	981,415	4,635.41	0.00
	Farsi/Persian	252	1	0	130	0.00	0.00
	French	39	17	0	26	3.00	0.00
	German	19	4	0	32	0.00	0.00
	Greek	4	1	0	1	0.00	0.00
	Hebrew	1	1	0	14	0.00	0.00
	Hindi	167	4	0	135	4.00	0.00
	Hmong	88	0	0	83	1.00	0.00
	Ilocano	111	12	0	68	5.00	0.00
	Indonesian	8	1	0	16	0.00	0.00
	Italian	11	4	0	17	0.00	0.00
	Japanese	114	2	0	159	0.00	0.05
	Korean	477	6	0	741	13.00	0.18
	Laotian	83	4	0	49	1.00	0.00
	Mandarin	2,675	48	0	2,916	59.70	0.37
	Mien	17	0	0	7	0.00	0.00
	Mongolian	0	0	0	1	0.00	0.00
	Not Identified	119	0	0	4	0.00	0.00
	Other	184	7	0	0	0.00	0.00
	Polish	9	1	0	7	0.00	0.00
	Portuguese	28	8	0	48	1.00	0.05
	Punjabi	652	17	0	954	21.10	0.00
	Russian	404	5	0	420	4.00	0.19
	Samoan	24	2	0	10	1.00	0.00
	Serbo-Croatian/ Serbian/Bosnian	4	3	0	1	0.00	0.00
	Somali	21	1	0	5	0.00	0.00
	Spanish	169,230	1,835	3	185,652	1,630.60	36.98
	Tagalog/Filipino	1,633	77	0	1,727	71.90	0.05
	Thai	26	2	0	21	0.00	0.00
	Urdu	12	0	0	7	0.00	0.00

1 Some Languages inappropriately identified by department(s)

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
EMPLOYMENT DEVELOPMENT DEPARTMENT - Continued							
	Vietnamese	10,443	97	0	8,963	115.00	0.70
	DEPARTMENT TOTAL	1,114,811	7,094	3	1,192,460	6,713.01	39.40
ENERGY RESOURCES CONSERVATION & DEVELOPMENT COMMISSION, STATE							
	Cantonese				1	0.00	0.00
	English				1,423	51.00	0.00
	Farsi/Persian				1	0.00	0.00
	Spanish				3	0.00	0.00
	DEPARTMENT TOTAL	0	0	0	1,428	51.00	0.00
ENVIRONMENTAL HEALTH HAZARD ASSESSMENT, OFFICE OF							
	Cantonese	3	0	0	0	0.00	0.00
	Dutch	1	0	0	0	0.00	0.00
	English	1,338	138	0	444	12.00	0.00
	French	0	1	0	0	0.00	0.00
	Hindi	4	1	0	0	0.00	0.00
	Spanish	56	2	0	0	0.00	0.00
	DEPARTMENT TOTAL	1,402	142	0	444	12.00	0.00
EQUALIZATION, BOARD OF							
	American Sign/TTY/Relay	11	1	0	8	0.00	0.00
	Arabic	179	0	0	108	0.00	0.00
	Armenian	111	0	0	76	0.00	0.00
	Bulgarian	1	0	0	0	0.00	0.00
	Cambodian	19	0	0	13	0.00	0.00
	Cantonese	630	7	0	222	5.80	0.00
	Croatian	1	0	0	7	0.00	0.00
	Danish	0	0	0	1	0.00	0.00
	East Indian/Sikh	1	0	0	1	0.00	0.00
	English	117,717	3,227	0	105,620	2,216.90	0.00
	Farsi/Persian	51	3	0	54	0.00	0.00
	French	15	2	0	16	0.00	0.00
	German	7	1	0	15	0.00	0.00
	Greek	2	0	0	5	0.00	0.00

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
EQUALIZATION, BOARD OF - Continued							
	Hebrew	9	0	0	2	0.00	0.00
	Hindi	50	1	0	96	0.00	0.00
	Hmong	16	0	0	27	0.00	0.00
	Hungarian	0	0	0	1	0.00	0.00
	Igbo	0	0	0	1	0.00	0.00
	Ilocano	2	0	0	2	0.00	0.00
	Indonesian	1	0	0	1	0.00	0.00
	Italian	6	0	0	14	0.00	0.00
	Japanese	112	0	0	119	0.00	0.00
	Kashmiri	0	0	0	1	0.00	0.00
	Korean	576	2	0	364	1.00	0.00
	Laotian	11	0	0	12	0.00	0.00
	Mandarin	375	8	0	388	9.75	0.00
	Pampangan	0	0	0	1	0.00	0.00
	Persian	0	0	0	2	0.00	0.00
	Polish	0	0	0	4	0.00	0.00
	Portuguese	4	1	0	16	0.00	0.00
	Punjabi	61	2	0	107	0.00	0.00
	Romanian	6	0	0	0	0.00	0.00
	Russian	48	0	0	59	0.00	0.00
	Samoan	0	2	0	1	0.00	0.00
	Serbo-Croatian	0	0	0	1	0.00	0.00
	Sinhala	1	0	0	0	0.00	0.00
	Spanish	11,171	150	59	7,817	148.10	9.21
	Tagalog/Filipino	199	4	0	138	0.00	0.00
	Telugu	2	0	0	0	0.00	0.00
	Thai	35	0	0	6	0.00	0.00
	Tongan	0	1	0	0	0.00	0.00
	Urdu	27	1	0	16	0.00	0.00
	Uzbek	1	0	0	0	0.00	0.00
	Vietnamese	568	1	0	268	1.00	0.00
	DEPARTMENT TOTAL	132,026	3,414	59	115,610	2,382.55	9.21

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**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FAIR EMPLOYMENT AND HOUSING COMMISSION							
	Cantonese				1	0.00	0.00
	English				131	7.00	0.00
	Spanish				2	0.00	0.00
	DEPARTMENT TOTAL	0	0	0	134	7.00	0.00
FAIR EMPLOYMENT AND HOUSING, DEPT OF							
	American Sign/TTY/Relay	0	0	0	7	0.00	0.00
	Arabic	48	0	0	14	0.00	0.00
	Armenian	15	0	0	12	0.00	0.00
	Cambodian	1	0	0	0	0.00	0.00
	Cantonese	59	2	0	19	0.00	0.00
	Croatian	2	0	0	11	0.00	0.00
	Dutch	0	0	0	10	0.00	0.00
	English	19,920	168	0	16,748	147.00	0.00
	Farsi/Persian	14	0	0	1	0.00	0.00
	French	3	0	0	2	0.00	0.00
	German	0	0	0	5	0.00	0.00
	Hindi	3	0	0	9	0.00	0.00
	Hmong	3	0	0	2	0.00	0.00
	Ilocano	0	0	0	1	0.00	0.00
	Italian	0	0	0	4	0.00	0.00
	Japanese	36	0	0	13	0.00	0.00
	Korean	24	0	0	11	0.00	0.00
	Laotian	2	0	0	4	0.00	0.00
	Mandarin	35	0	0	13	0.00	0.00
	Not Identified	33	0	0	0	0.00	0.00
	Other	12	0	0	0	0.00	0.00
	Polish	1	0	0	0	0.00	0.00
	Portuguese	3	0	0	0	0.00	0.00
	Punjabi	1	0	0	11	0.00	0.00
	Russian	26	0	0	8	0.00	0.00
	Samoan	1	0	0	0	0.00	0.00
	Spanish	4,125	38	0	3,309	36.00	0.94

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FAIR EMPLOYMENT AND HOUSING, DEPT OF - Continued							
	Tagalog/Filipino	134	3	0	52	0.00	0.00
	Urdu	0	0	0	1	0.00	0.00
	Vietnamese	24	0	0	11	0.00	0.00
	DEPARTMENT TOTAL	24,525	211	0	20,278	183.00	0.94
FAIR POLITICAL PRACTICES COMMISSION							
	English	1,922	52	0	EXEMPTED		
	Spanish	14	1	0			
	DEPARTMENT TOTAL	1,936	53	0	0	0.00	0.00
FINANCE, DEPT OF							
	English	444	27	0	EXEMPTED		
	Spanish	1	0	0			
	DEPARTMENT TOTAL	445	27	0	0	0.00	0.00
FINANCIAL INSTITUTIONS, DEPT OF							
	Croatian	0	0	0	2	0.00	0.00
	English	176	7	0	971	17.00	0.00
	Mandarin	0	1	0	0	1.00	0.00
	Spanish	13	1	0	101	4.00	0.00
	Tagalog/Filipino	2	2	0	4	0.00	0.00
	Turkish	0	0	0	1	0.00	0.00
	Vietnamese	1	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	192	11	0	1,079	22.00	0.00
FISH AND GAME, DEPT OF							
	American Sign/ TTY/Relay	28	2	0	6	0.00	0.00
	Arabic	0	0	0	10	0.00	0.00
	Armenian	7	0	0	7	0.00	0.00
	Cambodian	9	0	0	20	0.00	0.00
	Cantonese	18	0	0	50	0.00	0.56
	Croatian	3	0	0	8	0.00	0.00
	Dutch	0	0	0	1	0.00	0.00
	English	26,879	610	0	22,236	396.60	0.00
	French	3	1	0	10	0.00	0.00

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DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FISH AND GAME, DEPT OF - Continued							
	German	3	1	0	12	0.00	0.00
	Greek	0	0	0	4	0.00	0.00
	Hebrew	0	0	0	1	0.00	0.00
	Hindi	1	0	0	3	0.00	0.00
	Hmong	56	0	1	43	0.00	0.21
	Indonesian	6	0	0	2	0.00	0.00
	Italian	4	1	0	28	0.00	0.00
	Japanese	51	0	0	21	0.00	0.00
	Korean	30	0	0	43	0.00	0.11
	Lahu	0	0	0	4	0.00	0.00
	Laotian	59	0	1	62	0.00	0.61
	Mandarin	45	0	0	22	0.00	0.20
	Mien	8	0	0	2	0.00	0.00
	Other	16	0	0	0	0.00	0.00
	Pampangan	0	0	0	5	0.00	0.00
	Polish	0	0	0	1	0.00	0.00
	Portuguese	17	0	0	24	0.00	0.00
	Punjabi	0	0	0	6	0.00	0.00
	Russian	40	0	1	154	0.00	1.89
	Samoan	0	0	0	12	0.00	0.00
	Somali	0	0	0	3	0.00	0.00
	Spanish	1,078	15	11	1,170	7.00	16.14
	Tagalog/Filipino	43	0	0	36	0.00	0.27
	Ukrainian	8	0	0	25	0.00	0.00
	Vietnamese	307	0	3	144	0.00	1.06
	DEPARTMENT TOTAL	28,719	630	17	24,175	403.60	21.05
FOOD AND AGRICULTURE, DEPT OF							
	Akana	0	0	0	1	0.00	0.00
	American Indian/Indian/ Yocut/Tulu/Navajo	2	0	0	0	0.00	0.00
	American Sign/TTY/Relay	18	0	0	2	0.00	0.00
	Arabic	60	0	0	69	0.00	0.63

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FOOD AND AGRICULTURE, DEPT OF - Continued							
	Armenian	22	0	0	6	0.00	0.00
	Basque	2	0	0	0	0.00	0.00
	Bulgarian	0	0	0	1	0.00	0.00
	Cambodian	1	0	0	0	0.00	0.00
	Cantonese	301	1	0	16	0.00	0.00
	Croatian	2	0	0	6	0.00	0.00
	Dutch	16	0	0	0	0.00	0.00
	English	273,220	680	0	155,790	580.96	0.00
	Farsi/Persian	2	0	0	20	0.00	0.00
	French	99	2	0	9	1.00	0.00
	German	91	0	0	5	0.00	0.00
	Greek	15	0	0	4	0.00	0.00
	Hebrew	1	0	0	4	0.00	0.00
	Hindi	46	0	0	35	1.00	0.00
	Hmong	5	0	0	0	0.00	0.00
	Ilocano	0	0	0	3	0.00	0.00
	Indonesian	0	0	0	1	0.00	0.00
	Israel	1	0	0	0	0.00	0.00
	Italian	41	0	0	1	0.00	0.00
	Japanese	453	0	0	10	0.00	0.00
	Korean	75	0	0	17	0.00	0.17
	Laotian	135	0	0	13	0.00	0.00
	Lithuanian	0	0	0	1	0.00	0.00
	Mandarin	153	0	0	26	0.00	0.83
	Native American	1	0	0	0	0.00	0.00
	Norwegian	1	0	0	0	0.00	0.00
	Not Identified	80	0	0	0	0.00	0.00
	Polish	8	0	0	8	0.00	0.00
	Portuguese	131	1	1	180	2.00	1.58
	Punjabi	15	0	0	11	1.00	0.00
	Russian	34	0	0	9	0.00	0.00
	Serbian	0	1	0	0	0.00	0.00
	Serbo-Croatian	0	0	0	3	0.00	0.00

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FOOD AND AGRICULTURE, DEPT OF - Continued							
	Slovenian	0	0	0	1	0.00	0.00
	Somali	0	0	0	12	0.00	0.00
	Spanish	10,100	22	21	3,868	25.00	20.20
	Swiss	2	0	0	0	0.00	0.00
	Tagalog/Filipino	38	0	0	12	0.00	0.00
	Thai	6	0	0	0	0.00	0.00
	Ukrainian	0	0	0	1	0.00	0.00
	Urdu	2	0	0	5	0.00	0.00
	Vietnamese	289	1	0	45	0.00	0.00
	Yoruba	0	0	0	1	0.00	0.00
	DEPARTMENT TOTAL	285,468	708	22	160,196	610.96	23.41
FORESTRY AND FIRE PROTECTION, DEPT OF							
	American Sign/ TTY/Relay	5	1	0	3	0.00	0.00
	Armenian	0	0	0	3	0.00	0.00
	Cambodian	0	0	0	3	0.00	0.00
	Cantonese	8	0	0	0	0.00	0.00
	English	22,414	285	0	18,527	209.31	0.00
	Farsi/Persian	1	0	0	0	0.00	0.00
	Fijian	0	0	0	13	0.00	0.00
	French	3	0	0	6	0.00	0.00
	German	0	0	0	4	0.00	0.00
	Hindi	5	0	0	0	0.00	0.00
	Hmong	0	1	0	2	0.00	0.00
	Italian	3	0	0	4	0.00	0.00
	Japanese	3	0	0	2	0.00	0.00
	Korean	2	0	0	3	0.00	0.00
	Lithuanian	0	0	0	1	0.00	0.00
	Mandarin	1	0	0	0	0.00	0.00
	Portuguese	2	0	0	10	0.00	0.00
	Punjabi	4	0	0	0	0.00	0.00
	Russian	0	0	0	0	1.00	0.00
	Spanish	256	17	3	1,050	40.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FORESTRY AND FIRE PROTECTION, DEPT OF - Continued							
	Tagalog/Filipino	1	0	0	0	0.00	0.00
	Vietnamese	1	0	0	1	0.00	0.00
	DEPARTMENT TOTAL	22,709	304	3	19,632	250.31	0.00
FRANCHISE TAX BOARD							
	American Sign/TTY/Relay	6	0	0	19	0.00	0.00
	Arabic	5	0	0	9	0.00	0.00
	Armenian	23	2	0	16	1.00	0.00
	Burmese	1	0	0	0	0.00	0.00
	Cambodian	7	0	0	0	0.00	0.00
	Cantonese	210	0	0	22	2.00	0.00
	Croatian	9	0	0	1	0.00	0.00
	Cusarati	0	1	0	0	0.00	0.00
	English	134,100	1,779	0	140,647	1,172.00	0.00
	Farsi/Persian	12	1	0	7	0.00	0.00
	Fijian	1	0	0	0	0.00	0.00
	French	3	0	0	13	0.00	0.00
	German	3	0	0	1	0.00	0.00
	Greek	2	0	0	1	0.00	0.00
	Hindi	22	1	0	7	0.00	0.00
	Hmong	14	0	0	1	0.00	0.00
	Ilocano	2	0	0	0	0.00	0.00
	Incko-Pakistan	0	0	0	1	0.00	0.00
	Italian	1	0	0	1	0.00	0.00
	Japanese	22	0	0	16	0.00	0.00
	Korean	20	0	0	14	1.00	0.00
	Laotian	6	0	0	0	0.00	0.00
	Mandarin	68	2	0	31	1.00	0.00
	Marache	1	0	0	0	0.00	0.00
	Mien	2	0	0	0	1.00	0.00
	Not Identified	5	0	0	0	0.00	0.00
	Polish	3	0	0	3	0.00	0.00
	Portuguese	1	0	0	3	0.00	0.00

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FRANCHISE TAX BOARD - Continued							
	Punjabi	12	0	0	2	0.00	0.00
	Russian	230	6	1	36	2.00	0.00
	Samoan	1	0	0	11	0.00	0.00
	Serbian	2	0	0	0	0.00	0.00
	Spanish	5,993	189	10	6,236	118.00	1.80
	Tagalog/Filipino	137	0	0	13	2.00	0.00
	Thai	4	0	0	0	0.00	0.00
	Vietnamese	133	1	0	33	0.00	0.00
	DEPARTMENT TOTAL	141,061	1,982	11	147,144	1,300.00	1.80
GAMBLING CONTROL COMMISSION, CA							
	English	NEW DEPARTMENT			495	8.40	0.00
	DEPARTMENT TOTAL	0	0	0	495	8.40	0.00
GENERAL SERVICES, DEPT OF							
	Afrikaans	0	0	0	2	0.00	0.00
	American Sign	0	0	0	1	0.00	0.00
	AMH	0	0	0	1	0.00	0.00
	Arabic	34	0	0	4	0.00	0.00
	Cambodian	1	0	0	3	0.00	0.00
	Cantonese	49	0	0	14	0.00	0.00
	Croatian	2	0	0	0	0.00	0.00
	English	17,222	324	0	19,000	335.55	0.00
	French	5	0	0	13	0.00	0.00
	German	1	0	0	0	0.00	0.00
	Greek	1	0	0	0	0.00	0.00
	Hebrew	1	0	0	1	0.00	0.00
	Hindi	20	0	0	8	0.00	0.00
	Hmong	0	0	0	3	0.00	0.00
	Ilocano	7	0	0	0	0.00	0.00
	Italian	12	0	0	1	0.00	0.00
	Japanese	16	0	0	18	0.00	0.05
	Korean	4	0	0	7	0.00	0.07
	Laotian	0	0	0	1	0.00	0.00
	Mandarin	21	0	0	3	0.00	0.00

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DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
GENERAL SERVICES, DEPT OF - Continued							
	Not Identified	3	0	0	0	0.00	0.00
	Portuguese	0	0	0	1	0.00	0.00
	Punjabi	11	0	0	1	0.00	0.00
	Russian	14	0	0	2	0.00	0.00
	Samoan	3	0	0	0	0.00	0.00
	Sanskrit	0	0	0	6	0.00	0.00
	Serbian	1	0	0	0	0.00	0.00
	Spanish	419	3	1	372	2.00	2.49
	Tagalog/Filipino	99	0	0	5	0.00	0.00
	Urdu	0	0	0	1	0.00	0.00
	Vietnamese	19	0	0	10	0.00	0.00
	DEPARTMENT TOTAL	17,965	327	1	19,478	337.55	2.61
HEALTH & HUMAN SERVICES AGENCY							
	English	DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00
HEALTH & HUMAN SERVICES AGENCY DATA CENTER							
	English	29	11	0	47	12.50	0.00
	DEPARTMENT TOTAL	29	11	0	47	12.50	0.00
HEALTH FACILITIES FINANCING AUTHORITY, CA							
	English	SEE STATE TREASURER			247	7.80	0.00
	DEPARTMENT TOTAL	0	0	0	247	7.80	0.00
HEALTH SERVICES, DEPT OF							
	Ada/Kuturmi	0	0	0	2	0.00	0.00
	Afrikaans	0	0	0	5	0.00	0.00
	American Sign/ TTY/Relay	208	18	2	13	0.00	0.00
	Arabic	39	1	0	65	2.00	0.00
	Armenian	114	1	0	40	2.00	0.45
	Assyrian	0	0	0	1	0.00	0.00
	Bengali	0	0	0	2	0.00	0.00
	Bulgarian	0	0	0	0	0.00	0.00
	Cambodian	18	2	0	9	1.00	0.00

1 Some Languages inappropriately identified by department(s)

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
HEALTH SERVICES, DEPT OF - Continued							
	Cantonese	122	4	0	62	3.00	0.47
	Cebuano	0	0	0	1	0.00	0.00
	Chaldean	2	0	0	0	0.00	0.00
	Chinese	38	0	0	0	0.00	0.00
	Creole	2	0	0	0	0.00	0.00
	Croatian	13	0	0	4	0.00	0.00
	Czech	0	0	0	0	2.00	0.00
	Dutch	0	0	0	0	1.00	0.00
	East Indian/Sikh	1	0	0	0	0.00	0.00
	English	96,184	2,380	0	52,045	1,654.91	0.00
	Farsi/Persian	52	0	0	33	1.00	0.00
	Fijian	0	0	0	2	0.00	0.00
	Finnish	3	0	0	0	0.00	0.00
	FIS	0	0	0	5	0.00	0.00
	French	5	1	0	3	4.00	0.00
	German	4	0	0	8	1.00	0.00
	Guamanian	1	0	0	0	0.00	0.00
	Hindi	3	0	0	32	0.00	0.00
	Hmong	7	0	0	4	1.00	0.00
	Hungarian	1	0	0	0	0.00	0.00
	Igbo	0	0	0	0	1.00	0.00
	Ilocano	0	0	0	1	0.00	0.00
	Indonesian	0	0	0	1	0.00	0.00
	Italian	3	0	0	7	0.00	0.00
	Japanese	66	0	0	15	1.00	0.00
	Korean	46	2	0	20	0.00	0.06
	Laotian	5	0	0	6	0.00	0.00
	Latvian	1	0	0	0	0.00	0.00
	Mandarin	88	0	0	136	3.00	1.19
	Mien	1	0	0	0	0.00	0.00
	Nigerian	1	0	0	1	0.00	0.00
	Norwegian	0	1	0	0	0.00	0.00
	Not Identified	47	0	0	0	0.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
HEALTH SERVICES, DEPT OF - Continued							
	Other	31	0	0	0	0.00	0.00
	Pampangan	0	0	0	4	0.00	0.00
	Portuguese	3	0	0	1	1.00	0.00
	Punjabi	11	0	0	18	1.00	0.00
	Romanian	0	1	0	6	0.00	0.00
	Russian	87	0	0	79	1.00	0.62
	Samoan	15	1	0	0	0.00	0.00
	Sanskrit	0	0	0	4	0.00	0.00
	Serb-Croatian	12	0	0	0	0.00	0.00
	Somali	2	0	0	4	0.00	0.00
	Spanish	6,988	114	29	3,643	81.00	29.55
	Sri Lanka	0	0	0	2	0.00	0.00
	Swahili	4	0	0	0	0.00	0.00
	Swedish	1	0	0	0	0.00	0.00
	Tagalog/Filipino	681	2	5	469	0.00	5.12
	Thai	7	0	0	0	0.00	0.00
	Ukrainian	0	0	0	5	0.00	0.00
	Urdu	2	1	0	19	0.00	0.00
	Uzbek	0	0	0	2	0.00	0.00
	Vietnamese	229	8	0	65	3.00	0.00
	Yoruba	0	0	0	2	0.00	0.00
	DEPARTMENT TOTAL	105,148	2,537	36	56,846	1,764.91	37.46
HIGH SPEED RAIL AUTHORITY, CA							
	English	SEE STATE TREASURER			230	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	230	1.00	0.00
HIGHWAY PATROL, CA							
	American Sign/TTY/Relay	62	0	0	153	1.00	0.00
	Arabic	132	0	0	491	0.00	0.00
	Armenian	134	0	0	283	1.00	0.00
	Bengali	0	0	0	1	0.00	0.00
	Cambodian	52	0	0	180	0.00	0.00
	Cantonese	1,279	4	5	539	8.00	0.00

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
HIGHWAY PATROL, CA - Continued							
	Chamorro	12	0	0	0	0.00	0.00
	Croatian	48	0	0	35	0.00	0.00
	Czech	0	0	0	0	1.00	0.00
	Dutch	0	0	0	1	0.00	0.00
	English	460,846	7,956	0	582,155	8,335.00	0.00
	Farsi/Persian	32	0	0	106	1.00	0.00
	French	63	0	0	70	1.00	0.00
	German	44	0	0	122	2.00	0.00
	Greek	9	0	0	20	0.00	0.00
	Gujarati	0	0	0	1	0.00	0.00
	Hebrew	20	0	0	19	0.00	0.00
	Hindi	111	1	0	175	2.00	0.00
	Hmong	79	0	0	132	2.00	0.00
	Ilocano	5	0	0	9	0.00	0.00
	Indonesian	10	0	0	3	0.00	0.00
	Italian	37	0	0	58	0.00	0.00
	Jamaican	1	0	0	0	0.00	0.00
	Japanese	696	0	317	808	0.00	0.00
	Korean	623	0	0	1,113	0.00	0.00
	Laotian	45	0	0	116	0.00	0.00
	Mandarin	564	0	0	834	1.00	0.00
	Mien	4	0	0	9	0.00	0.00
	Norwegian	1	0	0	1	0.00	0.00
	Not Identified	0	0	0	6	5.00	0.00
	Not Identified	30	0	0	0	0.00	0.00
	Other	121	0	0	0	0.00	0.00
	Pakistan	0	0	0	2	0.00	0.00
	Pampango	0	0	0	3	0.00	0.00
	Polish	52	0	0	19	0.00	0.00
	Portuguese	72	0	0	99	0.00	0.00
	Punjabi	607	0	0	279	1.00	0.00
	Romanian	0	0	0	2	0.00	0.00
	Russian	575	0	0	417	1.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
HIGHWAY PATROL, CA - Continued							
	Samoan	1	0	0	13	0.00	0.00
	Serbian	19	0	0	0	0.00	0.00
	Somali	11	0	0	2	0.00	0.00
	Spanish	67,579	913	0	82,864	1,035.00	352.47
	Tagalog/Filipino	458	0	0	316	0.00	0.00
	Thai	17	0	0	0	0.00	0.00
	Ukrainian	12	0	0	9	0.00	0.00
	Urdu	7	0	0	0	0.00	0.00
	Vietnamese	1,534	2	0	472	1.00	0.00
	DEPARTMENT TOTAL	536,004	8,876	322	671,937	9,398.00	352.47
HORSE RACING BOARD, CA							
	Arabic	14	0	0	1	0.00	0.00
	Cantonese	58	1	0	4	0.10	0.00
	English	4,138	46	0	3,664	41.10	0.00
	French	23	0	0	2	0.00	0.00
	German	24	0	0	1	0.00	0.00
	Greek	25	0	0	0	0.00	0.00
	Italian	65	0	0	1	0.00	0.00
	Japanese	14	0	0	3	0.00	0.00
	Korean	0	0	0	1	0.00	0.00
	Mandarin	9	0	0	1	0.00	0.00
	Pampangan	0	0	0	4	0.00	0.00
	Polish	6	0	0	0	0.00	0.00
	Portuguese	15	0	0	0	0.00	0.00
	Russian	18	0	0	2	0.00	0.00
	Spanish	1,765	7	4	1,839	7.00	5.29
	Tagalog/Filipino	19	0	0	1	0.00	0.00
	Thai	2	0	0	0	0.00	0.00
	Vietnamese	10	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	6,205	54	4	5,524	48.20	5.29

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
HOUSING & COMMUNITY DEVELOPMENT, DEPT OF							
	American Sign/TTY/Relay	0	1	0	0	0.00	0.00
	Cambodian	2	0	0	0	0.00	0.00
	Cantonese	8	0	0	1	0.00	0.00
	English	17,692	231	0	18,650	227.00	0.00
	German	3	0	0	0	0.00	0.00
	Italian	0	0	0	1	0.00	0.00
	Japanese	2	0	0	7	0.00	0.00
	Korean	4	0	0	1	0.00	0.00
	Laotian	1	0	0	5	0.00	0.00
	Mandarin	4	0	0	0	0.00	0.00
	Not Identified	2	0	0	0	0.00	0.00
	Spanish	1,300	17	0	2,045	16.00	5.71
	Tagalog/Filipino	12	0	0	2	0.00	0.00
	Vietnamese	13	0	0	45	0.00	0.00
	DEPARTMENT TOTAL	19,043	249	0	20,757	243.00	5.71
HOUSING FINANCE AGENCY, CA							
	Cantonese	0	0	0	1	0.00	0.00
	English	3,561	102	0	2,040	9.53	0.00
	Spanish	126	2	0	235	4.00	0.00
	DEPARTMENT TOTAL	3,687	104	0	2,276	13.53	0.00
INDEPENDENT LIVING COUNCIL, CA							
	American Sign/TTY/Relay	DID NOT PARTICIPATE			16	1.00	0.00
	English				1,730	2.00	0.00
	Spanish				334	0.00	0.48
	DEPARTMENT TOTAL	0	0	0	2,080	3.00	0.48
INDUSTRIAL DEVELOPMENT FINANCING ADVISORY COMMISSION, CA							
	English	SEE STATE TREASURER			114	2.86	0.00
	DEPARTMENT TOTAL	0	0	0	114	2.86	0.00

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
INDUSTRIAL RELATIONS, DEPT OF							
	American Sign/TTY/Relay	5	1	0	15	0.00	0.00
	Arabic	38	1	0	88	0.00	0.00
	Armenian	113	1	0	54	0.00	0.00
	Bulgarian	0	0	0	2	0.00	0.00
	Cambodian	17	0	0	1	0.00	0.00
	Cantonese	624	7	0	583	12.00	0.00
	Croatian	9	0	0	0	0.00	0.00
	Czech	0	0	0	2	0.00	0.00
	English	137,578	1,194	0	162,415	1,274.75	0.00
	Ethiopian	0	0	0	1	0.00	0.00
	Farsi/Persian	40	2	0	82	0.00	0.00
	French	21	0	0	5	0.00	0.00
	German	28	0	0	4	0.00	0.00
	Greek	3	0	0	0	0.00	0.00
	Gujarati	0	0	0	1	0.00	0.00
	Hebrew	8	0	0	1	0.00	0.00
	Hindi	20	1	0	29	0.00	0.00
	Ilocano	13	1	0	7	0.00	0.00
	Indonesian	2	0	0	0	0.00	0.00
	Italian	15	0	0	5	0.00	0.00
	Japanese	109	0	0	32	0.00	0.00
	Korean	856	7	0	383	7.00	0.00
	Laotian	0	0	0	8	0.00	0.00
	Mandarin	398	6	0	330	4.00	0.05
	Pampangan	0	0	0	4	0.00	0.00
	Polish	1	0	0	4	0.00	0.00
	Portuguese	17	0	0	32	0.00	0.00
	Punjabi	81	0	0	31	3.00	0.00
	Romanian	1	0	0	3	0.00	0.00
	Russian	33	0	0	41	1.00	0.00
	Samoan	0	0	0	5	0.00	0.00
	Somali	0	0	0	5	0.00	0.00

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INDUSTRIAL RELATIONS, DEPT OF - Continued							
	Spanish	23,337	201	27	21,304	222.65	21.19
	Tagalog/Filipino	602	14	2	497	3.00	0.00
	Tamil	0	0	0	3	0.00	0.00
	Thai	6	0	0	13	0.00	0.00
	Urdu	1	0	0	0	0.00	0.00
	Vietnamese	445	4	0	396	6.00	0.13
	DEPARTMENT TOTAL	164,421	1,440	29	186,386	1,533.40	21.37
INSPECTOR GENERAL, OFFICE OF							
	English	253	12	0	176	1.67	0.00
	DEPARTMENT TOTAL	253	12	0	176	1.67	0.00
INSPECTOR GENERAL FOR VETERANS AFFAIRS							
	English	DID NOT PARTICIPATE			6	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	6	1.00	0.00
INSURANCE, DEPT OF							
	American Sign/TTY/Relay	0	1	0	36	0.00	0.00
	Arabic	7	0	0	14	0.00	0.00
	Armenian	3	0	0	10	0.00	0.05
	AWS	0	0	0	1	0.00	0.00
	Brazilian	0	0	0	1	0.00	0.00
	Cambodian	0	1	0	6	0.00	0.00
	Cantonese	41	1	0	50	1.00	0.00
	Croatian	0	0	0	2	0.00	0.00
	English	33,160	544	0	33,459	537.38	0.00
	Farsi/Persian	1	0	0	7	0.00	0.07
	French	1	0	0	21	0.00	0.27
	German	0	0	0	4	0.00	0.00
	Gujarati	0	0	0	1	0.00	0.00
	Hebrew	6	0	0	0	0.00	0.00
	Hawaiian/Pidgin	0	0	0	1	0.00	0.00
	Hindi	10	0	0	68	0.00	0.00
	Hmong	0	0	0	4	0.00	0.00

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INSURANCE, DEPT OF - Continued							
	Ilocano	1	0	0	0	0.00	0.00
	Indonesian	0	0	0	2	0.00	0.00
	Italian	0	0	0	3	0.00	0.00
	Japanese	2	0	0	46	0.00	0.00
	Korean	4	0	0	3	0.00	0.00
	Laotian	0	0	0	1	0.00	0.00
	Mandarin	22	0	0	41	1.00	0.12
	Pampangan	0	0	0	22	0.00	0.00
	Polish	0	0	0	1	0.00	0.00
	Portuguese	0	0	0	4	0.00	0.00
	Punjabi	0	0	0	9	0.00	0.00
	Romani	0	0	0	2	0.00	0.00
	Russian	17	1	0	24	1.00	0.00
	Spanish	1,868	43	3	1,815	47.00	2.40
	Tagalog/Filipino	35	2	0	44	1.00	0.15
	Tigrigna	0	0	0	1	0.00	0.00
	Vietnamese	18	1	0	23	0.00	0.07
	DEPARTMENT TOTAL	35,196	594	3	35,726	588.38	3.13
INTEGRATED WASTE MANAGEMENT BOARD, CA							
	American Sign/TTY/Relay	0	1	0	0	0.00	0.00
	Cantonese	0	1	0	0	0.00	0.00
	English	2,874	82	0	2,873	83.70	0.00
	Mandarin	0	0	0	12	0.00	0.41
	Spanish	117	2	0	51	2.00	0.08
	DEPARTMENT TOTAL	2,991	86	0	2,936	85.70	0.49
JUSTICE, DEPT OF							
	Afrikaans	0	0	0	13	0.00	0.00
	American Sign/TTY/Relay	2	1	0	2	0.00	0.00
	Arabic	2	0	0	39	0.00	0.00
	Armenian	2	0	0	25	0.00	0.65
	Cambodian	4	0	0	8	0.00	0.00

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JUSTICE, DEPT OF - Continued							
	Cantonese	35	2	0	109	4.00	0.53
	Croatian	0	0	0	6	0.00	0.00
	English	29,642	391	0	67,112	1,259.31	0.00
	Farsi/Persian	0	0	0	20	1.00	2.63
	Fijian	0	0	0	3	0.00	0.00
	French	1	0	0	6	0.00	0.00
	German	0	1	0	2	0.00	0.00
	Greek	0	0	0	1	0.00	0.00
	Hawaiian/Pidgin	0	0	0	3	0.00	0.00
	Hebrew	0	0	0	8	0.00	0.00
	Hindi	5	0	0	25	0.00	0.00
	Hmong	0	0	0	3	1.00	0.00
	Ilocano	0	0	0	5	0.00	0.00
	Indian	0	0	0	4	0.00	0.00
	Indonesian	0	0	0	3	0.00	0.00
	Italian	5	0	0	34	0.00	0.00
	Japanese	12	0	0	90	0.00	0.68
	Kannada	0	0	0	2	0.00	0.00
	Korean	2	0	0	48	0.00	0.00
	Laotian	0	0	0	16	0.00	0.00
	Mandarin	7	0	0	62	0.00	0.00
	Navajo	0	0	0	2	0.00	0.00
	Pampangan	0	0	0	5	0.00	0.00
	Polish	0	0	0	1	0.00	0.00
	Portuguese	0	0	0	6	1.00	0.00
	Punjabi	3	0	0	27	0.00	0.60
	Russian	3	0	0	92	1.00	0.92
	Samoan	0	0	0	5	0.00	0.00
	Serbo-Croatian	0	0	0	10	0.00	0.00
	Somali	1	0	0	0	0.00	0.00
	Spanish	638	14	0	3,792	93.00	32.74
	Tagalog/Filipino	8	1	0	96	0.00	5.63
	Thai	0	0	0	0	1.00	0.00

1 Some Languages inappropriately identified by department(s)

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
JUSTICE, DEPT OF - Continued							
	Ukrainian	0	0	0	10	0.00	0.00
	Urdu	0	0	0	2	1.00	0.00
	Vietnamese	30	1	0	77	2.00	0.00
	Yoruba	0	0	0	1	0.00	0.00
	DEPARTMENT TOTAL	30,402	411	0	71,775	1,364.31	44.38
LABOR AND WORKFORCE DEVELOPMENT AGENCY, DEPT OF							
	English	DID NOT PARTICIPATE			64	3.00	0.00
	Spanish	DID NOT PARTICIPATE			0	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	64	4.00	0.00
LAW REVISION COMMISSION, CALIFORNIA							
	English	DID NOT PARTICIPATE			40	3.75	0.00
	DEPARTMENT TOTAL	0	0	0	40	3.75	0.00
LEGISLATIVE COUNSEL BUREAU							
	Dutch	1	0	0		0.00	
	English	58	12	0	EXEMPTED		
	DEPARTMENT TOTAL	59	12	0	0	0.00	0.00
LITTLE HOOVER COMMISSION (STATE GOVERNMENT ORGANIZATION & ECONOMY, CA COMMISSION ON							
		DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00
LOTTERY, CA STATE							
	Arabic	18	0	0	417	0.00	1.09
	Armenian	0	0	0	55	0.00	0.00
	Cambodian	11	0	0	60	0.00	0.00
	Cantonese	177	2	0	515	4.00	1.74
	Croatian	0	0	0	3	0.00	0.00
	English	36,558	391	0	22,455	275.00	0.00
	Farsi/Persian	15	0	0	137	1.00	0.00
	Fijian	0	0	0	1	0.00	0.00
	French	0	0	0	4	0.00	0.00
	German	1	0	0	1	0.00	0.00
	Greek	1	0	0	2	0.00	0.00
	Hebrew	0	0	0	2	0.00	0.00

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LOTTERY, CA STATE - Continued							
	Hindi	0	0	0	257	0.00	0.52
	Hmong	0	0	0	31	0.00	0.00
	Indonesian	0	0	0	1	0.00	0.00
	Italian	0	0	0	9	0.00	0.00
	Japanese	12	0	0	42	0.00	0.00
	Korean	176	0	0	451	0.00	1.63
	Laotian	0	0	0	19	0.00	0.00
	Mandarin	95	2	0	362	1.00	0.57
	Pashto/Pushto	0	0	0	3	0.00	0.00
	Polish	2	0	0	0	0.00	0.00
	Portuguese	0	0	0	21	0.00	0.00
	Punjabi	4	0	0	768	0.00	4.40
	Russian	3	0	0	6	0.00	0.00
	Spanish	1,321	26	0	2,272	26.00	2.07
	Tagalog/Filipino	38	1	0	110	1.00	0.00
	Thai	1	0	0	3	0.00	0.00
	Urdu				1	0.00	0.00
	Vietnamese	139	2	0	417	1.00	1.07
	DEPARTMENT TOTAL	38,572	424	0	28,425	309.00	13.09
MANAGED HEALTH CARE, DEPT OF							
	American Sign/TTY/Relay	3	0	0	3	0.00	0.00
	Arabic	0	0	0	1	0.00	0.00
	Armenian	0	0	0	1	0.00	0.00
	Cambodian	0	0	0	1	0.00	0.00
	Cantonese	21	0	0	0	0.00	0.00
	Croatian	0	0	0	5	0.00	0.00
	English	6,565	181	0	2,843	138.65	0.00
	German	1	0	0	0	0.00	0.00
	Hindi	2	0	0	0	0.00	0.00
	Italian	3	0	0	0	0.00	0.00
	Japanese	0	0	0	3	0.00	0.00
	Mandarin	0	0	0	3	0.00	0.00

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MANAGED HEALTH CARE, DEPT OF - Continued							
	Russian	1	0	0	0	0.00	0.00
	Spanish	242	7	3	101	7.00	0.94
	Tagalog/Filipino	0	0	0	1	0.00	0.00
	Vietnamese	1	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	6,839	188	3	2,962	145.65	0.94
MANAGED RISK MEDICAL INSURANCE BOARD							
	Arabic	0	0	0	1	0.00	0.00
	Cantonese	2	0	0	2	1.00	0.00
	English	317	15	0	764	11.00	0.00
	Japanese	0	0	0	1	0.00	0.00
	Mandarin	0	0	0	2	0.00	0.00
	Spanish	120	6	0	172	7.00	0.28
	Vietnamese	1	0	0	2	0.00	0.00
	DEPARTMENT TOTAL	440	21	0	944	19.00	0.28
MENTAL HEALTH, DEPT OF							
	American Sign/TTY/Relay	82	4	0	33	1.00	0.00
	Arabic	10	0	0	3	0.00	0.00
	Armenian	22	0	0	1	0.00	0.00
	Cantonese	81	4	0	9	3.00	0.00
	English	47,659	1,417	0	31,024	1,408.25	0.00
	Ethiopian	2	0	0	0	0.00	0.00
	Farsi/Persian	7	0	0	34	2.00	0.00
	French	1	0	0	0	0.00	0.00
	German	0	0	0	11	0.00	0.00
	Hindi	0	1	0	10	0.00	0.00
	Hmong	0	0	0	2	0.00	0.00
	Japanese	5	0	0	7	0.00	0.00
	Korean	4	2	0	35	1.00	0.00
	Laotian	11	0	0	1	0.00	0.00
	Malayalam	0	1	0	0	0.00	0.00
	Mandarin	65	6	0	21	2.00	0.00
	Not Identified	4	0	0	0	0.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
MENTAL HEALTH, DEPT OF - Continued							
	Other	8	0	0	0	0.00	0.00
	Punjabi	2	2	0	3	0.00	0.00
	Russian	21	0	0	0	0.00	0.00
	Samoan	0	0	0	1	0.00	0.00
	Spanish	2,292	55	2	1,643	51.00	1.20
	Swedish	1	0	0	0	0.00	0.00
	Tagalog/Filipino	558	9	1	349	1.00	0.00
	Vietnamese	148	5	0	41	4.00	0.00
	DEPARTMENT TOTAL	50,983	1,506	3	33,228	1,473.25	1.20
MILITARY DEPARTMENT, CA							
	Croatian				10	0.00	0.00
	English				1,142	293.00	0.00
	German				3	0.00	0.00
	Japanese				5	0.00	0.00
	Korean				10	0.00	0.00
	Russian				2	0.00	0.00
	Samoan				2	0.00	0.00
	Spanish				110	0.00	22.60
	Tagalog/Filipino				2	0.00	0.00
	Vietnamese				8	0.00	0.00
	DEPARTMENT TOTAL	0	0	0	1,294	293.00	22.60
MOTOR VEHICLES, DEPT OF							
	Afrikaans	1	0	0	0	0.00	0.00
	American Sign/ TTY/Relay	445	23	1	392	2.00	0.00
	Amharic	7	0	0	155	0.00	0.00
	Arabic	2,472	2	0	2,224	5.00	0.00
	Armenian	4,431	13	0	3,560	12.00	0.71
	Assyrian	21	0	0	6	1.00	0.00
	Bengali	0	0	0	9	0.00	0.00
	Bosnian	0	0	0	1	0.00	0.00
	Bulgarian	0	0	0	15	0.00	0.00
	Burmese	1	0	0	20	0.00	0.00

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MOTOR VEHICLES, DEPT OF - Continued							
	Cambodian	443	0	0	814	0.00	0.00
	Cantonese	10,361	36	3	12,947	37.00	0.45
	Cebuano	0	0	0	1	0.00	0.00
	Chaldean	0	0	0	2	0.00	0.00
	Chamorro	0	0	0	8	0.00	0.00
	Croatian	104	0	0	76	0.00	0.00
	Czech	2	0	0	7	0.00	0.00
	Danish	0	0	0	1	0.00	0.00
	Dinka	0	0	0	1	0.00	0.00
	Dutch	3	1	0	5	0.00	0.00
	Ebonics	0	1	0	0	0.00	0.00
	El Salvadorian	1	0	0	0	0.00	0.00
	English	1,447,234	3,650	0	1,562,550	3,548.46	0.00
	Farsi/Persian	2,606	3	0	3,224	7.00	0.00
	Fijian	0	0	0	13	0.00	0.00
	Finnish	0	0	0	2	0.00	0.00
	French	585	1	0	737	2.00	0.00
	Fulani	0	0	0	1	0.00	0.00
	Gaelic	1	0	0	0	0.00	0.00
	German	464	0	0	435	0.00	0.00
	Greek	88	0	0	94	0.00	0.00
	Gujarati	0	0	0	12	0.00	0.00
	Hebrew	550	0	0	610	0.00	0.00
	Hindi	1,354	10	0	2,154	18.00	0.00
	Hmong	460	1	0	532	1.00	0.00
	Hungarian	5	0	0	26	0.00	0.00
	Ilocano	62	1	0	80	1.00	0.00
	Indian	1	0	0	0	0.00	0.00
	Indonesian	191	0	0	109	0.00	0.00
	Italian	276	1	0	362	2.00	0.00
	Jamaican	0	0	0	1	0.00	0.00
	Japanese	3,209	1	1	4,175	1.00	0.00
	Kannada	0	0	0	3	0.00	0.00

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MOTOR VEHICLES, DEPT OF - Continued							
	Kikuyu	1	0	0	0	0.00	0.00
	Korean	6,392	5	2	8,619	5.00	1.65
	Kurdish	2	0	0	24	0.00	0.00
	Laotian	224	1	0	381	0.00	0.00
	Lebanese	0	0	0	6	0.00	0.00
	Lithuanian	0	0	0	1	0.00	0.00
	Malay	0	0	0	6	0.00	0.00
	Mandarin	7,594	20	1	8,689	34.00	1.79
	Mien	70	0	0	48	1.00	0.00
	Mongol	0	0	0	2	0.00	0.00
	Moroccan	0	0	0	1	0.00	0.00
	Nepali	0	0	0	4	0.00	0.00
	Nigerian	0	0	0	8	0.00	0.00
	Norwegian	0	0	0	1	0.00	0.00
	Not Identified	268	0	0	0	0.00	0.00
	Other	2,715	0	0	381	0.00	0.00
	Pakistani	1	0	0	1	0.00	0.00
	Pashto/Pushto	0	0	0	13	0.00	0.00
	Persian	0	0	0	6	0.00	0.00
	Peruvian	0	0	0	2	0.00	0.00
	Polish	62	0	0	175	0.00	0.00
	Portuguese	1,071	2	0	1,328	7.00	0.00
	Punjabi	2,380	8	1	3,635	16.00	0.80
	Romanian	3	0	0	69	0.00	0.00
	Ronian	1	0	0	0	0.00	0.00
	Russian	5,270	8	8	3,153	7.00	0.00
	Samoan	33	1	0	142	0.00	0.00
	Serbian	35	0	0	29	0.00	0.00
	Sinhala	0	0	0	5	0.00	0.00
	Somali	37	0	0	56	0.00	0.00
	Spanish	343,410	1,389	53	332,959	1,424.60	26.97
	Sri Lanka	1	0	0	0	0.00	0.00
	Sudanic	0	0	0	3	0.00	0.00

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MOTOR VEHICLES, DEPT OF - Continued							
	Swahili	1	0	0	247	0.00	0.00
	Swedish	1	1	0	14	0.00	0.00
	Tagalog/Filipino	7,766	32	4	9,542	63.00	0.00
	Taiwanese	0	1	0	2	0.00	0.00
	Tamil	0	0	0	9	0.00	0.00
	Telugu	0	0	0	1	0.00	0.00
	Thai	422	1	0	790	1.00	0.00
	Tibetan	0	0	0	6	0.00	0.00
	Tigrigna	2	0	0	36	0.00	0.00
	Tongan	0	0	0	72	0.00	0.00
	Turkish	0	0	0	50	0.00	0.00
	Ukrainian	0	0	0	19	0.00	0.00
	Urdu	50	0	0	101	3.00	0.00
	Vietnamese	12,193	44	0	14,834	47.00	0.57
	Visayan	0	0	0	2	0.00	0.00
	DEPARTMENT TOTAL	1,865,383	5,257	74	1,980,836	5,246.06	32.94
NATIVE AMERICAN HERITAGE COMMISSION							
	English	377	4	0	EXEMPTED		
	DEPARTMENT TOTAL	377	4	0	0	0.00	0.00
PARKS AND RECREATION, DEPT OF							
	Afrikaans	6	0	0	0	0.00	0.00
	Albanian	1	0	0	0	0.00	0.00
	American Sign/TTY/Relay	44	0	0	42	2.00	0.00
	Amis/Taiwanese	0	0	0	1	0.00	0.00
	Arabic	95	0	0	40	0.00	0.00
	Armenian	41	0	0	60	0.00	0.00
	Asian	8	0	0	0	0.00	0.00
	Assyrian	6	0	0	3	0.00	0.00
	Austrian	6	0	0	0	0.00	0.00
	Bulgarian	7	0	0	3	0.00	0.00
	Cambodian	32	0	0	21	0.00	0.00
	Canadian	0	0	0	20	0.00	0.00

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PARKS AND RECREATION, DEPT OF - Continued							
	Cantonese	418	0	0	123	0.00	1.59
	Creole	2	0	0	0	0.00	0.00
	Croatian	9	0	0	28	0.00	0.00
	C-Sign	3	0	0	0	0.00	0.00
	Czech	9	0	0	2	0.00	0.00
	Danish	13	0	0	12	0.00	0.00
	Dutch	34	0	0	53	0.00	0.00
	Ebonics	1	0	0	0	0.00	0.00
	English	52,668	1,620	0	60,282	618.21	0.00
	Estonian	0	0	0	2	0.00	0.00
	Farsi/Persian	23	0	0	99	0.00	0.00
	Finnish	14	0	0	4	0.00	0.00
	Flemish	0	0	0	1	0.00	0.00
	French	335	0	0	332	2.00	0.86
	German	432	0	0	476	3.00	2.55
	Greek	31	0	0	30	0.00	0.00
	Guamanian	1	0	0	0	0.00	0.00
	Gujarati	0	0	0	4	0.00	0.00
	Hawaiian/Pidgin	40	0	0	11	0.00	0.00
	Hebrew	118	0	0	155	0.00	0.70
	Hindi	83	0	0	53	0.00	0.00
	Hmong	106	0	0	25	0.00	0.87
	Hungarian	2	0	0	4	0.00	0.00
	Igloo	0	0	0	1	0.00	0.00
	Ilocano	13	0	0	2	0.00	0.00
	Indian	2	0	0	0	0.00	0.00
	Indian- Yocut	5	0	0	0	0.00	0.00
	Indian-Tulu	2	0	0	0	0.00	0.00
	Indonesian	0	0	0	3	0.00	0.00
	Irish	9	0	0	0	0.00	0.00
	Italian	214	0	0	145	0.00	1.24
	Japanese	599	0	0	356	0.00	0.19
	Kashmiri	1	0	0	0	0.00	0.00

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PARKS AND RECREATION, DEPT OF - Continued							
	Korean	407	0	0	242	0.00	1.17
	Krio/Jamacian Creole	2	0	0	1	0.00	0.00
	Laotian	17	0	0	33	0.00	0.32
	Lithuanian	2	0	0	6	0.00	0.00
	Lomane	1	0	0	0	0.00	0.00
	Maidu	0	0	0	1	0.00	0.00
	Maltese	0	0	0	2	0.00	0.00
	Mandarin	280	0	0	289	0.00	1.26
	Marathi	0	0	0	4	0.00	0.00
	Marhaw	0	0	0	5	0.00	0.00
	Mien	4	0	0	0	0.00	0.00
	Navajo	1	0	0	2	0.00	0.00
	Netherlands	6	0	0	0	0.00	0.00
	Norwegian	8	0	0	1	0.00	0.00
	Pampangan	0	0	0	22	0.00	0.00
	Pashto/Pushto	3	0	0	0	0.00	0.00
	Polish	51	0	0	12	0.00	0.00
	Portuguese	103	0	0	79	0.00	0.00
	Punjabi	5	0	0	13	0.00	0.00
	Romanian	0	0	0	4	0.00	0.00
	Russian	249	0	3	578	0.00	4.13
	Samoan	0	0	0	18	0.00	0.00
	Scandinavian	1	0	0	0	0.00	0.00
	Serbian	33	0	0	7	0.00	0.00
	Serbo-Croatian	0	0	0	3	0.00	0.00
	Sikh	2	0	0	0	0.00	0.00
	Slovenian	1	0	0	2	0.00	0.00
	Spanish	4,039	2	75	3,670	41.00	26.21
	Swedish	34	0	0	19	0.00	0.00
	Swiss	6	0	0	0	0.00	0.00
	Tagalog/Filipino	148	0	0	60	0.00	0.00
	Taiwanese	2	0	0	0	0.00	0.00
	Tamil	0	0	0	5	0.00	0.00

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**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
PARKS AND RECREATION, DEPT OF - Continued							
	Telugu	1	0	0	4	0.00	0.00
	Thai	28	0	0	11	0.00	0.25
	Tibetan	1	0	0	0	0.00	0.00
	Tongan	0	0	0	6	0.00	0.00
	Turkish	5	0	0	0	0.00	0.00
	Ukrainian	2	0	0	2	0.00	0.00
	Urdu	0	0	0	4	0.00	0.00
	Vietnamese	376	0	0	116	0.00	0.00
	Welsh	1	0	0	3	0.00	0.00
	Yugoslavian	2	0	0	0	0.00	0.00
	Yurok	0	0	0	3	0.00	0.00
	DEPARTMENT TOTAL	61,254	1,622	78	67,620	666.21	41.34
PEACE OFFICER STANDARDS AND TRAINING							
	Arabic	EXEMPTED			1	0.00	0.00
	English				1,206	11.00	0.00
	Spanish				3	0.00	0.00
	DEPARTMENT TOTAL	0	0	0	1,210	11.00	0.00
PERSONNEL ADMINISTRATION, DEPARTMENT OF							
	English	EXEMPTED			535	35.30	0.00
	Spanish				6	0.00	0.00
	DEPARTMENT TOTAL	0	0	0	541	35.30	0.00
PERSONNEL BOARD, STATE							
	American Sign/ TTY/Relay	5	0	0	0	0.00	0.00
	Arabic	6	0	0	0	0.00	0.00
	Cantonese	12	0	0	1	0.00	0.00
	English	6,330	121	0	1,905	45.70	0.00
	Greek	1	0	0	0	0.00	0.00
	Hindi	1	0	0	0	0.00	0.00
	Japanese	2	0	0	0	0.00	0.00
	Korean	6	0	0	0	0.00	0.00
	Mandarin	3	1	0	0	0.00	0.00

1 Some Languages inappropriately identified by department(s)

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
PERSONNEL BOARD, STATE - Continued							
	Other	2	0	0	0	0.00	0.00
	Polish	1	0	0	0	0.00	0.00
	Russian	6	0	0	0	0.00	0.00
	Serbian	5	0	0	0	0.00	0.00
	Spanish	71	9	0	3	3.80	0.00
	Tagalog/Filipino	13	1	0	0	0.00	0.00
	Unknown	1	0	0	0	0.00	0.00
	Vietnamese	13	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	6,478	132	0	1,909	49.50	0.00
PESTICIDE REGULATION, DEPT OF							
	Armenian	0	0	0	1	0.00	0.00
	Cambodian	1	0	0	0	0.00	0.00
	Croatian	0	0	0	10	0.00	0.00
	Dutch	0	0	0	9	0.00	0.00
	English	5,242	235	0	3,810	214.89	0.00
	Farsi/Persian	8	0	0	3	1.00	0.00
	French	0	1	0	1	0.00	0.00
	Hindi	2	0	0	0	0.00	0.00
	Ilocano	0	0	0	1	0.00	0.00
	Japanese	0	0	0	1	0.00	0.00
	Korean	0	0	0	1	0.00	0.00
	Laotian	0	0	0	2	0.00	0.00
	Mandarin	8	0	0	9	0.00	0.00
	Punjabi	10	1	0	2	0.00	0.00
	Spanish	266	5	9	140	10.00	1.81
	Tagalog/Filipino	11	1	0	4	0.00	0.00
	Urdu	7	0	0	1	0.00	0.00
	DEPARTMENT TOTAL	5,555	243	9	3,995	225.89	1.81
PILOT COMMISSIONERS, BOARD OF							
		DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
POLLUTION CONTROL FINANCING AUTHORITY, CA							
	English	SEE STATE TREASURER			683	10.86	0.00
	DEPARTMENT TOTAL	0	0	0	683	10.86	0.00
POSTSECONDARY EDUCATION, COMMISSION ON							
	Arabic	0	0	0	1	0.00	0.00
	Cantonese	0	0	0	1	0.00	0.00
	English	320	41	0	427	21.00	0.00
	Hebrew	0	1	0	0	0.00	0.00
	Japanese	0	0	0	2	0.00	0.00
	Korean	0	0	0	2	0.00	0.00
	DEPARTMENT TOTAL	320	42	0	433	21.00	0.00
PRISON INDUSTRY AUTHORITY							
	English	119	14	0	EXEMPTED		
	DEPARTMENT TOTAL	119	14	0	0	0.00	0.00
PRISON TERMS, BOARD OF							
	Armenian	2	0	0	2	0.00	0.00
	English	1,184	35	0	980	7.00	0.00
	Spanish	32	1	0	0	0.00	0.00
	DEPARTMENT TOTAL	1,218	36	0	982	7.00	0.00
PUBLIC DEFENDER, STATE							
	English	EXEMPTED			570	26.00	0.00
	Spanish	EXEMPTED			0	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	570	27.00	0.00
PUBLIC EMPLOYEES RETIREMENT SYSTEM							
	American Sign/ TTY/Relay	20	1	0	DID NOT PARTICIPATE		
	Amis/Taiwanese	1	0	0			
	Arabic	2	0	0			
	Burmese	1	0	0			
	Cantonese	14	0	0			
	Croatian	9	0	0			
	Dutch	1	0	0			
	English	37,995	257	0			

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
PUBLIC EMPLOYEES RETIREMENT SYSTEM - Continued							
	Farsi/Persian	1	0	0	DID NOT PARTICIPATE		
	German	1	0	0			
	Hindi	5	0	0			
	Japanese	6	0	0			
	Korean	5	0	0			
	Laotian	5	0	0			
	Mandarin	43	0	0			
	Mien	1	0	0			
	Not Identified	1	0	0			
	Pampangan	1	0	0			
	Portuguese	2	0	0			
	Russian	5	0	0			
	Spanish	435	5	2			
	Tagalog/Filipino	39	0	0			
	Vietnamese	16	0	0			
	DEPARTMENT TOTAL	38,609	263	2			
PUBLIC EMPLOYMENT RELATIONS BOARD							
	Cantonese	0	0	0	1	0.00	0.00
	English	438	36	0	699	23.00	0.00
	Farsi/Persian	0	0	0	1	0.00	0.00
	Spanish	15	0	0	1	0.00	0.00
	DEPARTMENT TOTAL	453	36	0	702	23.00	0.00
PUBLIC UTILITIES COMMISSION							
	Arabic	2	0	0	0	0.00	0.00
	Armenian	6	0	0	0	0.00	0.00
	Cantonese	67	2	0	6	0.00	0.00
	English	13,261	575	0	10,346	105.00	0.00
	Hebrew	4	0	0	0	0.00	0.00
	Hindi	2	0	0	0	0.00	0.00
	Japanese	2	0	0	0	0.00	0.00
	Korean	3	0	0	0	0.00	0.00
	Mandarin	9	0	0	11	1.00	0.00
	Portuguese	1	0	0	0	0.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
PUBLIC UTILITIES COMMISSION - Continued							
	Punjabi	2	0	0	0	0.00	0.00
	Russian	0	0	0	1	0.00	0.00
	Spanish	1,529	12	9	518	6.00	0.37
	Tagalog/Filipino	56	3	1	47	3.00	0.16
	Vietnamese	10	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	14,954	592	10	10,929	115.00	0.53
REAL ESTATE APPRAISERS, OFFICE OF							
	English	1,308	2	0	EXEMPTED		
	DEPARTMENT TOTAL	1,308	2	0	0	0.00	0.00
REAL ESTATE, DEPT OF							
	Armenian	8	0	0	16	0.00	0.00
	Cambodian	0	0	0	0	0.00	0.00
	Cantonese	7	0	0	0	0.00	0.00
	Cubano	0	0	0	2	0.00	0.00
	English	24,469	292	0	25,339	264.09	0.00
	Farsi/Persian	5	0	0	0	0.00	0.00
	Ilocano	12	0	0	4	0.00	0.00
	Korean	3	0	0	2	0.00	0.00
	Mandarin	9	0	0	5	0.00	0.00
	Pampangan	0	0	0	3	0.00	0.00
	Russian	6	0	0	0	0.00	0.00
	Spanish	141	6	0	128	7.00	0.00
	Swahili	12	0	0	0	0.00	0.00
	Tagalog/Filipino	44	1	0	16	1.00	0.00
	Vietnamese	1	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	24,717	299	0	25,515	272.09	0.00
REHABILITATION, DEPT OF							
	Afrikaans	0	0	0	1	0.00	0.00
	Amharic	0	0	0	1	0.00	0.00
	American Sign/ TTY/Relay	1,283	97	1	2,060	74.00	2.01
	Arabic	4	0	0	18	0.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
REHABILITATION, DEPT OF - Continued							
	Armenian	140	5	0	130	4.00	0.00
	Braille	0	7	0	0	1.00	0.00
	Burmese	1	0	0	0	0.00	0.00
	Cambodian	79	4	0	108	2.00	0.00
	Cantonese	242	7	0	310	9.00	0.00
	Croatian	3	0	0	8	0.00	0.00
	Dutch	0	0	0	1	0.00	0.00
	English	67,714	1,098	0	80,978	876.27	0.00
	Farsi/Persian	28	0	0	77	1.00	0.00
	French	7	0	0	12	0.00	0.00
	German	3	0	0	1	0.00	0.00
	Hebrew	0	0	0	3	0.00	0.00
	Hindi	2	1	0	113	2.00	0.00
	Hmong	0	0	0	8	1.00	0.00
	Hungarian	0	0	0	1	0.00	0.00
	Ilocano	5	0	0	0	0.00	0.00
	Indonesian	2	0	0	1	0.00	0.00
	Italian	0	1	0	1	0.00	0.00
	Japanese	13	0	0	12	0.00	0.00
	Korean	160	7	0	213	5.00	0.18
	Kurdi	0	0	0	1	0.00	0.00
	Laotian	0	0	0	6	0.00	0.00
	Mandarin	162	6	0	293	2.00	0.00
	Navajo	0	0	0	2	0.00	0.00
	Not Identified	61	0	0	0	0.00	0.00
	Other	0	1	0	0	0.00	0.00
	Pampangan	0	0	0	2	0.00	0.00
	Portuguese	1	0	0	4	0.00	0.00
	Punjabi	18	1	0	111	2.00	0.11
	Russian	19	1	0	29	1.00	0.00
	Samoan	1	0	0	6	0.00	0.00
	Serbo-Croatian	0	0	0	1	0.00	0.00
	Somali	1	0	0	0	0.00	0.00

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REHABILITATION, DEPT OF - Continued							
	Spanish	5,410	298	1	6,424	292.90	1.26
	Tagalog/Filipino	328	13	0	302	9.00	0.00
	Thai	0	1	0	0	0.00	0.00
	Tigrigna	0	0	0	2	0.00	0.00
	Tongan	0	0	0	3	0.00	0.00
	Urdu	0	0	0	1	0.00	0.00
	Vietnamese	502	25	0	542	22.00	0.00
	DEPARTMENT TOTAL	76,189	1,573	2	91,786	1,304.17	3.56
S.F. CONSERVATION AND DEVELOPMENTAL COMMISSION							
	English	DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00
SAN GABRIEL & LOWER L.A. RIVERS AND MOUNTAINS CONSERVANCY							
	English	DID NOT PARTICIPATE			45	2.00	0.00
	DEPARTMENT TOTAL	0	0	0	45	2.00	0.00
SAN JOAQUIN RIVER CONSERVANCY							
	English	DID NOT PARTICIPATE			21	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	21	1.00	0.00
SANTA MONICA CONSERVANCY							
		DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00
SCHOLARSHARE INVESTMENT BOARD							
	English	SEE STATE TREASURER			145	4.00	0.00
	DEPARTMENT TOTAL	0	0	0	145	4.00	0.00
SCHOOL FINANCE AUTHORITY, CA							
	English	SEE STATE TREASURER			15	2.00	0.00
	Spanish				1	0.00	0.13
	DEPARTMENT TOTAL	0	0	0	16	2.00	0.13
SCIENCE CENTER, CA							
	Arabic	0	0	0	1	0.00	0.00
	Cantonese	0	0	0	1	0.00	0.00
	English	1,230	15	0	1,385	13.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
SCIENCE CENTER, CA - Continued							
	Italian	0	0	0	1	0.00	0.00
	Japanese	0	0	0	1	0.00	0.00
	Korean	0	0	0	3	0.00	0.00
	Mandarin	0	0	0	1	0.00	0.00
	Spanish	32	0	0	31	0.00	0.14
	DEPARTMENT TOTAL	1,262	15	0	1,424	13.00	0.14
SEISMIC SAFETY COMMISSION							
		DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00
SECRETARY OF STATE							
	American Sign/ TTY/Relay	3	0	0	2	0.00	0.00
	Amis/Taiwanese	0	0	0	2	0.00	0.00
	Arabic	86	0	0	29	0.00	0.00
	Armenian	65	0	0	11	0.00	0.00
	Bengali	0	0	0	1	0.00	0.00
	Caldian	0	0	0	1	0.00	0.00
	Cambodian	3	0	0	2	0.00	0.00
	Cantonese	521	0	0	175	1.00	0.62
	Croatian	34	0	0	1	0.00	0.00
	Danish	0	0	0	1	0.00	0.00
	English	22,618	101	0	32,942	241.46	0.00
	Farsi/Persian	11	0	0	9	0.00	0.00
	French	34	0	0	38	0.00	0.00
	German	37	0	0	9	0.00	0.00
	Greek	26	0	0	0	0.00	0.00
	Hebrew	15	0	0	2	0.00	0.00
	Hindi	105	0	0	43	0.00	0.00
	Hmong	4	0	0	7	0.00	0.00
	Ilocano	11	0	0	0	0.00	0.00
	Indonesian	0	0	0	2	0.00	0.00
	Italian	64	0	0	6	0.00	0.00
	Japanese	178	0	0	24	0.00	0.00

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SECRETARY OF STATE - Continued							
	Korean	181	0	0	64	1.00	0.00
	Laotian	1	0	0	4	0.00	0.00
	Latino	0	0	0	1	0.00	0.00
	Mandarin	148	1	0	116	1.00	0.00
	Not Identified	68	0	0	0	0.00	0.00
	Other	41	0	0	0	0.00	0.00
	Pampangan	0	0	0	1	0.00	0.00
	Pashto/Pushto	0	0	0	1	0.00	0.00
	Polish	2	0	0	0	0.00	0.00
	Portuguese	2	0	0	2	0.00	0.00
	Punjabi	50	0	0	21	0.00	0.00
	Russian	139	0	0	62	1.00	0.00
	Serbian	1	0	0	0	0.00	0.00
	Spanish	3,272	7	4	1,908	8.00	3.11
	Swedish	0	0	0	1	0.00	0.00
	Tagalog/Filipino	357	0	1	121	0.00	0.00
	Thai	6	0	0	2	0.00	0.00
	Turkish	0	0	0	1	0.00	0.00
	Ukrainian	0	0	0	1	0.00	0.00
	Urdu	0	0	0	3	0.00	0.00
	Vietnamese	399	1	0	54	2.00	0.00
	Yoruba	0	0	0	1	0.00	0.00
	DEPARTMENT TOTAL	28,482	110	5	35,671	255.46	3.73
SOCIAL SERVICES, DEPT OF							
	Albanian	2	0	0	0	0.00	0.00
	American Sign/TTY/Relay	11	3	0	46	5.00	0.00
	Arabic	23	0	2	24	0.00	0.00
	Armenian	121	0	0	68	0.00	0.00
	Bosnian	6	0	0	0	0.00	0.00
	Burmese	0	0	0	2	0.00	0.00
	Cambodian	11	0	0	30	0.00	0.00
	Cantonese	161	3	0	85	2.00	0.00

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SOCIAL SERVICES, DEPT OF - Continued							
	Chinese	0	0	0	1	1.00	0.00
	Croatian	56	0	0	0	0.00	0.00
	English	47,066	970	0	71,626	981.00	0.00
	Farsi/Persian	154	0	0	56	0.00	0.00
	French	2	0	0	4	0.00	0.00
	German	0	0	0	4	0.00	0.00
	Greek	1	0	0	1	0.00	0.00
	Hindi	5	0	0	51	0.00	0.00
	Hmong	2	0	0	0	0.00	0.00
	Hungarian	0	0	0	1	0.00	0.00
	Ibo	0	0	0	1	0.00	0.00
	Indonesian	6	0	0	0	0.00	0.00
	Japanese	23	2	0	5	0.00	0.00
	Korean	106	2	0	166	2.00	1.39
	Laotian	14	0	0	0	0.00	0.00
	Mandarin	311	3	0	223	4.00	0.00
	Not Identified	6	0	0	0	0.00	0.00
	Other	19	0	0	0	0.00	0.00
	Pampangan	0	0	0	2	0.00	0.00
	Pashto/Pushto	0	0	0	1	0.00	0.00
	Portuguese	2	1	0	2	0.00	0.00
	Punjabi	18	0	0	52	1.00	0.00
	ROH	4	0	0	3	0.00	0.00
	Russian	243	0	3	66	0.00	1.55
	Serbian	1	0	0	0	0.00	0.00
	Somali	4	0	0	0	0.00	0.00
	Spanish	5,756	83	14	6,555	106.45	23.41
	Tagalog/Filipino	249	1	0	149	0.00	2.48
	Temne	0	0	0	1	0.00	0.00
	TEN	0	0	0	5	0.00	0.00
	Thai	1	0	0	0	0.00	0.00

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TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
SOCIAL SERVICES, DEPT OF - Continued							
	Urdu	0	0	0	0	0.00	0.00
	Vietnamese	283	4	0	164	4.00	1.39
	DEPARTMENT TOTAL	54,667	1,072	19	79,394	1,106.45	30.22
STATE AND CONSUMER SERVICES AGENCY							
	English	DID NOT PARTICIPATE			590	5.00	0.00
	DEPARTMENT TOTAL	0	0	0	590	5.00	0.00
STATE AUDITS, BUREAU OF							
	English	EXEMPTED			854	4.03	0.00
	Spanish	EXEMPTED			2	0.00	0.00
	DEPARTMENT TOTAL	0	0	0	856	4.03	0.00
STATE LANDS COMMISSION							
	English	1,423	27	0	1,227	24.00	0.00
	Spanish	36	0	0	4	1.00	0.00
	Tagalog/Filipino	0	0	0	1	0.00	0.00
	DEPARTMENT TOTAL	1,459	27	0	1,232	25.00	0.00
STATE LIBRARY, CALIFORNIA							
	Cantonese	1	0	0	EXEMPTED		
	English	6,398	92	0			
	French	1	0	0			
	German	1	0	0			
	Greek	1	0	0			
	Hindi	1	0	0			
	Italian	2	0	0			
	Spanish	2	0	0			
	Tagalog/Filipino	1	0	0			
	DEPARTMENT TOTAL	6,408	92	0	0	0.00	0.00
STATE MANDATES, COMMISSION ON							
	English	DID NOT PARTICIPATE			5	3.50	0.00
	DEPARTMENT TOTAL	0	0	0	5	3.50	0.00

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
STATEWIDE HEALTH PLANNING & DEVELOPMENT, OFFICE OF							
	Arabic				3	0.00	0.00
	Cantonese				2	0.00	0.00
	Danish				1	0.00	0.00
	English				4,098	145.97	0.00
	French				1	0.00	0.00
	Hindi				5	0.00	0.00
	Japanese				1	0.00	0.00
	Korean				2	0.00	0.00
	Mandarin				3	0.00	0.00
	Norwegian				1	0.00	0.00
	Portuguese				1	0.00	0.00
	Russian				3	0.00	0.00
	Spanish				50	0.00	0.20
	Swedish				1	0.00	0.00
	Tagalog/Filipino				6	0.00	0.00
	DEPARTMENT TOTAL	0	0	0	4,178	145.97	0.20
STATUS OF WOMEN, CA COMMISSION ON							
	English	DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00
STEPHEN P. TEALE CONSOLIDATED DATA CENTER							
	English	EXEMPTED			81	7.00	0.00
	Spanish	EXEMPTED			1	0.00	0.06
	DEPARTMENT TOTAL	0	0	0	82	7.00	0.06
STUDENT AID COMMISSION, CA							
	Arabic	0	0	0	9	0.00	0.00
	Cantonese	1	0	0	2	0.00	0.00
	Croatian	0	0	0	1	0.00	0.00
	English	4,882	28	0	6,346	25.00	0.00
	Hmong	0	0	0	3	0.00	0.00
	Japanese	0	0	0	4	0.00	0.00
	Korean	0	0	0	5	0.00	0.00
	Laotian	0	0	0	2	0.00	0.00
	Mandarin	0	0	0	10	0.00	0.00

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2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
STUDENT AID COMMISSION, CA - Continued							
	Punjabi	0	0	0	2	0.00	0.00
	Russian	0	0	0	8	0.00	0.00
	Spanish	59	0	0	181	0.00	0.00
	Tagalog/Filipino	0	0	0	3	0.00	0.00
	Vietnamese	1	0	0	11	0.00	0.00
	DEPARTMENT TOTAL	4,943	28	0	6,587	25.00	0.00
SUMMER SCHOOL FOR THE ARTS, CA STATE							
	English	DID NOT PARTICIPATE			520	4.00	0.00
	DEPARTMENT TOTAL	0	0	0	520	4.00	0.00
TAHOE CONSERVANCY, CA							
	English	DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00
TAX CREDIT ALLOCATION COMMITTEE							
	English	SEE STATE TREASURER			385	12.00	0.00
	DEPARTMENT TOTAL	0	0	0	385	12.00	0.00
TEACHER CREDENTIALING, COMMISSION ON							
	American Sign/ TTY/Relay	EXEMPTED			1	0.00	0.00
	English				2,850	49.00	0.00
	Hindi				1	0.00	0.00
	Spanish				31	0.00	1.08
	DEPARTMENT TOTAL	0	0	0	2,883	49.00	1.08
TEACHERS RETIREMENT SYSTEM, STATE							
	English	EXEMPTED			39,143	538.00	0.00
	Portuguese				1	0.00	0.00
	Spanish				3	2.00	0.00
	DEPARTMENT TOTAL	0	0	0	39,147	540.00	0.00
TECHNOLOGY, TRADE & COMMERCE AGENCY							
		EXEMPTED			DEPARTMENT ABOLISHED		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00

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DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
TOXIC SUBSTANCES CONTROL, DEPT OF							
	American Sign/TTY/Relay	0	0	0	1	0.00	0.00
	Arabic	4	6	0	3	0.00	0.00
	Armenian	0	0	0	7	0.00	0.00
	Cantonese	100	2	2	1	0.00	0.00
	Croatian	0	0	0	2	0.00	0.00
	English	6,608	441	0	11,451	633.43	0.00
	Farsi/Persian	3	3	0	3	0.00	0.00
	Finland	0	0	0	13	0.00	0.00
	French	0	3	0	0	0.00	0.00
	German	0	2	0	1	0.00	0.00
	Gujarati	0	1	0	0	0.00	0.00
	Hindi	18	2	0	19	2.00	0.00
	Indonesian	0	1	0	0	0.00	0.00
	Japanese	0	1	0	2	0.00	0.00
	Korean	5	1	0	2	0.00	0.00
	Laotian	0	0	0	1	0.00	0.00
	Malayalam	0	2	0	0	2.00	0.00
	Mandarin	6	1	0	41	0.00	0.00
	Polish	0	0	0	1	0.00	0.00
	Punjabi	2	0	0	14	0.00	0.00
	Russian	0	0	0	7	0.00	0.00
	Swahili	0	0	0	2	0.00	0.00
	Spanish	451	20	0	264	15.00	0.00
	Tagalog/Filipino	45	2	2	15	0.00	0.00
	Tamil	0	0	0	2	0.00	0.00
	Urdu	0	2	0	20	0.00	0.00
	Vietnamese	1	1	0	0	0.00	0.00
	DEPARTMENT TOTAL	7,243	491	4	11,872	652.43	0.00
TRAFFIC SAFETY, OFFICE OF							
	Cantonese	0	0	0	2	0.00	0.00
	English	1,423	31	0	669	18.00	0.00
	Farsi/Persian	2	0	0	0	0.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
TRAFFIC SAFETY, OFFICE OF - Continued							
	Hindi	0	0	0	1	0.00	0.00
	Spanish	16	1	0	14	1.00	0.00
	DEPARTMENT TOTAL	1,441	32	0	686	19.00	0.00
TRANSPORTATION COMMISSION, CA							
	English	DID NOT PARTICIPATE			312	4.00	0.00
	DEPARTMENT TOTAL	0	0	0	312	4.00	0.00
TRANSPORTATION, DEPT OF							
	Amharic	0	1	0	0	0.00	0.00
	American Sign/ TTY/Relay	9	0	0	5	0.00	1.00
	Arabic	29	1	0	3	1.00	8.89
	Armenian	1	0	0	3	0.00	0.00
	Cantonese	21	2	0	2	0.00	4.45
	Croatian	0	0	0	2	0.00	0.00
	English	29,522	1,257	0	22,312	1,805.00	0.00
	Farsi/Persian	9	2	0	15	0.00	0.99
	French	2	0	0	0	0.00	0.00
	Gaelic/Irish	0	0	0	2	1.00	0.00
	German	4	0	0	2	0.00	0.05
	Hebrew	1	0	0	2	0.00	0.00
	Hindi	3	1	0	57	0.00	0.00
	Hmong	1	0	0	1	0.00	0.00
	Igbo	0	0	0	1	0.00	0.00
	Ilocano	0	2	0	0	0.00	0.00
	Italian	1	0	0	0	0.00	0.00
	Japanese	13	0	0	3	1.00	0.00
	Korean	14	0	0	2	0.00	0.00
	Laotian	28	0	0	0	0.00	0.00
	Mandarin	2	0	0	2	0.00	0.00
	Not Identified	1	0	0	0	0.00	0.00
	Oromegna	0	1	0	0	0.00	0.00
	Pashto/Pushto	0	0	0	1	0.00	0.00
	Polish	2	0	0	0	0.00	0.00

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DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
TRANSPORTATION, DEPT OF - Continued							
	Portuguese	0	1	0	5	0.00	0.00
	Punjabi	4	1	0	74	0.00	1.88
	Russian	2	0	0	17	0.00	0.29
	Somali	0	0	0	2	0.00	0.00
	Spanish	4,540	68	13	576	13.00	15.95
	Tagalog/Filipino	16	3	0	54	0.00	9.53
	Ukrainian	0	0	0	2	0.00	0.00
	Urdu	1	0	0	0	0.00	0.00
	Vietnamese	27	1	0	7	1.00	0.00
	DEPARTMENT TOTAL	34,253	1,341	13	23,152	1,822.00	43.03
TREASURER, STATE							
	Cantonese	16	0	0	0	0.00	0.00
	Chamorro	1	0	0	0	0.00	0.00
	English	4,409	114	0	2,798	82.10	0.00
	French	1	0	0	0	0.00	0.00
	German	1	0	0	0	0.00	0.00
	Greek	0	0	0	1	0.00	0.00
	Hindi	1	0	0	2	0.00	0.00
	Italian	1	0	0	0	0.00	0.00
	Japanese	2	0	0	0	0.00	0.00
	Mandarin	1	0	0	0	0.00	0.00
	Spanish	52	1	0	3	1.00	0.00
	Tagalog/Filipino	3	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	4,488	115	0	2,804	83.10	0.00
UNEMPLOYMENT INSURANCE APPEALS BOARD							
	American Sign/TTY/Relay	7	0	0	27	0.00	0.00
	Amharic	1	0	0	1	0.00	0.00
	Arabic	5	0	0	1	0.00	0.00
	Armenian	7	0	0	19	0.00	0.00
	Burmese	2	0	0	2	0.00	0.00
	Cambodian	2	0	0	0	0.00	0.00
	Cantonese	78	2	0	54	1.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
UNEMPLOYMENT INSURANCE APPEALS BOARD - Continued							
	English	18,598	277	0	22,485	293.92	0.00
	Farsi/Persian	8	0	0	11	0.00	0.00
	French	1	0	0	1	0.00	0.00
	German	1	0	0	1	0.00	0.00
	Greek	2	0	0	2	0.00	0.00
	Hindi	6	0	0	5	1.00	0.00
	Hmong	2	0	0	4	0.00	0.00
	Ilocano	2	0	0	4	0.00	0.00
	Indonesian	0	0	0	2	0.00	0.00
	Italian	1	0	0	1	0.00	0.00
	Japanese	11	0	0	6	0.00	0.00
	Korean	12	0	0	6	0.00	0.00
	Kurdish	1	0	0	3	0.00	0.00
	Laotian	3	0	0	4	0.00	0.00
	Mandarin	36	0	0	61	1.89	0.00
	Mien	1	0	0	0	0.00	0.00
	Persian	0	0	0	8	0.00	0.00
	Polish	1	0	0	1	0.00	0.00
	Portuguese	1	0	0	2	0.00	0.00
	Punjabi	12	0	0	9	0.00	0.00
	Russian	5	0	0	6	0.00	0.00
	Samoan	2	0	0	1	0.00	0.00
	Serbian	1	0	0	0	0.00	0.00
	Spanish	3,713	73	1	3,363	72.12	0.00
	Tagalog/Filipino	86	1	0	77	1.00	0.00
	Thai	2	0	0	0	0.00	0.00
	Toishanese	0	0	0	1	0.00	0.00
	Vietnamese	163	2	0	122	3.00	0.00
	DEPARTMENT TOTAL	22,773	355	1	26,290	373.93	0.00
URBAN WATERFRONT AREA RESTORATION FINANCING AUTHORITY, CA							
	English	DID NOT PARTICIPATE			DID NOT PARTICIPATE		
	DEPARTMENT TOTAL	0	0	0	0	0.00	0.00

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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
VETERANS AFFAIRS, DEPT OF							
	American Sign/TTY/Relay	EXEMPTED			1	0.00	0.00
	English				2,023	24.50	0.00
	Spanish				23	3.50	2.00
	Tagalog/Filipino				22	1.00	0.00
	DEPARTMENT TOTAL	0	0	0	2,069	29.00	2.00
VICTIMS COMPENSATION CLAIMS BOARD							
	Arabic	1	0	0	5	0.00	0.00
	Armenian	0	0	0	7	0.00	0.00
	Cantonese	0	0	0	3	0.00	0.00
	English	11,759	199	0	7,833	211.00	0.00
	Farsi/Persian	11	2	0	4	0.00	0.00
	French	0	0	0	4	0.00	0.00
	Hebrew	0	0	0	22	0.00	0.00
	Hindi	1	0	0	0	0.00	0.00
	Japanese	2	1	0	0	0.00	0.00
	Russian	3	0	0	6	0.00	0.00
	Spanish	641	13	2	421	9.61	3.97
	Tagalog/Filipino	0	0	0	2	0.00	0.00
	Urdu	2	1	0	0	0.00	0.00
	Vietnamese	3	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	12,423	216	2	8,307	220.61	3.97
WATER RESOURCES CONTROL BOARD, STATE							
	Afrikaans	0	0	0	2	0.00	0.00
	Arabic	41	0	0	12	0.00	0.00
	Armenian	12	0	0	15	0.00	0.00
	Basque	0	0	0	2	0.00	0.00
	Bisaya	0	0	0	1	0.00	0.00
	Burmese	0	0	0	0	1.00	0.00
	Cambodian	0	0	0	2	0.00	0.00
	Cantonese	67	0	0	6	0.00	0.00
	Danish	0	0	0	1	0.00	0.00
	English	22,063	758	0	20,820	771.31	0.00

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WATER RESOURCES CONTROL BOARD, STATE - Continued							
	Farsi/Persian	3	0	0	6	1.00	0.00
	Fijian	0	0	0	6	0.00	0.00
	French	1	0	0	2	0.00	0.00
	German	3	0	0	5	0.00	0.00
	Gujarati	0	0	0	1	0.00	0.00
	Hebrew	0	0	0	1	0.00	0.00
	Hindi	3	0	0	13	0.00	0.00
	Hmong	0	0	0	1	0.00	0.00
	Italian	0	0	0	5	0.00	0.00
	Japanese	5	0	0	3	0.00	0.00
	Kashmiri	0	0	0	3	0.00	0.00
	Korean	5	0	0	5	0.00	0.00
	Mandarin	67	0	0	47	0.00	0.00
	Nigerian	1	0	0	0	0.00	0.00
	Not Identified	37	0	0	0	0.00	0.00
	Polish	0	0	0	1	0.00	0.00
	Portuguese	2	0	0	0	0.00	0.00
	Punjabi	0	0	0	2	0.00	0.00
	Romani	0	0	0	1	0.00	0.00
	Russian	0	0	0	1	0.00	0.00
	Sioux	0	0	0	1	0.00	0.00
	Slovenian	0	0	0	1	0.00	0.00
	Spanish	153	0	0	113	4.00	0.00
	Swedish	0	0	0	1	0.00	0.00
	Tagalog/Filipino	32	0	0	14	0.00	0.00
	Tigrigna	3	0	0	0	0.00	0.00
	Urdu	0	0	0	2	0.00	0.00
	Vietnamese	10	0	0	12	1.00	0.00
	DEPARTMENT TOTAL	22,508	758	0	21,108	778.31	0.00
WATER RESOURCES, DEPT OF							
	Arabic	2	0	0	1	0.00	0.00
	Cantonese	15	0	0	1	0.00	0.00
	English	11,508	309	0	9,709	321.09	0.00

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WATER RESOURCES, DEPT OF - Continued							
	Farsi/Persian	3	1	0	0	0.00	0.00
	French	2	1	0	0	0.00	0.00
	German	5	0	0	1	0.00	0.00
	Greek	1	0	0	0	0.00	0.00
	Hindi	0	0	0	1	0.00	0.00
	Hmong	1	0	0	0	0.00	0.00
	Ijaw	1	0	0	0	0.00	0.00
	Finnish	0	0	0	1	0.00	0.00
	Ilocano	0	1	0	0	0.00	0.00
	Italian	0	1	0	0	0.00	0.00
	Japanese	7	1	0	1	0.00	0.00
	Korean	1	0	0	1	0.00	0.00
	Mandarin	1	0	0	12	0.00	0.00
	Portuguese	0	1	0	0	0.00	0.00
	Russian	15	0	0	2	0.00	0.00
	Spanish	121	7	3	42	1.00	0.05
	Tagalog/Filipino	4	0	0	1	0.00	0.00
	Vietnamese	5	0	0	0	0.00	0.00
	DEPARTMENT TOTAL	11,692	322	3	9,773	322.09	0.05
WORKFORCE INVESTMENT BOARD							
	English	DID NOT PARTICIPATE			58	2.00	0.00
	Spanish				2	0.00	0.00
	DEPARTMENT TOTAL	0	0	0	60	2.00	0.00
YOUTH AUTHORITY, DEPT OF							
	Afghanistan	4	0	0	0	0.00	0.00
	American Sign/ TTY/Relay	19	1	0	34	2.00	0.00
	Arabic	7	0	0	1	0.00	0.00
	Armenian	3	0	0	10	0.00	0.00
	Cambodian	29	0	0	55	0.00	0.00
	Cantonese	46	0	0	20	0.00	0.00
	Croatian	0	0	0	2	0.00	0.00
	English	68,199	932	0	35,289	619.61	0.00

1 Some Languages inappropriately identified by department(s)

TABLE II

**BIENNIAL LANGUAGE SURVEY
2001-2002 AND 2003-2004 SURVEY COMPARISONS**

DEPARTMENT	LANGUAGE ¹	2001-2002 SURVEY			2003-2004 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
YOUTH AUTHORITY, DEPT OF - Continued							
	Farsi/Persian	1	0	0	1	0.00	0.00
	French	7	1	0	3	0.00	0.00
	German	0	1	0	0	1.00	0.00
	Hebrew	0	0	0	3	0.00	0.00
	Hindi	0	0	0	19	0.00	0.00
	Hmong	40	1	0	31	0.00	0.00
	Italian	2	0	0	1	0.00	0.00
	Japanese	19	0	0	8	0.00	0.00
	Korean	45	1	0	84	0.00	0.00
	Laotian	22	0	0	36	0.00	0.00
	Mandarin	16	1	0	3	0.00	0.00
	Not Identified	4	0	0	18	0.00	0.00
	Portuguese	4	0	0	28	0.00	0.00
	Russian	14	0	0	6	0.00	0.00
	Sinhala	0	0	0	0	1.00	1.16
	Spanish	7,308	228	6	3,466	252.00	5.43
	Tagalog/Filipino	146	4	0	117	0.00	1.30
	Tamil	0	0	0	22	1.00	0.70
	Thai	8	1	0	0	0.00	0.00
	Vietnamese	251	0	0	157	0.00	0.78
	DEPARTMENT TOTAL	76,194	1,171	6	39,414	876.61	9.37
YOUTHFUL OFFENDER PAROLE BOARD							
	American Sign/TTY/Relay	3	0	0	DEPARTMENT ABOLISHED		
	Cantonese	1	0	0			
	English	1,494	29	0			
	Hmong	1	0	0			
	Laotian	1	0	0			
	Spanish	37	2	0			
	Vietnamese	3	0	0			
	DEPARTMENT TOTAL	1,540	31	0			
GRAND TOTAL		5,666,322	63,575	1,347	5,945,547	59,154.23	935.78

1 Some Languages inappropriately identified by department(s)

Table III

**2003-2004 LANGUAGE SURVEY
STATEWIDE LANGUAGE CONTACTS, POSITIONS AND DEFICIENCIES**

LANGUAGE ¹	2003-04 SURVEY DATA			
	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
English	5,041,827	131,087,502	50,809.67	0.00
Spanish	721,621	18,762,146	6,753.72	814.54
American Sign	37,389	972,114	553.00	6.71
Vietnamese	28,083	730,158	223.00	7.38
Cantonese/Yue	23,414	608,764	210.60	10.92
Mandarin	15,446	401,596	133.34	9.17
Tagalog	14,959	388,934	163.90	26.65
Korean	13,549	352,274	39.00	11.70
Punjabi/Panjabi	6,271	163,046	47.10	7.79
Japanese	6,221	161,746	3.00	0.97
Armenian	5,492	142,792	47.00	2.36
Russian	5,416	140,816	22.00	9.59
Farsi/Persian	4,237	110,162	18.00	3.69
Arabic	4,087	106,262	11.00	10.61
Hindi	3,532	91,832	30.00	0.52
Portuguese	1,920	49,920	13.00	1.63
Cambodian/Khmer	1,513	39,338	8.60	0.26
French	1,386	36,036	13.00	1.13
German	1,205	31,330	7.00	2.60
Hmong	977	25,402	7.30	1.08
Hebrew	874	22,724	0.00	0.70
Thai [Thailand]	854	22,204	2.00	1.36
Lao/Laotian	813	21,138	2.00	0.93
Italian	736	19,136	3.00	1.24
Other	381	9,906	0.00	0.00
Croatian	265	6,890	0.00	0.00
Samoan	258	6,708	1.00	0.00
Swahili	250	6,500	0.00	0.00
Polish	240	6,240	0.00	0.00
Ilocano	226	5,876	7.00	0.39
Urdu	210	5,460	4.00	0.00
Greek	173	4,498	0.00	0.00
Amharic [Ethiopia]	161	4,186	0.00	0.00
Indonesian	159	4,134	0.00	0.00
Somali	90	2,340	0.00	0.00
Romanian	84	2,184	0.00	0.00
Tongan	82	2,132	0.00	0.00
Dutch	80	2,080	1.00	0.00
Pampangan [Phillipines]	80	2,080	0.00	0.00
Ukrainian	76	1,976	0.00	0.00
Mien	66	1,716	2.00	0.00
Turkish	52	1,352	0.00	0.00
Tamil [India]	41	1,066	1.00	0.70
Tigrigna [Ethiopia]	39	1,014	0.00	0.00

¹ Some Languages inappropriately identified by department(s)

Table III

**2003-2004 LANGUAGE SURVEY
STATEWIDE LANGUAGE CONTACTS, POSITIONS AND DEFICIENCIES**

LANGUAGE ¹	2003-04 SURVEY DATA			
	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
Fijian	38	988	0.00	0.00
Afrikaans	37	962	0.00	0.00
Serbian	36	936	0.00	0.00
Swedish	36	936	0.00	0.00
Hungarian	34	884	0.00	0.00
Kurdish/Kurdi [Iraq]	31	806	0.00	0.00
Not Identified	30	780	5.00	0.00
Burmese	24	624	1.00	0.00
Gujarati	24	624	0.00	0.00
Bulgarian	21	546	0.00	0.00
Kannada [India]	21	546	0.00	0.00
Canadian	20	520	0.00	0.00
Finnish	20	520	0.00	0.00
Pashto/Pushto [Pakistan]	19	494	0.00	0.00
Serbo-Croatian	19	494	0.00	0.00
Chinese	17	442	1.00	0.00
Danish	17	442	0.00	0.00
Hawaiian/Pidgin	15	390	0.00	0.00
Bengali	13	338	0.00	0.00
Czech	12	312	3.00	0.00
Lithuanian	11	286	0.00	0.00
Assyrian/Lishana	10	260	1.00	0.00
Kashmiri [India]	10	260	0.00	0.00
Sanskrit [India]	10	260	0.00	0.00
Telugu [India]	10	260	0.00	0.00
Nigerian	9	234	0.00	0.00
Chamorro/ Guamanian	8	208	0.00	0.00
Native American/ Maidu/ Navajo/ Sioux	8	208	0.00	0.00
Lebenese	7	182	0.00	0.00
Pakistani	7	182	0.00	0.00
Sinhala [Sri Lanka]	7	182	1.00	1.16
Malay	6	156	0.00	0.00
Tibetan	6	156	0.00	0.00
FIS	5	130	0.00	0.00
Marhaw	5	130	0.00	0.00
TEN	5	130	0.00	0.00
Yoruba [Nigeria]	5	130	0.00	0.00
Cebuano	4	104	0.00	0.00
Chaldean	4	104	0.00	0.00
Indian	4	104	0.00	0.00
Lahu [China]	4	104	0.00	0.00
Marathi [India]	4	104	0.00	0.00
Nepali	4	104	0.00	0.00
Norwegian	4	104	0.00	0.00

¹ Some Languages inappropriately identified by department(s)

Table III

**2003-2004 LANGUAGE SURVEY
STATEWIDE LANGUAGE CONTACTS, POSITIONS AND DEFICIENCIES**

LANGUAGE ¹	2003-04 SURVEY DATA			
	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
Slovenian	4	104	0.00	0.00
Ada/Kuturmi [Nigeria]	3	78	0.00	0.00
Amis/Taiwanese	3	78	0.00	0.00
Gaelic/Irish	3	78	1.00	0.00
Ibo/Igbo [Nigeria]	3	78	1.00	0.00
Mongolian/Halh	3	78	0.00	0.00
ROH	3	78	0.00	0.00
Romani	3	78	0.00	0.00
Sudanic	3	78	0.00	0.00
Welsh	3	78	0.00	0.00
Yurok	3	78	0.00	0.00
Basque	2	52	0.00	0.00
Estonian	2	52	0.00	0.00
Jamaican Krio/Creole	2	52	0.00	0.00
Japanese Sign	2	52	0.00	0.00
Maltese [Malta]	2	52	0.00	0.00
Peruvian	2	52	0.00	0.00
Taiwanese	2	52	0.00	0.00
Uzbek	2	52	0.00	0.00
Visayan	2	52	0.00	0.00
Akana	1	26	0.00	0.00
AWS	1	26	0.00	0.00
Bisaya [Malaysia]	1	26	0.00	0.00
Bosnian	1	26	0.00	0.00
Brazilian	1	26	0.00	0.00
Caldian	1	26	0.00	0.00
Dinka	1	26	0.00	0.00
East Indian/Sikh*	1	26	0.00	0.00
Ethiopian	1	26	0.00	0.00
Flemish	1	26	0.00	0.00
Fulani	1	26	0.00	0.00
Igloo	1	26	0.00	0.00
Incko-Pakistan	1	26	0.00	0.00
India	1	26	0.00	0.00
Latino	1	26	0.00	0.00
Moroccan	1	26	0.00	0.00
Syrian	1	26	0.00	0.00
Themne	1	26	0.00	0.00
Toishanese	1	26	0.00	0.00
Braille [Written Material]	0	0	1.00	0.00
STATEWIDE TOTALS	5,945,547	154,584,222	59,154.23	935.78

¹ Some Languages inappropriately identified by department(s)

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
ALAMEDA				
	English	192,854	5,014,204	82.40%
	Spanish	19,504	507,104	8.33%
	American Sign	4,396	114,296	1.88%
	Cantonese	3,267	84,942	1.40%
	Tagalog	2,829	73,554	1.21%
	Mandarin	2,243	58,318	0.96%
	Vietnamese	1,986	51,636	0.85%
	Punjabi/Panjabi	1,724	44,824	0.74%
	Hindi	1,318	34,268	0.56%
	Korean	856	22,256	0.37%
	Farsi/Persian	653	16,978	0.28%
	Japanese	479	12,454	0.20%
	Arabic	420	10,920	0.18%
	Swahili	242	6,292	0.10%
	French	181	4,706	0.08%
	Russian	176	4,576	0.08%
	Cambodian	121	3,146	0.05%
	Portuguese	123	3,198	0.05%
	Thai	83	2,158	0.04%
	Amharic	65	1,690	0.03%
	48 Additional Languages	530	13,780	0.23%
	Alameda Total	234,050	6,085,300	100.00%
ALPINE				
	English	587	15,262	56.71%
	Russian	411	10,686	39.71%
	Spanish	20	520	1.93%
	4 Additional Languages	17	442	1.64%
	Alpine Total	1,035	26,910	100.00%
AMADOR				
	English	5,112	132,912	94.63%
	Spanish	274	7,124	5.07%
	5 Additional Languages	16	416	0.30%
	Amador Total	5,402	140,452	100.00%
BUTTE				
	English	34,077	886,002	93.96%
	Spanish	1,921	49,946	5.30%
	Hmong	56	1,456	0.15%
	Punjabi/Panjabi	43	1,118	0.12%
	11 Additional Languages	169	4,394	0.47%
	Butte Total	36,266	942,916	100.00%
CALAVERAS				
	English	2,446	63,596	97.76%
	Spanish	52	1,352	2.08%
	2 Additional Languages	4	104	0.16%
	Calaveras Total	2,502	65,052	100.00%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
COLUSA				
	English	2,032	52,832	73.97%
	Spanish	700	18,200	25.48%
	6 Additional Languages	15	390	0.55%
	Colusa Total	2,747	71,422	100.00%
CONTRA COSTA				
	English	40,724	1,058,824	84.07%
	Spanish	4,757	123,682	9.82%
	Cantonese	544	14,144	1.12%
	Tagalog	302	7,852	0.62%
	Vietnamese	292	7,592	0.60%
	Korean	231	6,006	0.48%
	Farsi/Persian	216	5,616	0.45%
	Japanese	214	5,564	0.44%
	Mandarin	167	4,342	0.34%
	Punjabi/Panjabi	160	4,160	0.33%
	Laotian	159	4,134	0.33%
	Arabic	108	2,808	0.22%
	Portuguese	101	2,626	0.21%
	Thai	64	1,664	0.13%
	Hindi	63	1,638	0.13%
	Hebrew	60	1,560	0.12%
	Russian	59	1,534	0.12%
	20 Additional Languages	218	5,668	0.45%
	Contra Costa Total	48,439	1,259,414	100.00%
DEL NORTE				
	English	5,405	140,530	96.85%
	Spanish	162	4,212	2.90%
	6 Additional Languages	14	364	0.25%
	Del Norte Total	5,581	145,106	100.00%
EL DORADO				
	English	10,922	283,972	94.60%
	Spanish	537	13,962	4.65%
	Japanese	28	728	0.24%
	14 Additional Languages	58	1,508	0.50%
	El Dorado Total	11,545	300,170	100.00%
FRESNO				
	English	150,846	3,921,996	82.66%
	Spanish	29,589	769,314	16.21%
	Punjabi/Panjabi	631	16,406	0.35%
	Hmong	299	7,774	0.16%
	Arabic	219	5,694	0.12%
	Armenian	94	2,444	0.05%
	Hindi	91	2,366	0.05%
	American Sign	88	2,288	0.05%
	Laotian	84	2,184	0.05%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
FRESNO - Continued				
	Korean	77	2,002	0.04%
	Cambodian/Khmer	60	1,560	0.03%
	Vietnamese	54	1,404	0.03%
	24 Additional Languages	366	9,516	0.20%
	Fresno Total	182,498	4,744,948	100.00%
GLENN				
	English	2,455	63,830	83.39%
	Spanish	453	11,778	15.39%
	6 Additional Languages	36	936	1.22%
	Glenn Total	2,944	76,544	100.00%
HUMBOLDT				
	English	21,291	553,566	98.43%
	Spanish	296	7,696	1.37%
	12 Additional Languages	44	1,144	0.20%
	Humboldt Total	21,631	562,406	100.00%
IMPERIAL				
	English	22,850	594,100	56.23%
	Spanish	17,746	461,396	43.67%
	13 Additional Languages	38	988	0.09%
	Imperial Total	40,634	1,056,484	100.00%
INYO				
	English	7,003	182,078	96.82%
	Spanish	215	5,590	2.97%
	8 Additional Languages	15	390	0.21%
	Inyo Total	7,233	188,058	100.00%
KERN				
	English	76,966	2,001,116	81.65%
	Spanish	16,346	424,996	17.34%
	Korean	347	9,022	0.37%
	Punjabi/Panjabi	245	6,370	0.26%
	Tagalog	135	3,510	0.14%
	Arabic	55	1,430	0.06%
	Japanese	48	1,248	0.05%
	17 Additional Languages	122	3,172	0.13%
	Kern Total	94,264	2,450,864	100.00%
KINGS				
	English	19,911	517,686	82.69%
	Spanish	4,071	105,846	16.91%
	Portuguese	32	832	0.13%
	Punjabi/Panjabi	16	416	0.07%
	11 Additional Languages	50	1,300	0.21%
	Kings Total	24,080	626,080	100.00%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
LAKE				
	English	3,906	101,556	92.96%
	Spanish	285	7,410	6.78%
	3 Additional Languages	11	286	0.26%
	Lake Total	4,202	109,252	100.00%
LASSEN				
	English	12,384	321,984	98.98%
	Spanish	118	3,068	0.94%
	6 Additional Languages	9	234	0.07%
	Lassen Total	12,511	325,286	100.00%
LOS ANGELES				
	English	834,505	21,697,130	79.22%
	Spanish	182,996	4,757,896	17.37%
	Korean	6,668	173,368	0.63%
	Armenian	4,714	122,564	0.45%
	Mandarin	4,572	118,872	0.43%
	Cantonese/Yue	4,478	116,428	0.43%
	Tagalog	3,350	87,100	0.32%
	Vietnamese	2,590	67,340	0.25%
	Japanese	1,608	41,808	0.15%
	Farsi/Persian	1,577	41,002	0.15%
	Russian	1,257	32,682	0.12%
	American Sign	960	24,960	0.09%
	Arabic	782	20,332	0.07%
	Cambodian/Khmer	682	17,732	0.06%
	Hebrew	518	13,468	0.05%
	Hindi	350	9,100	0.03%
	Thai [Thailand]	300	7,800	0.03%
	French	273	7,098	0.03%
	German	237	6,162	0.02%
	Punjabi/Panjabi	156	4,056	0.01%
	Italian	146	3,796	0.01%
	Portuguese	120	3,120	0.01%
	56 Additional Languages	569	14,794	0.05%
	Los Angeles Total	1,053,408	27,388,608	100.00%
MADERA				
	English	7,995	207,870	76.96%
	Spanish	2,355	61,230	22.67%
	12 Additional Languages	38	988	0.37%
	Madera Total	10,388	270,088	100.00%
MARIN				
	English	18,320	476,320	82.65%
	Spanish	2,790	72,540	12.59%
	Portuguese	247	6,422	1.11%
	Vietnamese	115	2,990	0.52%
	Cantonese/Yue	98	2,548	0.44%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
MARIN - Continued				
	Mandarin	84	2,184	0.38%
	Japanese	79	2,054	0.36%
	Korean	74	1,924	0.33%
	French	61	1,586	0.28%
	Tagalog	53	1,378	0.24%
	Russian	52	1,352	0.23%
	13 Additional Languages	193	5,018	0.87%
	Marin Total	22,166	576,316	100.00%
MARIPOSA				
	English	2,981	77,506	99.20%
	Spanish	8	208	0.27%
	Portuguese	8	208	0.27%
	4 Additional Languages	8	208	0.27%
	Mariposa Total	3,005	78,130	100.00%
MENDOCINO				
	English	10,392	270,192	91.22%
	Spanish	962	25,012	8.44%
	11 Additional Languages	38	988	0.33%
	Mendocino Total	11,392	296,192	100.00%
MERCED				
	English	27,605	717,730	84.12%
	Spanish	4,911	127,686	14.97%
	Hmong	78	2,028	0.24%
	Punjabi/Panjabi	39	1,014	0.12%
	Portuguese	34	884	0.10%
	Cantonese	32	832	0.10%
	Laotian	25	650	0.08%
	Arabic	18	468	0.05%
	American Sign	17	442	0.05%
	Korean	15	390	0.05%
	13 Additional Languages	42	1,092	0.13%
	Merced Total	32,816	853,216	100.00%
MODOC				
	English	2,034	52,884	98.12%
	Spanish	38	988	1.83%
	Somali	1	26	0.05%
	Modoc Total	2,073	53,898	100.00%
MONO				
	English	2,954	76,804	97.62%
	Spanish	72	1,872	2.38%
	Mono Total	3,026	78,676	100.00%
MONTEREY				
	English	41,561	1,080,586	76.74%
	Spanish	11,654	303,004	21.52%
	Vietnamese	247	6,422	0.46%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
MONTEREY - Continued				
	Korean	90	2,340	0.17%
	Mandarin	83	2,158	0.15%
	Japanese	77	2,002	0.14%
	Tagalog	66	1,716	0.12%
	American Sign	65	1,690	0.12%
	German	36	936	0.07%
	French	34	884	0.06%
	Russian	25	650	0.05%
	35 Additional Languages	223	5,798	0.41%
	Monterey Total	54,161	1,408,186	100.00%
NAPA				
	English	15,895	413,270	85.93%
	Spanish	2,238	58,188	12.10%
	Tagalog	232	6,032	1.25%
	Vietnamese	38	988	0.21%
	Japanese	26	676	0.14%
	Mandarin	23	598	0.12%
	Arabic	15	390	0.08%
	11 Additional Languages	30	780	0.16%
	Napa Total	18,497	480,922	100.00%
NEVADA				
	English	31,829	827,554	99.12%
	Spanish	224	5,824	0.70%
	Russian	26	676	0.08%
	11 Additional Languages	33	858	0.10%
	Nevada Total	32,112	834,912	100.00%
ORANGE				
	English	267,349	6,951,074	83.76%
	Spanish	39,024	1,014,624	12.23%
	Vietnamese	6,916	179,816	2.17%
	Korean	1,452	37,752	0.45%
	Tagalog	599	15,574	0.19%
	Mandarin	589	15,314	0.18%
	Farsi/Persian	566	14,716	0.18%
	American Sign	524	13,624	0.16%
	Cantonese/Yue	486	12,636	0.15%
	Japanese	469	12,194	0.15%
	Arabic	355	9,230	0.11%
	Hindi	119	3,094	0.04%
	Armenian	114	2,964	0.04%
	Cambodian/Khmer	88	2,288	0.03%
	German	64	1,664	0.02%
	Punjabi/Panjabi	63	1,638	0.02%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
ORANGE - Continued				
	Russian	59	1,534	0.02%
	37 Additional Languages	362	9,412	0.11%
	Orange Total	319,198	8,299,148	100.00%
PLACER				
	English	33,077	860,002	94.95%
	Spanish	1,316	34,216	3.78%
	Russian	163	4,238	0.47%
	Hindi	43	1,118	0.12%
	Japanese	36	936	0.10%
	Tagalog	34	884	0.10%
	Vietnamese	31	806	0.09%
	Korean	28	728	0.08%
	Cantonese/Yue	23	598	0.07%
	19 Additional Languages	87	2,262	0.25%
	Placer Total	34,838	905,788	100.00%
PLUMAS				
	English	2,248	58,448	99.69%
	Spanish	7	182	0.31%
	Plumas Total	2,255	58,630	100.00%
RIVERSIDE				
	English	291,833	7,587,658	78.69%
	Spanish	47,089	1,224,314	12.70%
	American Sign	30,166	784,316	8.13%
	Vietnamese	421	10,946	0.11%
	Korean	274	7,124	0.07%
	Arabic	202	5,252	0.05%
	Tagalog	194	5,044	0.05%
	Cantonese	182	4,732	0.05%
	Mandarin	114	2,964	0.03%
	Japanese	98	2,548	0.03%
	Farsi/Persian	32	832	0.01%
	Samoan	31	806	0.01%
	Laotian	29	754	0.01%
	Russian	25	650	0.01%
	Armenian	23	598	0.01%
	Punjabi/Panjabi	22	572	0.01%
	44 Additional Languages	141	3,666	0.04%
	Riverside Total	370,876	9,642,776	100.00%
SACRAMENTO				
	English	1,507,133	39,185,458	89.82%
	Spanish	142,359	3,701,334	8.48%
	Vietnamese	8,327	216,502	0.50%
	Cantonese	6,522	169,572	0.39%
	Mandarin	2,784	72,384	0.17%
	Russian	1,869	48,594	0.11%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SACRAMENTO - Continued				
	Punjabi/Panjabi	1,688	43,888	0.10%
	Tagalog	1,649	42,874	0.10%
	Arabic	476	12,376	0.03%
	Korean	963	25,038	0.06%
	Hindi	712	18,512	0.04%
	Japanese	619	16,094	0.04%
	American Sign	455	11,830	0.03%
	Hmong	323	8,398	0.02%
	Armenian	274	7,124	0.02%
	Farsi/Persian	265	6,890	0.02%
	Laotian	200	5,200	0.01%
	French	177	4,602	0.01%
	German	161	4,186	0.01%
	Cambodian	157	4,082	0.01%
	Portuguese	95	2,470	0.01%
	Ilocano	87	2,262	0.01%
	55 Additional Languages	738	19,188	0.04%
	Sacramento Total	1,678,033	43,628,858	100.00%
SAN BENITO				
	English	3,130	81,380	79.46%
	Spanish	809	21,034	20.54%
	San Benito Total	3,939	102,414	100.00%
SAN BERNARDINO				
	English	236,662	6,153,212	88.92%
	Spanish	28,092	730,392	10.56%
	Vietnamese	240	6,240	0.09%
	Korean	193	5,018	0.07%
	Arabic	125	3,250	0.05%
	Japanese	104	2,704	0.04%
	Cantonese	99	2,574	0.04%
	Tagalog	91	2,366	0.03%
	Mandarin	61	1,586	0.02%
	American Sign	50	1,300	0.02%
	Punjabi/Panjabi	46	1,196	0.02%
	Farsi/Persian	42	1,092	0.02%
	Thai	40	1,040	0.02%
	Hindi	39	1,014	0.01%
	German	28	728	0.01%
	Portuguese	26	676	0.01%
	Armenian	25	650	0.01%
	Laotian	23	598	0.01%
	Russian	22	572	0.01%
	23 Additional Languages	132	3,432	0.05%
	San Bernardino Total	266,140	6,919,640	100.00%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SAN DIEGO				
	English	308,931	8,032,206	82.22%
	Spanish	59,336	1,542,736	15.79%
	Tagalog	2,081	54,106	0.55%
	Vietnamese	1,232	32,032	0.33%
	Japanese	748	19,448	0.20%
	Arabic	598	15,548	0.16%
	Korean	513	13,338	0.14%
	Cantonese	444	11,544	0.12%
	Portuguese	268	6,968	0.07%
	Mandarin	250	6,500	0.07%
	Farsi/Persian	185	4,810	0.05%
	Russian	163	4,238	0.04%
	German	103	2,678	0.03%
	French	102	2,652	0.03%
	Other	79	2,054	0.02%
	Laotian	78	2,028	0.02%
	American Sign	72	1,872	0.02%
	Italian	65	1,690	0.02%
	Hindi	62	1,612	0.02%
	Thai	51	1,326	0.01%
	38 Additional Languages	397	10,322	0.11%
	San Diego Total	375,758	9,769,708	100.00%
SAN FRANCISCO				
	English	92,924	2,416,024	83.06%
	Spanish	7,224	187,824	6.46%
	Cantonese	4,681	121,706	4.18%
	Mandarin	2,422	62,972	2.16%
	Vietnamese	920	23,920	0.82%
	Tagalog	705	18,330	0.63%
	Korean	672	17,472	0.60%
	Japanese	589	15,314	0.53%
	Russian	539	14,014	0.48%
	Arabic	222	5,772	0.20%
	Portuguese	154	4,004	0.14%
	Punjabi/Panjabi	121	3,146	0.11%
	French	120	3,120	0.11%
	Hindi	114	2,964	0.10%
	Thai	109	2,834	0.10%
	Farsi/Persian	86	2,236	0.08%
	Italian	60	1,560	0.05%
	American Sign	46	1,196	0.04%
	Armenian	43	1,118	0.04%
	20 Additional Languages	124	3,224	0.11%
	San Francisco Total	111,875	2,908,750	100.00%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SAN JOAQUIN				
	English	72,180	1,876,680	89.14%
	Spanish	7,855	204,230	9.70%
	Vietnamese	167	4,342	0.21%
	Punjabi/Panjabi	151	3,926	0.19%
	Tagalog	124	3,224	0.15%
	Arabic	59	1,534	0.07%
	American Sign	56	1,456	0.07%
	Cambodian	53	1,378	0.07%
	Cantonese	51	1,326	0.06%
	Japanese	41	1,066	0.05%
	Hindi	31	806	0.04%
	Sinhala [Sri Lanka]	28	728	0.03%
	Farsi/Persian	27	702	0.03%
	Hmong	26	676	0.03%
	Korean	23	598	0.03%
	Tamil [India]	22	572	0.03%
	Mandarin	21	546	0.03%
	15 Additional Languages	61	1,586	0.08%
	San Joaquin Total	80,976	2,105,376	100.00%
SAN LUIS OBISPO				
	English	53,874	1,400,724	90.81%
	Spanish	4,833	125,658	8.15%
	Mandarin	58	1,508	0.10%
	Japanese	56	1,456	0.09%
	German	55	1,430	0.09%
	French	49	1,274	0.08%
	Italian	47	1,222	0.08%
	Cantonese	44	1,144	0.07%
	Korean	41	1,066	0.07%
	Hebrew	38	988	0.06%
	Tagalog	34	884	0.06%
	Dutch	33	858	0.06%
	Vietnamese	26	676	0.04%
	Portuguese	23	598	0.04%
	20 Additional Languages	115	2,990	0.19%
	San Luis Obispo Total	59,326	1,542,476	100.00%
SAN MATEO				
	English	39,627	1,030,302	76.15%
	Spanish	8,038	208,988	15.45%
	Tagalog	1,079	28,054	2.07%
	Cantonese	1,044	27,144	2.01%
	Mandarin	836	21,736	1.61%
	Korean	223	5,798	0.43%
	Vietnamese	172	4,472	0.33%
	Japanese	151	3,926	0.29%
	Portuguese	151	3,926	0.29%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SAN MATEO - Continued				
	Russian	147	3,822	0.28%
	Punjabi/Panjabi	61	1,586	0.12%
	Arabic	57	1,482	0.11%
	Tongan	55	1,430	0.11%
	Hindi	54	1,404	0.10%
	German	46	1,196	0.09%
	French	37	962	0.07%
	Italian	36	936	0.07%
	Thai	33	858	0.06%
	American Sign	25	650	0.05%
	Farsi/Persian	25	650	0.05%
	19 Additional Languages	142	3,692	0.27%
	San Mateo Total	52,039	1,353,014	100.00%
SANTA BARBARA				
	English	36,671	953,446	77.61%
	Spanish	10,094	262,444	21.36%
	Tagalog	98	2,548	0.21%
	Korean	67	1,742	0.14%
	Japanese	54	1,404	0.11%
	Other	39	1,014	0.08%
	German	35	910	0.07%
	Portuguese	35	910	0.07%
	French	27	702	0.06%
	Cantonese	26	676	0.06%
	Mandarin	22	572	0.05%
	Vietnamese	21	546	0.04%
	14 Additional Languages	61	1,586	0.13%
	Santa Barbara Total	47,250	1,228,500	100.00%
SANTA CLARA				
	English	137,431	3,573,206	84.15%
	Spanish	16,476	428,376	10.09%
	Vietnamese	3,934	102,284	2.41%
	Cantonese	1,003	26,078	0.61%
	Tagalog	878	22,828	0.54%
	Mandarin	805	20,930	0.49%
	Korean	437	11,362	0.27%
	Hindi	341	8,866	0.21%
	Japanese	334	8,684	0.20%
	Punjabi/Panjabi	333	8,658	0.20%
	Farsi/Persian	237	6,162	0.15%
	Cambodian	152	3,952	0.09%
	Portuguese	127	3,302	0.08%
	American Sign	112	2,912	0.07%
	Arabic	108	2,808	0.07%
	Russian	84	2,184	0.05%
	Other	66	1,716	0.04%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SANTA CLARA - Continued				
	Indonesian	64	1,664	0.04%
	Urdu	50	1,300	0.03%
	Samoan	49	1,274	0.03%
	Amharic [Ethiopia]	42	1,092	0.03%
	27 Additional Languages	262	6,812	0.16%
	Santa Clara Total	163,325	4,246,450	100.00%
SANTA CRUZ				
	English	26,281	683,306	78.82%
	Spanish	6,337	164,762	19.00%
	German	124	3,224	0.37%
	Japanese	110	2,860	0.33%
	Vietnamese	59	1,534	0.18%
	French	54	1,404	0.16%
	Mandarin	51	1,326	0.15%
	Korean	50	1,300	0.15%
	Cantonese	46	1,196	0.14%
	Portuguese	38	988	0.11%
	Italian	28	728	0.08%
	Tagalog	23	598	0.07%
	Pampangan [Philippines]	21	546	0.06%
	27 Additional Languages	122	3,172	0.37%
	Santa Cruz Total	33,344	866,944	100.00%
SHASTA				
	English	30,334	788,684	98.49%
	Spanish	410	10,660	1.33%
	Laotian	14	364	0.05%
	Punjabi/Panjabi	13	338	0.04%
	13 Additional Languages	28	728	0.09%
	Shasta Total	30,799	800,774	100.00%
SISKIYOU				
	English	17,461	453,986	98.32%
	Spanish	255	6,630	1.44%
	16 Additional Languages	44	1,144	0.25%
	Siskiyou Total	17,760	461,760	100.00%
SOLANO				
	English	63,219	1,643,694	93.71%
	Spanish	3,618	94,068	5.36%
	Tagalog	161	4,186	0.24%
	Vietnamese	82	2,132	0.12%
	Cantonese	66	1,716	0.10%
	Punjabi/Panjabi	55	1,430	0.08%
	Mandarin	34	884	0.05%
	Japanese	31	806	0.05%
	Russian	28	728	0.04%
	Arabic	25	650	0.04%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SOLANO - Continued				
	Farsi/Persian	25	650	0.04%
	Hindi	20	520	0.03%
	19 Additional Languages	96	2,496	0.14%
	Solano Total	67,460	1,753,960	100.00%
SONOMA				
	English	43,931	1,142,206	89.75%
	Spanish	4,487	116,662	9.17%
	Russian	93	2,418	0.19%
	Italian	53	1,378	0.11%
	German	52	1,352	0.11%
	American Sign	51	1,326	0.10%
	Tagalog	46	1,196	0.09%
	French	28	728	0.06%
	Vietnamese	28	728	0.06%
	Japanese	18	468	0.04%
	Korean	17	442	0.03%
	Arabic	16	416	0.03%
	21 Additional Languages	130	3,380	0.27%
	Sonoma Total	48,950	1,272,700	100.00%
STANISLAUS				
	English	21,308	554,008	86.02%
	Spanish	3,238	84,188	13.07%
	Portuguese	139	3,614	0.56%
	Punjabi/Panjabi	24	624	0.10%
	15 Additional Languages	62	1,612	0.25%
	Stanislaus Total	24,771	644,046	100.00%
SUTTER				
	English	5,915	153,790	78.82%
	Spanish	1,011	26,286	13.47%
	Punjabi/Panjabi	405	10,530	5.40%
	Hmong	62	1,612	0.83%
	Vietnamese	23	598	0.31%
	Russian	20	520	0.27%
	Cantonese	14	364	0.19%
	15 Additional Languages	54	1,404	0.72%
	Sutter Total	7,504	195,104	100.00%
TEHAMA				
	English	7,995	207,870	96.37%
	Spanish	277	7,202	3.34%
	Arabic	11	286	0.13%
	8 Additional Languages	13	338	0.16%
	Tehama Total	8,296	215,696	100.00%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
TRINITY				
	English	1,294	33,644	99.92%
	Spanish	1	26	0.08%
	Trinity Total	1,295	33,670	100.00%
TULARE				
	English	31,813	827,138	82.32%
	Spanish	6,652	172,952	17.21%
	Tagalog	21	546	0.05%
	Portuguese	18	468	0.05%
	French	16	416	0.04%
	20 Additional Languages	125	3,250	0.32%
	Tulare Total	38,645	1,004,770	100.00%
TUOLUMNE				
	English	7,177	186,602	99.32%
	Spanish	42	1,092	0.58%
	4 Additional Languages	7	182	0.10%
	Tuolumne Total	7,226	187,876	100.00%
VENTURA				
	English	74,210	1,929,460	82.06%
	Spanish	15,441	401,466	17.07%
	Farsi/Persian	183	4,758	0.20%
	American Sign	121	3,146	0.13%
	Tagalog	97	2,522	0.11%
	Korean	74	1,924	0.08%
	Japanese	56	1,456	0.06%
	Vietnamese	45	1,170	0.05%
	Cantonese	43	1,118	0.05%
	Armenian	34	884	0.04%
	French	25	650	0.03%
	Mandarin	22	572	0.02%
	German	17	442	0.02%
	17 Additional Languages	66	1,716	0.07%
	Ventura Total	90,434	2,351,284	100.00%
YOLO				
	English	15,399	400,374	86.97%
	Spanish	1,735	45,110	9.80%
	Russian	83	2,158	0.47%
	Cantonese	81	2,106	0.46%
	Korean	77	2,002	0.43%
	Arabic	57	1,482	0.32%
	Punjabi/Panjabi	55	1,430	0.31%
	Japanese	53	1,378	0.30%
	Mandarin	40	1,040	0.23%
	Hindi	22	572	0.12%
	Vietnamese	15	390	0.08%
	German	15	390	0.08%

Table IV

**2003-2004 STATEWIDE LANGUAGE SURVEY
TOTAL LANGUAGE CONTACTS AND PERCENTAGE, BY COUNTY**

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
YOLO - Continued				
	French	12	312	0.07%
	Tagalog	10	260	0.06%
	18 Additional Languages	53	1,378	0.30%
	Yolo Total	17,707	460,382	100.00%
YUBA				
	English	3,836	99,736	92.06%
	Spanish	268	6,968	6.43%
	Punjabi/Panjabi	52	1,352	1.25%
	Hindi	10	260	0.24%
	Mandarin	1	26	0.02%
	Yuba Total	4,167	108,342	100.00%
OUT OF STATE				
	English	742	19,292	98.54%
	Korean	8	208	1.06%
	Spanish	3	78	0.40%
	Out of State Total	753	19,578	100.00%
	STATEWIDE TOTALS	5,945,547	154,584,222	100.00%

TABLE V

**2003-04 LANGUAGE SURVEY
BILINGUAL POSITION DEFICIENCIES, BY LANGUAGE AND COUNTY**

LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
AMERICAN SIGN							
Alameda	Transportation, CA Department of	Public Affairs	1	100%	0.00	1.00	1.00
Alameda Total			1		0.00	1.00	1.00
Fresno	Rehabilitation, Department of	Fresno District Office	53	6%	1.00	2.14	1.14
Fresno Total			53		1.00	2.14	1.14
Los Angeles	Rehabilitation, Department of	Commerce	128	10%	1.00	1.17	0.17
Los Angeles Total			128		1.00	1.17	0.17
Mariposa	Employment Development Department	202-Job Connection Mariposa	2	11%	0.00	0.11	0.11
Mariposa Total			2		0.00	0.11	0.11
Orange	Employment Development Department	419-Santa Ana Job Service	313	5%	1.00	1.18	0.18
Orange Total			313		1.00	1.18	0.18
Riverside	Rehabilitation, Department of	Victorville	138	22%	3.00	3.35	0.35
	Education, CA State Dept. of	Operational Services	105	21%	0.00	3.41	3.41
	Rehabilitation, Department of	San Bernardino	45	5%	1.00	1.35	0.35
Riverside Total			288		4.00	8.11	4.11
AMERICAN SIGN TOTAL			785		7.00	13.71	6.71
ARABIC							
Fresno	Lottery, CA State	Fresno District Office	172	6%	0.00	1.09	1.09
Fresno Total			172		0.00	1.09	1.09
Orange	Food & Agriculture, Dept. of	Anaheim	24	2%	0.00	0.63	0.63
Orange Total			24		0.00	0.63	0.63
San Joaquin	Transportation, CA Department of	Maintenance	2	11%	0.00	8.89	8.89
San Joaquin Total			2		0.00	8.89	8.89
ARABIC TOTAL			198		0.00	10.61	10.61
ARMENIAN							
Los Angeles	Consumer Affairs, Department of	Valencia Field Office	35	6%	0.00	0.50	0.50
	Justice, Department of	Bureau of Medical Fraud & Elder Abuse-West Covina	12	6%	0.00	0.65	0.65
	Insurance, Department of	Actuarial Office - LA	2	5%	0.00	0.05	0.05
Los Angeles Total			49		0.00	1.20	1.20
Orange	Motor Vehicles, Department of	293 - Region III Van Nuys	54	5%	0.00	0.71	0.71
Orange Total			54		0.00	0.71	0.71

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TABLE V

**2003-04 LANGUAGE SURVEY
BILINGUAL POSITION DEFICIENCIES, BY LANGUAGE AND COUNTY**

LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
ARMENIAN - Continued							
Sacramento	Health Services, Department of	Medical Review Branch (MRB)	17	11%	0.00	0.45	0.45
Sacramento Total			17		0.00	0.45	0.45
ARMENIAN TOTAL			120		0.00	2.36	2.36
CAMBODIAN							
Los Angeles	Employment Development Department	157-Youth Opportunity Center	31	14%	0.00	0.26	0.26
Los Angeles Total			31		0.00	0.26	0.26
CAMBODIAN TOTAL			31		0.00	0.26	0.26
CANTONESE							
Alameda	Lottery, CA State	East Bay District Office	150	7%	0.00	0.74	0.74
	Health Services, Department of	FDB-Berkeley office	15	5%	0.00	0.47	0.47
Alameda Total			165		0.00	1.21	1.21
Contra Costa	Fish & Game, Department of	Young-Enforcement	40	14%	0.00	0.56	0.56
Contra Costa Total			40		0.00	0.56	0.56
Sacramento	Lottery, CA State	Sacramento District Office	157	8%	1.00	1.07	0.07
	Parks & Recreation, Department of	State Capitol 671	39	11%	0.00	1.59	1.59
	Motor Vehicles, Department of	192 - SMOG Impact Refund Unit	3	6%	0.00	0.17	0.17
Sacramento Total			199		1.00	2.83	1.83
San Francisco	Secretary of State	San Francisco	144	7%	0.00	0.62	0.62
	Lottery, CA State	San Francisco District Office	134	5%	0.00	0.93	0.93
	Justice, Department of	CBI - San Francisco	42	12%	1.00	1.53	0.53
	Consumer Affairs, Department of	Richmond Field Office	33	5%	0.00	0.23	0.23
	Employment Development Department	388-30 Van Ness SF	21	10%	0.00	0.10	0.10
	Employment Development Department	387-Berry St SF	16	9%	0.00	0.18	0.18
San Francisco Total			390		1.00	3.59	2.59
San Joaquin	Transportation, CA Department of	Maintenance	1	6%	0.00	4.45	4.45
San Joaquin Total			1		0.00	4.45	4.45
San Mateo	Motor Vehicles, Department of	599 - Daly City Field Office	839	6%	2.00	2.28	0.28
San Mateo Total			839		2.00	2.28	0.28
CANTONESE TOTAL			1,634		4.00	14.92	10.92
FARSI							
Los Angeles	Insurance, Department of	Actuarial Office - LA	3	7%	0.00	0.07	0.07
Los Angeles Total			3		0.00	0.07	0.07

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FARSI - Continued							
Sacramento	Justice, Department of	Bureau of Medical Fraud & Elder Abuse-Headquarters	14	6%	0.00	2.63	2.63
	Transportation, CA Department of	Structural Materials, Mets	10	7%	0.00	0.99	0.99
Sacramento Total			24		0.00	3.62	3.62
FARSI TOTAL			27		0.00	3.69	3.69
FRENCH							
Los Angeles	Parks & Recreation, Department of	Malibu 917	119	5%	0.00	0.86	0.86
Los Angeles Total			119		0.00	0.86	0.86
Sacramento	Insurance, Department of	Communications Office - Sacramento	18	7%	0.00	0.27	0.27
Sacramento Total			18		0.00	0.27	0.27
FRENCH TOTAL			137		0.00	1.13	1.13
GERMAN							
Los Angeles	Parks & Recreation, Department of	Malibu 917	107	5%	0.00	0.77	0.77
Los Angeles Total			107		0.00	0.77	0.77
Monterey	Parks & Recreation, Department of	Big Sur 723	10	5%	0.00	0.37	0.37
Monterey Total			10		0.00	0.37	0.37
Santa Cruz	Parks & Recreation, Department of	Santa Cruz Mountains 716	86	5%	0.00	1.41	1.41
Santa Cruz Total			86		0.00	1.41	1.41
Shasta	Transportation, CA Department of	Admin/Bus Mgmt - Receptionist	2	5%	0.00	0.05	0.05
Shasta Total			2		0.00	0.05	0.05
GERMAN TOTAL			205		0.00	2.60	2.60
HEBREW							
Fresno	Parks & Recreation, Department of	San Joaquin 739	24	10%	0.00	0.70	0.70
Fresno Total			24		0.00	0.70	0.70
HEBREW TOTAL			24		0.00	0.70	0.70
HINDI							
Alameda	Lottery, CA State	East Bay District Office	105	5%	0.00	0.52	0.52
Alameda Total			105		0.00	0.52	0.52
HINDI TOTAL			105		0.00	0.52	0.52

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LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
HMONG							
Butte	Parks & Recreation, Department of	Lake Oroville 649	11	7%	0.00	0.87	0.87
Butte Total			11		0.00	0.87	0.87
Monterey	Fish & Game, Department of	Fox-Enforcement	3	11%	0.00	0.21	0.21
Monterey Total			3		0.00	0.21	0.21
HMONG TOTAL			14		0.00	1.08	1.08
ILOCANO							
Tulare	Developmental Services, Dept. of	Program III	5	8%	0.00	0.39	0.39
Tulare Total			5		0.00	0.39	0.39
ILOCANO TOTAL			5		0.00	0.39	0.39
ITALIAN							
Sonoma	Parks & Recreation, Department of	Russian River 657	42	9%	0.00	1.24	1.24
Sonoma Total			42		0.00	1.24	1.24
ITALIAN TOTAL			42		0.00	1.24	1.24
JAPANESE							
El Dorado	Parks & Recreation, Department of	Lake Tahoe 684	27	5%	0.00	0.19	0.19
El Dorado Total			27		0.00	0.19	0.19
Los Angeles	Employment Development Department	190-S Vermont Ave LA	10	5%	0.00	0.05	0.05
Los Angeles Total			10		0.00	0.05	0.05
Sacramento	Justice, Department of	Departmental Services	47	7%	0.00	0.68	0.68
	General Services, Department of	Production Planning - Front Reception	2	5%	0.00	0.05	0.05
Sacramento Total			49		0.00	0.73	0.73
JAPANESE TOTAL			86		0.00	0.97	0.97
KOREAN							
Alameda	Lottery, CA State	East Bay District Office	115	6%	0.00	0.57	0.57
Alameda Total			115		0.00	0.57	0.57
Kern	Employment Development Department	219-Mojave Job Service	35	10%	0.00	0.10	0.10
Kern Total			35		0.00	0.10	0.10
Los Angeles	Motor Vehicles, Department of	508 - Hollywood Field Office	1,302	6%	1.00	1.86	0.86
Los Angeles	Motor Vehicles, Department of	652 - Hollywood-Vine Field Office	702	9%	1.00	1.79	0.79
Los Angeles	Alcoholic Beverage Control, Department of	304-LA/Metro DO	278	19%	0.00	3.18	3.18

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LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
KOREAN - Continued							
Los Angeles - Continued	Lottery, CA State	Van Nuys District Office	127	5%	0.00	1.06	1.06
	Rehabilitation, Department of	Norwalk	90	6%	1.00	1.18	0.18
	Alcoholic Beverage Control, Department of	316-Southern Division SOU	31	13%	0.00	1.68	1.68
	Employment Development Department	184-S La Fayette Pl LA	25	8%	0.00	0.08	0.08
	Fish & Game, Department of	Los Alamitos-WIFOP	13	7%	0.00	0.11	0.11
	Health Services, Department of	FDB Santa Ana office	1	6%	0.00	0.06	0.06
Los Angeles Total			2,569		3.00	11.00	8.00
Out of State	Food & Agriculture, Dept. of	Pest Detection Hawaii	8	17%	0.00	0.17	0.17
Out of State Total			8		0.00	0.17	0.17
Riverside	Parks & Recreation, Department of	Perris 952	19	7%	0.00	1.17	1.17
Riverside Total			19		0.00	1.17	1.17
Sacramento	Alcoholic Beverage Control, Department of	Business Practices	150	25%	1.00	1.23	0.23
	Social Services, Department of	Statewide Child Care	45	7%	0.00	1.39	1.39
	General Services, Department of	Production Planning - Front Reception	3	7%	0.00	0.07	0.07
Sacramento Total			198		1.00	2.69	1.69
KOREAN TOTAL			2,944		4.00	15.70	11.70
LAOTIAN							
Fresno	Fish & Game, Department of	Beeler-Enforcement	19	7%	0.00	0.33	0.33
Fresno Total			19		0.00	0.33	0.33
Merced	Parks & Recreation, Department of	Four Rivers 738	10	5%	0.00	0.32	0.32
Merced Total			10		0.00	0.32	0.32
San Diego	Fish & Game, Department of	Ference-Enforcement	21	5%	0.00	0.28	0.28
San Diego Total			21		0.00	0.28	0.28
LAOTIAN TOTAL			50		0.00	0.93	0.93
MANDARIN							
Alameda	Motor Vehicles, Department of	644 - Fremont Field Office	1,036	6%	0.00	1.32	1.32
	Lottery, CA State	East Bay District Office	116	6%	0.00	0.57	0.57
Alameda Total			1,152		0.00	1.89	1.89
Butte	Parks & Recreation, Department of	Lake Oroville 649	16	10%	0.00	1.26	1.26
Butte Total			16		0.00	1.26	1.26

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MANDARIN - Continued							
Contra Costa	Fish & Game, Department of	Young-Enforcement	14	5%	0.00	0.20	0.20
Contra Costa Total			14		0.00	0.20	0.20
Los Angeles	Employment Development Department	306-WorkSource California	90	5%	0.00	0.37	0.37
	Insurance, Department of	Actuarial Office - LA	5	12%	0.00	0.12	0.12
	Health Services, Department of	Financial Audits Gardena	4	6%	0.00	1.19	1.19
	Colorado River Board	Research and Technical Support	1	50%	0.00	1.50	1.50
Los Angeles Total			100		0.00	3.18	3.18
Sacramento	Food & Agriculture, Dept. of	Ag Export Program	12	17%	0.00	0.83	0.83
	Integrated Waste Management Board, CA	Waste Tire Diversion	12	8%	0.00	0.41	0.41
	Corporations, Department of	OMB-Human Resources Office, Sac	1	11%	0.00	0.33	0.33
Sacramento Total			25		0.00	1.57	1.57
San Diego	Industrial Relations, Department of	646 DEU San Diego	4	5%	0.00	0.05	0.05
San Diego Total			4		0.00	0.05	0.05
San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	1,597	7%	2.00	2.47	0.47
	Consumer Affairs, Department of	Richmond Field Office	73	10%	0.00	0.50	0.50
San Francisco Total			1,670		2.00	2.97	0.97
Santa Clara	Developmental Services, Dept. of	Foster Grandparent Program	1	5%	0.00	0.05	0.05
Santa Clara Total			1		0.00	0.05	0.05
MANDARIN TOTAL			2,982		2.00	11.17	9.17
PORTUGUESE							
San Bernardino	Food & Agriculture, Dept. of	Livestock ID Ontario	7	5%	0.00	0.22	0.22
San Bernardino Total			7		0.00	0.22	0.22
San Joaquin	Employment Development Department	453-Stockton Investigations Div.	3	5%	0.00	0.05	0.05
San Joaquin Total			3		0.00	0.05	0.05
Stanislaus	Food & Agriculture, Dept. of	Livestock ID Modesto	91	7%	0.00	0.60	0.60
Stanislaus	Food & Agriculture, Dept. of	Animal Health Branch Modesto	31	8%	0.00	0.76	0.76
Stanislaus Total			122		0.00	1.36	1.36
PORTUGUESE TOTAL			132		0.00	1.63	1.63
PUNJABI							
Alameda	Lottery, CA State	East Bay District Office	168	8%	0.00	0.83	0.83
Alameda Total			168		0.00	0.83	0.83

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PUNJABI - Continued							
Fresno	Lottery, CA State	Fresno District Office	431	15%	0.00	2.72	2.72
Fresno Total			431		0.00	2.72	2.72
Sacramento	Lottery, CA State	Sacramento District Office	125	6%	0.00	0.85	0.85
	Rehabilitation, Department of	South Sacramento	81	9%	1.00	1.11	0.11
	Motor Vehicles, Department of	192 - SMOG Impact Refund Unit	3	6%	0.00	0.17	0.17
Sacramento Total			209		1.00	2.13	1.13
San Francisco	Justice, Department of	Criminal Intelligence Bureau-CATIC San Francisco	5	20%	0.00	0.60	0.60
San Francisco Total			5		0.00	0.60	0.60
Sutter	Motor Vehicles, Department of	562 - Yuba City Field Office	366	11%	1.00	1.63	0.63
Sutter Total			366		1.00	1.63	0.63
Yuba	Transportation, CA Department of	Construction - Yuba	15	6%	0.00	1.88	1.88
Yuba Total			15		0.00	1.88	1.88
PUNJABI TOTAL			1,194		2.00	9.79	7.79
RUSSIAN							
Alameda	Transportation, CA Department of	Right of Way	13	5%	0.00	0.29	0.29
Alameda Total			13		0.00	0.29	0.29
Alpine	Parks & Recreation, Department of	Grover Hot Springs 688	411	40%	0.00	1.59	1.59
Alpine Total			411		0.00	1.59	1.59
Los Angeles	Justice, Department of	Bureau of Medical Fraud & Elder Abuse-West Covina	17	9%	0.00	0.92	0.92
Los Angeles Total			17		0.00	0.92	0.92
Marin	Fish & Game, Department of	Howell-Enforcement	17	8%	0.00	0.31	0.31
Marin Total			17		0.00	0.31	0.31
Sacramento	Fish & Game, Department of	License and Revenue	88	14%	0.00	1.16	1.16
	Social Services, Department of	Statewide Child Care	50	8%	0.00	1.55	1.55
	Fish & Game, Department of	DBEEP-Enforcement	30	5%	0.00	0.42	0.42
	Health Services, Department of	Investigations North	30	6%	1.00	1.08	0.08
	Employment Development Department	055-Sacramento Works Career Center	25	10%	0.00	0.10	0.10
	Employment Development Department	317-Sacramento Works	16	7%	0.00	0.07	0.07
	Health Services, Department of	Sacramento Medi-Cal Field Office	15	6%	0.00	0.54	0.54

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RUSSIAN - Continued							
Sacramento - Continued	Employment Development Department	278-Sacramento Works Career Center Rancho Cordova	5	5%	0.00	0.02	0.02
Sacramento Total			259		1.00	4.94	3.94
Sonoma	Parks & Recreation, Department of	Russian River 657	86	18%	0.00	2.54	2.54
Sonoma Total			86		0.00	2.54	2.54
RUSSIAN TOTAL			803		1.00	10.59	9.59
SINHALA							
San Joaquin	Youth Authority, CA Department of	O H Close	28	7%	1.00	2.16	1.16
San Joaquin Total			28		1.00	2.16	1.16
SINHALA TOTAL			28		1.00	2.16	1.16
SPANISH							
Alameda	Motor Vehicles, Department of	440 - Oakland Claremont TSC	3,485	6%	3.00	3.36	0.36
	Motor Vehicles, Department of	579 - Hayward Field Office	2,889	24%	9.00	9.07	0.07
	Motor Vehicles, Department of	504 - Oakland Claremont Field Office	919	14%	1.00	2.26	1.26
	Highway Patrol, CA	345 Hayward - Field	499	13%	6.00	10.90	4.90
	Highway Patrol, CA	370 Oakland - Field	355	11%	5.00	9.26	4.26
	Lottery, CA State	East Bay District Office	269	13%	1.00	1.33	0.33
	Highway Patrol, CA	390 Dublin - Field	208	10%	3.00	5.78	2.78
	Highway Patrol, CA	347 Nimitz Inspection Facility - Insp Fac	175	10%	1.00	2.46	1.46
	Equalization, Board of	CH Oakland District	161	5%	0.00	3.59	3.59
	Highway Patrol, CA	390 Dublin - Office	152	18%	1.00	2.17	1.17
	Health Services, Department of	4645 LFS	61	5%	0.00	0.59	0.59
	Highway Patrol, CA	345 Hayward - Office	60	5%	0.00	1.06	1.06
	Education, CA State Dept. of	Residential	51	10%	1.00	2.66	1.66
	Education, CA State Dept. of	Early Education, CA State Dept. of/Communication Skills	49	7%	0.00	1.02	1.02
	Corrections, CA Department of	Oakland #1	37	5%	0.00	0.54	0.54
	Industrial Relations, Department of	431 Pressure Vessel - Oakland	37	5%	0.00	0.32	0.32
	Fair Employment & Housing, Dept. of	Housing - Oakland II	31	5%	0.00	0.44	0.44
Education, CA State Dept. of	Independent Living Skills	30	6%	0.00	0.30	0.30	

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SPANISH - Continued							
Alameda - Continued	Transportation, CA Department of	Property Management	30	7%	0.00	0.57	0.57
	Food & Agriculture, Dept. of	Milk and Dairy Oakland	29	5%	0.00	0.44	0.44
	Justice, Department of	Bureau Medi-Cal Fraud & Elder Abuse - Oakland	25	16%	0.00	2.74	2.74
	Social Services, Department of	Bay Area Regional Office	23	5%	0.00	0.76	0.76
	Education, CA State Dept. of	Assessment Services	12	14%	0.00	1.29	1.29
	Health Services, Department of	Childhood Lead Poisoning Prevention Branch	9	16%	0.00	0.32	0.32
	Education, CA State Dept. of	Counseling Services	8	13%	0.00	0.77	0.77
	Education, CA State Dept. of	Student Health	8	7%	0.00	0.42	0.42
	Education, CA State Dept. of	Middle Schools Special Needs	8	7%	0.00	0.40	0.40
	Education, CA State Dept. of	Student Life Special Needs	5	9%	0.00	0.55	0.55
	Health Services, Department of	4650 LCS	4	9%	0.00	0.36	0.36
	Employment Development Department	032-Berkeley WorkSource One-Stop	2	12%	0.00	0.12	0.12
Alameda Total			9,631		31.00	65.85	34.85
Amador	Highway Patrol, CA	295 Amador - Office	96	9%	0.00	0.66	0.66
	Highway Patrol, CA	295 Amador - Field	41	6%	0.00	1.23	1.23
Amador Total			137		0.00	1.89	1.89
Butte	Parks & Recreation, Department of	Valley 647	95	10%	0.00	0.73	0.73
	Highway Patrol, CA	240 Oroville - Field	62	7%	1.00	1.49	0.49
	Parks & Recreation, Department of	Lake Oroville 649	9	6%	0.00	0.71	0.71
Butte Total			166		1.00	2.93	1.93
Colusa	Highway Patrol, CA	155 Williams - Office	63	20%	0.00	1.02	1.02
Colusa Total			63		0.00	1.02	1.02
Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	1,831	15%	3.00	4.06	1.06
	Highway Patrol, CA	320 Contra Costa - Field	252	10%	1.00	7.77	6.77
	Highway Patrol, CA	320 Contra Costa - Office	217	12%	0.00	2.32	2.32
	Employment Development Department	271-Pleasant Hill Job Service	151	6%	1.00	1.03	0.03
	Fish & Game, Department of	Young-Enforcement	41	14%	0.00	0.57	0.57
	Corrections, CA Department of	Richmond	29	6%	0.00	0.85	0.85
	Employment Development Department	415-El Portal Dr San Pablo	19	7%	0.00	0.70	0.70

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SPANISH - Continued							
Contra Costa	Employment Development Department	036-Brentwood Job Service	14	12%	0.00	0.32	0.32
	Fish & Game, Department of	Marlin-Enforcement	4	12%	0.00	0.24	0.24
	Health Services, Department of	Food and Drug Laboratory Section	4	9%	0.00	1.09	1.09
Contra Costa Total			2,562		5.00	18.95	13.95
Del Norte	Food & Agriculture, Dept. of	Border Station Smith River	3	5%	0.00	0.10	0.10
		Del Norte Total	3		0.00	0.10	0.10
El Dorado	Parks & Recreation, Department of	Lake Tahoe 684	63	11%	0.00	0.45	0.45
		Highway Patrol, CA	245 Placerville - Field	49	3%	1.00	1.16
	El Dorado Total			112		1.00	1.61
Fresno	Highway Patrol, CA	401 Central Division - Field	1,124	22%	13.00	18.17	5.17
	Lottery, CA State	Fresno District Office	340	12%	1.00	2.15	1.15
	Highway Patrol, CA	495 Coalinga - Field	217	16%	2.00	4.12	2.12
	Social Services, Department of	Fresno Regional	147	6%	1.00	1.33	0.33
	Corrections, CA Department of	Fresno #2	82	12%	1.00	1.16	0.16
	Corrections, CA Department of	Fresno #5	77	15%	1.00	1.62	0.62
	Industrial Relations, Department of	754 I&A Fresno	62	9%	0.00	0.18	0.18
	Alcoholic Beverage Control, Department of	221-Fresno DO	56	10%	1.00	1.20	0.20
	Fish & Game, Department of	Beeler-Enforcement	48	17%	0.00	0.84	0.84
	Parks & Recreation, Department of	San Joaquin 739	38	16%	0.00	1.11	1.11
	Conservation Corps, CA	Fresno Satellite	37	23%	0.00	0.23	0.23
	Corrections, CA Department of	Fresno #4	32	6%	0.00	1.14	1.14
	Transportation, CA Department of	Administration	32	7%	0.00	0.69	0.69
	Fish & Game, Department of	Fresno-Admin.	30	9%	0.00	0.78	0.78
	Food & Agriculture, Dept. of	SPI Kerman	24	5%	0.00	0.20	0.20
	Food & Agriculture, Dept. of	Integrated Pest Control Fresno	23	10%	0.00	1.34	1.34
	Health Services, Department of	FDB Fresno office	18	10%	0.00	0.40	0.40
	Fish & Game, Department of	McKay-Enforcement	13	7%	0.00	0.35	0.35
	Food & Agriculture, Dept. of	Milk and Dairy Fresno	5	14%	0.00	0.14	0.14
	Franchise Tax Board	651 Fresno D.O.	5	20%	0.00	1.80	1.80
	Food & Agriculture, Dept. of	Ag Comm Reg Svc Fresno	2	5%	0.00	0.05	0.05
Fresno Total			2,412		20.00	39.00	19.00

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BILINGUAL POSITION DEFICIENCIES, BY LANGUAGE AND COUNTY**

LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
SPANISH - Continued							
Glenn	Motor Vehicles, Department of	571 - Willows Field Office	219	16%	0.00	0.63	0.63
	Highway Patrol, CA	160 Willows - Office	14	7%	0.00	0.07	0.07
	Glenn Total		233		0.00	0.70	0.70
Imperial	Highway Patrol, CA	626 Calexico Inspection Facility - Insp Fac	1,775	67%	15.00	21.35	6.35
	Highway Patrol, CA	625 El Centro - Comm	822	31%	0.00	3.08	3.08
	Highway Patrol, CA	620 Winterhaven - Field	591	53%	6.00	11.12	5.12
	Highway Patrol, CA	625 El Centro - Field	553	38%	17.00	18.04	1.04
	Corrections, CA Department of	Centinela	256	13%	5.00	8.87	3.87
	Fish & Game, Department of	Imperial Wildlife Area	53	10%	0.00	0.10	0.10
	Food & Agriculture, Dept. of	SPI Imperial	24	5%	0.00	0.05	0.05
Imperial Total		4,074		43.00	62.61	19.61	
Inyo	Highway Patrol, CA	825 Bishop - Comm	53	3%	0.00	0.25	0.25
	Highway Patrol, CA	825 Bishop - Field	41	4%	0.00	1.20	1.20
Inyo Total		94		0.00	1.45	1.45	
Kern	Highway Patrol, CA	424 Grapevine Inspection Facility - Insp Fac	388	18%	2.00	6.20	4.20
	Corrections, CA Department of	Wasco State Prison	387	8%	1.00	5.31	4.31
	Highway Patrol, CA	420 Bakersfield - Field	302	17%	9.00	13.56	4.56
	Corrections, CA Department of	CCI	301	14%	10.00	13.69	3.69
	Highway Patrol, CA	426 Buttonwillow - Field	198	17%	2.00	4.79	2.79
	Industrial Relations, Department of	662 CA Bakersfield	158	20%	1.00	1.42	0.42
	Motor Vehicles, Department of	345 - Bakersfield District HQ C2	107	15%	1.00	1.07	0.07
	Highway Patrol, CA	430 Fort Tejon - Field	87	6%	1.00	1.63	0.63
	Corrections, CA Department of	Bakersfield #2	68	12%	1.00	1.35	0.35
	Parks & Recreation, Department of	South Valley 731	60	30%	0.00	1.22	1.22
	Highway Patrol, CA	830 Mojave - Field	46	4%	0.00	1.17	1.17
	Food & Agriculture, Dept. of	SPI Delano	41	26%	0.00	1.56	1.56
	Highway Patrol, CA	426 Buttonwillow - Office	38	20%	0.00	1.00	1.00
	Employment Development Department	219-Mojave Job Service	28	8%	0.00	0.08	0.08
	Industrial Relations, Department of	534 Public Works - Bakersfield	23	5%	0.00	0.15	0.15
Highway Patrol, CA	430 Fort Tejon - Office	21	5%	0.00	0.56	0.56	
Fish & Game, Department of	Naslund-Enforcement	14	11%	0.00	0.55	0.55	

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SPANISH - Continued							
Kern	Food & Agriculture, Dept. of	SPI Bakersfield	5	5%	0.00	0.05	0.05
	Corrections, CA Department of	Central Valley	4	5%	0.00	0.43	0.43
Kern Total			2,276		28.00	55.79	27.79
Kings	Corrections, CA Department of	CSP, Corcoran	386	8%	11.00	15.50	4.50
	Equalization, Board of	ARF Fresno Branch Office	260	8%	4.00	4.14	0.14
Kings Total			646		15.00	19.64	4.64
Lake	Highway Patrol, CA	151 Clear Lake - Field	24	4%	0.00	1.21	1.21
	Highway Patrol, CA	151 Clear Lake - Office	24	5%	0.00	0.38	0.38
Lake Total			48		0.00	1.59	1.59
Los Angeles	Highway Patrol, CA	550 Santa Fe Springs - Field	1,741	21%	17.00	22.13	5.13
	Motor Vehicles, Department of	609 - Hawthorne Field Office	1,664	27%	4.00	8.60	4.60
	Motor Vehicles, Department of	507 - Long Beach Field Office	1,640	11%	3.00	3.38	0.38
	Highway Patrol, CA	530 South Los Angeles - Field	1,528	20%	16.00	20.31	4.31
	Highway Patrol, CA	590 Central Los Angeles - Field	1,251	21%	11.00	21.44	10.44
	Mental Health, Department of	Metropolitan State Hospital	1,044	8%	28.00	28.91	0.91
	Social Services, Department of	Los Angeles East Regional	1,039	38%	12.00	13.04	1.04
	Highway Patrol, CA	590 Central Los Angeles - Office	970	18%	8.00	10.16	2.16
	Highway Patrol, CA	501 Southern Division - Field	920	27%	9.00	20.17	11.17
	Highway Patrol, CA	580 West Valley - Field	793	13%	11.00	14.22	3.22
	Secretary of State	Los Angeles	724	23%	1.00	2.76	1.76
	Parks & Recreation, Department of	Malibu 917	686	29%	0.00	4.93	4.93
	Industrial Relations, Department of	551 WCA - Van Nuys	658	28%	3.00	3.32	0.32
	Highway Patrol, CA	510 So. Division Commercial Unit (Field)	608	36%	5.00	10.11	5.11
	Highway Patrol, CA	540 Newhall - Field	591	15%	8.00	8.92	0.92
	Highway Patrol, CA	530 South Los Angeles - Office	560	22%	2.00	6.58	4.58
	Industrial Relations, Department of	684 CA Van Nuys	445	6%	1.00	1.45	0.45
	Consumer Affairs, Department of	Culver City Field Office	440	21%	2.00	4.98	2.98
	Corrections, CA Department of	Pomona #1	377	15%	0.00	1.49	1.49
	Employment Development Department	507-Whittier WorkSource California	370	22%	2.00	2.25	0.25
Highway Patrol, CA	501 Southern Division - Office	324	13%	5.00	5.26	0.26	

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SPANISH - Continued							
Los Angeles - Continued	Highway Patrol, CA	511 So. Division Motor Carrier Unit	315	18%	4.00	8.40	4.40
	Industrial Relations, Department of	681 CA Santa Monica	301	6%	0.00	1.77	1.77
	Lottery, CA State	Van Nuys District Office	297	11%	2.00	2.48	0.48
	Industrial Relations, Department of	757 I&A Los Angeles	272	24%	0.00	0.98	0.98
	Industrial Relations, Department of	671 CA Pomona	265	12%	1.00	2.36	1.36
	Highway Patrol, CA	550 Santa Fe Springs - Office	259	18%	2.00	5.83	3.83
	Lottery, CA State	Santa Fe Springs District Office	220	9%	2.00	2.02	0.02
	Youth Authority, CA Department of	Watts	204	19%	1.00	2.91	1.91
	Highway Patrol, CA	540 Newhall - Office	203	8%	1.00	1.89	0.89
	Horse Racing Board, CA	Enforcement - Santa Anita	176	34%	1.00	2.05	1.05
	Social Services, Department of	Los Angeles Regional Office	168	19%	1.00	2.99	1.99
	Corrections, CA Department of	El Monte #1	157	44%	2.00	4.36	2.36
	Industrial Relations, Department of	792 UEF LA	151	8%	1.00	1.72	0.72
	Corrections, CA Department of	San Fernando Valley #1	143	28%	1.00	3.86	2.86
	Highway Patrol, CA	509 Southern Division ISU (Field)	135	13%	2.00	4.04	2.04
	Corrections, CA Department of	San Gabriel Valley #3	128	17%	1.00	2.08	1.08
	Health Services, Department of	Los Angeles Medi-Cal Field Office	116	7%	1.00	2.18	1.18
	Fair Employment & Housing, Dept. of	Housing - Los Angeles	113	18%	2.00	2.12	0.12
	Corrections, CA Department of	San Fernando Valley #4	107	17%	0.00	0.68	0.68
	Fair Employment & Housing, Dept. of	Los Angeles Legal	95	15%	1.00	1.17	0.17
	Industrial Relations, Department of	538 Legal - Long Beach	95	20%	1.00	1.01	0.01
	Youth Authority, CA Department of	Los Angeles Metro	90	29%	0.00	2.05	2.05
	Corrections, CA Department of	El Monte #2	87	19%	0.00	2.63	2.63
	Corrections, CA Department of	Huntington Park #3	87	29%	2.00	2.64	0.64
	Industrial Relations, Department of	532 DCI - Los Angeles	86	21%	0.00	0.62	0.62
	Corrections, CA Department of	Santa Fe Springs #2	84	12%	1.00	1.83	0.83
	Corrections, CA Department of	Compton #1	78	6%	0.00	0.43	0.43
	Health Services, Department of	FDB Los Angeles office	77	14%	0.00	1.56	1.56
	Industrial Relations, Department of	654 DEU Santa Monica	76	16%	0.00	0.32	0.32
	Corrections, CA Department of	El Monte #3	74	23%	0.00	2.26	2.26

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SPANISH - Continued							
Los Angeles - Continued	Highway Patrol, CA	514 Communication Center (Office Staff)	73	17%	0.00	2.34	2.34
	Industrial Relations, Department of	428 Compliance - West Covina	71	9%	0.25	1.01	0.76
	Corrections, CA Department of	Inglewood #2	67	11%	0.00	0.91	0.91
	Corrections, CA Department of	Santa Fe Springs #3	66	11%	0.00	1.42	1.42
	Corrections, CA Department of	South Bay #1	64	9%	0.00	1.13	1.13
	Corrections, CA Department of	Compton #2	63	19%	0.00	1.11	1.11
	Industrial Relations, Department of	538 Public Works - Long Beach	63	18%	0.00	1.09	1.09
	Rehabilitation, Department of	Long Beach	63	5%	1.00	1.37	0.37
	Insurance, Department of	FAD Division Office - LA	62	11%	0.00	1.01	1.01
	Corrections, CA Department of	Huntington Park #2	60	16%	0.00	1.42	1.42
	Corrections, CA Department of	Pasadena #3	60	18%	0.00	0.90	0.90
	Employment Development Department	179-Wilshire-Metro Center One-Stop	60	7%	0.00	0.27	0.27
	Corrections, CA Department of	Huntington Park #5	59	16%	1.00	1.27	0.27
	Employment Development Department	068-Uplander Way Culver City	56	17%	0.00	0.17	0.17
	Fish & Game, Department of	Los Alamitos-WIFOP	54	29%	0.00	0.44	0.44
	Corrections, CA Department of	Midtown #2	52	10%	0.00	1.34	1.34
	Corrections, CA Department of	San Gabriel Valley #2	52	16%	2.00	2.09	0.09
	Employment Development Department	190-S Vermont Ave LA	50	27%	0.00	0.27	0.27
	Corrections, CA Department of	Huntington Park #4	47	8%	0.00	0.47	0.47
	Corrections, CA Department of	Inglewood #4	47	6%	0.00	0.46	0.46
	Corrections, CA Department of	South Central #4	46	24%	0.00	1.68	1.68
	Industrial Relations, Department of	756 I&A Long Beach	46	16%	0.00	0.16	0.16
	Transportation, CA Department of	External Affairs	44	25%	0.00	1.25	1.25
	Employment Development Department	157-Youth Opportunity Center	43	20%	0.00	0.36	0.36
	Food & Agriculture, Dept. of	Ag Comm Reg Svc Bell	37	18%	0.00	0.37	0.37
	Corrections, CA Department of	Pomona #2	36	12%	0.00	1.20	1.20
	Corrections, CA Department of	South Central #5	35	9%	0.00	0.86	0.86
	Rehabilitation, Department of	Gardena	33	14%	1.00	1.44	0.44
	Corrections, CA Department of	Northeast #1	31	14%	1.00	1.50	0.50
	Corrections, CA Department of	South Bay #3	29	6%	0.00	0.44	0.44
	Corrections, CA Department of	Inglewood #5	27	5%	0.00	0.16	0.16

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SPANISH - Continued								
Los Angeles - Continued	Conservation Corps, CA	Los Angeles Center	26	13%	0.00	0.27	0.27	
	Employment Development Department	069-Overland Ave Culver City	25	6%	0.00	0.06	0.06	
	Fish & Game, Department of	Los Alamitos-Licensing	25	6%	0.00	0.38	0.38	
	Insurance, Department of	Rate Filing Bureau - LA III	25	36%	0.00	1.09	1.09	
	Corrections, CA Department of	Parole Out-Patient Clinic	24	34%	0.00	4.06	4.06	
	Industrial Relations, Department of	627 Rehab Van Nuys	24	10%	0.00	0.10	0.10	
	Statewide Health Planning & Development, Office of	Field Staff/Los Angeles	22	7%	0.00	0.20	0.20	
	Corrections, CA Department of	Compton #3	21	7%	0.00	0.58	0.58	
	Corrections, CA Department of	Antelope Valley #3	20	9%	0.00	0.57	0.57	
	Corrections, CA Department of	Van Nuys #3	19	6%	0.00	0.58	0.58	
	Corrections, CA Department of	Van Nuys #1	19	5%	0.00	0.40	0.40	
	Health Services, Department of	MRB South I - Commerce	15	7%	0.00	1.57	1.57	
	Corrections, CA Department of	South Bay #2	13	5%	0.00	0.45	0.45	
	Employment Development Department	162-Southeast LA-Watts Worksource Center	12	8%	0.00	0.08	0.08	
	Science Center, CA	Administration	11	5%	0.00	0.14	0.14	
	Corrections, CA Department of	San Fernando Valley #2	11	14%	0.00	0.42	0.42	
	Corrections, CA Department of	South Central #3	7	15%	0.00	0.45	0.45	
	Managed Health Care, Department of	Business Management-LA	7	11%	0.00	0.34	0.34	
	Corrections, CA Department of	Long Beach #3	5	9%	0.00	0.45	0.45	
	Insurance, Department of	Actuarial Office - LA	5	12%	0.00	0.12	0.12	
	Water Resources, Department of	Southern District	5	5%	0.00	0.05	0.05	
	Transportation, CA Department of	Office of Project Studies	3	20%	0.00	0.20	0.20	
	Motor Vehicles, Department of	284 - Region III - Metro Region	2	6%	0.00	0.11	0.11	
	Transportation, CA Department of	Administration - Maintenance	2	15%	0.00	0.15	0.15	
	Health Services, Department of	FDB Santa Ana office	1	6%	0.00	0.06	0.06	
	Los Angeles Total			24,977		184.25	328.44	144.19
	Madera	Highway Patrol, CA	450 Madera - Field	388	23%	7.00	12.44	5.44
	Highway Patrol, CA	450 Madera - Office	126	38%	2.00	2.66	0.66	
	Corrections, CA Department of	Madera	27	15%	1.00	1.84	0.84	
Madera Total			541		10.00	16.94	6.94	

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SPANISH - Continued							
Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	1,893	17%	2.00	3.31	1.31
	Highway Patrol, CA	350 Marin - Field	257	9%	6.00	6.48	0.48
		350 Marin - Office	63	5%	0.00	0.92	0.92
	Fish & Game, Department of	Howell-Enforcement	35	16%	0.00	0.64	0.64
Marin Total			2,248		8.00	11.35	3.35
Mendocino	Employment Development Department	476-Mendocino Works Resource Center	157	11%	0.30	0.47	0.17
	Highway Patrol, CA	150 Ukiah - Field	80	9%	0.00	2.63	2.63
		150 - Ukiah Communications Center	51	5%	0.00	0.55	0.55
	Highway Patrol, CA	150 Ukiah - Office	39	7%	0.00	0.64	0.64
Mendocino Total			327		0.30	4.29	3.99
Merced	Highway Patrol, CA	460 Merced - Comm	335	4%	0.00	0.98	0.98
	Highway Patrol, CA	460 Merced - Field	246	16%	1.00	5.08	4.08
		461 Los Banos - Field	157	17%	2.00	4.19	2.19
	Parks & Recreation, Department of	Four Rivers 738	69	37%	0.00	2.23	2.23
	Fish & Game, Department of	Finney-Enforcement	45	33%	0.00	1.31	1.31
Merced Total			852		3.00	13.79	10.79
Modoc	Highway Patrol, CA	170 Alturas - Office	15	7%	0.00	0.20	0.20
Modoc Total			15		0.00	0.20	0.20
Mono	Corrections, CA Department of	Gabilan Conservation Camp #38	15	13%	0.00	0.13	0.13
	Highway Patrol, CA	820 Bridgeport - Field	14	5%	0.00	0.80	0.80
		820 Bridgeport - Office	10	9%	0.00	0.19	0.19
Mono Total			39		0.00	1.12	1.12
Monterey	Highway Patrol, CA	730 Monterey - Field	482	25%	4.00	13.31	9.31
	Highway Patrol, CA	730 Monterey - Office	420	27%	3.00	3.82	0.82
		735 King City - Field	120	16%	0.00	3.19	3.19
	Fish & Game, Department of	Steelhead-Enforcement	105	31%	0.00	0.93	0.93
	Parks & Recreation, Department of	Big Sur 723	30	15%	1.00	1.12	0.12
	Fish & Game, Department of	Fox-Enforcement	7	25%	0.00	0.50	0.50
Monterey Total			1,164		8.00	22.87	14.87

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SPANISH - Continued							
Napa	Motor Vehicles, Department of	540 - Napa Field Office	1,448	33%	3.00	4.00	1.00
	Highway Patrol, CA	325 Napa - Field	227	18%	1.00	8.14	7.14
	Conservation Corps, CA	North Bay Operation	22	8%	0.00	0.15	0.15
Napa Total			1,697		4.00	12.29	8.29
Nevada	Highway Patrol, CA	222 Truckee - Field	47	4%	0.00	0.93	0.93
	Nevada Total			47		0.00	0.93
Orange	Highway Patrol, CA	675 Santa Ana - Field	1,286	18%	13.00	18.24	5.24
	Highway Patrol, CA	675 Santa Ana - Office	645	27%	4.00	6.74	2.74
	Highway Patrol, CA	670 Westminster - Field	445	16%	7.00	8.69	1.69
	Food & Agriculture, Dept. of	Animal Health Branch Garden Grove	271	51%	1.00	4.60	3.60
	Fair Employment & Housing, Dept. of	Southern Region - Santa Ana	265	34%	3.00	3.10	0.10
	Highway Patrol, CA	601 Peralta Scales	183	45%	0.00	2.71	2.71
	Parks & Recreation, Department of	Orange Coast North 926	167	13%	1.00	4.28	3.28
	Highway Patrol, CA	670 Westminster - Office	134	7%	1.00	1.23	0.23
	Industrial Relations, Department of	482 High Hazard - Anaheim	128	18%	2.00	3.07	1.07
	Corrections, CA Department of	Fullerton	124	26%	0.00	2.08	2.08
	Corrections, CA Department of	Santa Ana 1	96	21%	1.00	2.13	1.13
	Motor Vehicles, Department of	354 - Irvine District HQ H2	95	30%	2.00	2.43	0.43
	Horse Racing Board, CA	Enforcement - Los Alamitos	91	24%	0.00	0.95	0.95
	Fish & Game, Department of	Raton-Enforcement	74	29%	1.00	1.46	0.46
	Housing & Community Development, Dept. of	Santa Ana	59	7%	0.00	0.35	0.35
	Fish & Game, Department of	Spansail-Enforcement	52	20%	0.00	0.60	0.60
	Employment Development Department	420-N Main St Santa Ana	50	20%	0.00	0.20	0.20
	Corrections, CA Department of	Orange 2	47	10%	0.00	1.02	1.02
	Parks & Recreation, Department of	Chino 951	44	6%	0.00	0.44	0.44
	Pesticide Regulation, Department of	Enforcement Branch - SRO	36	15%	0.00	1.08	1.08
	Military, Department of	Calif National Guard-Los Alamitos, CA	35	12%	0.00	2.95	2.95
	Industrial Relations, Department of	464 Pressure Vessel - Anaheim	32	5%	0.00	0.35	0.35
	Industrial Relations, Department of	546 Public Works - Santa Ana	28	14%	0.00	0.14	0.14
Justice, Department of	CBI - Orange	21	33%	0.00	2.67	2.67	
Industrial Relations, Department of	635 DEU Anaheim	16	5%	0.00	0.14	0.14	

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TABLE V

**2003-04 LANGUAGE SURVEY
BILINGUAL POSITION DEFICIENCIES, BY LANGUAGE AND COUNTY**

LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
SPANISH - Continued							
Orange - Continued	Industrial Relations, Department of	769 I&A Santa Ana	15	9%	0.00	0.17	0.17
	Food & Agriculture, Dept. of	Pest Detection Emergency Project Anaheim	13	11%	0.00	0.32	0.32
	Industrial Relations, Department of	751 I&A Anaheim	13	5%	0.00	0.05	0.05
	Justice, Department of	Bureau Medi-Cal Fraud & Elder Abuse-Laguna Woods	13	22%	0.00	1.30	1.30
	Industrial Relations, Department of	546 Legal - Santa Ana	9	7%	0.00	0.14	0.14
	Highway Patrol, CA	518 So Division Air Operations/Fullerton	8	9%	0.00	0.61	0.61
	Highway Patrol, CA	612 Metro Air Operations	8	8%	0.00	0.56	0.56
	Health Services, Department of	Financial Audits Santa Ana	6	13%	0.00	1.60	1.60
		Orange Total	4,509		36.00	76.40	40.40
Placer	Highway Patrol, CA	220 Auburn - Field	107	4%	1.00	1.69	0.69
	Highway Patrol, CA	221 Gold Run - Field	33	5%	0.00	1.06	1.06
		Placer Total	140		1.00	2.75	1.75
Riverside	Highway Patrol, CA	840 Riverside - Field	925	23%	18.00	20.30	2.30
	Corrections, CA Department of	Riverside 1	609	23%	2.00	2.26	0.26
	Highway Patrol, CA	656 Desert Hills Inspection Facility - Insp Fac	513	18%	5.00	7.59	2.59
	Highway Patrol, CA	686 Rainbow Inspection Facility - Insp Fac	492	23%	8.00	8.19	0.19
	Highway Patrol, CA	630 Indio - Office	422	13%	0.00	1.51	1.51
	Housing & Community Development, Dept. of	Riverside	242	20%	0.00	1.39	1.39
	Highway Patrol, CA	685 Temecula - Office	188	21%	2.00	2.34	0.34
	Alcoholic Beverage Control, Department of	307-Riverside DO	169	11%	1.00	1.67	0.67
	Equalization, Board of	Fuel Taxes Riverside Fuels	165	36%	1.00	1.78	0.78
	Education, CA State Dept. of	Student Services	148	6%	1.50	1.95	0.45
	Alcoholic Beverage Control, Department of	308-Rancho Mirage	135	19%	1.00	1.15	0.15
	Consumer Affairs, Department of	Complaint Mediation / Riverside	124	16%	1.00	2.31	1.31
	Corrections, CA Department of	CIW	89	5%	0.00	2.20	2.20
	Corrections, CA Department of	CRC	81	13%	25.00	40.11	15.11
	Parks & Recreation, Department of	Perris 952	61	21%	2.00	3.76	1.76

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LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
SPANISH - Continued							
Riverside - Continued	Social Services, Department of	Pacific Inland Childrens Residential	52	6%	1.00	1.05	0.05
	Highway Patrol, CA	617 Thermal Air Operations	47	21%	1.00	3.19	2.19
	Education, CA State Dept. of	Site Superintendent's Office	34	6%	0.00	0.17	0.17
	Highway Patrol, CA	686 Rainbow Inspection Facility - Office	31	22%	1.00	1.55	0.55
	Industrial Relations, Department of	631 Rehab Riverside	27	8%	0.00	0.08	0.08
	Highway Patrol, CA	601 Blackrock Platform Scales	18	11%	0.00	0.32	0.32
	Food & Agriculture, Dept. of	SPI Riverside	9	14%	0.00	0.14	0.14
Riverside Total			4,581		70.50	105.01	34.51
Sacramento	Employment Development Department	UI IAD	4,419	20%	22.00	51.64	29.64
	Motor Vehicles, Department of	231 - Issuance Control	1,221	12%	8.00	8.16	0.16
	Motor Vehicles, Department of	266 - Financial Responsibility	1,183	12%	2.00	2.23	0.23
	Motor Vehicles, Department of	501 - Sacramento Field Office	1,129	13%	2.00	3.92	1.92
	Highway Patrol, CA	252 South Sacramento - Field	853	18%	9.00	15.66	6.66
	Health Services, Department of	Third Party Liability Branch	640	8%	5.00	7.05	2.05
	Community Services & Development, Dept. of	Program Services & Technical Support	448	10%	1.00	1.81	0.81
	Health Services, Department of	PCB-Aide & Technician Certification Section	399	17%	1.00	3.49	2.49
	Highway Patrol, CA	252 South Sacramento - Office	356	12%	2.00	3.12	1.12
	Motor Vehicles, Department of	120 - ISB Public Ops	351	5%	1.00	1.41	0.41
	Highway Patrol, CA	250 North Sacramento - Field	340	9%	3.00	8.23	5.23
	Independent Living Council, State	State Independent Living Council	334	16%	0.00	0.48	0.48
	Equalization, Board of	KH Sacramento District	311	5%	1.00	4.10	3.10
	Housing & Community Development, Dept. of	Northern Area Office	289	9%	1.00	2.58	1.58
	Education, CA State Dept. of	Migrant Indian & International Educ	250	62%	4.00	4.99	0.99
	Justice, Department of	Applicant Processing Program	236	5%	0.00	1.34	1.34
	Highway Patrol, CA	087 Community Outreach & Partnership Section	231	39%	5.00	6.70	1.70
	Justice, Department of	BNE Rancho Cordova - Sacramento	230	19%	2.00	4.40	2.40

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LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
SPANISH - Continued							
Sacramento - Continued	Highway Patrol, CA	025 Office of Capitol Protection (Field)	225	5%	3.00	4.72	1.72
	General Services, Department of	Claims Unit	211	13%	0.00	1.82	1.82
	Employment Development Department	279-Central Collections Division	210	5%	4.00	5.79	1.79
	Consumer Affairs, Department of	Sacramento Licensing	209	11%	0.00	1.93	1.93
	Justice, Department of	Departmental Services	197	28%	0.00	2.84	2.84
	Parks & Recreation, Department of	Historic Sites 672	183	5%	0.00	0.49	0.49
	Social Services, Department of	Operations Bureau	172	12%	3.00	3.01	0.01
	Justice, Department of	BNE Sacramento - TRIPS	134	12%	0.00	0.97	0.97
	Food & Agriculture, Dept. of	Meat and Poultry Sacto	131	20%	0.00	2.97	2.97
	Victim Compensation & Government Claims Board	Southern Region	129	15%	3.00	5.47	2.47
	Alcoholic Beverage Control, Department of	223-Sacramento DO	124	8%	1.00	1.21	0.21
	Food & Agriculture, Dept. of	Milk and Dairy Sacto	115	6%	1.00	1.39	0.39
	Housing & Community Development, Dept. of	FWHG	108	25%	1.00	2.21	1.21
	Justice, Department of	BNE-San Francisco	93	8%	1.00	1.58	0.58
	Social Services, Department of	Quality Improvement/Disability Hearing	91	18%	1.00	1.85	0.85
	Housing & Community Development, Dept. of	HQ/Managers Office	85	21%	1.00	1.91	0.91
	Victim Compensation & Government Claims Board	Northern Region	83	8%	2.06	2.09	0.03
	Consumer Affairs, Department of	Enf/HQ/Quality of Care Complaints	82	8%	1.00	1.02	0.02
	Motor Vehicles, Department of	452 - Region III Office Sacramento	78	13%	2.00	2.13	0.13
	Social Services, Department of	Statewide Child Care	74	11%	1.00	2.29	1.29
	Consumer Affairs, Department of	Enforcement	72	7%	1.00	1.04	0.04
	Fish & Game, Department of	DBEEP-Enforcement	71	12%	0.00	0.99	0.99
	Social Services, Department of	Caregiver Background	64	6%	1.00	1.22	0.22
	Transportation, CA Department of	Accounts Receivable	60	9%	0.00	1.93	1.93
Education, CA State Dept. of	Program Safeguards Referral Serv	58	11%	1.00	1.10	0.10	
Education, CA State Dept. of	English Learner Monitoring	57	32%	0.00	1.62	1.62	

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SPANISH - Continued							
Sacramento - Continued	Highway Patrol, CA	023 Office of Dignitary Protection	55	14%	0.00	1.27	1.27
	Social Services, Department of	ADULTS	53	53%	2.00	9.49	7.49
	Integrated Waste Management Board, CA	Tire Facility Permitting	51	10%	1.00	1.08	0.08
	Housing & Community Development, Dept. of	NAO	47	9%	0.00	0.27	0.27
	Education, CA State Dept. of	Resources & Info Mgt	46	26%	2.00	2.49	0.49
	Corrections, CA Department of	Re-Entry	45	10%	0.00	0.57	0.57
	Health Services, Department of	PCB-Investigation Section	44	16%	1.00	1.46	0.46
	Fish & Game, Department of	License and Revenue	43	7%	0.00	0.56	0.56
	Consumer Affairs, Department of	Directors Office	42	34%	1.00	2.41	1.41
	Lottery, CA State	Business & Facilities	41	5%	1.00	1.09	0.09
	Victim Compensation & Government Claims Board	Central Region	41	8%	1.00	2.14	1.14
	Justice, Department of	Facilities Protection	39	13%	0.00	0.76	0.76
	Managed Risk Medical Insurance Board	Administration	39	9%	0.00	0.28	0.28
	Developmental Services, Dept. of	Client Financial Services	37	6%	1.00	1.48	0.48
	Social Services, Department of	Northern California Childrens Residential	36	5%	0.00	2.29	2.29
	Transportation, CA Department of	Small Business/DVBE	36	19%	0.00	1.56	1.56
	Justice, Department of	Bureau of Medical Fraud & Elder Abuse-Headquarters	35	14%	3.00	6.57	3.57
	Social Services, Department of	Sacramento Regional	35	18%	0.00	1.78	1.78
	Education, CA State Dept. of	Southern Field Services	32	11%	0.00	0.99	0.99
	Secretary of State	Fiscal Counter/Accounting	31	20%	0.00	0.34	0.34
	Horse Racing Board, CA	Enforcement - HQ	29	18%	0.00	0.62	0.62
	Motor Vehicles, Department of	347 - Sacramento Dist. HQ C4	27	10%	0.00	0.59	0.59
	Highway Patrol, CA	051 Office of Research and Planning - Office	26	3%	0.00	0.54	0.54
	Motor Vehicles, Department of	089 - Registration and Titling Policy	25	15%	1.00	1.23	0.23
	Teacher Credentialing, Commission on	DPP	24	5%	0.00	1.08	1.08
	Highway Patrol, CA	214 Sacramento Communications Center - Office	23	3%	0.00	0.51	0.51

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SPANISH - Continued							
Sacramento - Continued	Education, CA State Dept. of	Even Start Office	22	76%	4.60	7.66	3.06
	Justice, Department of	Child Protection Unit	22	7%	0.00	0.59	0.59
	Education, CA State Dept. of	Complaints Management & Mediation	21	6%	0.00	1.07	1.07
	Health Services, Department of	Medical Review Branch (MRB)	21	14%	0.00	0.56	0.56
	Horse Racing Board, CA	Licensing - HQ	20	16%	0.00	0.31	0.31
	Highway Patrol, CA	216 Valley Division Air Operations	18	4%	0.00	0.77	0.77
	Justice, Department of	Information Expedite Program	18	5%	0.00	0.80	0.80
	Military, Department of	Calif National Guard-Hdqrs	18	6%	0.00	13.72	13.72
	Health Services, Department of	Legislative & Governmental Affairs	17	13%	0.00	0.52	0.52
	Justice, Department of	CBI - Rancho Cordova	17	5%	0.00	1.03	1.03
	Social Services, Department of	Bureau of Investigations-Sacramento	17	7%	0.00	0.83	0.83
	Corrections, CA Department of	Records Office-CCF	16	13%	0.00	6.03	6.03
	Employment Development Department	317-Sacramento Works	16	7%	0.00	0.07	0.07
	Health Services, Department of	Office of Administrative Hearings/Appeals	16	11%	0.00	0.43	0.43
	Industrial Relations, Department of	533 DCI - Sacramento	16	15%	0.00	0.15	0.15
	Justice, Department of	Firearms AFS/DRS	16	5%	0.00	0.24	0.24
	Industrial Relations, Department of	617 Rehab SAC	15	6%	0.00	0.18	0.18
	Pesticide Regulation, Department of	Division Services	15	5%	0.00	0.16	0.16
	Conservation, Department of	DLRP-Sacramento	14	7%	0.00	0.87	0.87
	Exposition & State Fair, CA	Event Services	13	8%	0.00	0.08	0.08
	Youth Authority, CA Department of	Background Investigation	13	7%	0.00	0.44	0.44
	Exposition & State Fair, CA	Expo Events	12	11%	0.00	0.21	0.21
	Social Services, Department of	Natomas	12	9%	0.00	1.03	1.03
	Education, CA State Dept. of	Quality Improvement & Capacity Building	11	11%	1.00	1.48	0.48
Health Services, Department of	Epidemiologic Studies	10	27%	0.00	5.41	5.41	
Youth Authority, CA Department of	Parole Services Branch	10	8%	1.00	1.08	0.08	

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SPANISH - Continued							
Sacramento - Continued	Education, CA State Dept. of	Adult Education, CA State Dept. of	9	15%	1.00	2.10	1.10
	General Services, Department of	Production Planning - Front Reception	9	22%	0.00	0.22	0.22
	Motor Vehicles, Department of	446 - DS Technical Support Section	8	40%	1.00	1.20	0.20
	Pesticide Regulation, Department of	Worker Health and Safety Branch	8	12%	3.00	3.57	0.57
	Education, CA State Dept. of	Eval Research & Analysis	7	7%	0.00	0.50	0.50
	Fair Employment & Housing, Dept. of	Public Affairs	7	11%	0.00	0.11	0.11
	Health Services, Department of	Medical Care Coordination & Case Mgmt Branch	7	29%	2.00	2.92	0.92
	Transportation, CA Department of	Structural Materials, Mets	7	5%	0.00	0.69	0.69
	Corrections, CA Department of	R, R, & P Mang Branch and Offender info serv branl	5	6%	0.00	1.59	1.59
	Managed Health Care, Department of	Administration	5	9%	0.00	0.60	0.60
	Motor Vehicles, Department of	117 - VR Program Review (Fraud) Unit	5	7%	0.00	0.35	0.35
	General Services, Department of	Fulfillment Services	4	5%	0.00	0.16	0.16
	Mental Health, Department of	Office of Multicultural Services	4	29%	0.00	0.29	0.29
	Rehabilitation, Department of	Blind & Visually Impaired	4	6%	0.00	0.06	0.06
	Victim Compensation & Government Claims Board	Security Office	4	33%	0.00	0.33	0.33
	Education, CA State Dept. of	Training	3	5%	0.00	0.11	0.11
	Motor Vehicles, Department of	342 - Central Area Investigations	3	6%	0.00	0.15	0.15
	Motor Vehicles, Department of	317 - Confidential Records Unit	2	13%	1.00	1.38	0.38
	Rehabilitation, Department of	Client Assistance Program (CAP)	2	5%	0.00	0.05	0.05
	School Finance Authority, CA	CSFA	1	6%	0.00	0.13	0.13
	Child Support Services, Department of	Human Svcs/Bus Svcs/Info Sec.	1	5%	0.00	0.05	0.05
	Corrections, CA Department of	Legal Affairs Division	1	6%	0.00	0.12	0.12
	Teale Consolidated Data Center, Stephen P.	Personnel	1	6%	0.00	0.06	0.06
	Sacramento Total			17,841		125.66	292.81

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SPANISH - Continued							
San Bernardino	Motor Vehicles, Department of	657 - Fontana Field Office	3,105	27%	8.00	9.79	1.79
	Highway Patrol, CA	855 Rancho Cucamonga - Field	696	18%	10.00	13.65	3.65
	Highway Patrol, CA	855 Rancho Cucamonga - Office	438	20%	1.00	3.47	2.47
	Highway Patrol, CA	801 Inland Division - Office	338	14%	3.00	5.94	2.94
	Highway Patrol, CA	860 San Bernardino - Field	300	14%	4.00	8.93	4.93
	Highway Patrol, CA	835 Barstow - Office	286	18%	2.00	2.29	0.29
	Highway Patrol, CA	860 San Bernardino - Office	267	14%	2.00	3.03	1.03
	Food & Agriculture, Dept. of	Meat and Poultry Ontario	175	21%	1.00	2.54	1.54
	Health Services, Department of	Financial Audits Rancho Cucamonga	154	26%	2.00	5.62	3.62
	Food & Agriculture, Dept. of	Milk and Dairy Ontario	124	8%	0.00	1.08	1.08
	Corrections, CA Department of	San Bernardino 1	116	13%	1.00	1.15	0.15
	Highway Patrol, CA	850 Victorville - Field	106	10%	3.00	3.79	0.79
	Highway Patrol, CA	835 Barstow - Field	101	5%	0.00	2.62	2.62
	Industrial Relations, Department of	425 Compliance - San Bernardino	86	7%	0.00	1.11	1.11
	Food & Agriculture, Dept. of	Animal Health Branch Ontario	79	11%	0.00	1.26	1.26
	Food & Agriculture, Dept. of	Livestock ID Ontario	66	46%	2.00	2.05	0.05
	Justice, Department of	Firearms Enforcement San Bernardino	59	18%	0.00	0.55	0.55
	Corrections, CA Department of	Victorville 1	53	5%	0.00	0.41	0.41
	Transportation, CA Department of	Construction-Branch H	47	15%	0.00	2.13	2.13
	Health Services, Department of	San Bernardino Medi-Cal Field Office	35	8%	1.00	2.39	1.39
	Transportation, CA Department of	Administration Division	33	7%	0.00	0.37	0.37
	Highway Patrol, CA	865 Arrowhead - Office	27	4%	0.00	0.25	0.25
	Fish & Game, Department of	Mojave River Hatchery	24	26%	0.00	1.71	1.71
	Employment Development Department	090-Juniper St Fontana	20	28%	0.00	0.28	0.28
	Corrections, CA Department of	Baker	18	14%	0.00	0.42	0.42
	Employment Development Department	246-Ontario	16	20%	0.00	0.16	0.16
	Health Services, Department of	FDB-San Bernardino office	16	13%	0.00	0.89	0.89
	Corrections, CA Department of	Victor Valley	13	22%	1.00	1.79	0.79
	Corrections, CA Department of	Desert View	6	7%	0.00	0.68	0.68

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SPANISH - Continued							
San Bernardino - Continued	Transportation, CA Department of	Engineering Svcs	4	9%	0.00	0.80	0.80
	Food & Agriculture, Dept. of	Ag Comm Reg Svc Ontario	3	7%	0.00	0.14	0.14
	Corrections, CA Department of	Prado Conservation Camp #28	1	14%	0.00	1.14	1.14
San Bernardino Total			6,812		41.00	82.43	41.43
San Diego	Motor Vehicles, Department of	429 - San Diego TSC Office	3,377	15%	5.00	5.45	0.45
	Highway Patrol, CA	646 Otay Mesa Inspection Facility - Insp Fac	2,798	83%	8.00	28.33	20.33
	Highway Patrol, CA	645 San Diego - Field	1,672	30%	23.00	37.05	14.05
	Highway Patrol, CA	601 Border Division - Office	1,406	27%	14.00	17.48	3.48
	Highway Patrol, CA	651 San Onofre Inspection Facility - Insp Fac	1,292	31%	11.00	15.25	4.25
	Highway Patrol, CA	601 Border Division - Field	1,116	31%	15.00	17.52	2.52
	Highway Patrol, CA	645 San Diego - Office	909	16%	4.00	5.02	1.02
	Highway Patrol, CA	650 Oceanside - Office	558	18%	1.00	3.47	2.47
	Highway Patrol, CA	650 Oceanside - Field	531	17%	9.00	12.40	3.40
	Industrial Relations, Department of	676 CA San Diego	420	11%	2.00	2.14	0.14
	Food & Agriculture, Dept. of	SPI San Diego	385	48%	1.00	3.83	2.83
	Employment Development Department	079-North County Inland Career Center	297	11%	1.00	1.34	0.34
	Motor Vehicles, Department of	361 - Chula Vista Dist. HQ S3	162	33%	2.00	2.33	0.33
	Alcoholic Beverage Control, Department of	310-San Diego DO	91	9%	1.00	1.33	0.33
	Corrections, CA Department of	Oceanside	67	8%	0.00	1.26	1.26
	Corrections, CA Department of	Chula Vista 2	66	9%	0.00	0.73	0.73
	Fish & Game, Department of	Ference-Enforcement	46	10%	0.00	0.61	0.61
	Corrections, CA Department of	El Cajon 2	42	11%	1.00	1.14	0.14
	Social Services, Department of	San Diego Regional Office	42	9%	1.00	1.04	0.04
	Health Services, Department of	San Diego Medi-Cal Field Office	34	6%	1.00	2.03	1.03
	Fish & Game, Department of	Administration-Enforcement	18	8%	0.00	0.08	0.08
	Justice, Department of	Criminal Law Appeals, Writs & Trials San Diego	15	54%	0.00	8.04	8.04
	Justice, Department of	Gambling-San Diego	14	7%	0.00	0.61	0.61
Industrial Relations, Department of	619 Rehab San Diego	12	9%	0.00	0.09	0.09	

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TABLE V

**2003-04 LANGUAGE SURVEY
BILINGUAL POSITION DEFICIENCIES, BY LANGUAGE AND COUNTY**

LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
SPANISH - Continued							
San Diego - Continued	Industrial Relations, Department of	766 I&A San Diego	10	6%	0.00	0.11	0.11
	Industrial Relations, Department of	646 DEU San Diego	9	10%	0.00	0.10	0.10
	Industrial Relations, Department of	567 DCI - San Diego	9	6%	0.00	0.06	0.06
	Veterans Affairs, Department of	Admissions	6	100%	1.00	3.00	2.00
	General Services, Department of	San Diego	5	5%	0.00	0.09	0.09
San Diego Total			15,409		101.00	171.93	70.93
San Francisco	Highway Patrol, CA	335 San Francisco - Field	320	9%	6.00	6.88	0.88
	Secretary of State	San Francisco	234	12%	0.00	1.01	1.01
	Public Utilities Commission	164 CIU - SF	197	9%	0.00	0.37	0.37
	Industrial Relations, Department of	677 CA SF	58	13%	0.00	0.25	0.25
	Employment Development Department	388-30 Van Ness SF	42	19%	0.00	0.19	0.19
	Corrections, CA Department of	San Francisco #1	32	5%	0.00	0.54	0.54
	Industrial Relations, Department of	401 Enforcement - San Francisco	31	6%	0.00	0.58	0.58
	Industrial Relations, Department of	709 District Office - SF	28	7%	0.00	0.28	0.28
	Parks & Recreation, Department of	Bay 662	28	5%	0.00	0.42	0.42
	Employment Development Department	387-Berry St SF	22	13%	0.00	0.25	0.25
	Employment Development Department	386-Southeast Community College	7	5%	0.00	0.10	0.10
	Health Services, Department of	Daly City District Office	5	8%	0.00	0.15	0.15
	Conservation, Department of	DOGGR-Santa Rosa	4	20%	0.00	0.20	0.20
	Insurance, Department of	Deputy - Rate Regulation - SF	4	18%	0.00	0.18	0.18
San Francisco Total			1,012		6.00	11.40	5.40
San Joaquin	Highway Patrol, CA	265 Stockton - Field	435	17%	9.00	9.82	0.82
	Highway Patrol, CA	265 Stockton - Comm	362	5%	0.00	0.93	0.93
	Highway Patrol, CA	266 Tracy - Field	163	11%	2.00	2.08	0.08
	Industrial Relations, Department of	683 CA Stockton	122	6%	0.00	0.64	0.64
	Rehabilitation, Department of	Stockton	104	8%	1.00	1.34	0.34
	Motor Vehicles, Department of	346 - Stockton District HQ C3	99	20%	1.00	1.10	0.10
	Equalization, Board of	KHE Stockton Branch Office	50	10%	0.00	1.60	1.60
	Highway Patrol, CA	266 Tracy - Office	47	13%	1.00	1.03	0.03
	Boating & Waterways, Department of	Spraying Unit	30	15%	0.00	1.97	1.97

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SPANISH - Continued							
San Joaquin	Employment Development Department	456-Pacific Ave Stockton	15	7%	0.00	0.07	0.07
	Transportation, CA Department of	Maintenance	1	6%	0.00	4.45	4.45
	Transportation, CA Department of	Planning	1	50%	0.00	0.50	0.50
San Joaquin Total			1,429		14.00	25.53	11.53
San Luis Obispo	Highway Patrol, CA	745 San Luis Obispo - Comm	973	17%	0.00	2.52	2.52
	Highway Patrol, CA	701 Coastal Division - Field	377	24%	5.00	7.44	2.44
	Highway Patrol, CA	745 San Luis Obispo - Field	274	20%	6.00	6.69	0.69
	Parks & Recreation, Department of	Oceano Dunes 554	205	8%	0.00	0.96	0.96
	Highway Patrol, CA	708 Coastal Division Air Operations	83	17%	0.00	3.05	3.05
	Highway Patrol, CA	740 Templeton - Office	43	12%	0.00	0.73	0.73
	Industrial Relations, Department of	755 I&A Grover Beach	34	9%	0.00	0.09	0.09
	Military, Department of	Calif National Guard-Camp Roberts, CA	32	13%	0.00	4.41	4.41
	Military, Department of	Calif National Guard-Camp San Luis Obispo, CA	25	8%	0.00	1.52	1.52
	Transportation, CA Department of	Permits	12	6%	0.00	0.32	0.32
San Luis Obispo Total			2,058		11.00	27.73	16.73
San Mateo	Motor Vehicles, Department of	599 - Daly City Field Office	3,699	25%	10.00	10.06	0.06
	Motor Vehicles, Department of	548 - Redwood City Field Office	1,656	21%	2.00	5.14	3.14
	Highway Patrol, CA	330 Redwood City - Field	303	9%	5.00	7.60	2.60
	Highway Patrol, CA	330 Redwood City - Office	225	12%	1.00	2.25	1.25
	Horse Racing Board, CA	Enforcement - Bay Meadows	131	28%	0.00	1.40	1.40
	Parks & Recreation, Department of	San Mateo Coast 718	125	14%	0.00	2.22	2.22
	Horse Racing Board, CA	Licensing - Bay Meadows	112	46%	0.00	0.96	0.96
	Employment Development Department	296-Peninsula Works- Redwood City	33	41%	0.00	0.45	0.45
	Industrial Relations, Department of	409 Enforcement - San Mateo	17	6%	0.00	0.48	0.48
	Employment Development Department	412-San Mateo Employment Tax Office	10	5%	0.00	0.32	0.32
Employment Development Department	207-Peninsula Works Menlo Park	5	5%	0.00	0.05	0.05	
San Mateo Total			6,316		18.00	30.93	12.93

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LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
SPANISH - Continued							
Santa Barbara	Highway Patrol, CA	760 Santa Barbara - Field	171	11%	3.00	4.24	1.24
	Highway Patrol, CA	750 Santa Maria - Office	156	23%	1.00	1.40	0.40
	Parks & Recreation, Department of	Santa Barbara 912	58	8%	1.00	1.36	0.36
	Fish & Game, Department of	South-Enforcement	46	23%	0.00	0.93	0.93
	Industrial Relations, Department of	547 BOFE - Santa Barbara	22	16%	0.00	0.16	0.16
Santa Barbara Total			453		5.00	8.09	3.09
Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	3,519	22%	7.00	7.42	0.42
	Highway Patrol, CA	340 San Jose - Office	720	32%	3.00	8.31	5.31
	Highway Patrol, CA	725 Hollister-Gilroy - Field	522	25%	6.00	8.85	2.85
	Highway Patrol, CA	726 Gilroy Inspection Facility - Insp Fac	433	31%	12.00	12.87	0.87
	Industrial Relations, Department of	768 I&A San Jose	330	28%	0.00	0.28	0.28
	Youth Authority, CA Department of	San Jose	305	27%	2.00	2.95	0.95
	Social Services, Department of	San Jose Regional	260	12%	2.00	3.74	1.74
	Highway Patrol, CA	725 Hollister-Gilroy - Office	258	25%	3.00	3.20	0.20
	Industrial Relations, Department of	678 CA San Jose	222	10%	1.00	1.75	0.75
	Industrial Relations, Department of	545 BOFE - San Jose	140	17%	0.00	1.04	1.04
	Corrections, CA Department of	San Jose #7	107	13%	0.00	1.27	1.27
	Corrections, CA Department of	San Jose #6	102	17%	0.00	1.73	1.73
	Corrections, CA Department of	San Jose #2	101	9%	0.00	0.92	0.92
	Corrections, CA Department of	San Jose #3	96	18%	1.00	2.00	1.00
	Motor Vehicles, Department of	328 - Campbell District HQ B4	62	14%	1.00	1.30	0.30
	Consumer Affairs, Department of	Enf/DO-San Jose	32	19%	1.00	1.47	0.47
	Transportation, CA Department of	Maintenance - South Bay	24	22%	0.00	0.22	0.22
	Employment Development Department	407-Coleman Ave San Jose	9	11%	0.00	0.11	0.11
Santa Clara Total			7,242		39.00	59.43	20.43
Santa Cruz	Parks & Recreation, Department of	Pajaro Coast 717	289	9%	0.00	2.35	2.35
	Highway Patrol, CA	720 Santa Cruz - Field	187	7%	3.00	3.81	0.81
	Parks & Recreation, Department of	Santa Cruz Mountains 716	166	9%	1.00	2.72	1.72
	Fish & Game, Department of	Baldwin-Enforcement	64	25%	0.00	0.12	0.12
	Health Services, Department of	FDB San Jose office	25	8%	0.00	0.42	0.42
	Conservation Corps, CA	Monterey Bay Center	8	12%	0.00	0.23	0.23
Santa Cruz Total			739		4.00	9.65	5.65

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SPANISH - Continued							
Shasta	Justice, Department of	BNE Redding	114	15%	1.00	2.71	1.71
	Highway Patrol, CA	135 Redding - Field	71	5%	2.00	2.14	0.14
	Motor Vehicles, Department of	643 - Fall River Mills Field Office	46	8%	0.00	0.15	0.15
	Highway Patrol, CA	101 Northern Division - Field	19	3%	1.00	1.23	0.23
	Food & Agriculture, Dept. of	Plant Exclusion Nurseryl	8	16%	0.00	0.32	0.32
	Transportation, CA Department of	Admin/Bus Mgmt - Receptionist	5	12%	0.00	0.12	0.12
Shasta Total			263		4.00	6.67	2.67
Siskiyou	Highway Patrol, CA	145 Yreka - Field	66	6%	1.00	1.84	0.84
	Motor Vehicles, Department of	553 - Tulelake Field Office	55	35%	0.00	0.35	0.35
	Highway Patrol, CA	147 Dunsmuir Grade Inspection Facility - Insp Fac	42	3%	1.00	1.14	0.14
Siskiyou Total			163		2.00	3.33	1.33
Solano	Highway Patrol, CA	318 Golden Gate Communi- cations Center - Comm	910	4%	4.00	5.96	1.96
	Motor Vehicles, Department of	621 - Fairfield Field Office	559	14%	2.00	2.30	0.30
	Highway Patrol, CA	301 Golden Gate Division - Office	551	17%	5.00	10.37	5.37
	Highway Patrol, CA	366 Cordelia Inspection Facility - Insp Fac	337	12%	2.00	5.58	3.58
	Highway Patrol, CA	365 Solano - Field	129	7%	3.00	4.83	1.83
	Highway Patrol, CA	365 Solano - Office	113	8%	1.00	1.77	0.77
Motor Vehicles, Department of	322 - Vallejo Dist. HQ N4	48	11%	0.00	0.56	0.56	
Solano Total			2,647		17.00	31.37	14.37
Sonoma	Highway Patrol, CA	360 Santa Rosa - Office	384	14%	2.00	3.71	1.71
	Highway Patrol, CA	360 Santa Rosa - Field	265	12%	2.00	9.48	7.48
	Industrial Relations, Department of	550 WCA - Santa Rosa	159	21%	1.00	1.07	0.07
	Social Services, Department of	Northern California Senior Care Licensing	133	5%	0.00	1.67	1.67
	Industrial Relations, Department of	682 CA Santa Rosa	69	8%	0.00	0.92	0.92
	Developmental Services, Dept. of	Main Switchboard	43	6%	0.00	0.19	0.19
	Industrial Relations, Department of	550 BOFE - Santa Rosa	37	9%	0.00	0.26	0.26
Industrial Relations, Department of	772 I&A Santa Rosa	10	7%	0.00	0.07	0.07	

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LANGUAGE BY COUNTY	DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS ¹	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
SPANISH - Continued							
Sonoma - Continued	Developmental Services, Dept. of	Volunteer Services Office	3	11%	0.00	0.11	0.11
Sonoma Total			1,103		5.00	17.48	12.48
Stanislaus	Highway Patrol, CA	465 Modesto - Field	277	12%	7.00	7.51	0.51
	Food & Agriculture, Dept. of	Livestock ID Modesto	73	5%	0.00	0.48	0.48
	Industrial Relations, Department of	421 Compliance - Modesto	41	9%	0.00	0.66	0.66
	Fish & Game, Department of	Baker-Enforcement	10	5%	0.00	0.27	0.27
Stanislaus Total			401		7.00	8.92	1.92
Sutter	Highway Patrol, CA	285 Yuba-Sutter - Field	100	12%	1.00	3.24	2.24
Sutter Total			100		1.00	3.24	2.24
Tehama	Motor Vehicles, Department of	558 - Red Bluff Field Office	126	5%	0.00	0.29	0.29
	Highway Patrol, CA	130 Red Bluff - Field	79	11%	2.00	2.42	0.42
	Highway Patrol, CA	130 Red Bluff - Office	20	7%	0.00	0.29	0.29
Tehama Total			225		2.00	3.00	1.00
Tulare	Highway Patrol, CA	480 Visalia - Field	466	13%	7.00	7.73	0.73
	Developmental Services, Dept. of	General Services	188	5%	0.00	0.35	0.35
	Highway Patrol, CA	481 Porterville - Field	134	17%	1.00	3.96	2.96
	Highway Patrol, CA	480 Visalia - Office	93	17%	1.00	1.01	0.01
	Fish & Game, Department of	Cooper-Enforcement	92	21%	1.00	1.06	0.06
	Food & Agriculture, Dept. of	Animal Health Branch Tulare	50	6%	0.00	0.78	0.78
	Parks & Recreation, Department of	Calaveras 732	38	5%	0.00	0.54	0.54
	Corrections, CA Department of	Visalia Unit #3	20	6%	0.00	0.36	0.36
	Employment Development Department	493-W. Whitendale Visalia	7	8%	0.00	0.08	0.08
	Developmental Services, Dept. of	Program I	1	5%	0.00	0.09	0.09
Tulare Total			1,089		10.00	15.96	5.96
Ventura	Motor Vehicles, Department of	636 - Oxnard Field Office	4,251	44%	11.00	11.07	0.07
	Highway Patrol, CA	765 Ventura - Field	972	17%	14.00	20.79	6.79
	Motor Vehicles, Department of	305 - Region III - Oxnard	144	10%	0.00	1.58	1.58
	Corrections, CA Department of	Oxnard	80	14%	1.00	1.87	0.87
	Corrections, CA Department of	Ventura 1	78	12%	1.00	1.57	0.57
	Parks & Recreation, Department of	Ventura 913	59	6%	1.00	1.17	0.17
	Corrections, CA Department of	Ventura 2	58	11%	0.00	1.09	1.09
	Industrial Relations, Department of	540 Legal - Ventura	38	15%	0.00	0.31	0.31
	Industrial Relations, Department of	775 I&A Oxnard	20	9%	0.00	0.17	0.17

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SPANISH - Continued							
Ventura - Continued	Fish & Game, Department of	Fillmore Hatchery	17	8%	0.00	0.55	0.55
	Industrial Relations, Department of	427 Ventura District Office	16	6%	0.00	0.20	0.20
	Fish & Game, Department of	Long-Enforcement	14	16%	0.00	0.80	0.80
	Fish & Game, Department of	Long-Enforcement	14	15%	0.00	0.77	0.77
	Health Services, Department of	FDB Long Beach office	7	5%	0.00	0.48	0.48
	Industrial Relations, Department of	652 DEU Oxnard	5	9%	0.00	0.09	0.09
	Industrial Relations, Department of	628 Rehab Oxnard	2	8%	0.00	0.08	0.08
Ventura Total			5,775		28.00	42.59	14.59
Yolo	Motor Vehicles, Department of	561 - Woodland Field Office	796	26%	2.00	2.48	0.48
	Highway Patrol, CA	280 Woodland - Office	156	14%	1.00	1.11	0.11
	Motor Vehicles, Department of	598 - Davis Field Office	155	7%	0.00	0.57	0.57
	Corrections, CA Department of	Woodland	111	7%	1.00	1.07	0.07
	General Services, Department of	Legislation	1	10%	0.00	0.20	0.20
Yolo Total			1,219		4.00	5.43	1.43
Yuba	Corrections, CA Department of	Marysville	60	6%	0.00	0.82	0.82
Yuba Total			60		0.00	0.82	0.82
SPANISH TOTAL			135,950		913.71	1,728.25	814.54
TAGALOG							
Alameda	Health Services, Department of	4645 LFS	124	11%	0.00	1.20	1.20
	Transportation, CA Department of	Property Management	27	6%	0.00	0.51	0.51
	Consumer Affairs, Department of	San Jose Field Office	16	6%	0.00	0.06	0.06
	Health Services, Department of	4650 LCS	2	5%	0.00	0.18	0.18
Alameda Total			169		0.00	1.95	1.95
Contra Costa	Health Services, Department of	Food and Drug Laboratory Section	2	5%	0.00	0.55	0.55
Contra Costa Total			2		0.00	0.55	0.55
Los Angeles	Health Services, Department of	Los Angeles Medi-Cal Field Office	97	6%	0.00	1.82	1.82
	Youth Authority, CA Department of	Southern Reception Center	88	5%	0.00	1.30	1.30
	Employment Development Department	184-S La Fayette Pl LA	15	5%	0.00	0.05	0.05
	Insurance, Department of	Actuarial Office - LA	4	10%	0.00	0.10	0.10
	Transportation, CA Department of	Office of Project Studies	2	13%	0.00	0.13	0.13
Los Angeles Total			206		0.00	3.40	3.40

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TAGALOG - Continued							
Sacramento	Social Services, Department of	Northern California Childrens Residential	39	6%	0.00	2.48	2.48
	Justice, Department of	Bureau of Medical Fraud & Elder Abuse-Headquarters	30	12%	0.00	5.63	5.63
		Health Services, Department of	PCB-Investigation Section	17	6%	0.00	0.56
	Health Services, Department of	Medical Review Branch (MRB)	7	5%	0.00	0.19	0.19
	Education, CA State Dept. of	CSMT	1	11%	0.00	0.86	0.86
Sacramento Total			94		0.00	9.72	9.72
San Francisco	Consumer Affairs, Department of	Richmond Field Office	40	5%	0.00	0.27	0.27
	Health Services, Department of	Daly City District Office	20	31%	0.00	0.62	0.62
		Public Utilities Commission	104 Human Resources	3	5%	0.00	0.16
	Insurance, Department of	Deputy - Rate Regulation - SF	1	5%	0.00	0.05	0.05
San Francisco Total			64		0.00	1.10	1.10
San Joaquin	Transportation, CA Department of	Maintenance	2	11%	0.00	8.89	8.89
San Joaquin Total			2		0.00	8.89	8.89
Santa Clara	Developmental Services, Dept. of	Regional Project	19	8%	0.00	0.67	0.67
	Developmental Services, Dept. of	Foster Grandparent Program	2	10%	0.00	0.10	0.10
Santa Clara Total			21		0.00	0.77	0.77
Ventura	Fish & Game, Department of	Long-Enforcement	5	5%	0.00	0.27	0.27
Ventura Total			5		0.00	0.27	0.27
TAGALOG TOTAL			563		0.00	26.65	26.65
TAMIL							
San Joaquin	Youth Authority, CA Department of	O H Close	22	5%	1.00	1.70	0.70
San Joaquin Total			22		1.00	1.70	0.70
TAMIL TOTAL			22		1.00	1.70	0.70
THAI							
Lake	Parks & Recreation, Department of	CLear Lake 648	9	6%	0.00	0.25	0.25
Lake Total			9		0.00	0.25	0.25
Sacramento	Education, CA State Dept. of	Editorial & Design Services	1	11%	0.00	1.11	1.11
Sacramento Total			1		0.00	1.11	1.11
THAI TOTAL			10		0.00	1.36	1.36

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VIETNAMESE							
Alameda	Lottery, CA State	East Bay District Office	216	11%	0.00	1.07	1.07
Alameda Total			216		0.00	1.07	1.07
Los Angeles	Consumer Affairs, Department of	Placentia Field Office	52	9%	1.00	1.79	0.79
	Employment Development Department	190-S Vermont Ave LA	10	5%	0.00	0.05	0.05
	Insurance, Department of	Actuarial Office - LA	3	7%	0.00	0.07	0.07
Los Angeles Total			65		1.00	1.91	0.91
Monterey	Fish & Game, Department of	Steelhead-Enforcement	60	18%	0.00	0.53	0.53
Monterey Total			60		0.00	0.53	0.53
Orange	Employment Development Department	419-Santa Ana Job Service	1,233	19%	4.00	4.65	0.65
	Industrial Relations, Department of	769 I&A Santa Ana	11	6%	0.00	0.13	0.13
Orange Total			1,244		4.00	4.78	0.78
Sacramento	Social Services, Department of	Statewide Child Care	45	7%	0.00	1.39	1.39
	Consumer Affairs, Department of	Reception/Cashiering Unit	39	6%	1.00	1.50	0.50
	Fish & Game, Department of	DBEEP-Enforcement	38	7%	0.00	0.53	0.53
Sacramento Total			122		1.00	3.42	2.42
San Francisco	Consumer Affairs, Department of	Richmond Field Office	47	6%	0.00	0.32	0.32
San Francisco Total			47		0.00	0.32	0.32
Santa Clara	Motor Vehicles, Department of	291 - Region II - San Jose	133	8%	1.00	1.57	0.57
	Youth Authority, CA Department of	San Jose	81	7%	0.00	0.78	0.78
Santa Clara Total			214		1.00	2.35	1.35
VIETNAMESE TOTAL			1,968		7.00	14.38	7.38
STATEWIDE TOTALS			150,059		942.71	1,878.49	935.78

¹ CHP utilizes a self-imposed 2.5% (in lieu of 5% mandated by Act) as the Threshold for employment of bilingual staff

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOM-MENDED STAFFING	UNMET LANGUAGE NEEDS
AMERICAN SIGN									
	Alameda	Rehabilitation, Department of	Oakland District Office	73	1,898	2.83%	3.00	0.99	0.00
		Motor Vehicles, Department of	644 - Fremont Field Office	48	1,248	0.28%	0.00	0.06	0.06
		Rehabilitation, Department of	Inland Empire District Office	43	1,118	3.64%	5.00	1.46	0.00
		Alameda Total		164	4,264		8.00	2.51	0.06
	Los Angeles	Rehabilitation, Department of	Fountain Valley	89	2,314	4.47%	3.00	0.94	0.00
		Rehabilitation, Department of	GLAD District Office	54	1,404	2.88%	1.00	0.03	0.00
		Rehabilitation, Department of	West Covina Branch	54	1,404	2.54%	2.00	0.84	0.00
		Rehabilitation, Department of	Whittier Branch	28	728	2.70%	1.00	0.35	0.00
		Motor Vehicles, Department of	587 - Arleta Field Office	26	676	0.11%	0.00	0.04	0.04
		Los Angeles Total		251	6,526		7.00	2.20	0.04
	Orange	Rehabilitation, Department of	Orange/San Gabriel District	135	3,510	4.29%	5.00	1.98	0.00
		Orange Total		135	3,510		5.00	1.98	0.00
	Riverside	Employment Development Department	300-Riverside One-Stop Job Service	120	3,120	2.09%	0.00	0.33	0.33
		Riverside Total		120	3,120		0.00	0.33	0.33
	Sacramento	Employment Development Department	UI Claim Adjudication	55	1,430	0.03%	0.00	0.32	0.32
		Insurance, Department of	Producer Licensing Bureau - Sacramento	36	936	0.63%	0.00	0.28	0.28
		Employment Development Department	315-Sacramento DI CSC	27	702	0.06%	0.00	0.05	0.05
		Sacramento Total		118	3,068		0.00	0.65	0.65
	San Berndardino	Mental Health, Department of	Patton State Hospital	31	806	0.41%	1.00	1.50	0.50
		San Bernardino Total		31	806		1.00	1.50	0.50
	San Diego	Rehabilitation, Department of	San Diego District Office	31	806	1.42%	2.00	0.55	0.00
		San Diego Total		31	806		2.00	0.55	0.00
	San Francisco	Rehabilitation, Department of	San Francisco District Office	34	884	1.03%	1.00	0.46	0.00
		San Francisco Total		34	884		1.00	0.46	0.00
	San Joaquin	Rehabilitation, Department of	Stockton	34	884	2.52%	2.00	0.44	0.00
		San Joaquin Total		34	884		2.00	0.44	0.00
	Santa Clara	Rehabilitation, Department of	San Jose District Office	54	1,404	2.36%	2.00	0.76	0.00
		Motor Vehicles, Department of	516 - San Jose Field Office	45	1,170	0.28%	0.00	0.10	0.10
		Santa Clara Total		99	2,574		2.00	0.86	0.10
	Sonoma	Rehabilitation, Department of	Santa Rosa District Office	48	1,248	1.79%	2.00	0.61	0.00
		Sonoma Total		48	1,248		2.00	0.61	0.00
	AMERICAN SIGN TOTAL			1,065	27,690		30.00	12.09	1.68

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**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
AMHARIC									
	Alameda	Motor Vehicles, Department of	504 - Oakland Claremont Field Office	64	1,664	0.96%	0.00	0.16	0.16
	Alameda Total			64	1,664		0.00	0.16	0.16
	AMHARIC TOTAL			64	1,664		0.00	0.16	0.16
ARABIC									
	Alameda	Motor Vehicles, Department of	579 - Hayward Field Office	91	2,366	0.77%	0.00	0.29	0.29
		Lottery, CA State	East Bay District Office	57	1,482	2.81%	0.00	0.28	0.28
		Motor Vehicles, Department of	440 - Oakland Claremont TSC	53	1,378	0.10%	0.00	0.05	0.05
		Motor Vehicles, Department of	644 - Fremont Field Office	51	1,326	0.30%	0.00	0.07	0.07
		Motor Vehicles, Department of	504 - Oakland Claremont Field Office	25	650	0.37%	0.00	0.06	0.06
	Alameda Total			277	7,202		0.00	0.75	0.75
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	97	2,522	0.80%	0.00	0.21	0.21
	Contra Costa Total			97	2,522		0.00	0.21	0.21
	Kern	Motor Vehicles, Department of	529 - Bakersfield Field Office	40	1,040	0.24%	0.00	0.06	0.06
	Kern Total			40	1,040		0.00	0.06	0.06
	Los Angeles	Lottery, CA State	Van Nuys District Office	79	2,054	3.00%	0.00	0.66	0.66
		Motor Vehicles, Department of	618 - West Covina Field Office	78	2,028	0.29%	0.00	0.19	0.19
		Motor Vehicles, Department of	508 - Hollywood Field Office	46	1,196	0.22%	0.00	0.06	0.06
		Motor Vehicles, Department of	509 - Pasadena Field Office	42	1,092	0.27%	0.00	0.11	0.11
		Motor Vehicles, Department of	510 - Glendale Field Office	35	910	0.15%	0.00	0.06	0.06
		Consumer Affairs, Department of	Culver City Field Office	31	806	1.46%	0.00	0.35	0.35
		Highway Patrol, CA	590 Central Los Angeles - Office	30	780	0.56%	0.00	0.31	0.31
		Motor Vehicles, Department of	690 - Palmdale Field Office	28	728	0.29%	0.00	0.04	0.04
		Highway Patrol, CA	530 South Los Angeles - Field	27	702	0.35%	0.00	0.36	0.36
		Highway Patrol, CA	514 Los Angeles Communications Center - Comm	25	650	0.06%	0.00	0.10	0.10
		Motor Vehicles, Department of	587 - Arleta Field Office	25	650	0.11%	0.00	0.04	0.04
	Los Angeles Total			446	11,596		0.00	2.28	2.28
	Orange	Motor Vehicles, Department of	611 - Westminster Field Office	163	4,238	0.57%	0.00	0.27	0.27
		Motor Vehicles, Department of	607 - Fullerton Field Office	26	676	0.18%	0.00	0.09	0.09
	Orange Total			189	4,914		0.00	0.36	0.36

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
ARABIC - Continued									
	Riverside	Motor Vehicles, Department of	545 - Riverside Field Office	112	2,912	0.51%	2.00	0.16	0.00
		Lottery, CA State	Riverside District Office	30	780	1.60%	0.00	0.29	0.29
			Riverside Total	142	3,692		2.00	0.45	0.29
	Sacramento	Motor Vehicles, Department of	430 - Sacramento Business Depot TSC	39	1,014	0.03%	0.00	0.05	0.05
		Consumer Affairs, Department of	Licensing/Physician & Surgeon Licensing	25	650	1.40%	0.00	0.24	0.24
			Sacramento Total	64	1,664		0.00	0.29	0.29
	San Diego	Motor Vehicles, Department of	669 - El Cajon Field Office	345	8,970	1.28%	1.00	0.52	0.00
		Motor Vehicles, Department of	429 - San Diego TSC Office	64	1,664	0.28%	0.00	0.10	0.10
		Motor Vehicles, Department of	506 - San Diego Field Office	39	1,014	0.22%	0.00	0.05	0.05
		Motor Vehicles, Department of	519 - San Diego Clairemont Field Office	35	910	0.16%	0.00	0.08	0.08
		Highway Patrol, CA	680 El Cajon - Field	26	676	0.48%	0.00	0.37	0.37
			San Diego Total	509	13,234		1.00	1.12	0.60
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	93	2,418	0.38%	0.00	0.14	0.14
		Lottery, CA State	San Francisco District Office	55	1,430	1.92%	0.00	0.38	0.38
		Alcoholic Beverage Control, Dept. of	224-San Francisco DO	26	676	1.27%	0.00	0.23	0.23
			San Francisco Total	174	4,524		0.00	0.75	0.75
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	50	1,300	0.31%	0.00	0.11	0.11
			Santa Clara Total	50	1,300		0.00	0.11	0.11
	Yolo	Motor Vehicles, Department of	598 - Davis Field Office	57	1,482	2.61%	0.00	0.21	0.21
			Yolo Total	57	1,482		0.00	0.21	0.21
			ARABIC TOTAL	2,045	53,170		3.00	6.59	5.91
ARMENIAN									
	Fresno	Lottery, CA State	Fresno District Office	40	1,040	1.40%	0.00	0.25	0.25
			Fresno Total	40	1,040		0.00	0.25	0.25
	Los Angeles	Motor Vehicles, Department of	510 - Glendale Field Office	815	21,190	3.60%	4.00	1.40	0.00
		Motor Vehicles, Department of	508 - Hollywood Field Office	729	18,954	3.54%	2.00	1.04	0.00
		Motor Vehicles, Department of	515 - Van Nuys Field Office	320	8,320	1.32%	0.00	0.50	0.50
		Employment Development Department	481-N. Los Angeles DI	189	4,914	0.71%	4.00	0.59	0.00
		Motor Vehicles, Department of	674 - North Hollywood TSC Office	164	4,264	0.43%	0.00	0.20	0.20
		Motor Vehicles, Department of	435 - Van Nuys TSC Office	143	3,718	0.81%	0.00	0.17	0.17

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**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
ARMENIAN - Continued									
	Los Angeles - Continued	Motor Vehicles, Department of	637 - Winnetka Field Office	129	3,354	0.94%	0.00	0.35	0.35
		Motor Vehicles, Department of	587 - Arleta Field Office	120	3,120	0.50%	0.00	0.20	0.20
		Motor Vehicles, Department of	509 - Pasadena Field Office	73	1,898	0.46%	1.00	0.19	0.00
		Rehabilitation, Department of	Pasadena	63	1,638	3.64%	1.00	0.69	0.00
		Motor Vehicles, Department of	616 - Santa Monica Field Office	61	1,586	0.42%	0.00	0.13	0.13
		Highway Patrol, CA	514 Los Angeles Communications Center - Comm	44	1,144	0.10%	1.00	0.16	0.00
		Highway Patrol, CA	590 Central Los Angeles - Field	42	1,092	0.71%	0.00	0.72	0.72
		Employment Development Department	041-Canoga Park Job Service	34	884	1.22%	1.00	0.24	0.00
		Rehabilitation, Department of	Burbank/Glendale	32	832	2.52%	1.00	0.40	0.00
		Rehabilitation, Department of	GLAD District Office	31	806	1.65%	1.00	0.02	0.00
		Parks and Recreation, Department of	Malibu 917	28	728	1.18%	0.00	0.20	0.20
		Employment Development Department	179-Wilshire-Metro Center One-Stop	25	650	3.12%	0.00	0.11	0.11
		Los Angeles Total		3,042	79,092		16.00	7.31	2.58
	Sacramento	Employment Development Department	UI Claim Adjudication	37	962	0.02%	7.00	0.21	0.00
		Employment Development Department	UI Claim Processing	28	728	0.01%	2.00	0.11	0.00
		Sacramento Total		65	1,690		9.00	0.32	0.00
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	37	962	0.15%	0.00	0.06	0.06
		San Francisco Total		37	962		0.00	0.06	0.06
	Ventura	Motor Vehicles, Department of	663 - Thousand Oaks Field Office	25	650	0.22%	0.00	0.05	0.05
		Ventura Total		25	650		0.00	0.05	0.05
		ARMENIAN TOTAL		3,209	83,434		25.00	7.99	2.94
CAMBODIAN									
	Alameda	Motor Vehicles, Department of	504 - Oakland Claremont Field Office	45	1,170	0.67%	0.00	0.11	0.11
		Alameda Total		45	1,170		0.00	0.11	0.11
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	27	702	0.22%	0.00	0.06	0.06
		Contra Costa Total		27	702		0.00	0.06	0.06
	Los Angeles	Motor Vehicles, Department of	507 - Long Beach Field Office	243	6,318	1.68%	0.00	0.50	0.50
		Highway Patrol, CA	580 West Valley - Field	68	1,768	1.14%	0.00	1.22	1.22
		Rehabilitation, Department of	Norwalk	60	1,560	4.15%	1.00	0.79	0.00

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CAMBODIAN - Continued									
	Los Angeles - Continued	Employment Development Department	156-Long Beach Job Service	39	1,014	0.80%	2.00	0.14	0.00
		Highway Patrol, CA	575 Altadena - Field	36	936	1.34%	0.00	0.86	0.86
		Motor Vehicles, Department of	617 - Linclon Park Field Office	28	728	0.16%	0.00	0.05	0.05
		Los Angeles Total		474	12,324		3.00	3.56	2.63
	San Joaquin	Motor Vehicles, Department of	517 - Stockton Field Office	38	988	0.40%	0.00	0.14	0.14
		San Joaquin Total		38	988		0.00	0.14	0.14
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	86	2,236	0.53%	0.00	0.18	0.18
		Youth Authority, Department of the	San Jose	45	1,170	3.95%	0.00	0.43	0.43
		Santa Clara Total		131	3,406		0.00	0.61	0.61
		CAMBODIAN TOTAL		715	18,590		3.00	4.48	3.55
CANTONESE									
	Alameda	Motor Vehicles, Department of	644 - Fremont Field Office	704	18,304	4.14%	0.00	0.90	0.90
		Motor Vehicles, Department of	604 - Oakland Coliseum Field Office	613	15,938	3.70%	4.00	1.46	0.00
		Motor Vehicles, Department of	440 - Oakland Claremont TSC	349	9,074	0.63%	1.00	0.34	0.00
		Motor Vehicles, Department of	579 - Hayward Field Office	207	5,382	1.74%	0.00	0.65	0.65
		Employment Development Department	243-Oakland Job Service	155	4,030	3.38%	3.00	1.13	0.00
		Industrial Relations, Department of	539 WCA - Oakland	97	2,522	2.07%	0.00	0.24	0.24
		Rehabilitation, Department of	Oakland District Office	73	1,898	2.83%	1.00	0.99	0.00
		Employment Development Department	119-Hayward Southern Alameda Job Service	57	1,482	2.43%	0.00	0.31	0.31
		Employment Development Department	092-Fremont Job Service	44	1,144	1.73%	2.00	0.18	0.00
		Motor Vehicles, Department of	289 - Region II Office - Oakland	39	1,014	1.40%	3.00	0.41	0.00
		Industrial Relations, Department of	539 BOFE - Oakland	29	754	2.25%	0.00	0.16	0.16
		Employment Development Department	001-Oakland DI	27	702	0.23%	0.00	0.11	0.11
		Alameda Total		2,394	62,244		14.00	6.88	2.37
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	465	12,090	3.85%	0.00	1.03	1.03
		Contra Costa Total		465	12,090		0.00	1.03	1.03
	Los Angeles	Motor Vehicles, Department of	618 - West Covina Field Office	639	16,614	2.36%	1.00	1.52	0.52
		Motor Vehicles, Department of	509 - Pasadena Field Office	609	15,834	3.86%	2.00	1.60	0.00
		Motor Vehicles, Department of	511 - Montebello Field Office	220	5,720	1.79%	0.00	0.39	0.39
		Motor Vehicles, Department of	532 - Pomona Field Office	135	3,510	1.10%	0.00	0.56	0.56
		Motor Vehicles, Department of	616 - Santa Monica Field Office	129	3,354	0.89%	0.00	0.27	0.27
		Motor Vehicles, Department of	637 - Winnetka Field Office	90	2,340	0.66%	1.00	0.24	0.00

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CANTONESE - Continued									
	Los Angeles - Continued	Motor Vehicles, Department of	502 - Los Angeles Field Office	89	2,314	0.48%	0.00	0.21	0.21
		Motor Vehicles, Department of	674 - North Hollywood TSC Office	82	2,132	0.21%	0.00	0.10	0.10
		Motor Vehicles, Department of	514 - Culver City Field Office	75	1,950	1.27%	0.00	0.20	0.20
		Equalization, Board of	AP West Covina District	73	1,898	1.45%	5.80	1.18	0.00
		Highway Patrol, CA	514 Los Angeles Communications Center - Comm	71	1,846	0.17%	0.00	0.28	0.28
		Motor Vehicles, Department of	507 - Long Beach Field Office	64	1,664	0.44%	0.00	0.13	0.13
		Motor Vehicles, Department of	301 - Region I - City of Commerce	57	1,482	1.56%	0.00	0.47	0.47
		Industrial Relations, Department of	563 BOFE - Los Angeles	54	1,404	2.40%	3.00	0.36	0.00
		Motor Vehicles, Department of	606 - Bellflower Field Office	53	1,378	0.39%	0.00	0.19	0.19
		Motor Vehicles, Department of	508 - Hollywood Field Office	52	1,352	0.25%	0.00	0.07	0.07
		Rehabilitation, Department of	Pasadena	51	1,326	2.95%	1.00	0.56	0.00
		Motor Vehicles, Department of	591 - Whittier Field Office	50	1,300	0.46%	0.00	0.12	0.12
		Social Services, Department of	Los Angeles East Regional	45	1,170	1.66%	1.00	0.56	0.00
		Employment Development Department	428-Santa Fe Springs Employment Tax Office	31	806	1.53%	1.00	0.60	0.00
		Parks and Recreation, Department of	Malibu 917	29	754	1.23%	0.00	0.21	0.21
		Motor Vehicles, Department of	608 - Torrance Field Office	26	676	0.29%	0.00	0.11	0.11
		Motor Vehicles, Department of	576 - Bell Gardens Field Office	25	650	0.15%	0.00	0.07	0.07
		Los Angeles Total		2,749	71,474		15.80	10.00	3.90
	Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	85	2,210	0.78%	0.00	0.15	0.15
		Marin Total		85	2,210		0.00	0.15	0.15
	Merced	Highway Patrol, CA	460 Merced - Comm	27	702	0.36%	0.00	0.08	0.08
		Merced Total		27	702		0.00	0.08	0.08
	Orange	Motor Vehicles, Department of	611 - Westminster Field Office	200	5,200	0.70%	0.00	0.33	0.33
		Motor Vehicles, Department of	605 - Laguna Hills Field Office	110	2,860	0.87%	0.00	0.20	0.20
		Motor Vehicles, Department of	542 - Santa Ana Field Office	45	1,170	0.27%	0.00	0.11	0.11
		Motor Vehicles, Department of	607 - Fullerton Field Office	35	910	0.24%	0.00	0.11	0.11
		Orange Total		390	10,140		0.00	0.75	0.75
	Riverside	Motor Vehicles, Department of	545 - Riverside Field Office	69	1,794	0.31%	0.00	0.10	0.10
		Lottery, CA State	Riverside District Office	25	650	1.33%	0.00	0.24	0.24
		Riverside Total		94	2,444		0.00	0.34	0.34

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CANTONESE - Continued									
	Sacramento	Employment Development Department	UI Claim Processing	3,757	97,682	1.34%	34.70	14.10	0.00
		Employment Development Department	UI Claim Adjudication	1,326	34,476	0.83%	35.00	8.90	0.00
		Motor Vehicles, Department of	602 - South Sacramento Field Office	150	3,900	1.77%	1.00	0.49	0.00
		Motor Vehicles, Department of	430 - Sacramento Business Depot TSC	149	3,874	0.12%	0.00	0.18	0.18
		Highway Patrol, CA	501 - Sacramento Field Office	122	3,172	1.41%	0.00	0.42	0.42
		Employment Development Department	315-Sacramento DI CSC	86	2,236	0.18%	4.00	0.15	0.00
		Employment Development Department	324-TPAD Operations	68	1,768	0.47%	0.00	0.99	0.99
		Motor Vehicles, Department of	179 - Registration Processing Unit II	58	1,508	0.33%	0.00	0.16	0.16
		Insurance, Department of	Producer Licensing Bureau - Sacramento	39	1,014	0.68%	0.00	0.31	0.31
		Employment Development Department	UI IAD	38	988	0.17%	1.00	0.44	0.00
		Justice, Department of	Gambling - Sacramento	35	910	1.14%	2.00	1.07	0.00
		Employment Development Department	322-Labor Market Information Division	26	676	0.56%	0.00	1.19	1.19
		Sacramento Total		5,854	152,204		77.70	28.40	3.25
	San Bernardino	Motor Vehicles, Department of	512 - San Bernardino Field Office	33	858	0.14%	0.00	0.05	0.05
		Motor Vehicles, Department of	612 - Rancho Cucamonga Field Office	29	754	0.32%	0.00	0.10	0.10
		San Bernardino Total		62	1,612		0.00	0.15	0.15
	San Diego	Motor Vehicles, Department of	519 - San Diego Clairemont Field Office	107	2,782	0.48%	0.00	0.23	0.23
		Motor Vehicles, Department of	429 - San Diego TSC Office	77	2,002	0.34%	0.00	0.13	0.13
		Motor Vehicles, Department of	669 - El Cajon Field Office	54	1,404	0.20%	0.00	0.08	0.08
		Motor Vehicles, Department of	506 - San Diego Field Office	40	1,040	0.22%	0.00	0.05	0.05
		Motor Vehicles, Department of	676 - Poway Field Office	38	988	0.49%	0.00	0.12	0.12
		Industrial Relations, Department of	567 BOFE - San Diego	26	676	3.01%	1.00	0.15	0.00
		Motor Vehicles, Department of	596 - Oceanside Field Office	26	676	0.10%	0.00	0.04	0.04
		San Diego Total		368	9,568		1.00	0.80	0.65
	San Francisco	Employment Development Department	393-San Francisco DI	202	5,252	1.73%	6.00	0.75	0.00
		Motor Vehicles, Department of	290 - Region II Office - San Francisco	118	3,068	3.62%	3.00	1.05	0.00

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
CANTONESE - Continued									
	San Francisco - Continued	Equalization, Board of	BH San Francisco District	56	1,456	2.06%	0.00	1.58	1.58
		Highway Patrol, CA	335 San Francisco - Field	44	1,144	1.20%	2.00	0.95	0.00
		Alcoholic Beverage Control, Dept. of	224-San Francisco DO	35	910	1.71%	0.00	0.31	0.31
		Industrial Relations, Department of	436 Elevator - San Francisco	27	702	2.43%	0.00	0.28	0.28
		Unemployment Insurance Appeals Board	San Francisco	27	702	1.34%	1.00	0.33	0.00
		San Francisco Total		509	13,234		12.00	5.25	2.17
	San Joaquin	Motor Vehicles, Department of	517 - Stockton Field Office	30	780	0.32%	1.00	0.11	0.00
		San Joaquin Total		30	780		1.00	0.11	0.00
	San Luis Obispo	Parks and Recreation, Department of	Museum 742	28	728	0.82%	0.00	0.17	0.17
		San Luis Obispo Total		28	728		0.00	0.17	0.17
	San Mateo	Motor Vehicles, Department of	548 - Redwood City Field Office	79	2,054	0.98%	0.00	0.25	0.25
		Motor Vehicles, Department of	593 - San Mateo Field Office	54	1,404	0.89%	0.00	0.22	0.22
		San Mateo Total		133	3,458		0.00	0.47	0.47
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	446	11,596	2.75%	1.00	0.94	0.00
		Motor Vehicles, Department of	632 - Santa Clara Field Office	129	3,354	0.73%	0.00	0.31	0.31
		Employment Development Department	465-Sunnyvale Job Service	73	1,898	1.98%	0.00	0.28	0.28
		Motor Vehicles, Department of	291 - Region II - San Jose	45	1,170	2.65%	0.00	0.53	0.53
		Motor Vehicles, Department of	640 - Los Gatos Field Office	43	1,118	0.49%	0.00	0.13	0.13
		Motor Vehicles, Department of	668 - Santa Teresa Field Office	40	1,040	0.66%	0.00	0.14	0.14
		Industrial Relations, Department of	545 BOFE - San Jose	33	858	4.08%	2.00	0.24	0.00
		Employment Development Department	040-Campbell Job Service	30	780	0.42%	0.00	0.11	0.11
		Santa Clara Total		839	21,814		3.00	2.68	1.50
	Santa Cruz	Motor Vehicles, Department of	550 - Capitola Field Office	37	962	0.38%	0.00	0.07	0.07
		Santa Cruz Total		37	962		0.00	0.07	0.07
	Yolo	Motor Vehicles, Department of	598 - Davis Field Office	77	2,002	3.53%	0.00	0.28	0.28
		Yolo Total		77	2,002		0.00	0.28	0.28
		CANTONESE TOTAL		14,141	367,666		124.50	57.61	17.33
CROATIAN									
	Los Angeles	Employment Development Department	416-San Pedro Job Service	30	780	1.71%	0.00	0.15	0.15
		Los Angeles Total		30	780		0.00	0.15	0.15
		CROATIAN TOTAL		30	780		0.00	0.15	0.15

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
DUTCH									
	San Luis Obispo	Parks and Recreation, Department of	Museum 742	33	858	0.97%	0.00	0.20	0.20
			San Luis Obispo Total	33	858		0.00	0.20	0.20
			DUTCH TOTAL	33	858		0.00	0.20	0.20
FARSI									
	Alameda	Motor Vehicles, Department of	644 - Fremont Field Office	344	8,944	2.02%	0.00	0.44	0.44
		Motor Vehicles, Department of	579 - Hayward Field Office	137	3,562	1.15%	0.00	0.43	0.43
		Motor Vehicles, Department of	440 - Oakland Claremont TSC	66	1,716	0.12%	0.00	0.06	0.06
		Lottery, CA State	East Bay District Office	32	832	1.58%	0.00	0.16	0.16
			Alameda Total	579	15,054		0.00	1.09	1.09
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	177	4,602	1.46%	0.00	0.39	0.39
		Motor Vehicles, Department of	592 - Pittsburg Field Office	36	936	0.66%	0.00	0.03	0.03
			Contra Costa Total	213	5,538		0.00	0.42	0.42
	Fresno	Lottery, CA State	Fresno District Office	28	728	0.98%	0.00	0.18	0.18
			Fresno Total	28	728		0.00	0.18	0.18
	Los Angeles	Motor Vehicles, Department of	616 - Santa Monica Field Office	413	10,738	2.86%	1.00	0.88	0.00
		Motor Vehicles, Department of	637 - Winnetka Field Office	357	9,282	2.61%	1.00	0.96	0.00
		Motor Vehicles, Department of	515 - Van Nuys Field Office	87	2,262	0.36%	0.00	0.14	0.14
		Motor Vehicles, Department of	652 - Hollywood-Vine Field Office	78	2,028	0.98%	0.00	0.20	0.20
		Parks and Recreation, Department of	Malibu 917	75	1,950	3.17%	0.00	0.54	0.54
		Motor Vehicles, Department of	674 - North Hollywood TSC Office	71	1,846	0.19%	0.00	0.09	0.09
		Motor Vehicles, Department of	510 - Glendale Field Office	48	1,248	0.21%	0.00	0.08	0.08
		Mental Health, Department of	Metropolitan State Hospital	34	884	0.26%	1.00	0.95	0.00
		Motor Vehicles, Department of	662 - Newhall Field Office	34	884	0.32%	0.00	0.09	0.09
		Lottery, CA State	Van Nuys District Office	31	806	1.18%	0.00	0.26	0.26
		Motor Vehicles, Department of	514 - Culver City Field Office	29	754	0.49%	1.00	0.08	0.00
			Los Angeles Total	1,257	32,682		4.00	4.27	1.40
	Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	28	728	0.26%	0.00	0.05	0.05
			Marin Total	28	728		0.00	0.05	0.05
	Orange	Motor Vehicles, Department of	605 - Laguna Hills Field Office	119	3,094	0.95%	0.00	0.22	0.22
		Motor Vehicles, Department of	436 - Irvine TSC Office	113	2,938	0.27%	2.00	0.18	0.00
		Motor Vehicles, Department of	611 - Westminster Field Office	68	1,768	0.24%	0.00	0.11	0.11
		Motor Vehicles, Department of	607 - Fullerton Field Office	48	1,248	0.33%	0.00	0.16	0.16

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
FARSI - Continued									
Orange - Continued		Motor Vehicles, Department of	542 - Santa Ana Field Office	48	1,248	0.29%	0.00	0.12	0.12
		Motor Vehicles, Department of	628 - Costa Mesa Field Office	37	962	0.25%	0.00	0.07	0.07
		Lottery, CA State	Santa Ana District Office	30	780	1.15%	1.00	0.20	0.00
Orange Total				463	12,038		3.00	1.06	0.68
Sacramento		Motor Vehicles, Department of	430 - Sacramento Business Depot TSC	33	858	0.03%	0.00	0.05	0.05
		Sacramento Total				33	858		0.00
San Bernardino		Motor Vehicles, Department of	612 - Rancho Cucamonga Field Office	26	676	0.29%	0.00	0.09	0.09
		San Bernardino Total				26	676		0.00
San Diego		Motor Vehicles, Department of	676 - Poway Field Office	49	1,274	0.63%	0.00	0.16	0.16
		Motor Vehicles, Department of	429 - San Diego TSC Office	42	1,092	0.18%	0.00	0.07	0.07
		Motor Vehicles, Department of	669 - El Cajon Field Office	40	1,040	0.15%	0.00	0.06	0.06
San Diego Total				131	3,406		0.00	0.29	0.29
San Francisco		Motor Vehicles, Department of	503 - San Francisco Field Office	61	1,586	0.25%	0.00	0.10	0.10
		San Francisco Total				61	1,586		0.00
Santa Clara		Motor Vehicles, Department of	640 - Los Gatos Field Office	57	1,482	0.65%	0.00	0.18	0.18
		Motor Vehicles, Department of	516 - San Jose Field Office	47	1,222	0.29%	0.00	0.10	0.10
		Rehabilitation, Department of	San Jose District Office	35	910	1.53%	0.00	0.49	0.49
		Social Services, Department of	San Jose Regional	30	780	1.40%	0.00	0.43	0.43
Santa Clara Total				169	4,394		0.00	1.20	1.20
Ventura		Motor Vehicles, Department of	663 - Thousand Oaks Field Office	156	4,056	1.35%	0.00	0.28	0.28
		Ventura Total				156	4,056		0.00
FARSI TOTAL				3,144	81,744		7.00	9.08	5.83
FRENCH									
Alameda		Motor Vehicles, Department of	644 - Fremont Field Office	117	3,042	0.69%	0.00	0.15	0.15
		Motor Vehicles, Department of	440 - Oakland Claremont TSC	32	832	0.06%	0.00	0.03	0.03
		Alameda Total				149	3,874		0.00
Contra Costa		Motor Vehicles, Department of	556 - El Cerrito Field Office	43	1,118	0.36%	0.00	0.10	0.10
		Contra Costa Total				43	1,118		0.00

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
FRENCH - Continued									
	Los Angeles	Motor Vehicles, Department of	652 - Hollywood-Vine Field Office	28	728	0.35%	0.00	0.07	0.07
		Motor Vehicles, Department of	508 - Hollywood Field Office	28	728	0.14%	0.00	0.04	0.04
		Los Angeles Total		56	1,456		0.00	0.11	0.11
	Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	53	1,378	0.49%	2.00	0.09	0.00
		Marin Total		53	1,378		2.00	0.09	0.00
	San Diego	Motor Vehicles, Department of	429 - San Diego TSC Office	44	1,144	0.19%	0.00	0.07	0.07
		San Diego Total		44	1,144		0.00	0.07	0.07
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	83	2,158	0.34%	0.00	0.13	0.13
		San Francisco Total		83	2,158		0.00	0.13	0.13
	San Luis Obispo	Parks and Recreation, Department of	Museum 742	33	858	0.97%	0.00	0.20	0.20
		San Luis Obispo Total		33	858		0.00	0.20	0.20
	Santa Cruz	Parks and Recreation, Department of	Santa Cruz Mountains 716	34	884	1.80%	0.00	0.56	0.56
		Santa Cruz Total		34	884		0.00	0.56	0.56
		FRENCH TOTAL		495	12,870		2.00	1.44	1.35
GERMAN									
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	33	858	0.27%	0.00	0.07	0.07
		Contra Costa Total		33	858		0.00	0.07	0.07
	Los Angeles	Motor Vehicles, Department of	616 - Santa Monica Field Office	28	728	0.19%	0.00	0.06	0.06
		Los Angeles Total		28	728		0.00	0.06	0.06
	San Diego	Motor Vehicles, Department of	429 - San Diego TSC Office	37	962	0.16%	0.00	0.06	0.06
		Motor Vehicles, Department of	519 - San Diego Clairemont Field Office	29	754	0.13%	0.00	0.06	0.06
		San Diego Total		66	1,716		0.00	0.12	0.12
	San Luis Obispo	Parks and Recreation, Department of	Museum 742	48	1,248	1.41%	0.00	0.29	0.29
		San Luis Obispo Total		48	1,248		0.00	0.29	0.29
	San Mateo	Motor Vehicles, Department of	548 - Redwood City Field Office	28	728	0.35%	0.00	0.09	0.09
		San Mateo Total		28	728		0.00	0.09	0.09
	Santa Cruz	Parks and Recreation, Department of	Pajaro Coast 717	34	884	1.07%	0.00	0.28	0.28
		Santa Cruz Total		34	884		0.00	0.28	0.28
	Sonoma	Parks and Recreation, Department of	Silverado 664	40	1,040	1.73%	0.00	0.24	0.24
		Sonoma Total		40	1,040		0.00	0.24	0.24
		GERMAN TOTAL		277	7,202		0.00	1.15	1.15

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**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
HEBREW									
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	56	1,456	0.46%	0.00	0.12	0.12
	Contra Costa Total			56	1,456		0.00	0.12	0.12
	Los Angeles	Motor Vehicles, Department of	515 - Van Nuys Field Office	178	4,628	0.73%	0.00	0.28	0.28
		Motor Vehicles, Department of	637 - Winnetka Field Office	159	4,134	1.16%	0.00	0.43	0.43
		Parks and Recreation, Department of	Malibu 917	60	1,560	2.54%	0.00	0.43	0.43
		Motor Vehicles, Department of	508 - Hollywood Field Office	59	1,534	0.29%	0.00	0.09	0.09
	Los Angeles Total			456	11,856		0.00	1.23	1.23
	San Luis Obispo	Parks and Recreation, Department of	Museum 742	37	962	1.09%	0.00	0.22	0.22
	San Luis Obispo Total			37	962		0.00	0.22	0.22
	HEBREW TOTAL			549	14,274		0.00	1.57	1.57
HINDI									
	Alameda	Motor Vehicles, Department of	644 - Fremont Field Office	626	16,276	3.68%	5.00	0.80	0.00
		Motor Vehicles, Department of	579 - Hayward Field Office	335	8,710	2.82%	1.00	1.05	0.05
		Motor Vehicles, Department of	440 - Oakland Claremont TSC	65	1,690	0.12%	0.00	0.06	0.06
		Highway Patrol, CA	391 Mission Grade Inspection Facility - Insp Fac	37	962	2.36%	1.00	0.64	0.00
		Health Services, Department of	4645 LFS	25	650	2.20%	0.00	0.24	0.24
		Rehabilitation, Department of	Fremont	25	650	2.50%	0.00	0.33	0.33
	Alameda Total			1,113	28,938		7.00	3.12	0.68
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	59	1,534	0.49%	0.00	0.13	0.13
	Contra Costa Total			59	1,534		0.00	0.13	0.13
	Fresno	Lottery, CA State	Fresno District Office	48	1,248	1.68%	0.00	0.30	0.30
	Fresno Total			48	1,248		0.00	0.30	0.30
	Los Angeles	Motor Vehicles, Department of	652 - Hollywood-Vine Field Office	134	3,484	1.68%	1.00	0.34	0.00
		Lottery, CA State	Van Nuys District Office	77	2,002	2.92%	0.00	0.64	0.64
	Los Angeles Total			211	5,486		1.00	0.98	0.64
	Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	34	884	0.31%	0.00	0.06	0.06
	Marin Total			34	884		0.00	0.06	0.06
	Orange	Social Services, Department of	Southern Regional Adult Care Licensing	31	806	0.90%	0.00	0.07	0.07
	Orange Total			31	806		0.00	0.07	0.07
	Placer	Motor Vehicles, Department of	543 - Roseville Field Office	39	1,014	1.00%	1.00	0.10	0.00
	Placer Total			39	1,014		1.00	0.10	0.00

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LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOM-MENDED STAFFING	UNMET LANGUAGE NEEDS
HINDI - Continued									
	Sacramento	Motor Vehicles, Department of	430 - Sacramento Business Depot TSC	111	2,886	0.09%	1.00	0.14	0.00
		Insurance, Department of	Producer Licensing Bureau - Sacramento	66	1,716	1.16%	0.00	0.52	0.52
		Motor Vehicles, Department of	602 - South Sacramento Field Office	65	1,690	0.77%	0.00	0.21	0.21
		Transportation, CA Department of	Reception Area-Headquarters	46	1,196	1.03%	0.00	0.88	0.88
		Lottery, CA State	Sacramento District Office	25	650	1.22%	0.00	0.17	0.17
			Sacramento Total	313	8,138		1.00	1.92	1.78
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	86	2,236	0.35%	0.00	0.13	0.13
			San Francisco Total	86	2,236		0.00	0.13	0.13
	Santa Clara	Motor Vehicles, Department of	632 - Santa Clara Field Office	194	5,044	1.10%	1.00	0.47	0.00
		Rehabilitation, Department of	San Jose District Office	27	702	1.18%	1.00	0.38	0.00
		Motor Vehicles, Department of	516 - San Jose Field Office	26	676	0.16%	0.00	0.05	0.05
			Santa Clara Total	247	6,422		2.00	0.90	0.05
			HINDI TOTAL	2,181	56,706		12.00	7.71	3.84
HMONG									
	Fresno	Motor Vehicles, Department of	505 - Fresno Field Office	159	4,134	0.58%	0.00	0.26	0.26
		Motor Vehicles, Department of	580 - Clovis Field Office	50	1,300	0.62%	0.00	0.16	0.16
		Lottery, CA State	Fresno District Office	26	676	0.91%	0.00	0.16	0.16
			Fresno Total	235	6,110		0.00	0.58	0.58
	Merced	Motor Vehicles, Department of	536 - Merced Field Office	58	1,508	0.67%	0.00	0.12	0.12
			Merced Total	58	1,508		0.00	0.12	0.12
	Sacramento	Motor Vehicles, Department of	501 - Sacramento Field Office	63	1,638	0.73%	0.00	0.22	0.22
		Motor Vehicles, Department of	602 - South Sacramento Field Office	38	988	0.45%	0.00	0.13	0.13
		Employment Development Department	351-TPAD	29	754	0.38%	0.00	0.18	0.18
			Sacramento Total	130	3,380		0.00	0.53	0.53
	Sutter	Motor Vehicles, Department of	562 - Yuba City Field Office	58	1,508	1.66%	0.00	0.26	0.26
			Sutter Total	58	1,508		0.00	0.26	0.26
			HMONG TOTAL	481	12,506		0.00	1.49	1.49

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**2003-04 LANGUAGE SURVEY
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LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
ILOCANO									
	Alameda	Motor Vehicles, Department of	440 - Oakland Claremont TSC	39	1,014	0.07%	0.00	0.04	0.04
	Alameda Total			39	1,014		0.00	0.04	0.04
	Sacramento	Employment Development Department	UI Claim Processing	39	1,014	0.01%	2.00	0.11	0.00
	Sacramento Total			39	1,014		2.00	0.11	0.00
	ILOCANO TOTAL			78	2,028		2.00	0.15	0.04
INDONESIAN									
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	61	1,586	0.38%	0.00	0.13	0.13
	Santa Clara Total			61	1,586		0.00	0.13	0.13
	INDONESIAN TOTAL			61	1,586		0.00	0.13	0.13
ITALIAN									
	Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	32	832	0.29%	1.00	0.06	0.00
	Marin Total			32	832		1.00	0.06	0.00
	San Diego	Motor Vehicles, Department of	429 - San Diego TSC Office	27	702	0.12%	0.00	0.04	0.04
	San Diego Total			27	702		0.00	0.04	0.04
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	48	1,248	0.20%	0.00	0.08	0.08
	San Francisco Total			48	1,248		0.00	0.08	0.08
	San Luis Obispo	Parks and Recreation, Department of	Museum 742	47	1,222	1.38%	0.00	0.28	0.28
	San Luis Obispo Total			47	1,222		0.00	0.28	0.28
	San Mateo	Motor Vehicles, Department of	548 - Redwood City Field Office	28	728	0.35%	0.00	0.09	0.09
	San Mateo Total			28	728		0.00	0.09	0.09
	ITALIAN TOTAL			182	4,732		1.00	0.55	0.49
JAPANESE									
	Alameda	Motor Vehicles, Department of	504 - Oakland Claremont Field Office	143	3,718	2.14%	0.00	0.35	0.35
		Motor Vehicles, Department of	644 - Fremont Field Office	104	2,704	0.61%	0.00	0.13	0.13
		Motor Vehicles, Department of	579 - Hayward Field Office	94	2,444	0.79%	0.00	0.29	0.29
		Motor Vehicles, Department of	604 - Oakland Coliseum Field Office	51	1,326	0.31%	0.00	0.12	0.12
		Motor Vehicles, Department of	440 - Oakland Claremont TSC	26	676	0.05%	0.00	0.03	0.03
	Alameda Total			418	10,868		0.00	0.92	0.92
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	192	4,992	1.59%	0.00	0.43	0.43
	Contra Costa Total			192	4,992		0.00	0.43	0.43

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
JAPANESE - Continued									
	Los Angeles	Motor Vehicles, Department of	616 - Santa Monica Field Office	202	5,252	1.40%	0.00	0.43	0.43
		Motor Vehicles, Department of	508 - Hollywood Field Office	144	3,744	0.70%	0.00	0.21	0.21
		Motor Vehicles, Department of	509 - Pasadena Field Office	80	2,080	0.51%	0.00	0.21	0.21
		Motor Vehicles, Department of	618 - West Covina Field Office	77	2,002	0.28%	0.00	0.18	0.18
		Parks and Recreation, Department of	Malibu 917	70	1,820	2.96%	0.00	0.50	0.50
		Highway Patrol, CA	550 Santa Fe Springs - Field	60	1,560	0.74%	0.00	0.76	0.76
		Highway Patrol, CA	590 Central Los Angeles - Office	52	1,352	0.97%	0.00	0.54	0.54
		Motor Vehicles, Department of	637 - Winnetka Field Office	51	1,326	0.37%	0.00	0.14	0.14
		Motor Vehicles, Department of	674 - North Hollywood TSC Office	45	1,170	0.12%	0.00	0.06	0.06
		Highway Patrol, CA	525 Baldwin Park - Office	44	1,144	1.07%	0.00	0.30	0.30
		Motor Vehicles, Department of	514 - Culver City Field Office	44	1,144	0.75%	0.00	0.12	0.12
		Motor Vehicles, Department of	507 - Long Beach Field Office	44	1,144	0.30%	0.00	0.09	0.09
		Highway Patrol, CA	514 Los Angeles Communi- cations Center - Comm	43	1,118	0.10%	0.00	0.16	0.16
		Motor Vehicles, Department of	532 - Pomona Field Office	42	1,092	0.34%	0.00	0.17	0.17
		Highway Patrol, CA	590 Central Los Angeles - Field	40	1,040	0.67%	0.00	0.68	0.68
		Motor Vehicles, Department of	515 - Van Nuys Field Office	33	858	0.14%	0.00	0.05	0.05
		Motor Vehicles, Department of	617 - Lincoln Park Field Office	32	832	0.19%	0.00	0.06	0.06
		Motor Vehicles, Department of	502 - Los Angeles Field Office	26	676	0.14%	0.00	0.06	0.06
		Los Angeles Total		1,129	29,354		0.00	4.72	4.72
Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	74	1,924	0.68%	0.00	0.13	0.13	
		Marin Total		74	1,924		0.00	0.13	0.13
Monterey	Motor Vehicles, Department of	567 - Seaside Field Office	44	1,144	0.54%	0.00	0.10	0.10	
		Monterey Total		44	1,144		0.00	0.10	0.10
Orange	Motor Vehicles, Department of	611 - Westminster Field Office	116	3,016	0.41%	0.00	0.19	0.19	
	Motor Vehicles, Department of	605 - Laguna Hills Field Office	97	2,522	0.77%	0.00	0.18	0.18	
	Motor Vehicles, Department of	628 - Costa Mesa Field Office	69	1,794	0.46%	0.00	0.14	0.14	
	Motor Vehicles, Department of	542 - Santa Ana Field Office	34	884	0.20%	0.00	0.08	0.08	
	Parks and Recreation, Department of	Orange Coast South 927	31	806	0.88%	0.00	0.18	0.18	
	Motor Vehicles, Department of	607 - Fullerton Field Office	28	728	0.19%	0.00	0.09	0.09	
		Orange Total		375	9,750		0.00	0.86	0.86

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
JAPANESE - Continued									
	Sacramento	Motor Vehicles, Department of	501 - Sacramento Field Office	56	1,456	0.65%	0.00	0.20	0.20
		Insurance, Department of	Producer Licensing Bureau - Sacramento	42	1,092	0.74%	0.00	0.33	0.33
		Motor Vehicles, Department of	602 - South Sacramento Field Office	34	884	0.40%	0.00	0.11	0.11
	Sacramento Total			132	3,432		0.00	0.64	0.64
	San Diego	Motor Vehicles, Department of	519 - San Diego Clairemont Field Office	223	5,798	1.01%	0.00	0.49	0.49
		Motor Vehicles, Department of	429 - San Diego TSC Office	119	3,094	0.52%	0.00	0.19	0.19
		Employment Development Department	079-North County Inland Career Center	72	1,872	2.60%	0.00	0.33	0.33
		Motor Vehicles, Department of	506 - San Diego Field Office	68	1,768	0.38%	0.00	0.08	0.08
		Motor Vehicles, Department of	596 - Oceanside Field Office	53	1,378	0.19%	0.00	0.08	0.08
		Motor Vehicles, Department of	613 - Chula Vista Field Office	36	936	0.15%	0.00	0.07	0.07
		Highway Patrol, CA	645 San Diego - Field	32	832	0.58%	0.00	0.71	0.71
		Motor Vehicles, Department of	669 - El Cajon Field Office	32	832	0.12%	0.00	0.05	0.05
		Motor Vehicles, Department of	677 - San Ysidro Field Office	27	702	0.13%	0.00	0.04	0.04
		Highway Patrol, CA	650 Oceanside - Field	25	650	0.82%	0.00	0.58	0.58
	San Diego Total			687	17,862		0.00	2.62	2.62
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	564	14,664	2.30%	0.00	0.87	0.87
	San Francisco Total			564	14,664		0.00	0.87	0.87
	San Luis Obispo	Parks and Recreation, Department of	Museum 742	36	936	1.06%	0.00	0.22	0.22
	San Luis Obispo Total			36	936		0.00	0.22	0.22
	San Mateo	Motor Vehicles, Department of	548 - Redwood City Field Office	59	1,534	0.73%	0.00	0.18	0.18
		Motor Vehicles, Department of	599 - Daly City Field Office	56	1,456	0.37%	0.00	0.15	0.15
	San Mateo Total			115	2,990		0.00	0.33	0.33
	Santa Barbara	Motor Vehicles, Department of	549 - Santa Barbara Field Office	27	702	0.70%	0.00	0.08	0.08
	Santa Barbara Total			27	702		0.00	0.08	0.08
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	193	5,018	1.19%	0.00	0.41	0.41
		Motor Vehicles, Department of	640 - Los Gatos Field Office	28	728	0.32%	0.00	0.09	0.09
		Motor Vehicles, Department of	632 - Santa Clara Field Office	42	1,092	0.24%	0.00	0.10	0.10
	Santa Clara Total			263	6,838		0.00	0.60	0.60
	Santa Cruz	Parks and Recreation, Department of	Santa Cruz Mountains 716	72	1,872	3.81%	0.00	1.18	1.18
	Santa Cruz Total			72	1,872		0.00	1.18	1.18

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
JAPANESE - Continued									
	Ventura	Motor Vehicles, Department of	680 - Simi Valley Field Office	27	702	0.47%	0.00	0.04	0.04
			Ventura Total	27	702		0.00	0.04	0.04
	Yolo	Motor Vehicles, Department of	598 - Davis Field Office	38	988	1.74%	0.00	0.14	0.14
			Yolo Total	38	988		0.00	0.14	0.14
			JAPANESE TOTAL	4,193	109,018		0.00	13.88	13.88
KOREAN									
	Alameda	Motor Vehicles, Department of	644 - Fremont Field Office	178	4,628	1.05%	0.00	0.23	0.23
		Motor Vehicles, Department of	504 - Oakland Claremont Field Office	176	4,576	2.64%	0.00	0.43	0.43
		Motor Vehicles, Department of	579 - Hayward Field Office	151	3,926	1.27%	0.00	0.47	0.47
		Motor Vehicles, Department of	604 - Oakland Coliseum Field Office	70	1,820	0.42%	0.00	0.17	0.17
		Motor Vehicles, Department of	631 - Pleasanton Field Office	30	780	0.41%	1.00	0.09	0.00
			Alameda Total	605	15,730		1.00	1.39	1.30
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	215	5,590	1.78%	0.00	0.48	0.48
			Contra Costa Total	215	5,590		0.00	0.48	0.48
	Fresno	Lottery, CA State	Fresno District Office	71	1,846	2.49%	0.00	0.45	0.45
			Fresno Total	71	1,846		0.00	0.45	0.45
	Kern	Motor Vehicles, Department of	529 - Bakersfield Field Office	82	2,132	0.49%	0.00	0.13	0.13
		Motor Vehicles, Department of	661 - Arvin Field Office	76	1,976	1.89%	0.00	0.22	0.22
		Motor Vehicles, Department of	679 - Bakersfield Southwest Field Office	56	1,456	0.49%	0.00	0.12	0.12
		Motor Vehicles, Department of	660 - Shafter Field Office	32	832	0.84%	0.00	0.07	0.07
		Motor Vehicles, Department of	615 - Delano Field Office	25	650	0.57%	0.00	0.06	0.06
			Kern Total	271	7,046		0.00	0.60	0.60
	Los Angeles	Motor Vehicles, Department of	502 - Los Angeles Field Office	340	8,840	1.84%	0.00	0.80	0.80
		Motor Vehicles, Department of	618 - West Covina Field Office	188	4,888	0.69%	0.00	0.45	0.45
		Motor Vehicles, Department of	616 - Santa Monica Field Office	187	4,862	1.30%	0.00	0.40	0.40
		Motor Vehicles, Department of	606 - Bellflower Field Office	156	4,056	1.15%	0.00	0.55	0.55
		Highway Patrol, CA	550 Santa Fe Springs - Field	147	3,822	1.81%	0.00	1.86	1.86
		Motor Vehicles, Department of	617 - Linclon Park Field Office	131	3,406	0.77%	0.00	0.26	0.26
		Motor Vehicles, Department of	608 - Torrance Field Office	119	3,094	1.33%	1.00	0.49	0.00
		Motor Vehicles, Department of	510 - Glendale Field Office	118	3,068	0.52%	0.00	0.20	0.20

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
KOREAN - Continued									
	Los Angeles - Continued	Highway Patrol, CA	514 Los Angeles Communications Center - Comm	99	2,574	0.23%	0.00	0.37	0.37
		Motor Vehicles, Department of	637 - Winnetka Field Office	99	2,574	0.72%	0.00	0.26	0.26
		Equalization, Board of	AS Culver City District	97	2,522	2.12%	0.00	1.70	1.70
		Motor Vehicles, Department of	674 - North Hollywood TSC Office	97	2,522	0.25%	0.00	0.12	0.12
		Equalization, Board of	AA Norwalk District	96	2,496	1.52%	1.00	1.21	0.21
		Consumer Affairs, Department of	Culver City Field Office	95	2,470	4.47%	0.00	1.07	1.07
		Rehabilitation, Department of	GLAD District Office	84	2,184	4.47%	3.00	0.04	0.00
		Motor Vehicles, Department of	591 - Whittier Field Office	76	1,976	0.70%	0.00	0.18	0.18
		Highway Patrol, CA	590 Central Los Angeles - Field	74	1,924	1.24%	0.00	1.26	1.26
		Motor Vehicles, Department of	595 - Lancaster Field Office	73	1,898	0.62%	0.00	0.13	0.13
		Motor Vehicles, Department of	532 - Pomona Field Office	68	1,768	0.56%	0.00	0.28	0.28
		Motor Vehicles, Department of	514 - Culver City Field Office	55	1,430	0.93%	0.00	0.15	0.15
		Motor Vehicles, Department of	515 - Van Nuys Field Office	55	1,430	0.23%	0.00	0.09	0.09
		Highway Patrol, CA	590 Central Los Angeles - Office	54	1,404	1.01%	0.00	0.57	0.57
		Parks and Recreation, Department of	Malibu 917	54	1,404	2.28%	0.00	0.39	0.39
		Motor Vehicles, Department of	507 - Long Beach Field Office	49	1,274	0.34%	0.00	0.10	0.10
		Motor Vehicles, Department of	509 - Pasadena Field Office	49	1,274	0.31%	0.00	0.13	0.13
		Equalization, Board of	AP West Covina District	38	988	0.75%	0.00	0.61	0.61
		Highway Patrol, CA	530 South Los Angeles - Office	36	936	1.41%	0.00	0.42	0.42
		Social Services, Department of	Los Angeles East Regional	36	936	1.33%	1.00	0.45	0.00
		Highway Patrol, CA	535 East Los Angeles - Field	35	910	0.74%	0.00	0.66	0.66
		Mental Health, Department of	Metropolitan State Hospital	35	910	0.26%	1.00	0.95	0.00
		Motor Vehicles, Department of	292 - Region III - El Segundo	33	858	0.98%	0.00	0.38	0.38
		Motor Vehicles, Department of	581 - Compton Field Office	33	858	0.39%	0.00	0.12	0.12
		Industrial Relations, Department of	532 WCA - Los Angeles	31	806	0.67%	0.00	0.14	0.14
		Secretary of State	Los Angeles	29	754	0.93%	0.00	0.11	0.11
		Employment Development Department	483-Van Nuys Employment Tax Office	28	728	2.27%	0.00	0.70	0.70
		Motor Vehicles, Department of	609 - Hawthorne Field Office	28	728	0.46%	0.00	0.14	0.14
		Motor Vehicles, Department of	662 - Newhall Field Office	28	728	0.26%	0.00	0.07	0.07

TABLE VI

**2003-04 LANGUAGE SURVEY
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LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOM-MENDED STAFFING	UNMET LANGUAGE NEEDS
KOREAN - Continued									
	Los Angeles - Continued	Employment Development Department	189-Hollywood WorkSource Center	26	676	3.04%	1.00	0.17	0.00
		Highway Patrol, CA	530 South Los Angeles - Field	26	676	0.34%	0.00	0.35	0.35
		Los Angeles Total		3,102	80,652		8.00	18.33	15.23
	Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	66	1,716	0.61%	0.00	0.12	0.12
		Marin Total		66	1,716		0.00	0.12	0.12
	Monterey	Motor Vehicles, Department of	567 - Seaside Field Office	42	1,092	0.52%	0.00	0.10	0.10
		Monterey Total		42	1,092		0.00	0.10	0.10
	Orange	Motor Vehicles, Department of	611 - Westminster Field Office	517	13,442	1.81%	0.00	0.85	0.85
		Motor Vehicles, Department of	607 - Fullerton Field Office	180	4,680	1.23%	0.00	0.58	0.58
		Motor Vehicles, Department of	605 - Laguna Hills Field Office	131	3,406	1.04%	0.00	0.24	0.24
		Motor Vehicles, Department of	628 - Costa Mesa Field Office	75	1,950	0.50%	0.00	0.15	0.15
		Lottery, CA State	Santa Ana District Office	69	1,794	2.65%	0.00	0.45	0.45
		Motor Vehicles, Department of	542 - Santa Ana Field Office	60	1,560	0.36%	0.00	0.14	0.14
		Employment Development Department	421-Santa Ana DI	59	1,534	0.44%	1.00	0.17	0.00
		Industrial Relations, Department of	546 BOFE - Santa Ana	58	1,508	4.42%	1.00	0.22	0.00
		Social Services, Department of	Orange County Regional	50	1,300	2.05%	1.00	0.32	0.00
		Motor Vehicles, Department of	296 - Region IV - Irvine	41	1,066	1.12%	0.00	0.34	0.34
		Motor Vehicles, Department of	436 - Irvine TSC Office	31	806	0.07%	0.00	0.05	0.05
		Highway Patrol, CA	670 Westminster - Field	27	702	0.98%	0.00	0.53	0.53
		Orange Total		1,298	33,748		3.00	4.04	3.33
	Riverside	Motor Vehicles, Department of	545 - Riverside Field Office	96	2,496	0.43%	0.00	0.14	0.14
		Lottery, CA State	Riverside District Office	35	910	1.86%	0.00	0.33	0.33
		Motor Vehicles, Department of	656 - East Riverside Field Office	30	780	0.21%	0.00	0.04	0.04
		Riverside Total		161	4,186		0.00	0.51	0.51
	Sacramento	Employment Development Department	UI Claim Processing	148	3,848	0.05%	4.00	0.53	0.00
		Consumer Affairs, Department of	Licensing	45	1,170	4.42%	0.00	0.27	0.27
		Employment Development Department	324-TPAD Operations	43	1,118	0.30%	0.00	0.63	0.63
		Motor Vehicles, Department of	501 - Sacramento Field Office	38	988	0.44%	0.00	0.13	0.13
		Motor Vehicles, Department of	602 - South Sacramento Field Office	29	754	0.34%	0.00	0.09	0.09
		Highway Patrol, CA	252 South Sacramento - Office	26	676	0.91%	0.00	0.23	0.23
		Consumer Affairs, Department of	Licensing/Physician & Surgeon Licensing	25	650	1.40%	0.00	0.24	0.24
		Sacramento Total		354	9,204		4.00	2.12	1.59

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**2003-04 LANGUAGE SURVEY
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KOREAN - Continued									
	San Bernardino	Motor Vehicles, Department of	612 - Rancho Cucamonga Field Office	41	1,066	0.45%	0.00	0.14	0.14
	San Bernardino Total			41	1,066		0.00	0.14	0.14
	San Diego	Motor Vehicles, Department of	519 - San Diego Clairemont Field Office	152	3,952	0.69%	0.00	0.34	0.34
		Motor Vehicles, Department of	429 - San Diego TSC Office	55	1,430	0.24%	0.00	0.09	0.09
		Motor Vehicles, Department of	676 - Poway Field Office	52	1,352	0.66%	0.00	0.17	0.17
		Motor Vehicles, Department of	506 - San Diego Field Office	51	1,326	0.28%	0.00	0.06	0.06
		Highway Patrol, CA	645 - San Diego - Field	43	1,118	0.77%	0.00	0.95	0.95
		Motor Vehicles, Department of	669 - El Cajon Field Office	28	728	0.10%	0.00	0.04	0.04
		Motor Vehicles, Department of	596 - Oceanside Field Office	27	702	0.10%	0.00	0.04	0.04
	San Diego Total			408	10,608		0.00	1.69	1.69
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	590	15,340	2.41%	0.00	0.92	0.92
	San Francisco Total			590	15,340		0.00	0.92	0.92
	San Luis Obispo	Parks and Recreation, Department of	Museum 742	37	962	1.09%	0.00	0.22	0.22
	San Luis Obispo Total			37	962		0.00	0.22	0.22
	San Mateo	Motor Vehicles, Department of	599 - Daly City Field Office	105	2,730	0.70%	0.00	0.29	0.29
		Motor Vehicles, Department of	548 - Redwood City Field Office	70	1,820	0.87%	0.00	0.22	0.22
	San Mateo Total			175	4,550		0.00	0.51	0.51
	Santa Barbara	Motor Vehicles, Department of	563 - Santa Maria Field Office	26	676	0.27%	0.00	0.04	0.04
	Santa Barbara Total			26	676		0.00	0.04	0.04
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	231	6,006	1.43%	0.00	0.49	0.49
		Motor Vehicles, Department of	632 - Santa Clara Field Office	64	1,664	0.36%	0.00	0.15	0.15
		Youth Authority, Department of the	San Jose	39	1,014	3.43%	0.00	0.38	0.38
		Motor Vehicles, Department of	640 - Los Gatos Field Office	26	676	0.30%	0.00	0.08	0.08
	Santa Clara Total			360	9,360		0.00	1.10	1.10
	Santa Cruz	Parks and Recreation, Department of	Santa Cruz Mountains 716	27	702	1.43%	0.00	0.44	0.44
	Santa Cruz Total			27	702		0.00	0.44	0.44
	Ventura	Motor Vehicles, Department of	680 - Simi Valley Field Office	33	858	0.57%	0.00	0.05	0.05
	Ventura Total			33	858		0.00	0.05	0.05
	Yolo	Motor Vehicles, Department of	598 - Davis Field Office	68	1,768	3.12%	0.00	0.25	0.25
	Yolo Total			68	1,768		0.00	0.25	0.25
	KOREAN TOTAL			7,950	206,700		16.00	33.50	29.07

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOM-MENDED STAFFING	UNMET LANGUAGE NEEDS
LAOTIAN									
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	152	3,952	1.26%	0.00	0.34	0.34
	Contra Costa Total			152	3,952		0.00	0.34	0.34
	Sacramento	Motor Vehicles, Department of	501 - Sacramento Field Office	55	1,430	0.63%	0.00	0.19	0.19
	Sacramento Total			55	1,430		0.00	0.19	0.19
	LAOTIAN TOTAL			207	5,382		0.00	0.53	0.53
MANDARIN									
	Alameda	Motor Vehicles, Department of	604 - Oakland Coliseum Field Office	145	3,770	0.87%	2.00	0.34	0.00
		Employment Development Department	243-Oakland Job Service	142	3,692	3.09%	1.00	1.03	0.03
		Motor Vehicles, Department of	504 - Oakland Claremont Field Office	141	3,666	2.11%	0.00	0.35	0.35
		Motor Vehicles, Department of	579 - Hayward Field Office	88	2,288	0.74%	0.00	0.28	0.28
		Motor Vehicles, Department of	440 - Oakland Claremont TSC	55	1,430	0.10%	1.00	0.05	0.00
		Industrial Relations, Department of	539 WCA - Oakland	53	1,378	1.13%	0.00	0.13	0.13
		Rehabilitation, Department of	Oakland District Office	50	1,300	1.94%	1.00	0.68	0.00
		Equalization, Board of	CH Oakland District	29	754	0.94%	1.00	0.65	0.00
	Alameda Total			703	18,278		6.00	3.51	0.79
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	123	3,198	1.02%	0.00	0.27	0.27
	Contra Costa Total			123	3,198		0.00	0.27	0.27
	Los Angeles	Motor Vehicles, Department of	618 - West Covina Field Office	600	15,600	2.22%	1.00	1.43	0.43
		Motor Vehicles, Department of	617 - Linclon Park Field Office	555	14,430	3.26%	0.00	1.10	1.10
		Motor Vehicles, Department of	511 - Montebello Field Office	368	9,568	3.00%	0.00	0.66	0.66
		Highway Patrol, CA	550 Santa Fe Springs - Field	139	3,614	1.72%	0.00	1.77	1.77
		Equalization, Board of	AP West Covina District	127	3,302	2.52%	5.75	2.05	0.00
		Social Services, Department of	Los Angeles East Regional	112	2,912	4.13%	2.00	1.40	0.00
		Motor Vehicles, Department of	532 - Pomona Field Office	104	2,704	0.85%	0.00	0.43	0.43
		Employment Development Department	261-Pasadena Job Service	94	2,444	2.85%	2.00	0.36	0.00
		Lottery, CA State	Santa Fe Springs District Office	67	1,742	2.67%	0.00	0.61	0.61
		Motor Vehicles, Department of	591 - Whittier Field Office	64	1,664	0.59%	0.00	0.15	0.15
		Parks and Recreation, Department of	Malibu 917	63	1,638	2.66%	0.00	0.45	0.45
		Highway Patrol, CA	535 East Los Angeles - Field	58	1,508	1.22%	0.00	1.09	1.09
		Industrial Relations, Department of	563 BOFE - Los Angeles	53	1,378	2.36%	0.00	0.35	0.35
		Social Services, Department of	Los Angeles Northwest Child Care	53	1,378	1.40%	0.00	0.43	0.43

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
MANDARIN - Continued									
	Los Angeles - Continued	Motor Vehicles, Department of	674 - North Hollywood TSC Office	52	1,352	0.14%	0.00	0.07	0.07
		Employment Development Department	076-El Monte Job Service	50	1,300	2.41%	1.00	0.30	0.00
		Rehabilitation, Department of	Pasadena	50	1,300	2.89%	1.00	0.55	0.00
		Equalization, Board of	AA Norwalk District	45	1,170	0.71%	1.00	0.56	0.00
		Motor Vehicles, Department of	502 - Los Angeles Field Office	43	1,118	0.23%	0.00	0.10	0.10
		Employment Development Department	480-Van Nuys/Sherman Oaks One-Stop	41	1,066	2.40%	0.00	0.20	0.20
		Highway Patrol, CA	525 Baldwin Park - Field	32	832	0.73%	0.00	0.67	0.67
		Health Services, Department of	Los Angeles Medi-Cal Field Office	31	806	1.88%	0.00	0.58	0.58
		Motor Vehicles, Department of	606 - Bellflower Field Office	31	806	0.23%	0.00	0.11	0.11
		Motor Vehicles, Department of	301 - Region I - City of Commerce	29	754	0.79%	0.00	0.24	0.24
		Motor Vehicles, Department of	637 - Winnetka Field Office	28	728	0.20%	0.00	0.07	0.07
		Motor Vehicles, Department of	616 - Santa Monica Field Office	28	728	0.19%	0.00	0.06	0.06
		Alcoholic Beverage Control, Dept. of	303-LB/Lakewood DO	26	676	3.86%	1.00	0.50	0.00
		Highway Patrol, CA	514 Los Angeles Communications Center - Comm	25	650	0.06%	0.00	0.10	0.10
		Los Angeles Total		2,968	77,168		14.75	16.39	9.67
	Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	59	1,534	0.54%	0.00	0.10	0.10
		Marin Total		59	1,534		0.00	0.10	0.10
	Monterey	Parks and Recreation, Department of	Gavilan 724	59	1,534	2.28%	0.00	0.33	0.33
		Monterey Total		59	1,534		0.00	0.33	0.33
	Orange	Motor Vehicles, Department of	542 - Santa Ana Field Office	91	2,366	0.54%	0.00	0.22	0.22
		Motor Vehicles, Department of	611 - Westminster Field Office	79	2,054	0.28%	0.00	0.13	0.13
		Employment Development Department	214-Mission Viejo Job Service	75	1,950	1.87%	2.00	0.34	0.00
		Motor Vehicles, Department of	605 - Laguna Hills Field Office	73	1,898	0.58%	0.00	0.14	0.14
		Motor Vehicles, Department of	607 - Fullerton Field Office	34	884	0.23%	0.00	0.11	0.11
		Motor Vehicles, Department of	436 - Irvine TSC Office	28	728	0.07%	15.00	0.05	0.00
		Orange Total		380	9,880		17.00	0.99	0.60
	Riverside	Motor Vehicles, Department of	545 - Riverside Field Office	32	832	0.14%	0.00	0.04	0.04
		Riverside Total		32	832		0.00	0.04	0.04

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LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOM-MENDED STAFFING	UNMET LANGUAGE NEEDS
MANDARIN - Continued									
	Sacramento	Employment Development Department	UI Claim Processing	1,536	39,936	0.55%	21.00	5.79	0.00
		Employment Development Department	UI Claim Adjudication	283	7,358	0.18%	12.00	1.93	0.00
		Motor Vehicles, Department of	430 - Sacramento Business Depot TSC	89	2,314	0.07%	1.00	0.11	0.00
		Motor Vehicles, Department of	501 - Sacramento Field Office	81	2,106	0.94%	0.00	0.28	0.28
		Motor Vehicles, Department of	602 - South Sacramento Field Office	58	1,508	0.69%	0.00	0.19	0.19
		Consumer Affairs, Department of	Consumer Information Center	50	1,300	0.29%	0.00	0.10	0.10
		Secretary of State	Statement of Information	41	1,066	1.12%	0.00	0.20	0.20
		Employment Development Department	UI IAD	36	936	0.16%	0.70	0.41	0.00
		Employment Development Department	315-Sacramento DI CSC	30	780	0.06%	2.00	0.05	0.00
		Employment Development Department	322-Labor Market Information Division	28	728	0.60%	0.00	1.28	1.28
		Franchise Tax Board	725 TSCS	25	650	0.03%	0.00	0.04	0.04
		Sacramento Total		2,257	58,682		36.70	10.38	2.09
	San Diego		519 - San Diego Clairemont Field Office	82	2,132	0.37%	0.00	0.18	0.18
		Motor Vehicles, Department of	429 - San Diego TSC Office	81	2,106	0.35%	0.00	0.13	0.13
		San Diego Total		163	4,238		0.00	0.31	0.31
	San Francisco	Employment Development Department	396-San Francisco Job Service	93	2,418	1.76%	2.00	0.46	0.00
		Equalization, Board of	BH San Francisco District	28	728	1.03%	1.00	0.79	0.00
		Industrial Relations, Department of	531 WCA - San Francisco	44	1,144	3.13%	0.00	0.25	0.25
		Industrial Relations, Department of	531 Lic & Reg - San Francisco	30	780	1.43%	0.00	0.19	0.19
		Lottery, CA State	San Francisco District Office	91	2,366	3.17%	0.00	0.63	0.63
		Motor Vehicles, Department of	290 - Region II Office - San Francisco	63	1,638	1.93%	1.00	0.56	0.00
		Rehabilitation, Department of	San Francisco District Office	137	3,562	4.14%	0.00	1.84	1.84
		Secretary of State	San Francisco	50	1,300	2.53%	0.00	0.22	0.22
		San Francisco Total		536	13,936		4.00	4.94	3.13
	San Luis Obispo	Parks and Recreation, Department of	Museum 742	45	1,170	1.32%	0.00	0.27	0.27
		San Luis Obispo Total		45	1,170		0.00	0.27	0.27
	San Mateo	Motor Vehicles, Department of	599 - Daly City Field Office	615	15,990	4.07%	3.00	1.67	0.00
		Motor Vehicles, Department of	548 - Redwood City Field Office	109	2,834	1.35%	0.00	0.34	0.34

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**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
MANDARIN - Continued									
	San Mateo - Continued	Motor Vehicles, Department of	593 - San Mateo Field Office	41	1,066	0.67%	0.00	0.16	0.16
			San Mateo Total	765	19,890		3.00	2.17	0.50
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	272	7,072	1.68%	0.00	0.57	0.57
		Motor Vehicles, Department of	632 - Santa Clara Field Office	165	4,290	0.93%	2.00	0.40	0.00
		Equalization, Board of	GH San Jose District	65	1,690	0.97%	0.00	0.98	0.98
		Motor Vehicles, Department of	668 - Santa Teresa Field Office	61	1,586	1.01%	0.00	0.22	0.22
		Motor Vehicles, Department of	291 - Region II - San Jose	42	1,092	2.47%	0.00	0.49	0.49
		Employment Development Department	465-Sunnyvale Job Service	40	1,040	1.09%	0.00	0.16	0.16
		Highway Patrol, CA	340 San Jose - Office	30	780	1.33%	0.00	0.35	0.35
			Santa Clara Total	675	17,550		2.00	3.17	2.77
	Santa Cruz	Parks and Recreation, Department of	Santa Cruz Mountains 716	28	728	1.48%	0.00	0.46	0.46
			Santa Cruz Total	28	728		0.00	0.46	0.46
	Yolo	Motor Vehicles, Department of	598 - Davis Field Office	30	780	1.38%	0.00	0.11	0.11
			Yolo Total	30	780		0.00	0.11	0.11
			MANDARIN TOTAL	8,823	229,398		83.45	43.44	21.44
OTHER									
	Los Angeles	Motor Vehicles, Department of	637 - Winnetka Field Office	30	780	0.22%	0.00	0.08	0.08
			Los Angeles Total	30	780		0.00	0.08	0.08
	San Diego	Motor Vehicles, Department of	429 - San Diego TSC Office	65	1,690	0.28%	0.00	0.10	0.10
			San Diego Total	65	1,690		0.00	0.10	0.10
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	33	858	0.13%	0.00	0.05	0.05
			San Francisco Total	33	858		0.00	0.05	0.05
	Santa Barbara	Motor Vehicles, Department of	549 - Santa Barbara Field Office	36	936	0.93%	0.00	0.11	0.11
			Santa Barbara Total	36	936		0.00	0.11	0.11
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	64	1,664	0.40%	0.00	0.14	0.14
			Santa Clara Total	64	1,664		0.00	0.14	0.14
			OTHER TOTAL	228	5,928		0.00	0.48	0.48
PORTUGUESE									
	Alameda	Motor Vehicles, Department of	579 - Hayward Field Office	51	1,326	0.43%	0.00	0.16	0.16
		Motor Vehicles, Department of	644 - Fremont Field Office	25	650	0.15%	0.00	0.03	0.03
			Alameda Total	76	1,976		0.00	0.19	0.19

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PORTUGUESE - Continued									
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	87	2,262	0.72%	0.00	0.19	0.19
	Contra Costa Total			87	2,262		0.00	0.19	0.19
	Los Angeles	Motor Vehicles, Department of	508 - Hollywood Field Office	25	650	0.12%	0.00	0.04	0.04
	Los Angeles Total			25	650		0.00	0.04	0.04
	Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	224	5,824	2.06%	2.00	0.39	0.00
	Marin Total			224	5,824		2.00	0.39	0.00
	San Diego	Motor Vehicles, Department of	519 - San Diego Clairemont Field Office	113	2,938	0.51%	0.00	0.25	0.25
		Motor Vehicles, Department of	506 - San Diego Field Office	108	2,808	0.60%	0.00	0.13	0.13
		Motor Vehicles, Department of	429 - San Diego TSC Office	26	676	0.11%	0.00	0.04	0.04
	San Diego Total			247	6,422		0.00	0.42	0.42
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	135	3,510	0.55%	0.00	0.21	0.21
	San Francisco Total			135	3,510		0.00	0.21	0.21
	San Mateo	Motor Vehicles, Department of	599 - Daly City Field Office	48	1,248	0.32%	0.00	0.13	0.13
		Motor Vehicles, Department of	593 - San Mateo Field Office	46	1,196	0.75%	0.00	0.18	0.18
		Motor Vehicles, Department of	548 - Redwood City Field Office	36	936	0.45%	0.00	0.11	0.11
	San Mateo Total			130	3,380		0.00	0.42	0.42
	Santa Barbara	Motor Vehicles, Department of	549 - Santa Barbara Field Office	35	910	0.90%	0.00	0.10	0.10
	Santa Barbara Total			35	910		0.00	0.10	0.10
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	54	1,404	0.33%	0.00	0.11	0.11
	Santa Clara Total			54	1,404		0.00	0.11	0.11
	Santa Cruz	Motor Vehicles, Department of	550 - Capitola Field Office	26	676	0.27%	0.00	0.05	0.05
	Santa Cruz Total			26	676		0.00	0.05	0.05
	PORTUGUESE Total			1,039	27,014		2.00	2.12	1.73
PUNJABI									
	Alameda	Motor Vehicles, Department of	579 - Hayward Field Office	290	7,540	2.44%	1.00	0.91	0.00
		Employment Development Department	092-Fremont Job Service	93	2,418	3.67%	1.00	0.37	0.00
		Motor Vehicles, Department of	440 - Oakland Claremont TSC	65	1,690	0.12%	0.00	0.06	0.06
	Alameda Total			448	11,648		2.00	1.34	0.06
	Butte	Employment Development Department	050-Chico DI	32	832	0.57%	0.00	0.05	0.05
	Butte Total			32	832		0.00	0.05	0.05
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	138	3,588	1.14%	0.00	0.31	0.31
	Contra Costa Total			138	3,588		0.00	0.31	0.31

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**2003-04 LANGUAGE SURVEY
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LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
PUNJABI - Continued									
	Fresno	Motor Vehicles, Department of	505 - Fresno Field Office	114	2,964	0.42%	0.00	0.19	0.19
			Fresno Total	114	2,964		0.00	0.19	0.19
	Kern	Motor Vehicles, Department of	529 - Bakersfield Field Office	208	5,408	1.25%	0.00	0.33	0.33
			Kern Total	208	5,408		0.00	0.33	0.33
	Los Angeles	Lottery, CA State	Van Nuys District Office	35	910	1.33%	0.00	0.29	0.29
		Motor Vehicles, Department of	637 - Winnetka Field Office	25	650	0.18%	0.00	0.07	0.07
			Los Angeles Total	60	1,560		0.00	0.36	0.36
	Orange	Motor Vehicles, Department of	611 - Westminster Field Office	30	780	0.11%	0.00	0.05	0.05
			Orange Total	30	780		0.00	0.05	0.05
	Sacramento	Employment Development Department	UI Claim Processing	533	13,858	0.19%	9.10	2.00	0.00
		Motor Vehicles, Department of	154 - Motor Carrier Permit	140	3,640	3.64%	0.00	0.44	0.44
		Motor Vehicles, Department of	602 - South Sacramento Field Office	112	2,912	1.33%	0.00	0.37	0.37
		Motor Vehicles, Department of	430 - Sacramento Business Depot TSC	106	2,756	0.08%	1.00	0.12	0.00
		Employment Development Department	UI Claim Adjudication	86	2,236	0.05%	7.00	0.54	0.00
		Employment Development Department	315-Sacramento DI CSC	69	1,794	0.14%	3.00	0.12	0.00
		Transportation, CA Department of	Reception Area-Headquarters	55	1,430	1.24%	0.00	1.05	1.05
		Alcoholic Beverage Control, Dept. of	223-Sacramento DO	46	1,196	2.99%	1.00	0.45	0.00
		Motor Vehicles, Department of	285 - Region I - Sacramento	38	988	0.95%	0.00	0.44	0.44
		Social Services, Department of	Statewide Child Care	25	650	3.87%	0.00	0.77	0.77
			Sacramento Total	1,210	31,460		21.10	6.30	3.07
	San Bernardino	Motor Vehicles, Department of	612 - Rancho Cucamonga Field Office	31	806	0.34%	0.00	0.11	0.11
			San Bernardino Total	31	806		0.00	0.11	0.11
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	83	2,158	0.34%	0.00	0.13	0.13
			San Francisco Total	83	2,158		0.00	0.13	0.13
	San Joaquin	Motor Vehicles, Department of	642 - Tracy Field Office	56	1,456	1.18%	1.00	0.18	0.00
		Motor Vehicles, Department of	517 - Stockton Field Office	31	806	0.33%	1.00	0.12	0.00
			San Joaquin Total	87	2,262		2.00	0.30	0.00
	San Mateo	Motor Vehicles, Department of	548 - Redwood City Field Office	42	1,092	0.52%	0.00	0.13	0.13
			San Mateo Total	42	1,092		0.00	0.13	0.13
	Santa Clara	Motor Vehicles, Department of	632 - Santa Clara Field Office	155	4,030	0.88%	2.00	0.38	0.00
		Motor Vehicles, Department of	516 - San Jose Field Office	57	1,482	0.35%	0.00	0.12	0.12
			Santa Clara Total	212	5,512		2.00	0.50	0.12

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PUNJABI - Continued									
	Yuba	Employment Development Department	203-Marysville Job Service	36	936	2.32%	0.00	0.34	0.34
			Yuba Total	36	936		0.00	0.34	0.34
			PUNJABI TOTAL	2,731	71,006		27.10	10.44	5.25
ROMANIAN									
ROMANIAN	Orange	Motor Vehicles, Department of	611 - Westminster Field Office	30	780	0.11%	0.00	0.05	0.05
			Orange Total	30	780		0.00	0.05	0.05
			ROMANIAN TOTAL	30	780		0.00	0.05	0.05
RUSSIAN									
	Alameda	Motor Vehicles, Department of	644 - Fremont Field Office	53	1,378	0.31%	0.00	0.07	0.07
		Motor Vehicles, Department of	440 - Oakland Claremont TSC	37	962	0.07%	0.00	0.04	0.04
			Alameda Total	90	2,340		0.00	0.11	0.11
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	46	1,196	0.38%	0.00	0.10	0.10
			Contra Costa Total	46	1,196		0.00	0.10	0.10
	Fresno	Motor Vehicles, Department of	505 - Fresno Field Office	26	676	0.10%	0.00	0.04	0.04
			Fresno Total	26	676		0.00	0.04	0.04
	Los Angeles	Motor Vehicles, Department of	508 - Hollywood Field Office	393	10,218	1.91%	0.00	0.56	0.56
		Motor Vehicles, Department of	652 - Hollywood-Vine Field Office	281	7,306	3.52%	1.00	0.72	0.00
		Motor Vehicles, Department of	510 - Glendale Field Office	85	2,210	0.38%	0.00	0.15	0.15
		Motor Vehicles, Department of	515 - Van Nuys Field Office	67	1,742	0.28%	0.00	0.11	0.11
		Employment Development Department	481-N. Los Angeles DI	58	1,508	0.22%	1.00	0.18	0.00
		Justice, Department of	Bureau Medi-Cal Fraud & Elder Abuse - Burbank	46	1,196	3.06%	1.00	0.70	0.00
		Parks and Recreation, Department of	Malibu 917	36	936	1.52%	0.00	0.26	0.26
			Los Angeles Total	966	25,116		3.00	2.68	1.08
	Placer	Motor Vehicles, Department of	543 - Roseville Field Office	138	3,588	3.54%	0.00	0.35	0.35
			Placer Total	138	3,588		0.00	0.35	0.35
	Sacramento	Motor Vehicles, Department of	501 - Sacramento Field Office	368	9,568	4.25%	0.00	1.28	1.28
		Motor Vehicles, Department of	625 - Carmichael Field Office	294	7,644	3.13%	0.00	1.05	1.05
		Motor Vehicles, Department of	602 - South Sacramento Field Office	77	2,002	0.91%	0.00	0.25	0.25
		Motor Vehicles, Department of	430 - Sacramento Business Depot TSC	76	1,976	0.06%	0.00	0.09	0.09
		Employment Development Department	351-TPAD	74	1,924	0.96%	0.00	0.46	0.46

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
RUSSIAN - Continued									
	Sacramento - Continued	Employment Development Department	UI Claim Processing	58	1,508	0.02%	1.00	0.21	0.00
		Highway Patrol, CA	252 South Sacramento - Field	56	1,456	1.16%	0.00	1.03	1.03
		Highway Patrol, CA	252 South Sacramento - Office	40	1,040	1.40%	0.00	0.35	0.35
		Franchise Tax Board	725 TSCS	31	806	0.04%	1.00	0.05	0.00
		Community Services & Development, Dept. of	Program Services & Technical Support	29	754	0.63%	0.00	0.12	0.12
		Employment Development Department	UI Claim Adjudication	28	728	0.02%	2.00	0.21	0.00
		Motor Vehicles, Department of	655 - Folsom Field Office	27	702	0.73%	0.00	0.09	0.09
			Sacramento Total	1,158	30,108		4.00	5.19	4.72
	San Diego	Motor Vehicles, Department of	519 - San Diego Clairemont Field Office	44	1,144	0.20%	0.00	0.10	0.10
		Motor Vehicles, Department of	669 - El Cajon Field Office	30	780	0.11%	0.00	0.04	0.04
			San Diego Total	74	1,924		0.00	0.14	0.14
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	463	12,038	1.89%	0.00	0.72	0.72
			San Francisco Total	463	12,038		0.00	0.72	0.72
	San Mateo	Motor Vehicles, Department of	599 - Daly City Field Office	63	1,638	0.42%	0.00	0.17	0.17
		Motor Vehicles, Department of	548 - Redwood City Field Office	45	1,170	0.56%	0.00	0.14	0.14
			San Mateo Total	108	2,808		0.00	0.31	0.31
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	25	650	0.15%	0.00	0.05	0.05
			Santa Clara Total	25	650		0.00	0.05	0.05
	Yolo	Motor Vehicles, Department of	561 - Woodland Field Office	36	936	1.18%	0.00	0.11	0.11
			Yolo Total	36	936		0.00	0.11	0.11
			RUSSIAN TOTAL	3,130	81,380		7.00	9.80	7.73
SAMOAN									
	Los Angeles	Motor Vehicles, Department of	507 - Long Beach Field Office	33	858	0.23%	0.00	0.07	0.07
			Los Angeles Total	33	858		0.00	0.07	0.07
	Riverside	Corrections, Department of	Riverside 1	27	702	1.00%	0.00	0.10	0.10
			Riverside Total	27	702		0.00	0.10	0.10
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	47	1,222	0.29%	0.00	0.10	0.10
			Santa Clara Total	47	1,222		0.00	0.10	0.10
			SAMOAN TOTAL	107	2,782		0.00	0.27	0.27

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SPANISH									
	Alameda	Employment Development Department	001-Oakland DI	348	9,048	2.94%	1.00	1.45	0.45
		Motor Vehicles, Department of	631 - Pleasanton Field Office	172	4,472	2.35%	3.00	0.54	0.00
		Rehabilitation, Department of	Oakland District Office	84	2,184	3.26%	2.00	1.14	0.00
		Social Services, Department of	Bay Area Regional	78	2,028	3.15%	2.00	0.85	0.00
		Fair Employment and Housing, Dept. of	Northern Region - Oakland	64	1,664	2.99%	0.00	0.48	0.48
		Rehabilitation, Department of	Inland Empire District Office	42	1,092	3.56%	3.00	1.42	0.00
		Corrections, Department of	San Leandro	41	1,066	1.99%	0.00	0.28	0.28
		Rehabilitation, Department of	Laguna Hills	36	936	2.71%	2.00	0.60	0.00
		Corrections, Department of	Hayward	35	910	2.41%	2.00	0.39	0.00
		Highway Patrol, CA	391 Mission Grade Inspection Facility - Insp Fac	35	910	2.23%	3.00	0.60	0.00
		Education, CA State Department of	Education	34	884	2.23%	0.00	1.28	1.28
		Employment Development Department	092-Fremont Job Service	33	858	1.30%	1.00	0.13	0.00
		Alcoholic Beverage Control, Dept. of	222-Oakland DO	30	780	2.80%	1.00	0.56	0.00
		Rehabilitation, Department of	Fremont	28	728	2.80%	1.00	0.37	0.00
		Industrial Relations, Department of	759 I&A Oakland	27	702	3.69%	0.00	0.15	0.15
		Rehabilitation, Department of	Hayward	27	702	4.17%	0.00	0.50	0.50
		Corrections, Department of	Oakland #3	26	676	2.50%	2.00	0.28	0.00
		Education, CA State Department of	Career Center/Transition Program	25	650	3.32%	0.00	0.38	0.38
		Education, CA State Department of	High School Instruction	25	650	1.82%	0.00	0.56	0.56
		Employment Development Department	244-Oakland Employment Tax Office	25	650	3.05%	1.00	0.66	0.00
		Alameda Total		1,215	31,590		24.00	12.62	4.08
	Butte	Motor Vehicles, Department of	522 - Oroville Field Office	50	1,300	2.41%	0.00	0.13	0.13
		Highway Patrol, CA	241 Chico - Comm	37	962	1.09%	0.00	0.14	0.14
		Rehabilitation, Department of	Chico District Office	25	650	1.60%	1.00	0.43	0.00
		Butte Total		112	2,912		1.00	0.70	0.27
	Calaveras	Motor Vehicles, Department of	568 - San Andreas Field Office	30	780	3.65%	0.00	0.13	0.13
		Calaveras Total		30	780		0.00	0.13	0.13
	Contra Costa	Motor Vehicles, Department of	523 - Concord Field Office	281	7,306	4.35%	4.00	1.00	0.00
		Rehabilitation, Department of	Antioch	50	1,300	2.75%	0.00	0.27	0.27
		Corrections, Department of	Concord #2	49	1,274	2.64%	0.00	0.37	0.37

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LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
SPANISH - Continued									
	Contra Costa - Continued	Rehabilitation, Department of	Richmond	43	1,118	3.42%	0.00	0.48	0.48
		Rehabilitation, Department of	Mount Diablo District Office	38	988	2.33%	0.00	0.65	0.65
	Contra Costa Total			461	11,986		4.00	2.77	1.77
	Del Norte - Continued	Corrections, Department of	Pelican Bay State Prison	60	1,560	2.46%	4.00	3.00	0.00
	Del Norte Total			60	1,560		4.00	3.00	0.00
	El Dorado	Motor Vehicles, Department of	525 - Placerville Field Office	64	1,664	2.85%	0.00	0.27	0.27
	El Dorado Total			64	1,664		0.00	0.27	0.27
	Fresno	Corrections, Department of	Pleasant Valley State Prison	179	4,654	3.81%	5.00	4.50	0.00
		Health Services, Department of	Fresno District Office	37	962	3.34%	0.00	0.84	0.84
		Corrections, Department of	Fresno #1	36	936	4.22%	1.00	0.59	0.00
		Corrections, Department of	Selection & Standards-Fresno	36	936	2.02%	2.00	0.73	0.00
	Fresno Total			288	7,488		8.00	6.66	0.84
	Humboldt	Motor Vehicles, Department of	526 - Eureka Field Office	176	4,576	3.30%	1.00	0.43	0.00
		Employment Development Department	083-Eureka Job Service	49	1,274	2.20%	0.00	0.33	0.33
	Humboldt Total			225	5,850		1.00	0.76	0.33
	Kern	Corrections, Department of	North Kern State Prison	106	2,756	3.74%	1.00	4.23	3.23
		Highway Patrol, CA	420 Bakersfield - Office	35	910	2.37%	1.00	0.31	0.00
		Motor Vehicles, Department of	577 - Ridgecrest Field Office	28	728	1.57%	0.00	0.07	0.07
		Alcoholic Beverage Control, Dept. of	306-Bakersfield DO	27	702	3.84%	1.00	0.27	0.00
	Kern Total			196	5,096		3.00	4.88	3.30
	Kings	Corrections, Department of	CA Sub Ab Treat Fac, Corc	33	858	2.56%	2.00	2.36	0.36
	Kings Total			33	858		2.00	2.36	0.36
	Lake	Motor Vehicles, Department of	530 - Lakeport	57	1,482	3.72%	0.00	0.24	0.24
	Lake Total			57	1,482		0.00	0.24	0.24
	Lassen	Corrections, Department of	High Desert State Prison	58	1,508	2.59%	2.00	2.43	0.43
		Corrections, Department of	CCC	39	1,014	4.14%	0.00	1.12	1.12
	Lassen Total			97	2,522		2.00	3.55	1.55
	Los Angeles	Industrial Relations, Department of	667 CA LA	310	8,060	4.36%	6.00	1.53	0.00
		Equalization, Board of	AS Culver City District	202	5,252	4.42%	5.00	3.54	0.00
		Consumer Affairs, Department of	Enforcement-Los Angeles	169	4,394	3.67%	0.00	1.80	1.80
		Franchise Tax Board	655 Los Angeles D.O.	90	2,340	4.30%	4.00	2.02	0.00
		Consumer Affairs, Department of	Examination Unit- LA	88	2,288	3.29%	2.00	0.42	0.00

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**2003-04 LANGUAGE SURVEY
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LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
SPANISH - Continued									
Los Angeles - Continued		Social Services, Department of	Los Angeles Metro & Valleys Children Residential	75	1,950	4.23%	0.00	1.23	1.23
		Corrections, Department of	South Central #1	68	1,768	2.85%	2.00	0.60	0.00
		Justice, Department of	Bureau Medi-Cal Fraud & Elder Abuse - Burbank	67	1,742	4.45%	3.00	1.02	0.00
		Insurance, Department of	Rating & Underwriting Services Bureau	65	1,690	3.92%	1.00	0.82	0.00
		Corporations, Department of	Financial Services Division, LA	54	1,404	1.33%	1.50	0.44	0.00
		Corrections, Department of	Long Beach #1	46	1,196	3.65%	0.00	0.29	0.29
		Industrial Relations, Department of	404 Enforcement - Los Angeles	45	1,170	3.83%	1.00	0.42	0.00
		Rehabilitation, Department of	Bay Cities	40	1,040	2.80%	2.00	0.42	0.00
		Social Services, Department of	Los Angeles Tri-County Adult Care Licensing	39	1,014	2.73%	1.00	0.49	0.00
		Social Services, Department of	Greater Los Angeles Senior Care Licensing	38	988	1.58%	3.00	0.49	0.00
		Rehabilitation, Department of	Canoga Park/Granada Hills	35	910	4.49%	4.00	0.54	0.00
		Health Services, Department of	In-Home Operations South	31	806	4.49%	0.00	1.17	1.17
		Corrections, Department of	Harbor	27	702	2.33%	0.00	0.30	0.30
		Employment Development Department	431-Santa Monica Employment Tax Office	25	650	2.76%	3.00	0.39	0.00
Los Angeles Total				1,514	39,364		38.50	17.93	4.79
Marin		Corrections, Department of	CSP, San Quentin	46	1,196	2.19%	13.00	3.07	0.00
		Rehabilitation, Department of	San Rafael	30	780	3.78%	1.00	0.30	0.00
Marin Total				76	1,976		14.00	3.37	0.00
Mendocino		Motor Vehicles, Department of	590 - Fort Bragg Field Office	41	1,066	3.56%	0.00	0.11	0.11
Mendocino Total				41	1,066		0.00	0.11	0.11
Napa		Mental Health, Department of	Napa State Hospital	166	4,316	4.11%	0.00	2.71	2.71
		Equalization, Board of	JH Santa Rosa District	100	2,600	2.91%	1.00	1.23	0.23
		Forestry & Fire Protection, Dept. of	Sonoma-Lake-Napa	32	832	3.14%	2.00	0.60	0.00
Napa Total				298	7,748		3.00	4.54	2.94
Nevada		Highway Patrol, CA	223 Donner Inspection Facility - Insp Fac	32	832	1.57%	0.00	0.53	0.53
Nevada Total				32	832		0.00	0.53	0.53
Orange		Equalization, Board of	EA Santa Ana District	221	5,746	3.24%	6.00	3.58	0.00
		Employment Development Department	214-Mission Viejo Job Service	176	4,576	4.39%	5.50	0.79	0.00

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SPANISH - Continued									
	Orange - Continued	Industrial Relations, Department of	661 CA Anaheim	161	4,186	3.82%	2.00	0.65	0.00
		Employment Development Department	105-Garden Grove Job Service	92	2,392	3.84%	3.00	0.40	0.00
		Social Services, Department of	Southern Regional Adult Care Licensing	87	2,262	2.52%	4.00	0.20	0.00
		Health Services, Department of	Orange County District Office	52	1,352	2.79%	0.00	0.73	0.73
		Industrial Relations, Department of	450 Elevator - Anaheim	36	936	2.68%	1.00	0.35	0.00
		Developmental Services, Dept. of	GENERAL SERVICES	35	910	2.85%	1.00	1.48	0.48
		Equalization, Board of	EAA Laguna Hills Branch Office	26	676	1.46%	1.00	0.54	0.00
Orange Total				886	23,036		23.50	8.72	1.21
Placer		Employment Development Department	307-Roseville One-Stop Career Center	261	6,786	1.88%	5.00	0.63	0.00
		Motor Vehicles, Department of	673 - Rocklin Field Office	62	1,612	2.20%	0.00	0.21	0.21
		Parks and Recreation, Department of	Auburn 691	32	832	4.39%	0.00	0.32	0.32
Placer Total				355	9,230		5.00	1.16	0.53
Riverside		Food & Agriculture, Dept. of	Border Station Blythe	725	18,850	1.43%	1.00	0.01	0.00
		Education, CA State Department of	Instruction	340	8,840	1.41%	2.00	2.07	0.07
		Education, CA State Department of	Residence	106	2,756	0.61%	0.00	0.39	0.39
		Corrections, Department of	Moreno Valley 2	62	1,612	1.94%	2.00	0.16	0.00
		Employment Development Department	302-Riverside Employment Tax Office	60	1,560	4.07%	4.00	1.02	0.00
		Industrial Relations, Department of	687 CA Riverside	57	1,482	2.46%	1.00	0.32	0.00
		Water Resources Control Board, State	Santa Ana Region (8)	49	1,274	2.28%	2.00	1.38	0.00
		Health Services, Department of	Riverside District Office	37	962	2.36%	1.00	0.99	0.00
		Developmental Services, Dept. of	Administrative Services	28	728	2.54%	2.00	0.64	0.00
Riverside Total				1,464	38,064		15.00	6.98	0.46
Sacramento		Franchise Tax Board	725 TSCS	3,250	84,500	4.38%	20.00	5.96	0.00
		Equalization, Board of	Customer and Taxpayer Services Div	522	13,572	3.98%	2.00	2.17	0.17
		Motor Vehicles, Department of	625 - Carmichael Field Office	345	8,970	3.67%	3.00	1.23	0.00
		Insurance, Department of	Producer Licensing Bureau - Sacramento	227	5,902	3.98%	1.00	1.79	0.79
		Employment Development Department	324-TPAD Operations	200	5,200	1.38%	2.00	2.92	0.92
		Motor Vehicles, Department of	313 - Occupational Licensing Operations	198	5,148	3.80%	1.00	0.91	0.00

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SPANISH - Continued									
	Sacramento - Continued	Justice, Department of	BCII--Record Information & Services	183	4,758	4.32%	1.00	0.91	0.00
		Employment Development Department	282-Taxpayer Assistance Center Sacramento	171	4,446	1.47%	2.60	0.53	0.00
		Student Aid Commission, CA	Call Center	168	4,368	3.83%	0.00	0.11	0.11
		Corrections, Department of	Case Records Services	166	4,316	3.41%	1.00	1.40	0.40
		Employment Development Department	515-Foreign Labor Certification Office	152	3,952	2.32%	11.00	0.91	0.00
		Motor Vehicles, Department of	179 - Registration Processing Unit II	151	3,926	0.86%	4.00	0.41	0.00
		Employment Development Department	351-TPAD	149	3,874	1.94%	1.60	0.92	0.00
		Equalization, Board of	Excise Taxes and Fees Division	133	3,458	2.61%	3.00	2.16	0.00
		Consumer Affairs, Department of	Sacramento CAP	126	3,276	3.21%	0.00	0.90	0.90
		Victim Compensation and Government Claims Board	Customer Services Unit	120	3,120	3.79%	1.55	0.36	0.00
		Transportation, CA Department of	Reception Area-Headquarters	117	3,042	2.63%	1.00	2.24	1.24
		Equalization, Board of	Return Analysis and Allocation	113	2,938	2.98%	6.00	6.97	0.97
		Motor Vehicles, Department of	655 - Folsom Field Office	109	2,834	2.95%	2.00	0.36	0.00
		Secretary of State	Statement of Information	101	2,626	2.75%	0.00	0.50	0.50
		Justice, Department of	Public Inquiry Unit	86	2,236	2.26%	1.00	0.27	0.00
		Secretary of State	Notary	79	2,054	1.78%	1.00	0.44	0.00
		Justice, Department of	Gambling - Sacramento	73	1,898	2.39%	2.00	2.25	0.25
		Employment Development Department	UIDCO	71	1,846	3.12%	6.00	1.05	0.00
		Employment Development Department	322-Labor Market Information Division	71	1,846	1.53%	7.00	3.26	0.00
		Food & Agriculture, Dept. of	Animal Health Branch Sacto	65	1,690	2.22%	0.00	0.64	0.64
		General Services, Department of	Small Business & DVBE Services	64	1,664	3.73%	0.00	0.75	0.75
		Corrections, Department of	Facility Management Division	62	1,612	3.26%	0.00	4.24	4.24
		Secretary of State	UCC	61	1,586	4.15%	1.00	1.74	0.74
		Youth Authority, Department of the	Sacramento	57	1,482	4.31%	2.00	0.56	0.00
		Consumer Affairs, Department of	Public Information	55	1,430	4.00%	0.00	0.36	0.36
		Justice, Department of	Firearms Denial Review	54	1,404	3.88%	0.00	0.58	0.58
		Consumer Affairs, Department of	Operation Unit	52	1,352	3.28%	2.00	0.26	0.00
		Health Services, Department of	FDB-Sacramento office	50	1,300	4.32%	2.00	0.95	0.00

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SPANISH - Continued									
	Sacramento - Continued	Social Services, Department of	Sacramento	50	1,300	1.64%	1.00	0.40	0.00
		Consumer Affairs, Department of	Licensing	42	1,092	0.84%	2.00	0.18	0.00
		Corrections, Department of	Office of Victim Svs. & Restitution	42	1,092	3.09%	0.00	0.53	0.53
		Consumer Affairs, Department of	Complaint Mediation / Sacramento	41	1,066	2.36%	1.00	0.52	0.00
		Corrections, Department of	CSP, Sacramento	40	1,040	1.18%	6.00	1.35	0.00
		Parks and Recreation, Department of	Twin Cities 558	38	988	2.04%	0.00	0.09	0.09
		Consumer Affairs, Department of	Correspondence	36	936	2.68%	1.00	0.38	0.00
		Industrial Relations, Department of	673 CA SAC	36	936	1.49%	1.00	0.34	0.00
		Motor Vehicles, Department of	314 - Traffic Violator School	36	936	3.73%	0.00	0.26	0.26
		Social Services, Department of	Sacramento	36	936	3.50%	0.00	2.66	2.66
		Consumer Affairs, Department of	Licensing	35	910	3.44%	0.00	0.21	0.21
		Franchise Tax Board	348 FSSAS	35	910	1.61%	3.00	1.05	0.00
		Motor Vehicles, Department of	151 - International Registration	34	884	3.04%	2.00	0.46	0.00
		Parks and Recreation, Department of	Railroad 677	33	858	1.42%	1.00	0.12	0.00
		Rehabilitation, Department of	Midtown	33	858	3.32%	0.00	0.40	0.40
		Secretary of State	Business Entities Filing Counter	33	858	1.27%	1.00	0.51	0.00
		Consumer Affairs, Department of	Licensing Stds & Evaluation	32	832	0.46%	1.00	0.11	0.00
		General Services, Department of	728	29	754	0.97%	1.00	1.20	0.20
		Consumer Affairs, Department of	Licensing/LO-License Support; CME	28	728	3.78%	1.00	0.19	0.00
		Consumer Affairs, Department of	Enforcement-Sacramento	28	728	2.23%	0.00	0.60	0.60
		Franchise Tax Board	765 Filing Enforcement	28	728	0.39%	2.00	0.08	0.00
		Highway Patrol, CA	062 Commercial Vehicle Section - Office	28	728	1.09%	2.00	0.46	0.00
		Consumer Affairs, Department of	Exam	26	676	4.30%	0.00	0.15	0.15
		Housing and Community Development, Dept. of	HQ/TP	26	676	1.44%	1.00	0.48	0.00
		Secretary of State	Corporations	26	676	0.31%	0.00	0.09	0.09
		Corrections, Department of	Selection & Standards Branch-Sacto.	25	650	0.70%	1.00	0.40	0.00
		Sacramento Total		8,477	220,402		115.75	64.23	18.75

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOM-MENDED STAFFING	UNMET LANGUAGE NEEDS
SPANISH - Continued									
	San Bernardino	Food & Agriculture, Dept. of	Border Station Yermo	612	15,912	2.43%	0.00	0.22	0.22
		Mental Health, Department of	Patton State Hospital	323	8,398	4.24%	9.00	15.52	6.52
		Corrections, Department of	CIM	118	3,068	2.60%	7.00	1.70	0.00
		Food & Agriculture, Dept. of	Border Station Needles	91	2,366	0.45%	0.00	0.01	0.01
		Corrections, Department of	Victorville 2	40	1,040	3.63%	0.00	0.25	0.25
		Transportation, CA Department of	Encroachment Permits	27	702	2.70%	0.00	0.89	0.89
		Corrections, Department of	Selection & Standards-Rancho Cucamonga	25	650	2.11%	0.00	0.63	0.63
		San Bernardino Total		1,236	32,136		16.00	19.22	8.52
	San Diego	Health Services, Department of	San Diego District Office - South	46	1,196	2.65%	0.00	0.72	0.72
		Employment Development Department	080-Escondido Employment Tax Office	35	910	2.60%	3.00	0.65	0.00
		Corrections, Department of	San Diego 4	32	832	4.14%	2.00	0.37	0.00
		Health Services, Department of	San Diego District Office - North	29	754	1.66%	1.00	0.53	0.00
		Franchise Tax Board	San Diego	27	702	7.29%	2.00	0.51	0.00
		San Diego Total		169	4,394		8.00	2.78	0.72
	San Francisco	Employment Development Department	393-San Francisco DI	439	11,414	3.76%	4.00	1.64	0.00
		Unemployment Insurance Appeals Board	San Francisco	89	2,314	4.43%	1.00	1.09	0.09
		Equalization, Board of	BH San Francisco District	86	2,236	3.16%	0.00	2.42	2.42
		Lottery, CA State	San Francisco District Office	72	1,872	2.51%	0.00	0.50	0.50
		Fair Employment and Housing, Dept. of	Northern Region - San Francisco	64	1,664	3.85%	1.00	0.39	0.00
		Health Services, Department of	San Francisco Medi-Cal Field Office	58	1,508	2.13%	0.00	0.51	0.51
		Corrections, Department of	San Francisco #4	54	1,404	3.71%	2.00	0.41	0.00
		Public Utilities Commission	133 Utility & Transp. Enforcement SF	50	1,300	2.70%	0.00	0.35	0.35
		Employment Development Department	394-San Francisco Employment Tax Office	45	1,170	3.94%	1.00	0.93	0.00
		Industrial Relations, Department of	436 Elevator - San Francisco	26	676	2.34%	0.00	0.27	0.27
		San Francisco Total		983	25,558		9.00	8.51	4.14
	San Joaquin	Parks and Recreation, Department of	Twin Cities Carnegie 561	200	5,200	3.35%	0.00	0.10	0.10
		Corrections, Department of	Deuel Vocational Institution	166	4,316	4.10%	35.00	11.19	0.00

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SPANISH - Continued									
	San Joaquin - Continued	Corrections, Department of	Stockton #1, 2, 3, 4	118	3,068	2.85%	2.00	1.43	0.00
		Industrial Relations, Department of	773 I&A Stockton	31	806	3.65%	0.00	0.07	0.07
San Joaquin Total				515	13,390		37.00	12.79	0.17
	San Luis Obispo	Corrections, Department of	CMC	127	3,302	2.64%	11.00	6.02	0.00
		Parks and Recreation, Department of	Museum 742	108	2,808	3.18%	0.00	0.65	0.65
		Corrections, Department of	San Luis Obispo	69	1,794	4.25%	3.00	0.43	0.00
		Mental Health, Department of	Atascadero State Hospital	58	1,508	1.17%	12.00	4.32	0.00
		Industrial Relations, Department of	665 CA Grover Beach	38	988	3.70%	0.00	0.15	0.15
		Justice, Department of	BNE San Luis Obispo Task Force	35	910	2.71%	0.00	0.30	0.30
San Luis Obispo Total				435	11,310		26.00	11.87	1.10
	San Mateo	Employment Development Department	070-Daly City/Peninsula Works	69	1,794	3.70%	0.00	0.19	0.19
		Social Services, Department of	Peninsula Regional	42	1,092	3.61%	1.00	0.53	0.00
		Corrections, Department of	Redwood City	30	780	2.55%	0.00	0.31	0.31
		Social Services, Department of	Central California Senior Care Licensing	25	650	1.25%	1.00	0.28	0.00
San Mateo Total				166	4,316		2.00	1.31	0.50
	Santa Clara	Motor Vehicles, Department of	653 - Campbell TSC Office	681	17,706	2.13%	3.00	0.83	0.00
		Employment Development Department	405-San Jose DI	332	8,632	4.44%	3.00	1.36	0.00
		Rehabilitation, Department of	San Jose District Office	82	2,132	3.58%	3.00	1.15	0.00
		Employment Development Department	406-San Jose Employment Tax Office	67	1,742	3.55%	1.00	1.03	0.03
		Alcoholic Beverage Control, Dept. of	225-San Jose DO	34	884	3.03%	2.00	0.42	0.00
		Fair Employment and Housing, Dept. of	Northern Region - San Jose	33	858	4.47%	0.00	0.36	0.36
		Corrections, Department of	San Jose Support Staff	26	676	1.18%	1.00	0.04	0.00
Santa Clara Total				1,255	32,630		13.00	5.19	0.39
	Santa Cruz	Employment Development Department	042-Capitola Job Service	55	1,430	3.62%	1.00	0.32	0.00
Santa Cruz Total				55	1,430		1.00	0.32	0.00
	Siskiyou	Motor Vehicles, Department of	639 - Mount Shasta Field Office	40	1,040	2.90%	0.00	0.07	0.07
		Food & Agriculture, Dept. of	Border Station Dorris	29	754	1.00%	0.00	0.06	0.06
Siskiyou Total				69	1,794		0.00	0.13	0.13
	Solano	Corrections, Department of	CSP, Solano	223	5,798	3.82%	3.00	5.81	2.81
		Motor Vehicles, Department of	554 - Vallejo Field Office	125	3,250	2.62%	2.00	0.51	0.00

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**2003-04 LANGUAGE SURVEY
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LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOM-MENDED STAFFING	UNMET LANGUAGE NEEDS
SPANISH - Continued									
	Solano - Continued	Corrections, Department of	CMF	52	1,352	2.71%	0.00	1.27	1.27
		Motor Vehicles, Department of	588 - Vacaville Field Office	48	1,248	1.58%	1.00	0.21	0.00
Solano Total				448	11,648		6.00	7.80	4.08
	Sonoma	Rehabilitation, Department of	Santa Rosa District Office	94	2,444	3.51%	3.00	1.20	0.00
		Parks and Recreation, Department of	Silverado 664	87	2,262	3.76%	0.00	0.53	0.53
		Corrections, Department of	Santa Rosa #2	49	1,274	2.48%	1.00	0.32	0.00
		Alcoholic Beverage Control, Dept. of	227-Santa Rosa DO	30	780	1.77%	2.00	0.34	0.00
Sonoma Total				260	6,760		6.00	2.39	0.53
	Tehama	Highway Patrol, CA	131 Cottonwood Inspection Facility - Insp Fac	46	1,196	2.10%	1.00	0.74	0.00
			Tehama Total				46	1,196	
	Ventura	Rehabilitation, Department of	Oxnard	56	1,456	4.40%	5.00	0.73	0.00
		Employment Development Department	443-Simi Valley Job Service	43	1,118	3.66%	2.00	0.31	0.00
Ventura Total				99	2,574		7.00	1.04	0.00
SPANISH TOTAL				21,717	564,642		395.75	219.60	62.74
SWAHILI									
	Alameda	Motor Vehicles, Department of	579 - Hayward Field Office	242	6,292	2.04%	0.00	0.76	0.76
Alameda Total				242	6,292		0.00	0.76	0.76
SWAHILI TOTAL				242	6,292		0.00	0.76	0.76
TAGALOG									
	Alameda	Motor Vehicles, Department of	440 - Oakland Claremont TSC	138	3,588	0.25%	1.00	0.13	0.00
		Motor Vehicles, Department of	504 - Oakland Claremont Field Office	69	1,794	1.03%	0.00	0.17	0.17
		Industrial Relations, Department of	539 WCA - Oakland	54	1,404	1.15%	0.00	0.13	0.13
		Motor Vehicles, Department of	604 - Oakland Coliseum Field Office	50	1,300	0.30%	0.00	0.12	0.12
		Employment Development Department	092-Fremont Job Service	47	1,222	1.85%	0.00	0.19	0.19
		Lottery, CA State	East Bay District Office	47	1,222	2.32%	0.00	0.23	0.23
		Health Services, Department of	Alameda District Office	37	962	3.97%	0.00	0.75	0.75
		Equalization, Board of	CH Oakland District	36	936	1.16%	0.00	0.80	0.80
Alameda Total				478	12,428		1.00	2.52	2.39
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	179	4,654	1.48%	0.00	0.40	0.40
		Motor Vehicles, Department of	592 - Pittsburg Field Office	80	2,080	1.47%	0.00	0.07	0.07
Contra Costa Total				259	6,734		0.00	0.47	0.47

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TAGALOG - Continued									
	Los Angeles	Motor Vehicles, Department of	652 - Hollywood-Vine Field Office	348	9,048	4.36%	1.00	0.89	0.00
		Motor Vehicles, Department of	618 - West Covina Field Office	327	8,502	1.21%	3.00	0.78	0.00
		Motor Vehicles, Department of	508 - Hollywood Field Office	263	6,838	1.28%	0.00	0.38	0.38
		Motor Vehicles, Department of	507 - Long Beach Field Office	209	5,434	1.44%	0.00	0.43	0.43
		Mental Health, Department of	Metropolitan State Hospital	171	4,446	1.29%	1.00	4.72	3.72
		Motor Vehicles, Department of	606 - Bellflower Field Office	144	3,744	1.06%	0.00	0.51	0.51
		Motor Vehicles, Department of	608 - Torrance Field Office	140	3,640	1.56%	2.00	0.58	0.00
		Motor Vehicles, Department of	637 - Winnetka Field Office	131	3,406	0.96%	2.00	0.35	0.00
		Motor Vehicles, Department of	587 - Arleta Field Office	116	3,016	0.49%	0.00	0.19	0.19
		Motor Vehicles, Department of	515 - Van Nuys Field Office	71	1,846	0.29%	1.00	0.11	0.00
		Motor Vehicles, Department of	674 - North Hollywood TSC Office	61	1,586	0.16%	0.00	0.08	0.08
		Secretary of State	Los Angeles	60	1,560	1.93%	0.00	0.23	0.23
		Motor Vehicles, Department of	532 - Pomona Field Office	59	1,534	0.48%	0.00	0.24	0.24
		Motor Vehicles, Department of	509 - Pasadena Field Office	49	1,274	0.31%	0.00	0.13	0.13
		Motor Vehicles, Department of	617 - Linclon Park Field Office	38	988	0.22%	0.00	0.07	0.07
		Motor Vehicles, Department of	662 - Newhall Field Office	37	962	0.35%	1.00	0.10	0.00
		Highway Patrol, CA	550 Santa Fe Springs - Field	35	910	0.43%	0.00	0.44	0.44
		Motor Vehicles, Department of	435 - Van Nuys TSC Office	34	884	0.19%	0.00	0.04	0.04
		Motor Vehicles, Department of	595 - Lancaster Field Office	33	858	0.28%	0.00	0.06	0.06
		Motor Vehicles, Department of	511 - Montebello Field Office	33	858	0.27%	1.00	0.06	0.00
		Unemployment Insurance Appeals Board	Pasadena	26	676	1.26%	1.00	0.37	0.00
		Rehabilitation, Department of	GLAD District Office	25	650	1.33%	2.00	0.01	0.00
		Los Angeles Total		2,410	62,660		15.00	10.77	6.52
	Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	41	1,066	0.38%	3.00	0.07	0.00
		Marin Total		41	1,066		3.00	0.07	0.00
	Monterey	Motor Vehicles, Department of	567 - Seaside Field Office	31	806	0.38%	0.00	0.07	0.07
		Motor Vehicles, Department of	539 - Salinas Field Office	25	650	0.32%	0.00	0.06	0.06
		Monterey Total		56	1,456		0.00	0.13	0.13
	Napa	Mental Health, Department of	Napa State Hospital	172	4,472	4.26%	0.00	2.81	2.81
		Motor Vehicles, Department of	540 - Napa Field Office	32	832	0.74%	0.00	0.09	0.09
		Napa Total		204	5,304		0.00	2.90	2.90
	Orange	Motor Vehicles, Department of	611 - Westminster Field Office	118	3,068	0.41%	0.00	0.19	0.19
		Motor Vehicles, Department of	542 - Santa Ana Field Office	85	2,210	0.51%	0.00	0.20	0.20

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TAGALOG - Continued									
	Orange - Continued	Motor Vehicles, Department of	402 - Santa Ana TSC Office	63	1,638	0.29%	0.00	0.09	0.09
		Motor Vehicles, Department of	605 - Laguna Hills Field Office	53	1,378	0.42%	0.00	0.10	0.10
		Motor Vehicles, Department of	607 - Fullerton Field Office	32	832	0.22%	0.00	0.10	0.10
		Motor Vehicles, Department of	436 - Irvine TSC Office	31	806	0.07%	4.00	0.05	0.00
		Health Services, Department of	Orange County District Office	26	676	1.39%	0.00	0.36	0.36
		Lottery, CA State	Santa Ana District Office	26	676	1.00%	1.00	0.17	0.00
Orange Total				434	11,284		5.00	1.26	1.04
Riverside	Motor Vehicles, Department of	635 - Hemet Field Office	37	962	0.44%	0.00	0.10	0.10	
	Motor Vehicles, Department of	641 - Banning Field Office	34	884	0.99%	0.00	0.10	0.10	
	Employment Development Department	303-Riverside DI CSC	29	754	0.05%	1.00	0.05	0.00	
Riverside Total				100	2,600		1.00	0.25	0.20
Sacramento	Employment Development Department	UI Claim Processing	731	19,006	0.26%	33.00	2.74	0.00	
	Motor Vehicles, Department of	602 - South Sacramento Field Office	106	2,756	1.25%	1.00	0.35	0.00	
	Employment Development Department	UI Claim Adjudication	98	2,548	0.06%	16.90	0.64	0.00	
	Motor Vehicles, Department of	430 - Sacramento Business Depot TSC	80	2,080	0.06%	0.00	0.09	0.09	
	Employment Development Department	315-Sacramento DI CSC	51	1,326	0.11%	4.00	0.09	0.00	
	Motor Vehicles, Department of	501 - Sacramento Field Office	42	1,092	0.48%	0.00	0.14	0.14	
	Highway Patrol, CA	252 South Sacramento - Field	27	702	0.56%	0.00	0.50	0.50	
Sacramento Total				1,135	29,510		54.90	4.55	0.73
San Diego	Motor Vehicles, Department of	613 - Chula Vista Field Office	595	15,470	2.52%	13.00	1.09	0.00	
	Motor Vehicles, Department of	429 - San Diego TSC Office	318	8,268	1.39%	1.00	0.51	0.00	
	Motor Vehicles, Department of	676 - Poway Field Office	187	4,862	2.39%	0.00	0.60	0.60	
	Motor Vehicles, Department of	677 - San Ysidro Field Office	161	4,186	0.77%	2.00	0.23	0.00	
	Motor Vehicles, Department of	519 - San Diego Clairemont Field Office	151	3,926	0.68%	1.00	0.33	0.00	
	Employment Development Department	372-San Diego South Job Service	115	2,990	3.32%	1.00	0.70	0.00	
	Corrections, Department of	R.J. Donovan Correctional Facility	101	2,626	2.55%	0.00	4.54	4.54	
	Motor Vehicles, Department of	669 - El Cajon Field Office	76	1,976	0.28%	0.00	0.11	0.11	
	Motor Vehicles, Department of	506 - San Diego Field Office	47	1,222	0.26%	1.00	0.06	0.00	

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TAGALOG - Continued									
	San Diego - Continued	Employment Development Department	079-North County Inland Career Center	36	936	1.30%	1.00	0.16	0.00
		Highway Patrol, CA	645 San Diego - Office	30	780	0.52%	0.00	0.17	0.17
San Diego Total				1,817	47,242		20.00	8.50	5.42
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	210	5,460	0.86%	0.00	0.33	0.33
		Rehabilitation, Department of	San Francisco District Office	44	1,144	1.33%	1.00	0.59	0.00
		Public Utilities Commission	133 Utility & Transp. Enforcement SF	41	1,066	2.21%	0.00	0.29	0.29
		Employment Development Department	396-San Francisco Job Service	40	1,040	0.76%	0.00	0.20	0.20
		Secretary of State	San Francisco	37	962	1.87%	0.00	0.16	0.16
		Health Services, Department of	San Francisco Medi-Cal Field Office	35	910	1.29%	0.00	0.31	0.31
San Francisco Total				433	11,258		3.00	1.98	1.29
	San Joaquin	Motor Vehicles, Department of	517 - Stockton Field Office	59	1,534	0.62%	0.00	0.22	0.22
San Joaquin Total				59	1,534		0.00	0.22	0.22
	San Luis Obispo	Parks and Recreation, Department of	Museum 742	27	702	0.79%	0.00	0.16	0.16
San Luis Obispo Total				27	702		0.00	0.16	0.16
	San Mateo	Employment Development Department	070-Daly City/Peninsula Works	60	1,560	3.22%	1.00	0.16	0.00
		Motor Vehicles, Department of	593 - San Mateo Field Office	50	1,300	0.82%	0.00	0.20	0.20
		Social Services, Department of	Central California Senior Care Licensing	43	1,118	2.15%	0.00	0.48	0.48
		Motor Vehicles, Department of	548 - Redwood City Field Office	39	1,014	0.48%	0.00	0.12	0.12
San Mateo Total				192	4,992		1.00	0.96	0.80
	Santa Barbara	Motor Vehicles, Department of	563 - Santa Maria Field Office	69	1,794	0.72%	0.00	0.10	0.10
Santa Barbara Total				69	1,794		0.00	0.10	0.10
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	323	8,398	1.99%	0.00	0.68	0.68
		Motor Vehicles, Department of	632 - Santa Clara Field Office	216	5,616	1.22%	1.00	0.52	0.00
		Motor Vehicles, Department of	668 - Santa Teresa Field Office	57	1,482	0.94%	0.00	0.20	0.20
		Motor Vehicles, Department of	291 - Region II - San Jose	40	1,040	2.36%	2.00	0.47	0.00
		Developmental Services, Dept. of	PROGRAM 5	27	702	3.31%	0.00	0.26	0.26
Santa Clara Total				663	17,238		3.00	2.13	1.14

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
TAGALOG - Continued									
	Solano	Motor Vehicles, Department of	621 - Fairfield Field Office	62	1,612	1.54%	3.00	0.25	0.00
		Employment Development Department	478-Marin St Vallejo	33	858	3.37%	1.00	0.24	0.00
		Rehabilitation, Department of	Fairfield	25	650	1.67%	0.00	0.20	0.20
		Solano Total		120	3,120		4.00	0.69	0.20
	Ventura	Motor Vehicles, Department of	636 - Oxnard Field Office	66	1,716	0.69%	0.00	0.17	0.17
		Ventura Total		66	1,716		0.00	0.17	0.17
		TAGALOG TOTAL		8,563	222,638		110.90	37.83	23.88
THAI									
	Alameda	Motor Vehicles, Department of	579 - Hayward Field Office	37	962	0.31%	0.00	0.12	0.12
		Motor Vehicles, Department of	644 - Fremont Field Office	29	754	0.17%	0.00	0.04	0.04
		Alameda Total		66	1,716		0.00	0.16	0.16
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	64	1,664	0.53%	0.00	0.14	0.14
		Contra Costa Total		64	1,664		0.00	0.14	0.14
	Los Angeles	Motor Vehicles, Department of	508 - Hollywood Field Office	64	1,664	0.31%	0.00	0.09	0.09
		Motor Vehicles, Department of	587 - Arleta Field Office	29	754	0.12%	0.00	0.05	0.05
		Motor Vehicles, Department of	637 - Winnetka Field Office	25	650	0.18%	0.00	0.07	0.07
		Los Angeles Total		118	3,068		0.00	0.21	0.21
	San Bernardino	Motor Vehicles, Department of	612 - Rancho Cucamonga Field Office	27	702	0.30%	0.00	0.10	0.10
		San Bernardino Total		27	702		0.00	0.10	0.10
	San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office	106	2,756	0.43%	0.00	0.16	0.16
		San Francisco Total		106	2,756		0.00	0.16	0.16
	San Mateo	Motor Vehicles, Department of	548 - Redwood City Field Office	26	676	0.32%	0.00	0.08	0.08
		San Mateo Total		26	676		0.00	0.08	0.08
		THAI TOTAL		407	10,582		0.00	0.85	0.85
TIGRINYA									
	Santa Clara	Motor Vehicles, Department of	516 - San Jose Field Office	34	884	0.21%	0.00	0.07	0.07
		Santa Clara Total		34	884		0.00	0.07	0.07
		TIGRINYA TOTAL		34	884		0.00	0.07	0.07
TONGAN									
	San Mateo	Motor Vehicles, Department of	548 - Redwood City Field Office	46	1,196	0.57%	0.00	0.14	0.14
		San Mateo Total		46	1,196		0.00	0.14	0.14
		TONGAN TOTAL		46	1,196		0.00	0.14	0.14

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
UKRANIAN									
	Sacramento	Fish and Game, Department of	License and Revenue	25	650	4.11%	0.00	0.33	0.33
			Sacramento Total	25	650		0.00	0.33	0.33
			UKRAINIAN TOTAL	25	650		0.00	0.33	0.33
URDU									
	Santa Clara	Motor Vehicles, Department of	632 - Santa Clara Field Office	31	806	0.18%	0.00	0.08	0.08
			Santa Clara Total	31	806		0.00	0.08	0.08
			URDU TOTAL	31	806		0.00	0.08	0.08
VIETNAMESE									
	Alameda	Motor Vehicles, Department of	644 - Fremont Field Office	686	17,836	4.04%	0.00	0.88	0.88
		Motor Vehicles, Department of	579 - Hayward Field Office	318	8,268	2.68%	0.00	1.00	1.00
		Motor Vehicles, Department of	504 - Oakland Claremont Field Office	238	6,188	3.56%	0.00	0.59	0.59
		Motor Vehicles, Department of	604 - Oakland Coliseum Field Office	233	6,058	1.41%	0.00	0.56	0.56
		Motor Vehicles, Department of	440 - Oakland Claremont TSC	164	4,264	0.30%	0.00	0.16	0.16
		Rehabilitation, Department of	Oakland District Office	30	780	1.17%	1.00	0.41	0.00
			Alameda Total	1,669	43,394		1.00	3.60	3.19
	Contra Costa	Motor Vehicles, Department of	556 - El Cerrito Field Office	233	6,058	1.93%	0.00	0.52	0.52
			Contra Costa Total	233	6,058		0.00	0.52	0.52
	Los Angeles	Motor Vehicles, Department of	509 - Pasadena Field Office	351	9,126	2.22%	3.00	0.92	0.00
		Motor Vehicles, Department of	617 - Linclon Park Field Office	320	8,320	1.88%	0.00	0.64	0.64
		Motor Vehicles, Department of	507 - Long Beach Field Office	199	5,174	1.37%	0.00	0.41	0.41
		Motor Vehicles, Department of	618 - West Covina Field Office	191	4,966	0.71%	1.00	0.46	0.00
		Motor Vehicles, Department of	511 - Montebello Field Office	105	2,730	0.86%	0.00	0.19	0.19
		Motor Vehicles, Department of	637 - Winnetka Field Office	68	1,768	0.50%	0.00	0.18	0.18
		Motor Vehicles, Department of	532 - Pomona Field Office	61	1,586	0.50%	0.00	0.25	0.25
		Rehabilitation, Department of	Fountain Valley	58	1,508	2.91%	2.00	0.61	0.00
		Highway Patrol, CA	590 Central Los Angeles - Office	52	1,352	0.97%	0.00	0.54	0.54
		Motor Vehicles, Department of	514 - Culver City Field Office	48	1,248	0.81%	0.00	0.13	0.13
		Employment Development Department	306-WorkSource California	41	1,066	2.39%	0.00	0.17	0.17
		Motor Vehicles, Department of	609 - Hawthorne Field Office	36	936	0.59%	0.00	0.19	0.19
		Motor Vehicles, Department of	674 - North Hollywood TSC Office	32	832	0.08%	0.00	0.04	0.04

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
VIETNAMESE - Continued									
Los Angeles - Continued	Industrial Relations, Department of	538 BOFE - Long Beach	31	806	3.37%	1.00	0.27	0.00	
	Employment Development Department	076-El Monte Job Service	30	780	1.44%	1.00	0.18	0.00	
	Motor Vehicles, Department of	508 - Hollywood Field Office	29	754	0.14%	0.00	0.04	0.04	
	Motor Vehicles, Department of	616 - Santa Monica Field Office	28	728	0.19%	0.00	0.06	0.06	
	Motor Vehicles, Department of	515 - Van Nuys Field Office	28	728	0.12%	0.00	0.05	0.05	
	Employment Development Department	041-Canoga Park Job Service	27	702	0.97%	1.00	0.19	0.00	
	Motor Vehicles, Department of	591 - Whittier Field Office	25	650	0.23%	0.00	0.06	0.06	
	Rehabilitation, Department of	E. Los Angeles	25	650	1.53%	1.00	0.14	0.00	
Los Angeles Total				1,785	46,410		10.00	5.72	2.95
Marin	Motor Vehicles, Department of	534 - Corte Madera Field Office	101	2,626	0.93%	0.00	0.18	0.18	
Marin Total				101	2,626		0.00	0.18	0.18
Monterey	Motor Vehicles, Department of	539 - Salinas Field Office	105	2,730	1.34%	0.00	0.26	0.26	
	Motor Vehicles, Department of	567 - Seaside Field Office	40	1,040	0.49%	0.00	0.09	0.09	
	Parks and Recreation, Department of	Gavilan 724	32	832	1.24%	0.00	0.18	0.18	
Monterey Total				177	4,602		0.00	0.53	0.53
Orange	Motor Vehicles, Department of	542 - Santa Ana Field Office	392	10,192	2.34%	3.00	0.93	0.00	
	Motor Vehicles, Department of	296 - Region IV - Irvine	147	3,822	4.02%	1.00	1.21	0.21	
	Motor Vehicles, Department of	402 - Santa Ana TSC Office	104	2,704	0.47%	2.00	0.15	0.00	
	Social Services, Department of	Orange County Regional	84	2,184	3.45%	1.00	0.54	0.00	
	Employment Development Department	421-Santa Ana DI	80	2,080	0.60%	2.00	0.24	0.00	
	Industrial Relations, Department of	679 CA Santa Ana	79	2,054	2.03%	1.00	0.43	0.00	
	Motor Vehicles, Department of	628 - Costa Mesa Field Office	79	2,054	0.53%	0.00	0.16	0.16	
	Motor Vehicles, Department of	605 - Laguna Hills Field Office	73	1,898	0.58%	0.00	0.14	0.14	
	Employment Development Department	009-Anaheim Job Service	61	1,586	0.97%	1.00	0.34	0.00	
	Motor Vehicles, Department of	607 - Fullerton Field Office	60	1,560	0.41%	1.00	0.19	0.00	
	Motor Vehicles, Department of	436 - Irvine TSC Office	57	1,482	0.13%	2.00	0.09	0.00	
	Alcoholic Beverage Control, Dept. of	311-Santa Ana DO	55	1,430	2.51%	0.00	0.55	0.55	
	Highway Patrol, CA	670 Westminster - Field	44	1,144	1.59%	0.00	0.86	0.86	
	Youth Authority, Department of the	South Coast	35	910	1.98%	0.00	0.22	0.22	
	Employment Development Department	214-Mission Viejo Job Service	33	858	0.82%	1.00	0.15	0.00	
	Parks and Recreation, Department of	Orange Coast North 926	31	806	2.45%	0.00	0.80	0.80	
	Unemployment Insurance Appeals Board	Orange County	26	676	1.32%	0.00	0.37	0.37	
Orange Total				1,440	37,440		15.00	7.37	3.31

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOM-MENDED STAFFING	UNMET LANGUAGE NEEDS
VIETNAMESE - Continued									
	Riverside	Motor Vehicles, Department of	545 - Riverside Field Office	163	4,238	0.74%	0.00	0.24	0.24
		Motor Vehicles, Department of	659 - Palm Springs Field Office	63	1,638	0.66%	0.00	0.10	0.10
		Employment Development Department	303-Riverside DI CSC	56	1,456	0.10%	2.00	0.10	0.00
		Motor Vehicles, Department of	641 - Banning Field Office	39	1,014	1.13%	0.00	0.11	0.11
		Housing and Community Development, Dept. of	Southern Area Office	26	676	0.58%	0.00	0.21	0.21
		Riverside Total		347	9,022		2.00	0.76	0.66
	Sacramento	Employment Development Department	UI Claim Processing	5,427	141,102	1.93%	48.10	20.30	0.00
		Employment Development Department	UI Claim Adjudication	963	25,038	0.60%	35.00	6.43	0.00
		Motor Vehicles, Department of	602 - South Sacramento Field Office	278	7,228	3.29%	2.00	0.92	0.00
		Motor Vehicles, Department of	501 - Sacramento Field Office	199	5,174	2.30%	2.00	0.69	0.00
		Consumer Affairs, Department of	Consumer Information Center	191	4,966	1.10%	0.00	0.39	0.39
		Motor Vehicles, Department of	430 - Sacramento Business Depot TSC	162	4,212	0.13%	0.00	0.20	0.20
		Motor Vehicles, Department of	154 - Motor Carrier Permit	78	2,028	2.03%	0.00	0.24	0.24
		Community Services & Development, Dept. of	Program Services & Technical Support	72	1,872	1.58%	0.00	0.29	0.29
		Highway Patrol, CA	252 - South Sacramento - Field	67	1,742	1.38%	1.00	1.23	0.23
		Employment Development Department	315-Sacramento DI CSC	55	1,430	0.11%	1.00	0.09	0.00
		Consumer Affairs, Department of	Sacramento Licensing	30	780	1.63%	0.00	0.28	0.28
		Justice, Department of	BNE Sacramento - TRIPS	30	780	2.71%	0.00	0.22	0.22
		Employment Development Department	324-TPAD Operations	25	650	0.17%	0.00	0.36	0.36
		Sacramento Total		7,577	197,002		89.10	31.64	2.21
	San Bernardino	Motor Vehicles, Department of	626 - Redlands Field Office	51	1,326	0.34%	0.00	0.07	0.07
		Motor Vehicles, Department of	612 - Rancho Cucamonga Field Office	37	962	0.41%	0.00	0.13	0.13
		Motor Vehicles, Department of	512 - San Bernardino Field Office	32	832	0.13%	0.00	0.05	0.05
		Food & Agriculture, Dept. of	Meat and Poultry Ontario	27	702	3.27%	0.00	0.39	0.39
		San Bernardino Total		147	3,822		0.00	0.64	0.64
	San Diego	Motor Vehicles, Department of	519 - San Diego Clairemont Field Office	398	10,348	1.80%	1.00	0.88	0.00
		Motor Vehicles, Department of	506 - San Diego Field Office	270	7,020	1.51%	1.00	0.33	0.00
		Motor Vehicles, Department of	429 - San Diego TSC Office	198	5,148	0.86%	0.00	0.32	0.32

TABLE VI

**2003-04 LANGUAGE SURVEY
RECOMMENDED STAFFING AND UNMET LANGUAGE NEEDS, BY LANGUAGE AND COUNTY**

LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOMMENDED STAFFING	UNMET LANGUAGE NEEDS
VIETNAMESE - Continued									
	San Diego - Continued	Motor Vehicles, Department of	669 - El Cajon Field Office	74	1,924	0.28%	0.00	0.11	0.11
		Motor Vehicles, Department of	676 - Poway Field Office	70	1,820	0.89%	0.00	0.22	0.22
		Motor Vehicles, Department of	613 - Chula Vista Field Office	35	910	0.15%	0.00	0.07	0.07
San Diego Total				1,045	27,170		2.00	1.93	0.72
San Francisco	Motor Vehicles, Department of	503 - San Francisco Field Office		735	19,110	3.00%	1.00	1.14	0.14
	Motor Vehicles, Department of	290 - Region II Office - San Francisco		56	1,456	1.72%	1.00	0.50	0.00
	Lottery, CA State	San Francisco District Office		32	832	1.12%	0.00	0.22	0.22
San Francisco Total				823	21,398		2.00	1.86	0.36
San Joaquin	Motor Vehicles, Department of	517 - Stockton Field Office		111	2,886	1.17%	0.00	0.41	0.41
San Joaquin Total				111	2,886		0.00	0.41	0.41
San Mateo	Motor Vehicles, Department of	599 - Daly City Field Office		121	3,146	0.80%	0.00	0.33	0.33
	Motor Vehicles, Department of	548 - Redwood City Field Office		41	1,066	0.51%	0.00	0.13	0.13
	San Mateo Total				162	4,212		0.00	0.46
Santa Clara	Motor Vehicles, Department of	632 - Santa Clara Field Office		337	8,762	1.91%	1.00	0.82	0.00
	Equalization, Board of	GH San Jose District		180	4,680	2.68%	0.00	2.71	2.71
	Employment Development Department	040-Campbell Job Service		124	3,224	1.73%	1.00	0.47	0.00
	Employment Development Department	465-Sunnyvale Job Service		104	2,704	2.82%	0.00	0.40	0.40
	Motor Vehicles, Department of	640 - Los Gatos Field Office		82	2,132	0.94%	0.00	0.26	0.26
	Employment Development Department	405-San Jose DI		58	1,508	0.78%	0.00	0.24	0.24
	Motor Vehicles, Department of	623 - Gilroy Field Office		47	1,222	1.16%	0.00	0.14	0.14
	Alcoholic Beverage Control, Dept. of	225-San Jose DO		46	1,196	4.10%	0.00	0.57	0.57
	Rehabilitation, Department of	San Jose District Office		30	780	1.31%	1.00	0.42	0.00
Santa Clara Total				1,008	26,208		3.00	6.03	4.32
Santa Cruz	Motor Vehicles, Department of	550 - Capitola Field Office		32	832	0.33%	0.00	0.06	0.06
Santa Cruz Total				32	832		0.00	0.06	0.06
Solano	Consumer Affairs, Department of	Examination Unit- FF		36	936	1.98%	0.00	0.20	0.20
	Motor Vehicles, Department of	621 - Fairfield Field Office		25	650	0.62%	0.00	0.10	0.10
Solano Total				61	1,586		0.00	0.30	0.30
VIETNAMESE TOTAL				16,718	434,668		124.10	62.01	20.82
STATEWIDE TOTALS				104,971	2,729,246		975.80	548.72	237.91

Table VII

2003-04 LANGUAGE SURVEY
BILINGUAL PAY

DEPARTMENT	BILINGUAL PAY
AGING, DEPARTMENT OF	0.00
AGRICULTURAL LABOR RELATIONS BOARD	14.00
AIR RESOURCES BOARD, STATE	21.00
ALCOHOL AND DRUG PROGRAMS, DEPARTMENT OF	0.00
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	58.00
BOATING AND WATERWAYS, DEPARTMENT OF	1.00
CALIFORNIA EXPOSITION AND STATE FAIR	1.00
CHILD SUPPORT SERVICES, DEPARTMENT OF	1.00
CHILDREN AND FAMILIES FIRST COMMISSION, CA	1.00
COASTAL COMMISSION, CA	0.00
COLORADO RIVER BOARD	0.00
COMMUNITY SERVICES & DEVELOPMENT, DEPARTMENT OF	1.00
CONSERVATION CORPS, CA	0.00
CONSERVATION, DEPARTMENT OF	16.00
CONSUMER AFFAIRS	80.00
CONTROLLER, OFFICE OF STATE THE	4.00
CORPORATIONS, DEPARTMENT OF	1.00
CORRECTIONS, DEPARTMENT OF	335.00
DEVELOPMENTAL SERVICES	45.00
EDUCATION	476.00
EMPLOYMENT DEVELOPMENT DEPARTMENT	1,900.00
EQUALIZATION, BOARD OF	100.00
FAIR EMPLOYMENT AND HOUSING, DEPARTMENT OF	35.00
FINANCIAL INSTITUTIONS, DEPARTMENT OF	22.00
FISH AND GAME, DEPARTMENT OF	0.00
FOOD AND AGRICULTURE, DEPARTMENT OF	14.00
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	45.00
FRANCHISE TAX BOARD	92.00
GENERAL SERVICES, DEPARTMENT OF	2.00
HEALTH SERVICES, DEPARTMENT OF	30.00
HIGHWAY PATROL, CA	997.00
HORSE RACING BOARD, CALIFORNIA	11.00
HOUSING & COMMUNITY DEVELOPMENT, DEPARTMENT OF	12.00
HOUSING FINANCE AGENCY, CA	4.00
INDEPENDENT LIVING COUNCIL, A	0.00
INDUSTRIAL RELATIONS, DEPARTMENT OF	191.00
INSURANCE, DEPARTMENT OF	62.00
INTEGRATED WASTE MANAGEMENT BOARD, CA	2.00
JUSTICE, DEPARTMENT OF	95.00
LABOR AND WORKFORCE DEVELOPMENT AGENCY	0.00
LOTTERY, CA STATE	30.00
MANAGED HEALTH CARE, DEPARTMENT OF	8.00
MANAGED RISK MEDICAL INSURANCE BOARD	8.00
MENTAL HEALTH	312.00
MOTOR VEHICLES, DEPARTMENT OF	1,365.00
PARKS AND RECREATION, DEPARTMENT OF	21.00
PERSONNEL BOARD, STATE	2.00
PESTICIDE REGULATION, DEPARTMENT OF	3.00
PUBLIC DEFENDER, STATE	1.00

Table VII

2003-04 LANGUAGE SURVEY
BILINGUAL PAY

DEPARTMENT	BILINGUAL PAY
PUBLIC UTILITIES COMMISSION	8.00
REAL ESTATE, DEPARTMENT OF	7.00
REHABILITATION, DEPARTMENT OF	295.00
SECRETARY OF STATE	9.00
SOCIAL SERVICES, DEPARTMENT OF	112.00
STATE LANDS COMMISSION	0.00
TEACHERS RETIREMENT SYSTEM, STATE	15.00
TOXIC SUBSTANCES CONTROL, DEPARTMENT OF	9.00
TRAFFIC SAFETY, OFFICE OF	1.00
TRANSPORTATION, DEPARTMENT OF	17.00
TREASURER, STATE	0.00
UNEMPLOYMENT INSURANCE APPEALS BOARD	72.00
VETERANS AFFAIRS, DEPARTMENT OF	2.00
VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD	8.00
WATER RESOURCES CONTROL BOARD, STATE	0.00
WATER RESOURCES, DEPARTMENT OF	1.00
YOUTH AUTHORITY	155.00
STATEWIDE TOTALS	7,130.00

Table VIII(a)

**2003-04 LANGUAGE SURVEY AND
IMPLEMENTATION PLAN ASSESSMENTS
DEPARTMENTAL (All Departments) RATINGS**

DEPARTMENT	SIZE ¹	PUBLIC CONTACT CATEGORY ¹	ACCEPTABLE ASSESSMENT RATINGS					UNACCEPTABLE RATINGS	
			EXCELLENT	GOOD	AVERAGE/ FAIR	OTHER ACCEPTABLE ALTERNATIVE	OVERALL %	POOR/NEEDS IMPROVEMENT	NON-RESPONSIVE
Financial Institutions, Department of	Smallest	c&b	35.7%	35.7%	14.3%	14.3%	100.0%	0.0%	0.0%
Aging, Department of	Smallest	a&d	70.4%	25.9%	3.7%	0.0%	100.0%	0.0%	0.0%
Unemployment Insurance Appeals Board	Medium-Small	a&b	69.6%	13.0%	8.7%	4.3%	95.7%	0.0%	4.3%
Real Estate, Department of	Smallest	a&b	29.4%	41.2%	11.8%	11.8%	94.1%	5.9%	0.0%
Air Resources Board	Medium-Small	c&d	46.7%	46.7%	0.0%	0.0%	93.3%	6.7%	0.0%
Business Transportation and Housing Agency	Smallest	c&d	7.1%	21.4%	21.4%	42.9%	92.9%	7.1%	0.0%
Corporations, Department of	Smallest	a&b	11.1%	48.1%	14.8%	18.5%	92.6%	7.4%	0.0%
Chiropractic Examiners, Board of	Smallest	c&d	41.7%	33.3%	0.0%	16.7%	91.7%	8.3%	0.0%
Mental Health, Department of	Largest	a&b	50.0%	11.8%	26.5%	2.9%	91.2%	8.8%	0.0%
Equalization, Board of	Large-Medium	a&b	71.1%	11.1%	8.9%	0.0%	91.1%	8.9%	0.0%
State Audits, Bureau of	Smallest	a&d	63.6%	18.2%	9.1%	0.0%	90.9%	9.1%	0.0%
Housing & Community Development, Department of	Smallest	a&b	27.3%	50.0%	9.1%	4.5%	90.9%	9.1%	0.0%
Alternative Energy & Advanced Transportation Financing Authority	Smallest	c&d	60.0%	20.0%	10.0%	0.0%	90.0%	10.0%	0.0%
Toxic Substances Control, Department of	Medium-Small	a&b	20.0%	55.0%	5.0%	10.0%	90.0%	10.0%	0.0%
Motor Vehicles, Department of	Largest	a&b	5.9%	47.5%	35.6%	0.0%	89.1%	10.9%	0.0%
Finance, Department of	Smallest	c&d	11.1%	22.2%	0.0%	55.6%	88.9%	11.1%	0.0%
Law Revision Commission, CA	Smallest	c&d	11.1%	22.2%	55.6%	0.0%	88.9%	11.1%	0.0%
School Finance Authority, CA	Smallest	c&b	27.8%	22.2%	5.6%	33.3%	88.9%	11.1%	0.0%
Social Services, Department of	Large-Medium	a&b	32.7%	19.2%	23.1%	13.5%	88.5%	9.6%	1.9%
Forestry And Fire Protection	Largest	a&b	5.9%	70.6%	0.0%	11.8%	88.2%	11.8%	0.0%
Franchise Tax Board	Largest	a&b	24.0%	32.0%	24.0%	8.0%	88.0%	12.0%	0.0%
Alcoholic Beverage Control Appeals Board	Smallest	c&d	50.0%	37.5%	0.0%	0.0%	87.5%	12.5%	0.0%
Building Standards Commission	Smallest	c&d	25.0%	50.0%	12.5%	0.0%	87.5%	12.5%	0.0%
Personnel Board, State	Smallest	c&d	43.8%	37.5%	0.0%	6.3%	87.5%	12.5%	0.0%
Gambling Control Commission, CA	Smallest	a&d	25.0%	0.0%	12.5%	50.0%	87.5%	12.5%	0.0%
State Library, CA	Smallest	a&d	12.5%	12.5%	12.5%	50.0%	87.5%	12.5%	0.0%
State Controller, Office of the	Medium-Small	a&b	6.3%	50.0%	31.3%	0.0%	87.5%	12.5%	0.0%
Insurance, Department of	Medium-Small	a&b	39.6%	43.4%	3.8%	0.0%	86.8%	13.2%	0.0%
Teachers' Retirement System, State	Medium-Small	a&d	28.6%	14.3%	42.9%	0.0%	85.7%	14.3%	0.0%
Coastal Conservancy, CA	Smallest	a&d	28.6%	57.1%	0.0%	0.0%	85.7%	14.3%	0.0%
Student Aid Commission	Smallest	a&d	28.6%	21.4%	35.7%	0.0%	85.7%	14.3%	0.0%
Victim Compensation and Government Claims Board	Smallest	a&b	3.8%	57.7%	15.4%	7.7%	84.6%	15.4%	0.0%
Fair Employment And Housing, Department of	Smallest	a&b	40.5%	40.5%	0.0%	2.7%	83.8%	13.5%	2.7%
Treasurer, Office of State	Smallest	a&d	50.0%	25.0%	8.3%	0.0%	83.3%	16.7%	0.0%
Debt & Investment Advisory Commission, CA	Smallest	c&d	54.5%	18.2%	9.1%	0.0%	81.8%	18.2%	0.0%
Debt Limit Allocation Committee, CA	Smallest	c&d	54.5%	27.3%	0.0%	0.0%	81.8%	18.2%	0.0%
Educational Facilities Authority, CA	Smallest	c&d	54.5%	27.3%	0.0%	0.0%	81.8%	18.2%	0.0%
Health Facilities Financing Authority, CA	Smallest	c&d	54.5%	18.2%	9.1%	0.0%	81.8%	18.2%	0.0%
Industrial Development Financing Advisory Commission, CA	Smallest	c&d	54.5%	27.3%	0.0%	0.0%	81.8%	18.2%	0.0%

¹See Definition of Terms on Table VIII(f)

Table VIII(a)

**2003-04 LANGUAGE SURVEY AND
IMPLEMENTATION PLAN ASSESSMENTS
DEPARTMENTAL (All Departments) RATINGS**

DEPARTMENT	SIZE ¹	PUBLIC CONTACT CATEGORY ¹	ACCEPTABLE ASSESSMENT RATINGS					UNACCEPTABLE RATINGS	
			EXCELLENT	GOOD	AVERAGE/ FAIR	OTHER ACCEPTABLE ALTERNATIVE	OVERALL %	POOR/NEEDS IMPROVEMENT	NON-RESPONSIVE
Pollution Control Financing Authority, CA	Smallest	c&d	54.5%	27.3%	0.0%	0.0%	81.8%	18.2%	0.0%
ScholarShare Investment Board	Smallest	c&d	54.5%	27.3%	0.0%	0.0%	81.8%	18.2%	0.0%
Tax Credit Allocation Committee, CA	Smallest	c&d	54.5%	18.2%	9.1%	0.0%	81.8%	18.2%	0.0%
Fair Employment and Housing Commission	Smallest	c&d	36.4%	27.3%	0.0%	18.2%	81.8%	9.1%	9.1%
Managed Health Care, Department of	Smallest	a&b	18.2%	50.0%	4.5%	9.1%	81.8%	13.6%	4.5%
Child Support Services, Department of	Smallest	a&b	11.5%	61.5%	7.7%	0.0%	80.8%	19.2%	0.0%
Managed Risk Medical Insurance Board	Smallest	a&b	55.2%	17.2%	0.0%	6.9%	79.3%	20.7%	0.0%
Consumer Affairs, Department of (Boards & Commissions)	Large-Medium	a&b	3.8%	47.2%	26.4%	1.9%	79.2%	20.8%	0.0%
Urban Waterfront Area Restoration Financing Authority, CA	Smallest	c&d	55.6%	11.1%	11.1%	0.0%	77.8%	22.2%	0.0%
Inspector General, Office of the	Smallest	c&d	16.7%	33.3%	16.7%	8.3%	75.0%	25.0%	0.0%
Public Utilities Commission	Medium-Small	a&b	14.3%	42.9%	10.7%	7.1%	75.0%	21.4%	3.6%
Agricultural Labor Relations Board	Smallest	a&b	50.0%	18.8%	6.3%	0.0%	75.0%	12.5%	12.5%
Arts Council, CA	Smallest	c&d	54.5%	18.2%	0.0%	0.0%	72.7%	9.1%	18.2%
CALFED Bay-Delta Authority	Smallest	c&d	45.5%	18.2%	9.1%	0.0%	72.7%	9.1%	18.2%
Pesticide Regulation, Department of	Smallest	a&b	9.1%	40.9%	4.5%	18.2%	72.7%	27.3%	0.0%
Coastal Commission, CA	Smallest	a&d	14.3%	14.3%	42.9%	0.0%	71.4%	28.6%	0.0%
Boating And Waterways	Smallest	a&b	23.5%	11.8%	17.6%	17.6%	70.6%	17.6%	11.8%
Alcoholic Beverage Control, Department of	Smallest	a&b	11.1%	37.0%	14.8%	7.4%	70.4%	29.6%	0.0%
Highway Patrol, CA	Largest	a&b	2.1%	59.6%	4.3%	4.3%	70.2%	21.3%	8.5%
Administrative Law, Office of	Smallest	c&d	70.0%	0.0%	0.0%	0.0%	70.0%	30.0%	0.0%
Transportation Commission, CA	Smallest	c&d	0.0%	40.0%	20.0%	10.0%	70.0%	30.0%	0.0%
Housing Finance Agency, CA	Smallest	a&b	18.8%	12.5%	25.0%	12.5%	68.8%	25.0%	6.3%
Water Resources Control Board, State	Medium-Small	c&d	8.3%	25.0%	16.7%	16.7%	66.7%	33.3%	0.0%
Coachella Valley Mountains Conservancy	Smallest	c&d	33.3%	11.1%	0.0%	22.2%	66.7%	33.3%	0.0%
Colorado River Board	Smallest	c&d	16.7%	25.0%	0.0%	25.0%	66.7%	33.3%	0.0%
Public Employment Relations Board	Smallest	c&d	33.3%	0.0%	33.3%	0.0%	66.7%	33.3%	0.0%
State Lands Commission	Smallest	c&d	33.3%	33.3%	0.0%	0.0%	66.7%	11.1%	22.2%
Education, Department of	Medium	a&b	10.3%	30.8%	17.9%	7.7%	66.7%	33.3%	0.0%
Horse Racing Board, CA	Smallest	a&b	22.2%	16.7%	16.7%	11.1%	66.7%	27.8%	5.6%
Justice, Department of	Largest	a&b	8.9%	26.8%	23.2%	7.1%	66.1%	12.5%	21.4%
Environmental Health Hazard Assessment, Office of	Smallest	c&d	41.2%	11.8%	11.8%	0.0%	64.7%	35.3%	0.0%
Stephen P. Teale Data Center	Smallest	c&b	5.9%	29.4%	23.5%	5.9%	64.7%	35.3%	0.0%
Postsecondary Education Commission, CA	Smallest	c&d	35.7%	28.6%	0.0%	0.0%	64.3%	35.7%	0.0%
Workforce Investment Board, CA	Smallest	c&d	18.2%	0.0%	36.4%	9.1%	63.6%	36.4%	0.0%
Summer School for the Arts, CA State	Smallest	c&d	36.4%	9.1%	9.1%	9.1%	63.6%	18.2%	18.2%
Developmental Services, Department of	Largest	a&b	19.0%	40.5%	2.4%	0.0%	61.9%	28.6%	9.5%
Secretary of State	Smallest	a&b	14.7%	38.2%	8.8%	0.0%	61.8%	29.4%	8.8%
African-American Museum	Smallest	c&d	7.7%	7.7%	30.8%	15.4%	61.5%	38.5%	0.0%
State & Consumer Services Agency	Smallest	c&d	10.0%	10.0%	0.0%	40.0%	60.0%	10.0%	30.0%
Science Center, CA	Smallest	c&d	0.0%	15.8%	26.3%	15.8%	57.9%	42.1%	0.0%

¹See Definition of Terms on Table VIII(f)

Table VIII(a)

**2003-04 LANGUAGE SURVEY AND
IMPLEMENTATION PLAN ASSESSMENTS
DEPARTMENTAL (All Departments) RATINGS**

DEPARTMENT	SIZE ¹	PUBLIC CONTACT CATEGORY ¹	ACCEPTABLE ASSESSMENT RATINGS					UNACCEPTABLE RATINGS	
			EXCELLENT	GOOD	AVERAGE/FAIR	OTHER ACCEPTABLE ALTERNATIVE	OVERALL %	POOR/NEEDS IMPROVEMENT	NON-RESPONSIVE
San Joaquin River Conservancy	Smallest	c&d	14.3%	0.0%	0.0%	42.9%	57.1%	42.9%	0.0%
Personnel Administration	Smallest	c&d	22.2%	0.0%	0.0%	33.3%	55.6%	44.4%	0.0%
Education Audit Appeals Panel	Smallest	c&d	22.2%	11.1%	0.0%	22.2%	55.6%	33.3%	11.1%
Peace Officer Standards & Training	Smallest	c&d	27.3%	0.0%	0.0%	27.3%	54.5%	45.5%	0.0%
Prison Terms, Board of	Smallest	c&d	0.0%	18.2%	9.1%	27.3%	54.5%	45.5%	0.0%
High-Speed Rail Authority, CA	Smallest	c&d	0.0%	23.1%	23.1%	7.7%	53.8%	38.5%	7.7%
Food and Agriculture, Department of	Medium-Small	a&b	7.7%	28.2%	15.4%	0.0%	51.3%	48.7%	0.0%
Aging, Commission on	Smallest	c&d	10.0%	20.0%	20.0%	0.0%	50.0%	50.0%	0.0%
Teacher Credentialing, CA Commission	Smallest	a&d	11.1%	22.2%	16.7%	0.0%	50.0%	27.8%	22.2%
Rehabilitation, Department of	Medium	a&b	13.0%	13.0%	4.3%	19.6%	50.0%	2.2%	47.8%
Integrated Waste Management Board, CA	Small	a&b	4.5%	18.2%	18.2%	9.1%	50.0%	40.9%	9.1%
Independent Living Council, State	Smallest	a&b	22.7%	18.2%	9.1%	0.0%	50.0%	9.1%	40.9%
Employment Development Department	Largest	a&b	13.7%	12.3%	8.2%	12.3%	46.6%	8.2%	45.2%
Alcohol and Drug Programs	Smallest	a&b	0.0%	37.5%	8.3%	0.0%	45.8%	16.7%	37.5%
Electricity Oversight Board	Smallest	c&d	22.2%	0.0%	0.0%	22.2%	44.4%	55.6%	0.0%
Economic Development, Commission for	Smallest	c&d	11.1%	22.1%	11.1%	0.0%	44.4%	33.3%	22.2%
Water Resources, Department of	Medium	a&b	3.7%	7.4%	33.3%	0.0%	44.4%	18.5%	37.0%
Health Services, Department of	Largest	a&b	20.0%	7.3%	16.4%	0.0%	43.6%	30.9%	25.5%
Industrial Relations	Medium	a&b	10.5%	18.4%	13.2%	0.0%	42.1%	52.6%	5.3%
Children and Families First Commission, CA	Smallest	c&d	16.7%	0.0%	25.0%	0.0%	41.7%	33.3%	25.0%
Conservation Corps, CA	Medium-Small	a&b	15.0%	20.0%	5.0%	0.0%	40.0%	60.0%	0.0%
Traffic Safety, Office of	Smallest	c&d	0.0%	5.6%	27.8%	5.6%	38.9%	33.3%	27.8%
Transportation, CA Department of	Largest	a&b	7.1%	21.4%	8.9%	0.0%	37.5%	55.4%	7.1%
CA Exposition And State Fair	Medium-Small	a&b	0.0%	5.3%	26.3%	5.3%	36.8%	52.6%	10.5%
Statewide Health Planning & Development, Office of	Smallest	a&d	0.0%	20.0%	10.0%	5.0%	35.0%	60.0%	5.0%
Veterans Affairs, Department of	Medium-Small	a&b	5.0%	15.0%	5.0%	10.0%	35.0%	65.0%	0.0%
Delta Protection Commission	Smallest	c&d	22.2%	0.0%	0.0%	11.1%	33.3%	44.4%	22.2%
State Mandates, Commission on	Smallest	c&d	22.2%	11.1%	0.0%	0.0%	33.3%	33.3%	33.3%
Public Defender, Office of the State	Smallest	a&b	11.1%	11.1%	11.1%	0.0%	33.3%	44.4%	22.2%
Corrections, Department of	Largest	a&b	8.0%	8.0%	8.0%	8.0%	32.0%	32.0%	36.0%
Rivers & Mountains Conservancy, San Gabriel & Lower L.A.	Smallest	c&d	30.0%	0.0%	0.0%	0.0%	30.0%	40.0%	30.0%
Lottery Commission, CA State	Medium-Small	a&b	10.0%	8.3%	8.3%	1.7%	28.3%	63.3%	8.3%
Energy & Resources Conservation & Development Commission, State	Smallest	c&d	9.1%	0.0%	0.0%	18.2%	27.3%	36.4%	36.4%
Health & Human Services Data Center	Medium-Small	c&d	0.0%	6.3%	18.8%	0.0%	25.0%	12.5%	62.5%
Fish and Game, Department of	Medium	a&b	3.8%	7.7%	3.8%	7.7%	23.1%	76.9%	0.0%
Emergency Services, Office of	Smallest	c&d	0.0%	11.1%	11.1%	0.0%	22.2%	27.8%	50.0%
Public Employees' Retirement System, CA	Medium-Small	a&d	0.0%	0.0%	11.1%	0.0%	11.1%	22.2%	66.7%
Parks And Recreation, Department of	Medium	a&b	1.3%	1.3%	3.9%	3.9%	10.4%	89.6%	0.0%
Labor & Workforce Development Agency	Smallest	c&d	10.0%	0.0%	0.0%	0.0%	10.0%	90.0%	0.0%

¹See Definition of Terms on Table VIII(f)

Table VIII(a)

**2003-04 LANGUAGE SURVEY AND
IMPLEMENTATION PLAN ASSESSMENTS
DEPARTMENTAL (All Departments) RATINGS**

DEPARTMENT	SIZE ¹	PUBLIC CONTACT CATEGORY ¹	ACCEPTABLE ASSESSMENT RATINGS					UNACCEPTABLE RATINGS	
			EXCELLENT	GOOD	AVERAGE/FAIR	OTHER ACCEPTABLE ALTERNATIVE	OVERALL %	POOR/NEEDS IMPROVEMENT	NON-RESPONSIVE
General Services, Department of	Large-Medium	a&b	3.4%	3.4%	0.0%	0.0%	6.9%	65.5%	27.6%
Military Dept. - Office of the Adjutant General	Medium-Small	a&b	0.0%	0.0%	5.6%	0.0%	5.6%	94.4%	0.0%
Conservation, Department of	Smallest	a&b	0.0%	0.0%	4.5%	0.0%	4.5%	36.4%	59.1%

¹See Definition of Terms on Table VIII(f)

Table VIII(b)

**2003-04 LANGUAGE SURVEY AND
IMPLEMENTATION PLAN ASSESSMENTS
DEPARTMENTAL (a and b) RATINGS**

DEPARTMENT	SIZE ¹	PUBLIC CONTACT CATEGORY ²	ACCEPTABLE ASSESSMENT RATINGS					UNACCEPTABLE RATINGS	
			EXCELLENT	GOOD	AVERAGE/ FAIR	OTHER ACCEPTABLE ALTERNATIVE	OVERALL %	POOR/NEEDS IMPROVEMENT	NON-RESPONSIVE
Unemployment Insurance Appeals Board	Medium-Small	a&b	69.6%	13.0%	8.7%	4.3%	95.7%	0.0%	4.3%
Real Estate, Department of	Smallest	a&b	29.4%	41.2%	11.8%	11.8%	94.1%	5.9%	0.0%
Corporations, Department of	Smallest	a&b	11.1%	48.1%	14.8%	18.5%	92.6%	7.4%	0.0%
Mental Health, Department of	Largest	a&b	50.0%	11.8%	26.5%	2.9%	91.2%	8.8%	0.0%
Equalization, Board of	Large-Medium	a&b	71.1%	11.1%	8.9%	0.0%	91.1%	8.9%	0.0%
Housing & Community Development, Department of	Smallest	a&b	27.3%	50.0%	9.1%	4.5%	90.9%	9.1%	0.0%
Toxic Substances Control, Department of	Medium-Small	a&b	20.0%	55.0%	5.0%	10.0%	90.0%	10.0%	0.0%
Motor Vehicles, Department of	Largest	a&b	5.9%	47.5%	35.6%	0.0%	89.1%	10.9%	0.0%
Social Services, Department of	Large-Medium	a&b	32.7%	19.2%	23.1%	13.5%	88.5%	9.6%	1.9%
Forestry And Fire Protection	Largest	a&b	5.9%	70.6%	0.0%	11.8%	88.2%	11.8%	0.0%
Franchise Tax Board	Largest	a&b	24.0%	32.0%	24.0%	8.0%	88.0%	12.0%	0.0%
State Controller, Office of the	Medium-Small	a&b	6.3%	50.0%	31.3%	0.0%	87.5%	12.5%	0.0%
Insurance, Department of	Medium-Small	a&b	39.6%	43.4%	3.8%	0.0%	86.8%	13.2%	0.0%
Victim Compensation and Government Claims Board	Smallest	a&b	3.8%	57.7%	15.4%	7.7%	84.6%	15.4%	0.0%
Fair Employment And Housing, Department of	Smallest	a&b	40.5%	40.5%	0.0%	2.7%	83.8%	13.5%	2.7%
Managed Health Care, Department of	Smallest	a&b	18.2%	50.0%	4.5%	9.1%	81.8%	13.6%	4.5%
Child Support Services, Department of	Smallest	a&b	11.5%	61.5%	7.7%	0.0%	80.8%	19.2%	0.0%
Managed Risk Medical Insurance Board	Smallest	a&b	55.2%	17.2%	0.0%	6.9%	79.3%	20.7%	0.0%
Consumer Affairs, Department of (Boards & Commissions)	Large-Medium	a&b	3.8%	47.2%	26.4%	1.9%	79.2%	20.8%	0.0%
Public Utilities Commission	Medium-Small	a&b	14.3%	42.9%	10.7%	7.1%	75.0%	21.4%	3.6%
Agricultural Labor Relations Board	Smallest	a&b	50.0%	18.8%	6.3%	0.0%	75.0%	12.5%	12.5%
Pesticide Regulation, Department of	Smallest	a&b	9.1%	40.9%	4.5%	18.2%	72.7%	27.3%	0.0%
Boating And Waterways	Smallest	a&b	23.5%	11.8%	17.6%	17.6%	70.6%	17.6%	11.8%
Alcoholic Beverage Control, Department of	Smallest	a&b	11.1%	37.0%	14.8%	7.4%	70.4%	29.6%	0.0%
Highway Patrol, CA	Largest	a&b	2.1%	59.6%	4.3%	4.3%	70.2%	21.3%	8.5%
Housing Finance Agency, CA	Smallest	a&b	18.8%	12.5%	25.0%	12.5%	68.8%	25.0%	6.3%
Education, Department of	Medium	a&b	10.3%	30.8%	17.9%	7.7%	66.7%	33.3%	0.0%
Horse Racing Board, CA	Smallest	a&b	22.2%	16.7%	16.7%	11.1%	66.7%	27.8%	5.6%
Justice, Department of	Largest	a&b	8.9%	26.8%	23.2%	7.1%	66.1%	12.5%	21.4%
Developmental Services, Department of	Largest	a&b	19.0%	40.5%	2.4%	0.0%	61.9%	28.6%	9.5%
Secretary of State	Smallest	a&b	14.7%	38.2%	8.8%	0.0%	61.8%	29.4%	8.8%
Food and Agriculture, Department of	Medium-Small	a&b	7.7%	28.2%	15.4%	0.0%	51.3%	48.7%	0.0%

¹ See Definition of Terms on Table VIII(f)

Table VIII(b)

**2003-04 LANGUAGE SURVEY AND
IMPLEMENTATION PLAN ASSESSMENTS
DEPARTMENTAL (a and b) RATINGS**

DEPARTMENT	SIZE ¹	PUBLIC CONTACT CATEGORY ²	ACCEPTABLE ASSESSMENT RATINGS				OVERALL %	UNACCEPTABLE RATINGS	
			EXCELLENT	GOOD	AVERAGE/FAIR	OTHER ACCEPTABLE ALTERNATIVE		POOR/NEEDS IMPROVEMENT	NON-RESPONSIVE
Rehabilitation, Department of	Medium	a&b	13.0%	13.0%	4.3%	19.6%	50.0%	2.2%	47.8%
Integrated Waste Management Board, CA	Small	a&b	4.5%	18.2%	18.2%	9.1%	50.0%	40.9%	9.1%
Independent Living Council, State	Smallest	a&b	22.7%	18.2%	9.1%	0.0%	50.0%	9.1%	40.9%
Employment Development Department	Largest	a&b	13.7%	12.3%	8.2%	12.3%	46.6%	8.2%	45.2%
Alcohol and Drug Programs	Smallest	a&b	0.0%	37.5%	8.3%	0.0%	45.8%	16.7%	37.5%
Water Resources, Department of	Medium	a&b	3.7%	7.4%	33.3%	0.0%	44.4%	18.5%	37.0%
Health Services, Department of	Largest	a&b	20.0%	7.3%	16.4%	0.0%	43.6%	30.9%	25.5%
Industrial Relations	Medium	a&b	10.5%	18.4%	13.2%	0.0%	42.1%	52.6%	5.3%
Conservation Corps, CA	Medium-Small	a&b	15.0%	20.0%	5.0%	0.0%	40.0%	60.0%	0.0%
Transportation, CA Department of	Largest	a&b	7.1%	21.4%	8.9%	0.0%	37.5%	55.4%	7.1%
CA Exposition And State Fair	Medium-Small	a&b	0.0%	5.3%	26.3%	5.3%	36.8%	52.6%	10.5%
Veterans Affairs, Department of	Medium-Small	a&b	5.0%	15.0%	5.0%	10.0%	35.0%	65.0%	0.0%
Public Defender, Office of the State	Smallest	a&b	11.1%	11.1%	11.1%	0.0%	33.3%	44.4%	22.2%
Corrections, Department of	Largest	a&b	8.0%	8.0%	8.0%	8.0%	32.0%	32.0%	36.0%
Lottery Commission, CA State	Medium-Small	a&b	10.0%	8.3%	8.3%	1.7%	28.3%	63.3%	8.3%
Fish and Game, Department of	Medium	a&b	3.8%	7.7%	3.8%	7.7%	23.1%	76.9%	0.0%
Parks And Recreation, Department of	Medium	a&b	1.3%	1.3%	3.9%	3.9%	10.4%	89.6%	0.0%
General Services, Department of	Large-Medium	a&b	3.4%	3.4%	0.0%	0.0%	6.9%	65.5%	27.6%
Military Dept. - Office of the Adjutant General	Medium-Small	a&b	0.0%	0.0%	5.6%	0.0%	5.6%	94.4%	0.0%
Conservation, Department of	Smallest	a&b	0.0%	0.0%	4.5%	0.0%	4.5%	36.4%	59.1%

¹ See Definition of Terms on Table VIII(f)

Table VIII(c)

2003-04 LANGUAGE SURVEY AND ASSESSMENTS
DEPARTMENTAL (a and d) RATINGS

DEPARTMENT	SIZE ¹	PUBLIC CONTACT CATEGORY ²	ACCEPTABLE ASSESSMENT RATINGS				UNACCEPTABLE RATINGS		
			EXCELLENT	GOOD	AVERAGE/ FAIR	OTHER ACCEPTABLE ALTERNATIVE	OVERALL %	POOR/NEEDS IMPROVEMENT	NON-RESPONSIVE
State Audits, Bureau of	Smallest	a&d	63.6%	18.2%	9.1%	0.0%	90.9%	9.1%	0.0%
Gambling Control Commission, CA	Smallest	a&d	25.0%	0.0%	12.5%	50.0%	87.5%	12.5%	0.0%
State Library, CA	Smallest	a&d	12.5%	12.5%	12.5%	50.0%	87.5%	12.5%	0.0%
Teachers' Retirement System, State	Medium-Small	a&d	28.6%	14.3%	42.9%	0.0%	85.7%	14.3%	0.0%
Coastal Conservancy, CA	Smallest	a&d	28.6%	57.1%	0.0%	0.0%	85.7%	14.3%	0.0%
Student Aid Commission	Smallest	a&d	28.6%	21.4%	35.7%	0.0%	85.7%	14.3%	0.0%
Treasurer, Office of State	Smallest	a&d	50.0%	25.0%	8.3%	0.0%	83.3%	16.7%	0.0%
Coastal Commission, CA	Smallest	a&d	14.3%	14.3%	42.9%	0.0%	71.4%	28.6%	0.0%
Teacher Credentialing, CA Commission	Smallest	a&d	11.1%	22.2%	16.7%	0.0%	50.0%	27.8%	22.2%
Statewide Health Planning & Development, Office of	Smallest	a&d	0.0%	20.0%	10.0%	5.0%	35.0%	60.0%	5.0%
Public Employees' Retirement System, CA	Medium-Small	a&d	0.0%	0.0%	11.1%	0.0%	11.1%	22.2%	66.7%

¹ See Definition of Terms on Table VIII(f)

Table VIII(d)

2003-04 LANGUAGE SURVEY AND IMPLEMENTATION PLAN ASSESSMENTS
DEPARTMENTAL (c and b) RATINGS

DEPARTMENT	SIZE ¹	PUBLIC CONTACT CATEGORY ²	ACCEPTABLE ASSESSMENT RATINGS				UNACCEPTABLE RATINGS		
			EXCELLENT	GOOD	AVERAGE/ FAIR	OTHER ACCEPTABLE ALTERNATIVE	OVERALL %	POOR/NEEDS IMPROVEMENT	NON-RESPONSIVE
Financial Institutions, Department of	Smallest	c&b	35.7%	35.7%	14.3%	14.3%	100.0%	0.0%	0.0%
School Finance Authority, CA	Smallest	c&b	27.8%	22.2%	5.6%	33.3%	88.9%	11.1%	0.0%
Stephen P. Teale Data Center	Smallest	c&b	5.9%	29.4%	23.5%	5.9%	64.7%	35.3%	0.0%

¹ See Definitions on Table VIII(f)

Table VIII(e)

**2003-04 LANGUAGE SURVEY AND
IMPLEMENTATION PLAN ASSESSMENTS
DEPARTMENTAL (c and d)**

DEPARTMENT	SIZE ¹	PUBLIC CONTACT CATEGORY ²	ACCEPTABLE ASSESSMENT RATINGS					UNACCEPTABLE RATINGS	
			EXCELLENT	GOOD	AVERAGE/ FAIR	OTHER ACCEPTABLE ALTERNATIVE	OVERALL %	POOR/NEEDS IMPROVEMENT	NON-RESPONSIVE
Air Resources Board	Medium-Small	c&d	46.7%	46.7%	0.0%	0.0%	93.3%	6.7%	0.0%
Business Transportation and Housing Agency	Smallest	c&d	7.1%	21.4%	21.4%	42.9%	92.9%	7.1%	0.0%
Chiropractic Examiners, Board of	Smallest	c&d	41.7%	33.3%	0.0%	16.7%	91.7%	8.3%	0.0%
Alternative Energy & Advanced Transportation Financing Authority	Smallest	c&d	60.0%	20.0%	10.0%	0.0%	90.0%	10.0%	0.0%
Finance, Department of	Smallest	c&d	11.1%	22.2%	0.0%	55.6%	88.9%	11.1%	0.0%
Law Revision Commission, CA	Smallest	c&d	11.1%	22.2%	55.6%	0.0%	88.9%	11.1%	0.0%
Alcoholic Beverage Control Appeals Board	Smallest	c&d	50.0%	37.5%	0.0%	0.0%	87.5%	12.5%	0.0%
Building Standards Commission	Smallest	c&d	25.0%	50.0%	12.5%	0.0%	87.5%	12.5%	0.0%
Personnel Board, State	Smallest	c&d	43.8%	37.5%	0.0%	6.3%	87.5%	12.5%	0.0%
Debt & Investment Advisory Commission, CA	Smallest	c&d	54.5%	18.2%	9.1%	0.0%	81.8%	18.2%	0.0%
Debt Limit Allocation Committee, CA	Smallest	c&d	54.5%	27.3%	0.0%	0.0%	81.8%	18.2%	0.0%
Educational Facilities Authority, CA	Smallest	c&d	54.5%	27.3%	0.0%	0.0%	81.8%	18.2%	0.0%
Health Facilities Financing Authority, CA	Smallest	c&d	54.5%	18.2%	9.1%	0.0%	81.8%	18.2%	0.0%
Industrial Development Financing Advisory Commission, CA	Smallest	c&d	54.5%	27.3%	0.0%	0.0%	81.8%	18.2%	0.0%
Pollution Control Financing Authority, CA	Smallest	c&d	54.5%	27.3%	0.0%	0.0%	81.8%	18.2%	0.0%
ScholarShare Investment Board	Smallest	c&d	54.5%	27.3%	0.0%	0.0%	81.8%	18.2%	0.0%
Tax Credit Allocation Committee, CA	Smallest	c&d	54.5%	18.2%	9.1%	0.0%	81.8%	18.2%	0.0%
Fair Employment and Housing Commission	Smallest	c&d	36.4%	27.3%	0.0%	18.2%	81.8%	9.1%	9.1%
Urban Waterfront Area Restoration Financing Authority, CA	Smallest	c&d	55.6%	11.1%	11.1%	0.0%	77.8%	22.2%	0.0%
Inspector General, Office of the	Smallest	c&d	16.7%	33.3%	16.7%	8.3%	75.0%	25.0%	0.0%
Arts Council, CA	Smallest	c&d	54.5%	18.2%	0.0%	0.0%	72.7%	9.1%	18.2%
CALFED Bay-Delta Authority	Smallest	c&d	45.5%	18.2%	9.1%	0.0%	72.7%	9.1%	18.2%
Administrative Law, Office of	Smallest	c&d	70.0%	0.0%	0.0%	0.0%	70.0%	30.0%	0.0%
Transportation Commission, CA	Smallest	c&d	0.0%	40.0%	20.0%	10.0%	70.0%	30.0%	0.0%
Water Resources Control Board, State	Medium-Small	c&d	8.3%	25.0%	16.7%	16.7%	66.7%	33.3%	0.0%
Coachella Valley Mountains Conservancy	Smallest	c&d	33.3%	11.1%	0.0%	22.2%	66.7%	33.3%	0.0%
Colorado River Board	Smallest	c&d	16.7%	25.0%	0.0%	25.0%	66.7%	33.3%	0.0%
Public Employment Relations Board	Smallest	c&d	33.3%	0.0%	33.3%	0.0%	66.7%	33.3%	0.0%
State Lands Commission	Smallest	c&d	33.3%	33.3%	0.0%	0.0%	66.7%	11.1%	22.2%
Environmental Health Hazard Assessment, Office of	Smallest	c&d	41.2%	11.8%	11.8%	0.0%	64.7%	35.3%	0.0%
Postsecondary Education Commission, CA	Smallest	c&d	35.7%	28.6%	0.0%	0.0%	64.3%	35.7%	0.0%
Workforce Investment Board, CA	Smallest	c&d	18.2%	0.0%	36.4%	9.1%	63.6%	36.4%	0.0%
Summer School for the Arts, CA State	Smallest	c&d	36.4%	9.1%	9.1%	9.1%	63.6%	18.2%	18.2%
African-American Museum	Smallest	c&d	7.7%	7.7%	30.8%	15.4%	61.5%	38.5%	0.0%
State & Consumer Services Agency	Smallest	c&d	10.0%	10.0%	0.0%	40.0%	60.0%	10.0%	30.0%
Science Center, CA	Smallest	c&d	0.0%	15.8%	26.3%	15.8%	57.9%	42.1%	0.0%
San Joaquin River Conservancy	Smallest	c&d	14.3%	0.0%	0.0%	42.9%	57.1%	42.9%	0.0%
Personnel Administration	Smallest	c&d	22.2%	0.0%	0.0%	33.3%	55.6%	44.4%	0.0%
Education Audit Appeals Panel	Smallest	c&d	22.2%	11.1%	0.0%	22.2%	55.6%	33.3%	11.1%

¹ See Definition of Terms on Table VIII(F)

Table VIII(e)

**2003-04 LANGUAGE SURVEY AND
IMPLEMENTATION PLAN ASSESSMENTS
DEPARTMENTAL (c and d)**

DEPARTMENT	SIZE ¹	PUBLIC CONTACT CATEGORY ²	ACCEPTABLE ASSESSMENT RATINGS					UNACCEPTABLE RATINGS	
			EXCELLENT	GOOD	AVERAGE/FAIR	OTHER ACCEPTABLE ALTERNATIVE	OVERALL %	POOR/NEEDS IMPROVEMENT	NON-RESPONSIVE
Peace Officer Standards & Training	Smallest	c&d	27.3%	0.0%	0.0%	27.3%	54.5%	45.5%	0.0%
Prison Terms, Board of	Smallest	c&d	0.0%	18.2%	9.1%	27.3%	54.5%	45.5%	0.0%
High-Speed Rail Authority, CA	Smallest	c&d	0.0%	23.1%	23.1%	7.7%	53.8%	38.5%	7.7%
Aging, Commission on	Smallest	c&d	10.0%	20.0%	20.0%	0.0%	50.0%	50.0%	0.0%
Electricity Oversight Board	Smallest	c&d	22.2%	0.0%	0.0%	22.2%	44.4%	55.6%	0.0%
Economic Development, Commission for	Smallest	c&d	11.1%	22.1%	11.1%	0.0%	44.4%	33.3%	22.2%
Children and Families First Commission, CA	Smallest	c&d	16.7%	0.0%	25.0%	0.0%	41.7%	33.3%	25.0%
Traffic Safety, Office of	Smallest	c&d	0.0%	5.6%	27.8%	5.6%	38.9%	33.3%	27.8%
Delta Protection Commission	Smallest	c&d	22.2%	0.0%	0.0%	11.1%	33.3%	44.4%	22.2%
State Mandates, Commission on	Smallest	c&d	22.2%	11.1%	0.0%	0.0%	33.3%	33.3%	33.3%
Rivers & Mountains Conservancy, San Gabriel & Lower L.A.	Smallest	c&d	30.0%	0.0%	0.0%	0.0%	30.0%	40.0%	30.0%
Energy & Resources Conservation & Development Commission, State	Smallest	c&d	9.1%	0.0%	0.0%	18.2%	27.3%	36.4%	36.4%
Health & Human Services Data Center	Medium-Small	c&d	0.0%	6.3%	18.8%	0.0%	25.0%	12.5%	62.5%
Emergency Services, Office of	Smallest	c&d	0.0%	11.1%	11.1%	0.0%	22.2%	27.8%	50.0%
Labor & Workforce Development Agency	Smallest	c&d	10.0%	0.0%	0.0%	0.0%	10.0%	90.0%	0.0%

¹ See Definition of Terms on Table VIII(F)

TABLE VIII - GLOSSARY OF TERMS

DEPARTMENT SIZE	
Category	Employees
Largest	More than 5,000
Large-Medium	3,500 to 5,000
Medium	2,000 to 3,499
Medium-Small	500 to 1,999
Small	100 to 499
Smallest	Less Than 100

CONTACT		
Letter Identification	Level of Public Contact	Level of Non-English Public Contacts
a & b	Substantial Public Services	Significant 5% or Greater
a & d	Substantial Public Services	Non-Significant Less Than 5%
c & b	Non-Substantial Public Services	Significant 5% or Greater
c & d	Non-Substantial Public Services	Non-Significant Less Than 5%

OVERALL SCORES		
Rating	% Range	Color Code
Excellent	85% or More	
Good	70% to 84%	
Average/Fair	55% to 69%	
Poor/Needs Improvement	Less Than 55%	

TABLE IX

**2003-04 BILINGUAL SERVICES PROGRAM
TRAINING SCHEDULE**

Training #	Training Class	Date
1	Developing Training or Written Procedures for Public Contact Staff	09/08/03
2	Developing a Bilingual Services Policy	09/15/03
3	Translation of Documents in Compliance with the Act	09/22/03
4	Maximizing Your Internal Resources/ Identification of Outside Tools/Resources	09/26/03
5	03-04 Language Survey Training	11/12/2003 & 3/23/2004
6	Overview of the Act	12/10/03
7	Developing an Informal Complaint Process	01/08/04
8	Qualified Interpreters, Outside Interpreter Resources & Bilingual Pay	01/12/04
9	Federal Funding Requirements for Language Access	01/29/04
10	2003-04 Language Survey System, Log-in and User Ids	03/23/04
11	IP Training	8/22/2003 & 8/26/2004